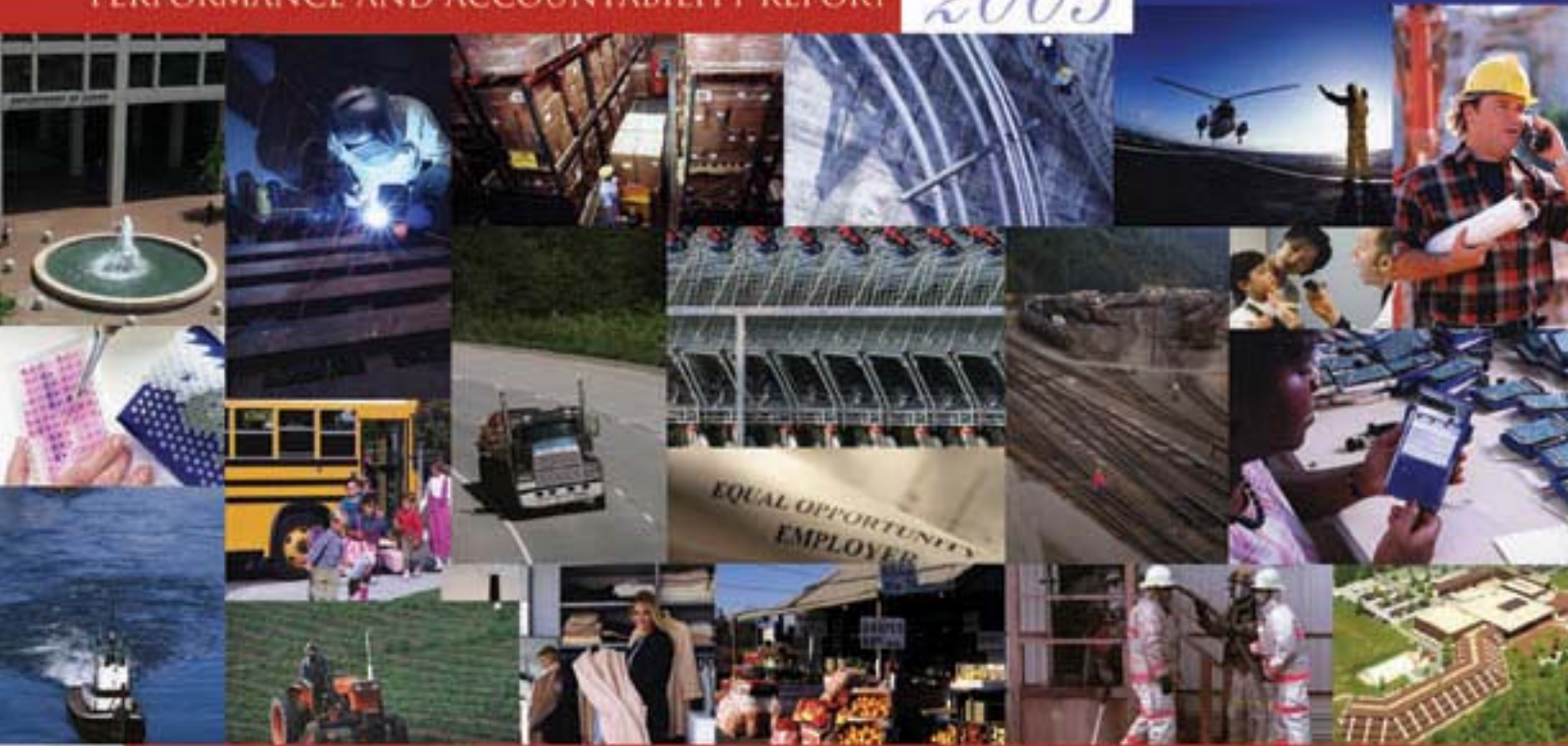


UNITED STATES
DEPARTMENT OF LABOR



PERFORMANCE AND ACCOUNTABILITY REPORT

2005



THE 21ST CENTURY DEPARTMENT OF LABOR: FOSTERING GROWTH. ENCOURAGING INNOVATION.

Strategic Goal 3: Quality Workplaces

Foster Quality Workplaces that are Safe, Healthy and Fair

All workers are entitled to safe, healthy, and fair workplace environments. The Department has committed to achieving this goal by promoting practices that minimize safety and health hazards and provide equal opportunities for workers. In recent history, significant progress has been made in these areas. However, rapid technological advances and dynamic workplace environments have changed the nature of work, leading to new challenges for our safety and health mission. DOL promotes equal employment opportunity by enforcing regulations that deal with Federal contracting practices and the reemployment rights of veterans. In recognition of the global nature of labor markets, DOL also promotes respect for internationally recognized core labor standards. Agencies with programs supporting this goal are the Occupational Safety and Health Administration (OSHA), the Mine Safety and Health Administration (MSHA), the Employment Standards Administration (ESA), the Veterans' Employment and Training Service (VETS), and the Bureau of International Labor Affairs (ILAB).

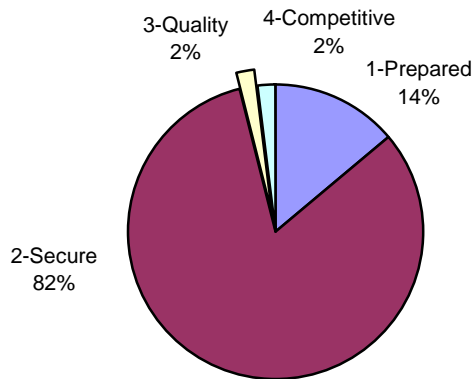
The Department's performance in achieving *Quality Workplaces* is determined by accomplishments organized at the outcome goal level and measured at the performance goal level. Three broad objectives – Outcome Goals 3.1, 3.2 and 3.3 – support Strategic Goal 3, and they contain six performance goals (see table below). In FY 2005, the Department achieved two of these goals, substantially achieved one and did not achieve three. Results, though clearly not meeting expectations in all cases, were more positive than negative. Fatalities occurred slightly more frequently than in the prior year, but overall injury and illness incidence rates continued to fall. For the fourth straight year, based on preliminary data, the United States mining industry set its best safety record since such statistics were first compiled in 1910. MSHA did not meet its target to establish three additional mining safety and health measures – two for noise exposure and one for silica exposure. These baselines will be established in December 2005, using FY 2005 data. Illegal discrimination by contractors remained very rare, and veterans' cases were resolved timely despite increased volume and complexity of complaints due to reserve mobilizations connected with the war in Iraq. DOL-funded international labor programs continued to demonstrate success by, for example, removing thousands of children from exploitation and improving work conditions for the vast majority of those targeted for assistance.

Outcome Goal 3.1 – Reduce Workplace Injuries, Illnesses, and Fatalities Two performance goals not achieved		FY 2005 Costs (millions)
OSHA/MSHA fatality reduction (05-3.1A)	Goal not achieved. MSHA target reached and OSHA target not reached.	\$823
OSHA/MSHA injury and illness reduction (05-3.1B)	Goal not achieved. OSHA target reached and five MSHA targets not reached.	115
Outcome Goal 3.2 – Foster Equal Opportunity Workplaces One performance goal achieved & one not achieved		
ESA Federal contractors' compliance with equal opportunity laws (05-3.2A)	Goal achieved. Two targets reached.	\$99
VETS reduce service members' reemployment issues (05-3.2B)	Goal not achieved. One target reached and two not reached.	16
Outcome Goal 3.3 – Reduce Exploitation of Child Labor, Protect the Basic Rights of Workers, and Strengthen Labor Markets One performance goal achieved & one substantially achieved		
ILAB eliminate worst forms of child labor internationally (05-3.3A)	Goal substantially achieved. Four targets reached, one not reached.	\$74
ILAB improve work conditions internationally (05-3.3B)	Goal achieved. Five targets reached.	43
Other (other ILAB programs)		7

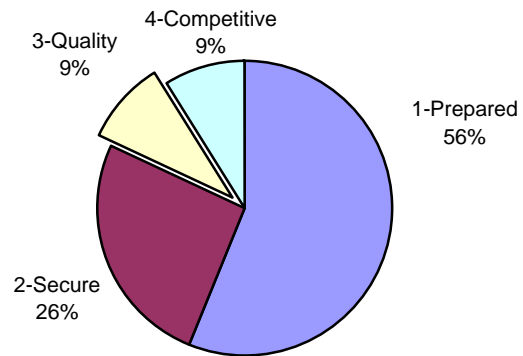
The following charts illustrate DOL's strategic goal net costs in FY 2005, with *Quality Workplaces* shares set apart. The first allocates total Departmental costs of \$49.912 billion; the second allocates an adjusted net cost of \$12.222

billion that excludes major non-discretionary items associated with Strategic Goal 2.²³ Net costs of this goal in FY 2004 were \$1.021 billion.

FY 2005 Strategic Goal 3 - \$1.062 billion
Percent of Net Costs



FY 2005 Strategic Goal 3
Percent of Net Cost excluding Income Maintenance



The outcome goals and programs listed above, along with their results, costs, and future challenges are discussed in more detail on the following pages.

²³ The excluded costs are referred to as Income Maintenance – unemployment benefit payments to individuals who are laid off or out of work and seeking employment (\$31.488 billion) plus disability benefit payments to individuals who suffered injury or illness on the job (\$5.936 billion).

Outcome Goal 3.1 – Reduce Workplace Injuries, Illnesses, and Fatalities

The Department's two occupational safety and health agencies – the Occupational Safety and Health Administration (OSHA) and the Mine Safety and Health Administration (MSHA) – are doing more than ever to create opportunities for employers to work with them in partnerships and other cooperative relationships. In these innovative relationships, the Department is helping more workplaces become safer and more productive.

For example, OSHA's Strategic Partnership Program, OSHA and its partners agree to work cooperatively to address critical safety and health issues. This innovative approach is proving to be an effective tool for reducing fatalities, injuries, and illnesses in the workplace. Working together, OSHA, employers, and employees identify the most crucial safety and health problems to address and craft a Partnership agreement that may be national, regional or local in scope. Partners agree upon individual responsibilities, identify strategies, and establish goals and performance measures to verify results. Other interested parties, including unions, trade associations, local/state governments, OSHA's free on-site consultation projects, and insurance companies, are often brought into a Partnership to contribute expertise and resources. The Partnership program, like all of OSHA's cooperative programs, makes efficient use of taxpayer dollars by leveraging non-OSHA resources to accomplish tasks such as training employees, mentoring, creating compliance materials and developing site-appropriate safety and health management systems.

MSHA also has achieved success through developing strategic partnerships with unions, associations, and State governments. These partnerships foster the sharing of expertise and best practices between MSHA, States, safety professionals, and mine operators. In addition MSHA works cooperatively with the mining industry, labor, and the States to *encourage innovation*. For example, MSHA is working to prevent hearing loss by working collaboratively with the National Institute for Occupational Safety and Health and the Coal Noise Partnership. Together, they are developing noise control solutions for the coal mining industry's most pervasive noise problems and promoting the identification and investigation of promising noise control technologies. MSHA is also developing mechanisms and opportunities to promote innovations in noise control engineering and distributing outreach materials to transfer knowledge to mine operations experiencing noise compliance challenges.

The performance goals related to this outcome goal directly measure reductions in workplace injuries, illnesses and fatalities, across general industries and specifically within mining.

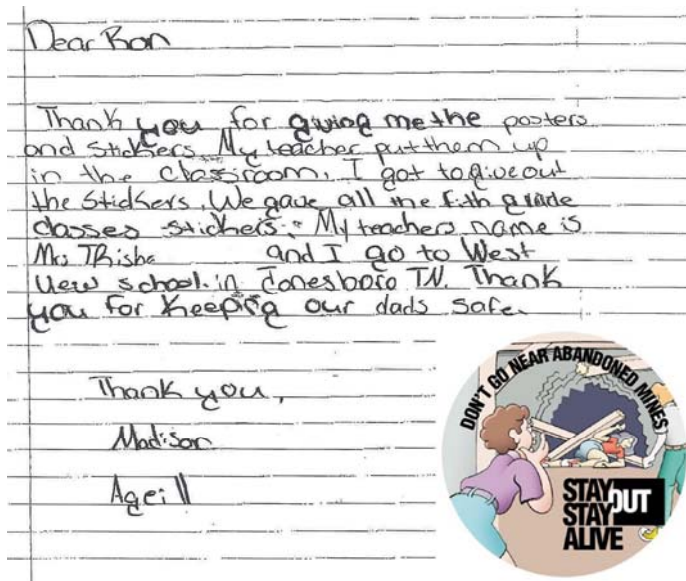
Goal (Agency) and Statement	Performance Summary	FY 2005 Costs (millions)
05-3.1A (OSHA/MSHA) Reduce work-related fatalities.	Goal not achieved. MSHA target reached and OSHA target not reached.	\$823 ²⁴
05-3.1B (OSHA/MSHA) Reduce work-related injuries and illnesses.	Goal not achieved. OSHA target reached and five MSHA targets not reached.	

Results Summary

In FY 2005, for industry sectors covered by the Occupational Safety and Health Act, the three-year workplace fatality average rate rose slightly to 1.71 per 100,000 employees, missing the target rate of 1.52. Preliminary third quarter FY 2005 data indicate that the mine industry fatality incidence rate injuries also rose slightly – to .018 incidents per 200,000 work hours. This rate was lower, however, than the target of .0215. Occupational injury and illness rates fell again this year, to an estimated 1.5 days away from work per 100 workers against a target of 1.7. The preliminary FY 2005 data for the mining industry all-injury rate of 3.82 per 200,000, though a record and lower than in FY 2004, did not reach the FY 2005 target of 3.48. Coal mine health as measured by exposure of miners to coal dust reversed a positive three-year trend with a slight increase in non-compliant samples, missing the targeted reduction by 10.1 percent. MSHA did not meet its target to establish three additional mining safety and health indicators, which measure exposure to silica dust and noise. These baselines will be established using FY 2005 data and will be incorporated into the President's FY 2007 budget.

²⁴ As the same activities contribute to reductions in both injuries and fatalities, costs are not separable between the fatality reduction performance goal (3.1A) and the injury/illness reduction performance goal (3.1B).

Both agencies employ strategies that aim to reduce all injuries and illnesses, especially those that are life-threatening, and focus compliance assistance and enforcement efforts on the most hazardous industries and practices. OSHA credits its success in reducing injury and illness rates in part to its Voluntary Protection Programs – joint efforts of OSHA, employers and employees – and to Site-Specific Targeting, a key enforcement strategy that identifies individual employers with the highest injury and illness rates. MSHA has made significant contributions toward continued reduction of mine industry injuries and fatalities by implementing strategies that alter employer and worker behaviors to create safer, healthier work conditions.

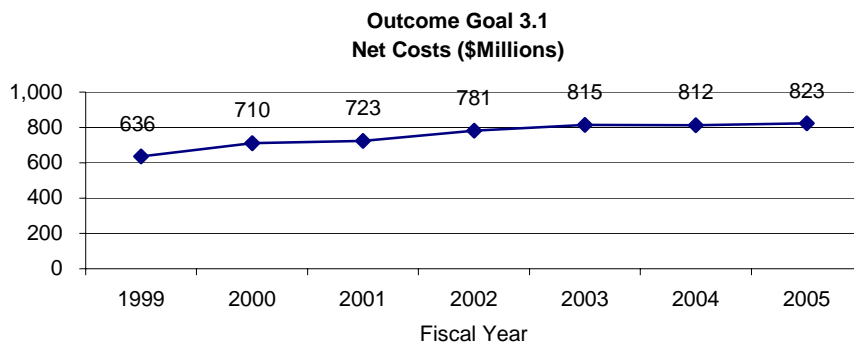


"Stay Out-Stay Alive" (SOSA) is a national public awareness campaign aimed at warning children and adults about the dangers of exploring and playing on active and abandoned mine sites. Every year, dozens of people are injured or killed in recreational accidents on mine property. MSHA launched SOSA in 1999 to educate the public about the existing hazards. MSHA's Mine Safety & Health Inspector, from Metal and Nonmetal's Southeastern District conducted a SOSA meeting at a Jonesboro, Tennessee elementary school in April 2005. The elementary school is located approximately eight miles from mining operations. MSHA handouts such as stickers, posters and other reading material were distributed to the approximately 150 students. Students were instructed not to play, swim, or ride four-wheelers on abandoned or active mine sites. Madison, an eleven-year-old fifth grade student sent a letter to the MSHA inspector, thanking him for keeping dads safe. Madison's father and grandfather are superintendents at two of the mines in Tennessee.

Photo credit: Donald Starr

Net Cost of Programs

FY 2005 program costs of \$823 million, which supported OSHA and MSHA programs to reduce worker fatalities, injuries, and illnesses, is 1.4 percent higher than FY 2004 costs of \$812 million. Cost containment efforts, including operating and administrative efficiencies, have kept safety and health compliance assistance and enforcement costs relatively flat for the last couple of years.



Future Challenges

OSHA and MSHA continue to face challenges in establishing performance measurement systems. This major management challenge is covered in the management discussion and analysis section of this report.

OSHA, in response to the Program Assessment Rating Tool review in FY 2002, continues to review its regulatory process in an attempt to make it as efficient as possible. Also, OSHA is exploring tools that will enable rapid response and more accurate targeting of investigation and enforcement activities.

For FY 2006, MSHA's initiatives, programs and strategies will continue to focus on prevention. The general challenge for mine safety is that coal production and perhaps mining of aggregates will continue to grow and lead to an increased number of inexperienced operators and miners who will need assistance understanding and learning how to mitigate safety and health risks.

Reduce Occupational Fatalities

Performance Goal 05-3.1A (OSHA/MSHA) – FY 2005

Reduce work-related fatalities

Indicators, Targets and Results	FY 2004 Result	FY 2005 Target	FY 2005 Result	Target Reached*
Rate of workplace fatalities (for sectors covered by the Occupational Safety and Health Act) ¹ (OSHA)	1.67	1.52	1.71**	N
Mine industry fatal injury incidence rate (MSHA)	.017	.0215	.018**	Y
FY 2005 Costs ²				\$823 Million

*Indicator target reached (Y), substantially reached (S) or not reached (N)

**Estimated

Goal Not Achieved

Program Perspective

The Department's mission to assure the safety and health of the Nation's workers and miners is carried out by OSHA and MSHA. OSHA and MSHA track fatality rates because the incidence of fatalities relative to the number of workers exposed is more meaningful than the numbers of fatalities alone. OSHA tracks the rate of fatalities per 100,000 workers. MSHA uses the fatal incidence rate (number of mining fatalities per 200,000 hours worked) to measure its impact on mine fatalities.

The nature of the work environment is continually changing as our nation's thriving economy creates demand for workers in new sectors of the economy. A booming construction sector and expanding use of cell phones and High Definition Television (HDTV) and wireless communications are trends that influence the potential for fatal workplace falls. With increased demand for coal and aggregates, new mines are being opened and existing ones expanded. Mines continue to be inherently hazardous workplaces. Unseen geologic instabilities, constantly changing terrain, and the prevalence of large and complex haulage and mining equipment are only a few of the factors that make maintaining mine safety challenging.

The oil and gas industry employs hundreds of thousands of people in the U.S. and is a vital component of the national and global economy. However, there were sixty nine fatalities and hundreds of injuries in the industry in 2004. Recognizing the potential for catastrophic accidents, OSHA has designated oil and gas field services as a target area of emphasis in its Strategic Plan. The Agency is working to provide employers and oil and gas workers with information and assistance in complying with OSHA and industry standards while staying as safe as possible. An OSHA eTool identifies common hazards and possible solutions in oil and gas field services, enabling employers and employees to reduce incidents that could lead to fatalities. Regions have initiated local emphasis programs for the industry, a two-pronged approach consisting of outreach and inspection. OSHA also has united in an Alliance with the American Petroleum Institute and the National Fire Protection Association to provide workers in the industry with training, knowledge and guidance.

OSHA's and MSHA's resource outlays correlate with their missions and they adjust strategies and emphases as the circumstances change. OSHA contributes to reducing on-the-job deaths by intervening at workplaces where it has evidence that fatalities are most likely to occur and by responding to reports of potentially life-threatening workplace hazards. MSHA's enabling legislation requires that the agency inspect underground mines four times per year and surface mines two times a year. Both OSHA and MSHA



¹ For this goal the baseline is the average fatality rate for July 1999 – June 2002 (July 1999-June 2000, July 2000-June 2001, and July 2001-June 2002, respectively) and the result is the average fatality rate for 2003-2005 (July 2002-June 2003, July 2003-June 2004, July 2004-June 2005, respectively).

² As the same activities contribute to reductions in both injuries and fatalities, costs are not separable between the fatality reduction performance goal (3.1A) and the injury/illness reduction performance goal (3.1B).

analyze fatalities to identify emerging fatality patterns and to determine where best to conduct interventions. Even though fatality rates have been declining over the long term, we must drive them even lower. OSHA's and MSHA's aggressive long-term targeted fatality rate reductions reflect their commitment to send workers and miners home healthy and safe every day.

Analysis and Future Plans

DOL did not meet its combined OSHA and MSHA fatality reduction goal, as the reduction in workplace fatalities rate target was not reached. While MSHA significantly exceeded its performance target, OSHA did not achieve its targeted rate of workplace fatality reduction. DOL uniformly maintains that even one workplace fatality is one too many. Even though fatal injury rates remain historically low, DOL is concerned that 2004 data show a small increase in workplace fatality rates. OSHA will continue to take every step necessary to ensure the safety of workers.

Refinements to fatality data collection methods are ongoing. DOL conducts quarterly reviews of performance against its strategic goals and remains committed to reducing fatalities through strong and fair enforcement, the provision of outreach, education and compliance assistance, and the promotion of cooperative programs.

The table below shows annual deaths, employment, and fatality rates for the construction industry and for all private industry covered by OSHA, and illustrate use of a three-year moving average of fatality rates to smooth year-to-year fluctuations.

Estimating Year (July-June)	Construction Fatalities	Construction Employment (thousands)	Construction Fatality Rates	Total Fatalities	Total Employment (thousands)	Total Fatality Rates
2000	736	6704	10.98	1729	109,989	1.57
2001	749	6823	10.98	1846	111,368	1.66
2002	744	6774	10.98	1773	109,524	1.62
2003	741	6692	11.07	1827	108,519	1.68
2004	784	6809	11.51	1849	108,786	1.70
2005	808	7100	11.38	1940	110,874	1.75
2000-2002 BASELINE	743	6767	10.98	1783	110,294	1.62
2002-2004 AVERAGE	756	6758	11.19	1816	108,943	1.67
2003-2005 AVERAGE	778	6867	11.32	1872	109,393	1.71

Data sources are the OSHA Integrated Management Information System (IMIS) for the number of fatalities and Bureau of Labor Statistics (BLS) Current Employment Statistics (CES) for the employment data.

DOL's efforts to reduce fatalities often directly correlate to its injury and illness reduction objectives. Decreasing exposures to occupational hazards through direct intervention, promoting a safety and health culture, and maximizing effectiveness and efficiency are all goals that guide OSHA's tactical plan. OSHA analyzes trend data to identify and target new areas of emphasis which increases the impact of its direct intervention activities. This approach led OSHA to target its resources strategically on five national emphasis programs and over 140 local emphasis programs that address the safety and health issues that present the greatest current threats to safety. Based on extensive analysis, OSHA has also selected seven priority industries for special focus, both in terms of enforcement and compliance assistance.

The U.S. workforce includes 19.9 million Hispanics and that number is growing. Workplace fatalities among Hispanics increased every year from 1995 to 2001. To address this trend, OSHA initiated its Hispanic Outreach effort in 2001. The initiative provides training and local outreach, disseminates Spanish-language publications and

electronic tools, and works through its cooperative programs to significantly expand outreach to Hispanic workers and businesses. Fatalities dropped each of the first three years of OSHA's Hispanic Outreach undertaking, but increased again in 2004. OSHA continues to pursue its outreach efforts and will identify new approaches for reducing deaths and injuries among Hispanic workers.

Preliminary data for the third quarter of FY 2005 indicates that MSHA exceeded its target for reducing the fatality injury incidence rate among miners. Accidents in the Nation's mines claimed the lives of 40 workers – 16 coal miners and 24 metal/nonmetal miners. For the fourth straight year, the United States mining industry set its best safety records for both fatal and non-fatal injury incidence since statistics were first compiled in 1910. This tremendous progress is a direct result of the diligence and commitment of miners, mine operators, and the employees of the Mine Safety and Health Administration, who together ensure that mines are increasingly safe places to work. While we are proud of the progress the industry has made, MSHA is constantly examining its strategies and looking at outcomes to determine how we can help the mining industry drive fatality, injury and illness rates down to zero.

For FY 2006, MSHA will continue to gear its initiatives, programs and strategies aimed specifically at fostering a culture of prevention, instilling safety as a core value, and making safety part of every task in the mining workplace. This includes strategies targeted at changing the behaviors and working conditions which contribute to injuries and fatalities. MSHA's highly effective blend of enforcement, compliance assistance, technical support, education and training constitute a balanced approach to mine safety and health.

MSHA's collaborative approach of building strategic alliances with trade associations, labor unions, professional societies and other like-minded organizations leverages the advantages of working together, rather than separately, to reach our common health and safety goals for the mining industry. These stakeholder groups have joined with MSHA in the agency's Strategic Alliance program to combine resources and experiences to achieve a safer and healthier mining industry. The National Stone, Sand and Gravel Association (NSSGA); the Industrial Minerals Association—North America (IMA-NA); the National Safety Council (NSC); the International Union of Operating Engineers (IUOE); the International Association of Bridge, Structural, Ornamental and Reinforcing Ironworkers (Ironworkers); the Bituminous Coal Operators Association (BCOA) and the National Mining Association (NMA) have all demonstrated their commitment to fostering worker health and safety in the mining industry by signing alliance agreements. MSHA will continue to work with State governments in partnerships such as the Substance Abuse Summit, in which the States of Kentucky, Virginia, and West Virginia held a free one-day substance abuse summit for individuals involved with coal mining operations and activities in the Southern Appalachian region. This kick-off meeting brought together a coalition of government, mining industry, labor, miners, and public health experts to share information, expertise and experiences in dealing with substance abuse in mines and the community.

One of the ways that MSHA works to prevent mining accidents is by providing information on "best practices" for mine safety. For example, pushing coal on a surge pile can be a dangerous job because of the potential for hidden voids to develop as coal is withdrawn from underneath the pile. Nineteen miners lost their lives in surge pile accidents between 1980 and 1999. Following a fatal accident in 1999, MSHA worked with the mining industry to develop a set of "best practices" to prevent this type of accident. Information packets were distributed to the industry with preventative engineering measures and training materials. Since this initiative, no fatal surge-pile accidents have occurred due to hidden voids and at least four miners have been rescued unharmed from potentially dangerous situations.

Photo credit: Pittsburgh Technical Support, MSHA



Management Issues

MSHA evaluated its efforts to deliver services and support to miners working for independent contractors. This evaluation was driven by MSHA's desire to improve the health and safety of independent contract mine workers who

represent an increasingly greater proportion of mining fatalities. This evaluation provided information regarding the feasibility, utility, and benefits of collecting more detailed information about independent contractors working on mine property.

OSHA has begun peer reviews for technical and scientific data used to support new significant regulatory development in response to the agency's FY 2002 review under the Program Assessment Rating Tool. OSHA, pursuant to Section 610 of the Regulatory Flexibility Act and Section 5 of Executive Order 12866, must conduct lookback studies on OSHA standards, taking into consideration public comments about rules, the continued need for them, their impacts, complexity, and whether there are redundant or conflicting regulations.

In FY 2005, a lookback review of the Ethylene Oxide standard was completed, with a determination that it should remain in effect with new guidance materials created (see Study 27 in Appendix 2). Another study completed in FY 2005, *Evaluation of OSHA's Voluntary Protection Programs* (Study 28 in Appendix 2), concluded that VPP sites may have a leveraging effect in their dissemination of safety and health information to other establishments in like industries both within their own corporations and outside.

Two evaluations, GAO's *Safety in the Meat and Poultry Industry, While Improving, Could Be Further Strengthened* (Study 25 in Appendix 2) and DOL OIG's *OSHA Correctly Denied ED&D's Incomplete NRTL Application* (Study 26 in Appendix 2) were completed in FY 2005. As a result of these studies, OSHA is examining expansion of criteria for site-specific targeting and improving its oversight and evaluation procedures for national testing laboratories.

The FY 2005 *Evaluation of the Mine Safety and Health Administration's Efforts to Deliver Services and Support to Miners Working for Independent Contractors* (Study 29 in Appendix 2) concluded that mine operator use of contractors to lower their costs and liability is increasing and that data on the contractor accidents and hours worked are under-reported.

OSHA estimates progress towards its fatality-reduction goal using Integrated Management Information System (IMIS) data from July of the previous fiscal year through June of the current fiscal year. The Agency relies on IMIS fatality data rather than Bureau of Labor Statistics (BLS) data because of a one-year lag in BLS Census of Fatal Occupational Injuries data availability and because IMIS data provide a better measure of workplace deaths under OSHA jurisdiction. OSHA continues to evaluate its programs and measurements in furtherance of meeting the fatality reduction goal and to pursue methods of collecting data more quickly.

Reduce Workplace Injuries and Illnesses

Performance Goal 05-3.1B (OSHA/MSHA) – FY 2005

Reduce work-related injuries and illnesses

Indicators, Targets and Results	FY 2004 Result	FY 2005 Target	FY 2005 Result	Target Reached*
Rate of workplace injuries and illness (OSHA)	1.6**	1.7	1.5**	Y
Mine industry all-injury incidence rate (MSHA)	4.07	3.48	3.82**	N
Percent of respirable coal mine dust samples exceeding the applicable standards for designated occupations (MSHA)	10.2	10.1	10.7	N
Percent of silica dust samples with a C/E ratio ¹ of at least 0.5 (MSHA)	N/A	Establish baseline	To be established	N
Percent of noise samples in metal and non-metal mines with a C/E ratio of at least 0.5 (MSHA)	N/A	Establish baseline	To be established	N
Percent of noise samples above the citation level in coal mines (MSHA)	N/A	Establish baseline	To be established	N
FY 2005 Costs ²				\$823 Million

*Indicator target reached (Y), substantially reached (S) or not reached (N)

**Estimated

Goal Not Achieved

Program Perspective

The Department's occupational safety and health agencies, OSHA and MSHA, are committed to working with employers to reduce injuries and illnesses. OSHA's strategies for reducing injuries and illnesses include the use of strong, fair and effective enforcement, outreach, education, compliance assistance, free and confidential consultation services, partnerships and cooperative programs. MSHA, through safety and health enforcement and compliance assistance, and in partnership with the mining community, works to reduce occupational injuries and illnesses and health hazards among our Nation's miners. MSHA's primary indicator for this goal is an all-injury incidence rate, which is a calculation of all mining injuries and fatalities, per 200,000 mining hours worked.

Both OSHA and MSHA are committed to expanding outreach, education and compliance assistance. OSHA uses its Web site for compliance assistance, and continually strives to make it more accessible – such as a recently added Spanish Compliance Assistance page. DOL estimates that 60 million web visitors used MSHA's Web site in FY 2005, representing a 10 percent increase over last year. OSHA also uses electronic resources for outreach and compliance assistance. There are now more than 57,000 subscribers to OSHA's bi-weekly electronic newsletter *QuickTakes*, and the agency projects that more than 335,000 will receive training in 2005 through OSHA-sponsored programs, including the Outreach Training Program, the OSHA Training Institute, the Education Centers and the training grants program.

Small mines have historically had acute safety challenges. To assist small mines in their safety efforts, MSHA created a Small Mines Office. The Small Mines Office helps smaller operations that might not otherwise have the resources to have a full-fledged safety program. Since its inception, the Small Mines Office has helped over 3800 mine operators develop written safety and health plans that are tailored to fit their mining operations. As a result, the small mine operators assisted by the Small Mines office have fatality rates of four times less than those not assisted by the program. MSHA, in cooperation with the National Mining Association, recognizes companies with outstanding safety performance every year with the Sentinels of Safety award program that is designed to help

¹ C=concentration result; E=enforceable level

² As the same activities contribute to reductions in both injuries and fatalities, costs are not separable between the fatality reduction performance goal (3.1A) and the injury/illness reduction performance goal (3.1B).

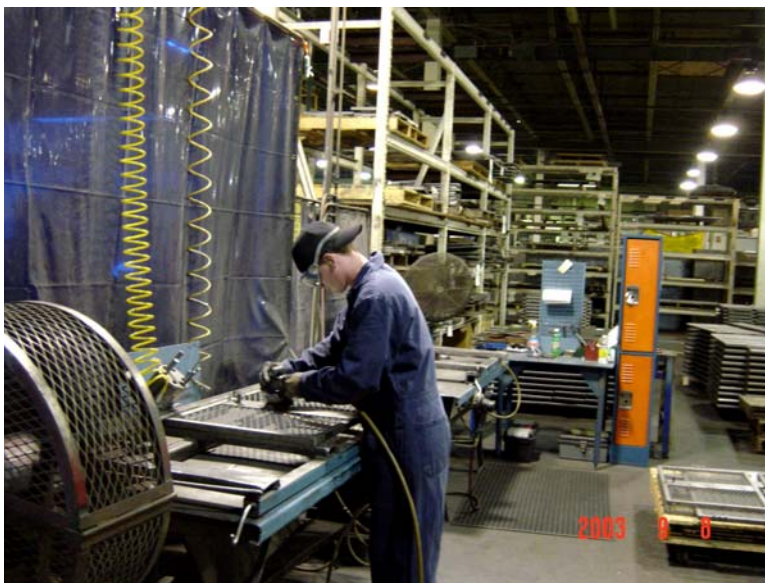
MSHA and the mine operators reach a shared vision of no lives lost and no injuries sustained. MSHA showcases Stakeholder Best Practices on its Web site. These best practices were assembled by teams of industry representatives who won a Sentinels of Safety award or were runners-up in their categories.

MSHA is also tracking a goal to reduce the percent of respirable coal dust samples exceeding the applicable standards for designated occupations. This goal addresses reducing the incidence of black lung disease. See Management Issues for a discussion of the goals for which baselines were established in FY 2005.

Analysis and Future Plans

OSHA reached its injury and illness reduction target. OSHA continues its Site-Specific Targeting, a key enforcement strategy that identifies individual employers with the highest injury and illness rates. Targeted employers receive letters from OSHA informing them of their high rates. The letters are accompanied by suggested methods for reducing injuries and illnesses and an offer of free safety consultation services. Some sites receive inspections in conjunction with the letters. An evaluation of the Site-Specific Targeting initiative found that companies receiving only the letter, with no inspection, reduced injuries and illnesses by approximately 5 percent over the three years following receipt of the letter. Sites that were actually inspected in addition to the letter had injury and illness declines ranging from 12 to 13.8 percent over the three years following the inspection.

OSHA also continues to expand its cooperative programs. In the last two years, participation in the Voluntary Protection Programs (VPP) has increased by over 34 percent. To facilitate further growth in the program, OSHA launched OSHA Challenge and VPP Corporate in 2004 and plans to introduce VPP for Construction in 2006. The results VPP sites achieve are consistently impressive, including avoidance of over 8500 Total Recordable Cases in 2004. For example, Dow Company's VPP sites have a 33-percent lower injury and illness rate than their non-VPP sites and the United State Postal Service's VPP sites have a 21-percent lower rate than their non-VPP sites. The growth in all of OSHA's cooperative programs means more employers and employees are being reached. OSHA partnerships, joint efforts of OSHA, employers and employees, now cover over 4800 employers with over 566,000 employees and OSHA also has 69 national and 367 local Alliances.



OSHA's Consultation Program, celebrating 30 years of service in 2005, delivers free and confidential occupational safety and health analysis to small businesses that request their services. Consultants help employers identify and correct hazards and assist companies in developing and maintaining effective safety and health management systems. They also offer on-site and off-site training. More than 28,000 Consultation visits will be performed in 2005. Companies that participate in the Consultation Program and achieve a high degree of safety and health performance are eligible for SHARP, Consultation's Safety and Health Achievement Recognition Program. De Bourgh Manufacturing Company of La Junta, Colorado, a custom athletic, corridor, and industrial wardrobe locker manufacturer employing 110 workers, had been targeted for OSHA compliance inspections due to their high injury rates. De Bourgh had upwards of 30 recordable incidents in 1997. They began

participating in OSHA's Consultation Program in Colorado in 1999. The company first achieved SHARP in 2000 and has been re-certified each year since. To date, the company boasts a Total Recordable Case (TRC) Rate of less than 1.0 and a Days Away, Restricted, and/or Transfer (DART) Rate of 0.0. Also newsworthy, De Bourgh's insurance costs have dropped significantly and their already low Experience Modifier Rate (<1.00) is expected to drop even lower this year.

Photo credit: OSHA

DOL's all-injury incidence rate for the mining industry was reduced by 6 percent from the FY 2004 rate, according to preliminary FY 2005 third quarter data, although the target of 3.48 was not met. Through the third quarter of FY 2005, there were 3552 injuries in coal mines as compared to 3723 injuries through the third quarter of FY 2004. Injuries in metal/nonmetal mines were 4954 compared to 5000 in FY 2004.

MSHA's indicators for reducing respirable coal dust, silica dust, and noise exposures greatly exceeded MSHA's targets over the last two years for coal and silica dust, and over the last three years for noise. Subsequently, for FY 2005, MSHA established a more aggressive target for coal dust, and also established new baselines for silica dust and noise. The target was not reached for respirable coal mine dust exposures. Factors which most likely influenced this performance include competitive pressures to increase production while containing costs. This competitive dynamic leads to increased use of technically complex mining equipment; expanded mining operations leading many miners to work longer shifts and experience greater fatigue. Additionally, the high costs and limited supplies of oil and natural gas make coal mining more profitable. In turn, higher coal prices and increased profit margins push operators to open new mines, expand existing mines or resume mining operations at previously closed sites. Baselines for the three additional health indicators, which measure exposures to silica dust and noise in both metal and non-metal mines and coal mines, were not established in time for this report. They will be incorporated into the President's FY 2007 budget.

Efforts to improve safety and health for the nation's miners include not only mine inspections, but a variety of MSHA initiatives and programs. For example, during mine rescue or recovery operations, mine rescue teams are presented with many challenges that affect their ability to respond effectively without unnecessarily jeopardizing their own safety and health. Explosions, fires, flooding, and accumulations of methane and other toxic gas all present significant risk when exploring a mine. The lack of knowledge regarding the geological integrity and environmental conditions of the mine also hinder rescue and recovery efforts. The MSHA robot has already proved to be a valuable resource to aid rescue teams in search and rescue activities. It was deployed to Arlington, VA with the MSHA rescue teams following the terrorist strikes on 9-11. It was also used in the exploration of a gold mine, where hazardous conditions caused the death of two miners. The robot now has been equipped with gas measuring instrumentation for use in potentially explosive environments. The new version was used to explore a mine fire in which the mine was sealed for several weeks. The MSHA robot explored the mine slope entry and in the fire area providing valuable video information and gas readings before mine rescue teams were sent in to recover the mine; thus improving the overall safety of the recovery operation.



Management Issues

OSHA uses BLS data to estimate the results for this goal. BLS data used are the latest available, but nonetheless, are from 2003. In FY 2005 OSHA began a contracted project aimed at developing a framework for a predictive model to enhance its data capabilities. The predictive model would collect and use a variety of data sources to forecast illness and injury rates by industry sector so that OSHA can apply its resources in a timely manner to reduce illness and injury incidence. The anticipated outcome of this project is a management tool providing guidance to strategic planners for maximizing the results of Agency programs given varying levels of resources. OSHA plans to begin developing the model on a limited basis in FY 2006 and then to further expand its capabilities and scope in the out years. OSHA's intent is to enhance the effectiveness of its use of available data, with improved targeting serving as the most reasonable, cost-effective means of reducing injuries and illnesses.

To achieve the ambitious goal of reducing the days away from work case rate by 20 percent, OSHA targets resources toward areas where these injuries and illnesses are occurring at a high number and rate. The OSHA Data Initiative gathers and compiles occupational injury and illness information from establishments in high-hazard industries, providing OSHA the ability to identify workplaces with elevated rates. OSHA then uses this information to direct both outreach and enforcement resources to places where intervention activities can have the greatest impact on reducing injury and illness rates.

MSHA's revision of its silica dust measure for metal and non-metal mines in FY 2006 will be based on a newly established baseline in FY 2005. The new indicator will measure MSHA's progress in identifying and controlling excessive silica exposures that adversely affect miner health. As with MSHA's new silica performance measure, the new noise indicator will measure MSHA's effectiveness in identifying and controlling miners' overexposure to noise in coal and metal and non-metal mines.

MSHA safety and health compliance specialists conduct dust and noise samples following well established procedures. Quality control processes assure accuracy and reliability of performance data. Anticipated performance challenges on the horizon include dealing with ever-changing mining environments that are relying more and more on larger, more mechanized and technically advanced equipment. More important, however, is the expected, continued increase in coal production that will result in an increased number of smaller operators with less experience and generally less sophisticated safety and health programs than their larger industry counterparts. These new operators will likely employ many new and untrained miners who are vulnerable to safety and health risks, who often lack the necessary skills obtained from training and experience, and who may not speak English as their primary language. MSHA recognizes the need to use all the tools provided in the Mine Act – enforcement, education and training, and technical support, all of which include compliance assistance – to continue and expand current successes as well as achieve our goal of zero injuries, illnesses and fatalities in the mining industry of the 21st century. MSHA is undergoing a profound culture change – to a culture of prevention. The agency has strengthened compliance assistance and incorporated this concept in everything that MSHA does.

FY 2005 evaluations that pertain to this goal are discussed under Management Issues section in the fatality goal narrative (05-3.1A) and are listed in Appendix 2.

Appendices

1. Performance Goal Details

Due to the early reporting date (just six weeks after the end of the fiscal year) and the wide variety of sources from which the Department receives performance data – including states, contractors, and domestic and international grant recipients – not all of the data required to report performance results are available, so the Department estimates performance results for some of its goals.

Where estimates have been used in this report, they are clearly identified as such. These estimates are based on methodologies developed by the programs and reviewed by the Department of Labor’s Office of Inspector General. Most of these performance estimates use partial year data and then extrapolate for the entire fiscal year. In instances where final quarter data have not traditionally been representative of the entire fiscal year, other estimating methodologies were used.

New indicators often lack data needed to establish targets. For such indicators, the first year’s target may be to establish a baseline (abbreviated as “base” in this table); success is determined by gathering the data as planned.

Performance Goal 04-1.1A (ETA)																
Increase the employment, retention, and earnings of individuals registered under the WIA Adult program.																
*Indicator target reached (Y), substantially reached (S) or not reached (N) **Estimated	PY 2000 Goal Achieved			PY 2001 Goal Achieved			PY 2002 Goal Not Achieved			PY 2003 Goal Achieved			PY 2004 Goal Achieved			
	Target	Result	*	Target	Result	*	Target	Result	*	Target	Result	*	Target	Result	*	
Percent of participants employed in the first quarter after program exit	—	—	—	—	—	—	70%	74%	Y	71%	74%	Y	75%	77%	Y	
Percent of those employed in the first quarter after program exit still employed in the third quarter after program exit	77%	78%	Y	78%	79%	Y	80%	84%	Y	82%	85%	Y	85%	86%	Y	
Average earnings change for those who are employed in the first quarter after program exit and still employed in the third quarter after program exit	\$3264	\$3684	Y	\$3361	\$3555	Y	\$3423	\$2900	N	\$3100	\$3260	Y	\$3300	\$3746	Y	
Average cost per participant	—	—	—	—	—	—	—	—	—	—	—	—	\$2192	\$2153*	Y	

Data Source(s): Annual State WIA performance reports included in the Enterprise Information Management System (EIMS) and Unemployment Insurance Wage Records

Performance Goal 04-1.1B (ETA)

Improve the outcomes for job seekers and employers who receive core employment and workforce information services through One-Stop Career Centers.

*Indicator target reached (Y), substantially reached (S) or not reached (N) **Estimated	PY 2000 Goal Achieved			PY 2001 Goal Not Achieved			PY 2002 Goal Not Achieved			PY 2003 Goal Achieved			PY 2004 Goal Not Achieved		
	Target	Result	*	Target	Result	*	Target	Result	*	Target	Result	*	Target	Result	*
Percent of job seekers registered for employment services who enter employment with a new employer by the end of the second quarter following registration				—	—	—	55%	63%	Y	58%	61%	Y	58%	64%	Y
PY 2000: Employment Service applicants entering employment	3.2 million	3.9 million	Y												
Percent of job seekers who continue to be employed two quarters after initial entry into employment with a new employer	—	—	—	76%	—	—	70%	—	—	72%	80%	Y	72%	81%	Y
Average cost per participant	—	—	—	—	—	—	—	—	—	—	—	—	\$52	\$62	N

Data Source(s): Annual State WIA performance reports included in the Enterprise Information Management System (EIMS) and Unemployment Insurance Wage Records

Notes: In DOL's FY 2006 Performance Budget, the goal statement referred to these services as the "public labor exchange." In PY 2000-03, this goal included three additional indicators now under Performance Goal 04-4.1A.

Performance Goal 04-1.1C (ETA)

Increase the employment, retention, and earnings replacement of individuals registered under the Workforce Investment Act Dislocated Worker program

*Indicator target reached (Y), substantially reached (S) or not reached (N) **Estimated	PY 2000 Goal Achieved			PY 2001 Goal Achieved			PY 2002 Goal Not Achieved			PY 2003 Goal Not Achieved			PY 2004 Goal Not Achieved		
	Target	Result	*	Target	Result	*	Target	Result	*	Target	Result	*	Target	Result	*
Participants employed in the first quarter after program exit	71%	75%	Y	73%	79%	Y	78%	82%	Y	78%	82%	Y	82%	84%	Y
Participants employed in the first quarter after program exit still employed in the third quarter after program exit	82%	83%	Y	83%	87%	Y	88%	90%	Y	88%	90%	Y	91%	91%	Y
Percent of pre-dislocation earnings for those employed in the first quarter after program exit and still employed in the third quarter after program exit	90%	95%	Y	91%	101%	Y	98%	90%	N	93%	91%	N	91%	93%	Y
Average cost per participant	—	—	—	—	—	—	—	—	—	—	—	—	\$3195	\$3318*	N

Data Source(s): Annual State WIA performance reports included in the Enterprise Information Management System (EIMS) and Unemployment Insurance Wage Records

Performance Goal 04-1.1D (VETS)

Improve the employment outcomes for veterans who receive public labor exchange services and veterans' program services

*Indicator target reached (Y), substantially reached (S) or not reached (N) **Estimated	FY 2001 Goal Achieved			FY 2002 Goal Achieved			FY 2003 Goal Not Measured			PY 2003 Goal Achieved			PY 2004 Goal Achieved		
	Target	Result	*	Target	Result	*	Target	Result	*	Target	Result	*	Target	Result	*
Percent of veteran job seekers employed in the first or second quarter following registration	27%	33%	Y	34%	43%	Y	—	—	—	58%	58%	Y	58%	60%	Y
Percent of veteran job seekers still employed two quarters after initial entry into employment with a new employer	—	—	—	—	—	—	—	—	—	72%	79%	Y	80%	81%	Y
Percent of disabled veteran job seekers employed in the first or second quarter following registration	—	—	—	—	—	—	—	—	—	—	—	—	54%	56%	Y
Percent of disabled veteran job seekers still employed two quarters after initial entry into employment with a new employer	—	—	—	—	—	—	—	—	—	—	—	—	78%	79%	Y
Entered employment rate for homeless veterans participating in the Homeless Veterans Reintegration Program (HVRP)	50%	54%	Y	54%	54.4%	Y	54.5%	60.3%	Y	54.5%	61%	Y	60%	65%	Y
Employment retention rate after 6 months for homeless veteran HVRP participants	—	—	—	—	—	—	—	—	—	—	—	—	base	57%**	Y

Data Source(s): State Workforce Agency administrative reports, State UI wage records and homeless veteran grantee reports.

Note: In FY 2003, this program transitioned to a new system of measuring and reporting outcomes that is consistent with the common measures and operates on a program year basis. Also, HVRP entered employment rates for periods prior to PY 2004 were reported under another performance goal.

Performance Goal 05-1.1A (ETA)

Strengthen the registered apprenticeship system to meet the training needs of business and workers in the 21st Century.

*Indicator target reached (Y), substantially reached (S) or not reached (N) **Estimated	FY 2002 Goal Achieved			FY 2003 Goal Substantially Achieved			FY 2004 Goal Achieved			FY 2005 Goal Achieved		
	Target	Result	*	Target	Result	*	Target	Result	*	Target	Result	*
Percent of those employed in the quarter after registration still employed nine months later	—	—	—	—	—	—	—	—	—	base	78%	Y
Average wage gain for tracked entrants employed in the first quarter after registration and still employed nine months later (see note below)	—	—	—	—	—	—	—	—	—	base	\$1.26	Y

Average cost per registered apprentice	—	—	—	—	—	—	—	—	—	base	\$109	Y
New programs in new and emerging industries	293	326	Y	359	359	Y	366	526	Y	—	—	—
New apprentices registered by OATELS staff only							68,592	69,597	Y	—	—	—
FY 2002-03: All registrations	86,647	129,388	Y	133,909	130,615	S						
New apprenticeship programs	1854	2952	Y	—	—	—	—	—	—	—	—	—
New businesses involved in apprenticeship	3248	5883	Y	—	—	—	—	—	—	—	—	—

Data Source(s): Registered Apprenticeship Information System (RAIS) and Apprenticeship Information Management System (AIMS)

Note: Twenty-three states are federally-registered apprenticeship programs and enter data on individuals into the Registered Apprenticeship Information System (RAIS). A group of “tracked entrants” is defined as the cohort of apprentices registered and entered into RAIS during a given reporting period.

Performance Goal 05-1.1B (ODEP)
Provide national leadership to increase access and employment opportunities for youth and adults with disabilities receiving employment, training, and employment support services by developing, testing, and disseminating effective practices

*Indicator target reached (Y), substantially reached (S) or not reached (N) **Estimated	FY 2002 Goal Achieved			FY 2003 Goal Not Achieved			FY 2004 Goal Achieved			FY 2005 Goal Achieved		
	Target	Result	*	Target	Result	*	Target	Result	*	Target	Result	*
People with disabilities served through ODEP projects	—	—	—	—	—	—	2391	6151	Y	6718	9768	Y
Entered employment rate at pilot sites	—	—	—	—	—	—	13.3%	19.0%	Y	24%	24.1%	Y
3-month and 6-month retention rates for people with disabilities served by the pilots	—	—	—	—	—	—	base	12.3% 6.9%	Y	22% 17%	46.7% 39.0%	Y Y
Effective practices identified through pilot project sites and other research-related initiatives	—	—	—	—	—	—	base	10	Y	11	19	Y
Implement 30 new Olmstead grant projects, targeted at persons with significant disabilities who are institutionalized	—	—	—	30	16	N	—	—	—	—	—	—
Implement 12 youth grant projects (6 of which are new technology skills projects) to assist youth through the One-Stop Centers and the WIA youth programs	—	—	—	12	21	Y	—	—	—	—	—	—
Implement 12 demonstration programs, through grants, designed to develop and test strategies and techniques that need to be implemented in order for One-Stop Centers and WIA youth programs to effectively serve persons with significant disabilities.	12	16 WIA, 22 other	Y	—	—	—	—	—	—	—	—	—

Data Source(s): ODEP Division of Program Management and Research & Evaluation Team

Performance Goal 04-1.2A (ETA) Increase placements and educational attainments for youth served through the WIA youth program															
*Indicator target reached (Y), substantially reached (S) or not reached (N) **Estimated	PY 2000 Goal Substantially Achieved			PY 2001 Goal Achieved			PY 2002 Goal Achieved			PY 2003 Goal Achieved			PY 2004 Goal Not Achieved		
	Target	Result	*	Target	Result	*	Target	Result	*	Target	Result	*	Target	Result	*
Percent of the 14-18 year-old youth who enter the program without a diploma or equivalent that attain a secondary school diploma or equivalent by the first quarter after exit							51%	55%	Y	52%	63%	Y	53%	65%	Y
PY 2000-01: Percent of the 14-18 year-old youth either employed, in advanced training, post-secondary education, military service or apprenticeships in the third quarter after program exit	50%	47%	N	50%	50%	Y									
Percent of 19-21 year-old youth employed in the first quarter after exit	—	—	—	—	—	—	63%	67%	Y	65%	71%	Y	68%	72%	Y
Percent of 19-21 year-old youth employed in the first quarter after exit still employed in the third quarter after program exit	70%	74%	Y	75%	75%	Y	77%	80%	Y	78%	81%	Y	79%	82%	Y
Average cost per participant	—	—	—	—	—	—	—	—	—	—	—	—	\$2663	\$2822*	N
Data Source(s): Annual State WIA performance reports included in the Enterprise Information Management System (EIMS) and Unemployment Insurance Wage Records															

Performance Goal 04-1.2B (ETA)

Improve educational achievements of Job Corps students, and increase participation of Job Corps graduates in employment and education

*Indicator target reached (Y), substantially reached (S) or not reached (N) **Estimated	PY 2000 Goal Substantially Achieved			PY 2001 Goal Substantially Achieved			PY 2002 Goal Not Achieved			PY 2003 Goal Not Achieved			PY 2004 Goal Not Achieved		
	Target	Result	*	Target	Result	*	Target	Result	*	Target	Result	*	Target	Result	*
Percent of Job Corps graduates (within 1 year of program exit) and former enrollees (within 90 days of program exit) who enter employment or enroll in post-secondary education or advanced/occupational skills training										—	—	—	85%	84%	N
PY 2000-02: Percent of graduates who enter employment or enroll in education	85%	91%	Y	85%	90%	Y	90%	87%	N						
Percent of students earning a high school diploma, GED or certificate while enrolled in a Job Corps program	—	—	—	—	—	—							64%	64%	Y
PY 2002-03: The number of students who attain high school diplomas while enrolled in Job Corps							3912	6381	Y	7658	8003	Y			
Percent of students who achieve literacy or numeracy gains of one Adult Basic Education (ABE) level (one ABE level is approximately equivalent to two grade levels)	—	—	—	—	—	—	—	—	—	—	—	—	45%	47%	Y
Average cost per participant	—	—	—	—	—	—	—	—	—	—	—	—	\$22,503	\$24,809	N
Percent of graduates who continue to be employed or enrolled in education six months after initial placement date	70%	67%	N	70%	64%	N	65%	63%	N	65%	63%	N	—	—	—
Average hourly wages of graduates with jobs at six months after initial placement	\$7.50	\$7.97	Y	\$7.25	\$7.96	Y	\$8.20	\$8.03	S	\$8.20	\$8.95	Y	—	—	—
Data Source(s): Job Corps Management Information System															

Performance Goal 05-1.3A (BLS) Improve information available to decision-makers on labor market conditions, and price and productivity changes												
*Indicator target reached (Y), substantially reached (S) or not reached (N) **Estimated	FY 2004 Goal Not Achieved			FY 2005 Goal Substantially Achieved								
	Target	Result	*	Target	Result	*						
<u>Improve relevancy</u> Cumulative number of series (e.g., Current Employment Statistics, Employment Cost Index, etc.) converted to the North American Industry Classification System (12 series in total)	8	8	Y	9	9	Y						
<u>Improve accuracy</u> <i>Coverage</i> Increase the percent of domestic output of in-scope services included in the Producer Price Index (PPI) Increase the percent of in-scope industries in the labor productivity measures	59.2%	59.2%	Y	75.7%	76.3%	Y						
<i>Response</i> Improve the response to the Employment Cost Index	58.0%	58.0%	Y	58.3%	59.2%	Y						
<u>Enhance information technology</u> Lessen the likelihood of major systems failures that could affect the PPI's ability to release data on time, as measured by the percent of the components of the new repricing system completed	78%	78%	Y	—	—	—						
<u>Enhance efficiency and effectiveness</u> Cost per transaction of the Internet Data Collection Facility	33%	17%	N	40%	37%	N						
Raise customer satisfaction with BLS products and services (e.g., the American Customer Satisfaction Index)	—	—	—	\$3.32	\$2.44	Y						
Deliver economic data on time (Percent of scheduled releases issued on time)	75%	82%	Y	75%	74%	S						
Percent of accuracy measures met (e.g., revision, response rates, etc.)	100%	96%	S	100%	100%	Y						
Percent of accuracy measures met (e.g., revision, response rates, etc.)	100%	83%	S	100%	100%	Y						
Data Source(s): Office of Publications and Special Studies report of release dates against OMB release schedule for BLS Principal Federal Economic Indicators; News releases for each Principal Federal Economic Indicator; BLS budget submissions and Quarterly Review and Analysis System; ACSI Quarterly E-Government scores.												
Performance Goal 05-2.1A (ESA) American workplaces legally employ and compensate workers												
*Indicator target reached (Y), substantially reached (S) or not reached (N) **Estimated	FY 2002 Goal Achieved			FY 2003 Goal Substantially Achieved			FY 2004 Goal Achieved			FY 2005 Goal Achieved		
	Target	Result	*	Target	Result	*	Target	Result	*	Target	Result	*
<u>Ensuring Customer Service</u> Average number of days to conclude a violation complaint										187	178	Y
FY 2003-04: Average number of days to conclude a complaint	—	—	—	126	108	Y	108	92	Y			

<u>Reducing employer recidivism</u>												
Percent of prior violators who achieved and maintained FLSA compliance following a full FLSA investigation	—	—	—	—	—	—	74%	71%	N	72%	72%	Y
Percent of reinvestigations without any violations	base	34%	Y	36%	37%	Y	—	—		—	—	—
Percent of reinvestigations with identical violations	base	19%	Y	17%	17%	Y	—	—		—	—	—
<u>Increasing compliance in industries with chronic violations</u>												
Percent of low-wage workers across identified low-wage industries paid and employed in compliance with FLSA and MSPA. (for FY 2005, Southern CA garment and NYC garment)	—	—	—	—	—	—	—	—	—	base	54%	Y
											76%	Y
<i>FY 2002-04: as indicated in the garment manufacturing industry by</i>												
Percent of employees paid “on the payroll” in New York City	—	—	—	base	33%	Y	34%	39%	Y	—	—	—
Number of manufacturers in southern California that monitor contractors	43%	53%	Y	714	715	Y	729	729	Y			
Percent of employees paid “on the payroll” in southern California	—	—	—	base	91%	Y	—	—				
New contractors in NYC participating in Compliance Assistance program	—	—	—	72	73	Y	—	—				
Number of manufacturers in NYC that monitor contractors	—	—	—	153	158	Y	—	—				
Percent of contractors in NYC that pay all employees “on the payroll”	53%	42%	N	—	—	—	—	—				
Number of monitoring components used by manufacturers in monitoring contractors for compliance in southern California	5.6	6.4	Y	—	—	—	—	—				
Percent of contractors in southern California that pay all employees “on the payroll”	65%	92%	Y	—	—	—	—	—				
Percentage of compliance of new contractors in NYC	55%	43%	N	—	—	—	—	—				
<i>FY 2002-04: as indicated in the long-term health care industry by</i>												
Percent of nursing homes in compliance with the FLSA.	—	—	—	—	—	—	45%	55%	Y	—	—	—
Percent of nursing home employees employed or paid in compliance with the FLSA.	—	—	—	—	—	—	91%	90%	N			
Percent of nursing home complaint cases concluded in 180 days	—	—	—	42%	48%	Y	—	—				
Percent of employees in residential care paid in compliance with the FLSA overtime requirements	—	—	—	85%	77%	N	—	—				
Additional employees of multi-establishment nursing home corporations impacted by corporate proactive steps such as training and self-audit.	6000	16,426	Y	—	—	—	—	—				
Nursing home employers provided compliance assistance information through seminars and other outreach efforts	2559	7681	Y	—	—	—	—	—				
Percent of employers (residential living) in compliance with the recordkeeping requirements of the Fair Labor Standards Act	base	77%	Y	—	—	—	—	—				

<i>FY 2002-04: as indicated in agricultural commodities by</i>												
Number of employees affected by compliance assistance programs for agricultural employers subject to the DWHaT provisions of MSPA	—	—	—	—	—	—	4743	911,004	Y	—	—	—
Number of agricultural housing providers who corrected violations following an investigation.	—	—	—	170	256	Y	259	335				
Number of agricultural housing providers who corrected violations following a first investigation	—	—	—	98	133	Y	—	—				
Percent of employers in compliance with the MSPA disclosure provisions.	base	61%	Y	—	—	—	—	—				
Percent of employers in compliance with the MSPA wage provisions.	base	91%	Y	—	—	—	—	—				
Percent of employers in compliance with the MSPA housing safety and health provision.	base	74%	Y	—	—	—	—	—				
Percent of employers in compliance with MSPA vehicle safety provisions	base	88%	Y	—	—	—	—	—				
Percent of employers complying with MSPA drivers license provisions	base	90%	Y	—	—	—	—	—				
Percent of employers complying with MSPA vehicle insurance provisions	base	85%	Y	—	—	—	—	—				
Percent of investigated employers in compliance with child labor provisions of the FLSA	base	98%	Y	—	—	—	—	—				
<u>Ensuring timely and accurate prevailing wage determinations</u>												
Number of wage determination forms processed per 1,000 hours.	—	—	—	—	—	—	base	1491	Y	1506	1667	Y
Percent of survey-based DBA wage determinations issued within 60 days of receipt of the underlying survey data.	—	—	—	—	—	—	80%	87%	Y	81%	84%	Y

Data Source(s): Wage and Hour Investigator Support and Reporting Database (WHISARD) data; WH significant activity reports; regional logs and reports on local initiatives; and statistically valid investigation-based compliance surveys in defined industries

Performance Goal 05-2.1B (ESA) Ensure union financial integrity, democracy and transparency												
*Indicator target reached (Y), substantially reached (S) or not reached (N) **Estimated	FY 2002 Goal Achieved			FY 2003 Goal Not Achieved			FY 2004 Goal Achieved			FY 2005 Goal Substantially Achieved		
	Target	Result	*	Target	Result	*	Target	Result	*	Target	Result	*
Percent of unions with fraud							base	9%	Y	—	—	—
FY 2002-03: Percent of investigative resources applied to criminal investigation that result in convictions	base	50%	Y	53%	63%	Y						
Percent of union reports meeting standards of acceptability for public disclosure				base	73%	Y	75%	92%	Y	95%	94%	S
FY 2002-03: The timely filing of union annual financial reports by unions with annual receipts over \$200,000	base	44%	Y	85%	64%	N						

Union dollars protected per staff day	—	—	—	—	—	—	—	—	—	—	—	—	base	\$136,617	Y
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Data Source(s): OLMS union audit data and e.LORS data system

Note: Fraud indicator data are reported every other (even) year.

Performance Goal 05-2.2A (ETA)
Make timely and accurate benefit payments to unemployed workers, facilitate the reemployment of Unemployment Insurance claimants, and set up Unemployment tax accounts promptly for new employers

*Indicator target reached (Y), substantially reached (S) or not reached (N) **Estimated	FY 2001 Goal Not Achieved			FY 2002 Goal Not Achieved			FY 2003 Goal Not Achieved			FY 2004 Goal Achieved			FY 2005 Goal Substantially Achieved		
	Target	Result	*	Target	Result	*	Target	Result	*	Target	Result	*	Target	Result	*
	Pay Benefits Promptly: percent of all intrastate first payments made within 14/21 days				91%	88.7%	N	91%	89%	N	89.2%	90.3%	Y	89.9%	90%**
FY 2001: Number of states meeting or exceeding the Secretary's Standard for intrastate payment timeliness	48	42	N												
Detect Overpayments: Percent of estimated detectable/recoverable overpayments that States establish for recovery	—	—	—				59%	54%	N	59%	59.5%	Y	59.5%	59%**	S
FY 2002: Establish a measure and baseline for payment accuracy				Y	Y	Y									
Facilitate Reemployment: Entered employment rate for UI claimants	—	—	—							base	51.5%	Y	—	—	—
FY 2003: Develop a measure and a method to obtain entered employment information on UI claimants							Y	Y	Y						
FY 2002: Define a measure of entered employment of Unemployment Insurance claimants and establish a baseline				Y	N	N									

Establish Tax Accounts Promptly: Percent of new employer liability determinations made within 90 days of the end of the first quarter in which liability occurred.				80%	81.7%	Y	80%	83%	Y	82.2%	82.5%	Y	82.4%	83%**	Y
FY 2000-01: Number of states meeting or exceeding the minimum performance criterion for benefit adjudication quality	26	25	N												
Efficiency: Quality-weighted base initial claims per \$1,000 of inflation-adjusted base grant funds	—	—	—	—	—	—	—	—	—	—	—	—	8.55	8.60**	Y

Data Source(s): Eligibility Determinations Quality: ETA 9056; Payment Timeliness: 9050, 9050p Reports; Payment Accuracy: Benefit Accuracy Measurement (BAM) program and ETA 227 report; Facilitate Reemployment: Unemployment Insurance wage records; New Status Determinations Timeliness: ETA 581 report

Note: This goal was reported as not achieved in the FY 2004 PAR based on estimated data. Actual data for the first indicator, Pay Benefits Promptly, exceeded the target.

Performance Goal 05-2.2B (ESA) Minimize the impact of work-related injuries															
*Indicator target reached (Y), substantially reached (S) or not reached (N) **Estimated	FY 2001 Goal Not Achieved			FY 2002 Goal Not Achieved			FY 2003 Goal Substantially Achieved			FY 2004 Goal Substantially Achieved			FY 2005 Goal Substantially Achieved		
	Target	Result	*	Target	Result	*	Target	Result	*	Target	Result	*	Target	Result	*
Lost production days (LPD) per 100 employees for FECA cases of the United States Postal Service (see note below)				115	131	N	130	143	N	146	147	N	148	135	Y
FY 2001: combined with all other governmental agencies	66.7	76.9	N												
LPD rate for FECA cases of All Other Governmental Agencies (see note below)	—	—	—	55	54	Y	54.7	55	N	55.4	62.6	N	61	56	Y
FECA Vocational Rehabilitation placements with new employers for injured USPS employees	—	—	—	—	—	—	52	56	Y	56	59	Y	—	—	—
Savings in the FECA program through use of Periodic Roll Management	\$95 million	\$103 million	Y	\$19 million	\$26 million	Y	\$20 million	\$25 million	Y	\$18 million	\$24 million	Y	\$17 million	\$21 million	Y

Trend in indexed cost per case of FECA cases receiving medical treatment remains below the Milliman Health Cost Index							+9.1%	-2.8%	Y	+8.8%	+2.4%	Y	+8.1%	+2.8%	Y
FY 2002: Reduce Inflation-adjusted costs per case in the FECA program				\$2219	\$2604	N									
FY 2001: Reduction in average annual cost for physical therapy and psychiatric services	-1% (both)	+4.5%, -3%	N												
Targets met for key communications performance areas	—	—	—	—	—	—	base	5	Y	3	4	Y	3	3	Y
Average days required to resolve disputed issues in Longshore and Harbor Worker's Compensation Program contested cases	—	—	—	242	285	N	279	266	Y	274	247	Y	245	254	N
Percent of Black Lung benefit claims filed under the revised regulations for which, following an eligibility decision, there are no requests for further action from any party pending one year after receipt of the claim.	—	—	—	68.5%	89.9%	Y	70.5%	86.6%	Y	74.5%	82.2%	Y	76.5%	80.6%	Y
Percent of Initial Claims for benefits in the Energy Program processed within standard timeframes	—	—	—				75%	79%	Y	77%	92%	Y	80%	80%	Y
FY 2002: 120 days for Department of Energy (DOE) employees or contractors employed at DOE facilities				75%	48%	N									
180 days for employees of Atomic Weapons Employers (AME) and Beryllium Vendors				75%	48%										
Percent of Final Decisions in the Part B Energy Program processed within standard timeframes						S	75%	76.9%	Y	77%	99%	Y	80%	94.7%	Y
FY 2002: Claims or No-Contest Denials within 75 days of the Recommended Decision.				75%	76%										
Reviews of the Written Record within 75 days of request				75%	74%										
Formal Hearings within 250 days of request				75%	100%										
Claimants under Part E to whom compensation benefits are paid	—	—	—	—	—	—	—	—	—	—	—	—	1200	1525	Y

Data Source(s): 1&2. Federal Employees' Compensation Act (FECA) data systems, Federal agency payroll offices and Office of Personnel Management employment statistics; 3. Nurse/Rehabilitation Tracking System 4. Periodic Roll Management System and FECA Automated Compensation Payment System; 5. FECA Medical Bill Pay System and Milliman USA Health Cost Index Report; 6. Telecommunications system standard reports, FECA district office and national MIS reports, customer surveys, focus group records and other customer service performance data sources; 7. Longshore Case Management System; 8. Black Lung Automated Support Package; 9-11. Energy Program Case Management System

Note: In FY 2004, OWCP changed the way it measures LPD. The FY 2003 result data for USPS and also for all other government agencies' LPD's reflect the results prior to the measurement changes. LPD's are now measured in real-time rather than with accumulated data.

**Performance Goal 05-2.2C (EBSA)
Secure pension, health and welfare benefits**

*Indicator target reached (Y), substantially reached (S) or not reached (N) **Estimated	FY 2003 Goal Achieved			FY 2004 Goal Achieved			FY 2005 Goal Achieved		
	Target	Result	*	Target	Result	*	Target	Result	*
Enforcement:									
Ratio of closed civil cases with corrected violations to civil closed cases.	50%	69%	Y	50%	69%	Y	66%	76%	Y
Ratio of criminal cases referred for prosecution to total criminal cases	25%	40%	Y	25%	45%	Y	37.7%	45%	Y
Participant Assistance:									
Customer Satisfaction Index, or comparable measurement, for Participants and Beneficiaries who have contacted EBSA for assistance.	59	59	Y	61	62	Y	63	67	Y
Additional applications to Voluntary Compliance programs	—	—	—	—	—	—	8340	14,082	Y

Data Source(s): Enforcement Management System and The Gallup Organization/Technical Assistance and Inquiry System (TAIS)

**Performance Goal 05-2.2D (PBGC)
Serve sponsors of covered pension plans and participants in trusted plans**

*Indicator target reached (Y), substantially reached (S) or not reached (N) **Estimated	FY 2004 Goal Not Achieved			FY 2005 Goal Not Achieved		
	Target	Result	*	Target	Result	*
American Customer Satisfaction Index (ACSI) score for sponsors of covered pension plans who have contacted PBGC for assistance	71	69	N	72	68	N
ACSI score for participants in trusted plans who have contacted PBGC for assistance.	77	78	Y	78	79	Y

Data Source(s): American Customer Satisfaction Index (ACSI) report

**Performance Goal 05-3.1A (OSHA/MSHA)
Reduce work-related fatalities**

*Indicator target reached (Y), substantially reached (S) or not reached (N) **Estimated	FY 2001 M: Goal Achieved			FY 2002 M: Goal Not Achieved			FY 2003 O: Goal Not Achieved M: Goal Not Achieved			FY 2004 O: Goal Not Achieved M: Goal Not Achieved			FY 2005 Goal Not Achieved		
	Target	Result	*	Target	Result	*	Target	Result	*	Target	Result	*	Target	Result	*
O: Fatalities per 100,000 workers	—	—	—	—	—	—	1.59	1.62	N	1.57	1.61	N	1.52	1.71**	N
M: Fatal incidence rate (number of mining fatalities per 200,000 hours worked)							.020	.023	N	.022	.017	Y	.022	.018**	Y
FY 2001-02: Mine fatalities	89	71	Y	64	71	N									

Data Source(s): OSHA Integrated Management Information System (IMIS) and Bureau of Labor Statistics (BLS) Current Employment Statistics (CES). Mine Accident, Injury, and Employment information that mine operators and contractors report to MSHA under Title 30 Code of Federal Regulations Part 50

Note: Prior to FY 2005, OSHA and MSHA performance goals were separate. Goal and indicator achievements are distinguished by labels – O for OSHA, M for MSHA.

**Performance Goal 05-3.1B (OSHA/MSHA)
Reduce work-related injuries and illnesses**

*Indicator target reached (Y), substantially reached (S) or not reached (N) **Estimated	FY 2001 O: Goal Achieved M: Goal Achieved			FY 2002 O: Goal Not Achieved M: Goal Not Achieved			FY 2003 O: Goal Achieved M: Goal Achieved			FY 2004 O: Goal Achieved M: Goal Achieved			FY 2005 Goal Not Achieved		
	Target	Result	*	Target	Result	*	Target	Result	*	Target	Result	*	Target	Result	*
O: Days away from work case rate per 100 workers							1.8	1.7**	Y	1.7	1.6**	Y	1.7	1.5**	Y
FY 2001-02: Injury and illness incidence rates in industries characterized by high-hazard workplaces (Lost workdays used in FY 2001, days away from work in FY 2002)															
Shipyard	11.9	7.5	Y	6.8	8.1	N									
Food processing	7.9	6.3	Y	—	—	—									
Meat Products	—	—	—	7.7	7.9	N									
Nursing homes	7.7	7.3	Y	6.6	7.6	N									
Logging	6.4	3.5	Y	—	—	—									
Construction (injuries only in FY 2001)	4.6	3.9	Y	3.6	3.8	N									
M: All-injury incidence rate (all injuries, including fatalities, per 200,000 hours worked)							3.79	4.26	N	3.85	4.07	N	3.48	3.82**	N
FY 2001-02: Non-fatal injury incidence rate	3.65	3.29	Y	2.87	3.15	N									

M: Percent of respirable coal dust samples exceeding the applicable standards for designated occupations				14.2	15.0	N	14.2	11.7	Y	11.1	10.2	Y	10.1	10.7	N
FY 2000-01: Percent of coal dust samples that are out of compliance for high risk mining occupations	11.1%	10.2%	Y												
M: Percent of silica dust samples in metal and nonmetal mines with a concentration result/enforceable level (C/E) ratio of at least 0.5													base	—	N
FY 2001-04: Percent of silica dust samples in metal and nonmetal mines exceeding the applicable standards for high risk occupations				8.8%	6.6%	Y	8.6%	6.5%	Y	6.2%	5.6%	Y			
FY 2001: Index percentage of silica dust samples that are out of compliance for high risk mining occupations	80%	64%	Y												
M: Percent of noise samples in metal and non-metal mines with a C/E ratio of at least 0.5	—	—	—	—	—	—	—	—	—	—	—	—	base	—	N
M: Percent of noise samples above the citation level in coal mines													base	—	N
FY 2001-04: Percent of noise exposures above the citation level in all mines	—	—	—	8.6%	5.8%	Y	9.3%	4.8%	Y	4.6%	4.6%	Y			
Data Source(s): Bureau of Labor Statistics (BLS) Annual Survey of Occupational Injuries and Illnesses (ASOII). FY 2003 estimated results use CY 2001 data; FY 2004 estimated results use CY 2002 data. Dust samples collected by MSHA inspectors. Coal Mine Safety and Health MIS. Metal and Non-Metal Mine Safety and Health MIS.															
Note: Prior to FY 2005, OSHA and MSHA performance goals were separate. Goal and indicator achievements are distinguished by labels – O for OSHA, M for MSHA.															

**Performance Goal 05-3.2A (ESA)
Federal contractors achieve equal opportunity workplaces**

*Indicator target reached (Y), substantially reached (S) or not reached (N) **Estimated	FY 2001 Goal Not Achieved			FY 2002 Goal Achieved			FY 2003 Goal Achieved			FY 2004 Goal Achieved			FY 2005 Goal Achieved		
	Target	Result	*	Target	Result	*	Target	Result	*	Target	Result	*	Target	Result	*
Incidence of discrimination among Federal contractors							9%	1.2%	Y	9%	1%	Y	7%	2%	Y
FY 2001-02: For contractors participating in specified compliance assistance activities and subsequently evaluated															
Rate of compliance findings for SIC 50	base	50.9%	Y	51.9%	58.4%	Y									
For SIC 87	base	49.6%	Y	48.6%	64.5%	Y									
Rate of findings of severe violations for SIC 50	base	7.7%	Y	6.7%	2.2%	Y									
For SIC 87	base	9.0%	Y	8.0%	1.6%	Y									
Rate of focused and offsite compliance evaluations for SIC 50	base	36.5%	Y	37.5%	52.8%	Y									
For SIC 87	base	27.8%	Y	28.8%	50.8%	Y									
Compliance among Federal contractors in all other respects of equal opportunity workplace standards							59%	72.4%	Y	61%	91%	Y	62%	86%	Y
FY 2001-02: For contractors and subcontractors selected for evaluation, outreach, or compliance assistance activities															
Rate of compliance findings for all supply and service closures	base	52.9%	Y	53.9%	62.9%	Y									
Rate of findings of severe violations for contractors and subcontractors that have had prior contact with DOL/OFCCP	base	9.8%	N	8.8%	2.7%	Y									
Rate of focused and offsite compliance evaluation	base	34.1%	N	35.1%	49.8%	Y									

Data Source(s): Case Management System (CMS)

**Performance Goal 05-3.2B (VETS)
Reduce employer-employee employment issues originating from service members' military obligations conflicting with their civilian employment**

*Indicator target reached (Y), substantially reached (S) or not reached (N) **Estimated	FY 2004 Goal Achieved			FY 2005 Goal Not Achieved		
	Target	Result	*	Target	Result	*
Percent of USERRA cases resolved within 90 days of filing	—	—	—	85%	80.4%	N

Percent of children retained in education programs as a result of ILAB's Child Labor Education Initiative	—	—	—										65%	80%	Y
FY 2004: Child Labor Education Initiative projects that establish baseline for rate of enrollment and drop out for targeted children										7	8	Y			
FY 2002-03: Countries in which new Child Labor Education Initiative projects begin				8	9	Y	9	10	Y						
Number of target children enrolled in education programs as a result of ILAB's Child Labor Education Initiative													50,000	98,394	Y
FY2001-03: Children targeted for prevention or removal from child labor, particularly its worst forms, through the provision of education or training opportunities in new DOL-funded programs	100,000	200,000	Y	90,000	103,772	Y	40,000	83,682	Y	—	—	—			
Countries that ratify International Labor Organization (ILO) Convention 182 on Worst Forms of Child Labor.	25	63	Y	15	29	Y	—	—	—	—	—	—	—	—	—

Data Source(s): ILO-IPEC (grantee) through progress reports and project monitoring; Child Labor Education Initiative Grantees

Note: For FY 2005, retention result includes all children enrolled in Education Initiative (EI) projects in FY 2001 and FY 2002, but not those who have completed the program. Completion results include children who were enrolled in FY 2001 EI projects prior to FY 2005.

**Performance Goal 05-3.3B (ILAB)
Improve living standards and conditions of work internationally**

*Indicator target reached (Y), substantially reached (S) or not reached (N) **Estimated	FY 2001 Goal Achieved			FY 2002 Goal Achieved			FY 2003 Goal Achieved			FY 2004 Goal Achieved			FY 2005 Goal Achieved		
	Target	Result	*	Target	Result	*	Target	Result	*	Target	Result	*	Target	Result	*
Percent of USDOL project beneficiaries who consider the project to have improved their conditions of work	—	—	—	—	—	—	base	63%	Y	base	62%	Y	83%	83%	Y
Percent of individuals whose economic situation has benefited from USDOL project assistance	—	—	—	—	—	—	base	39%	Y	base	39%	Y	43%	60%	Y

Compliance with national labor laws	—	—	—	—	—	—	—	—	—	—	—	—	base	3.78 million	Y
FY 2003-04: Percent of workplaces exposed to USDOL project assistance that have implemented new measures to prevent workplace accidents and illnesses							base	10%	Y	base	73%	Y			
Employment-related discrimination against persons living with HIV/AIDS	—	—	—	—	—	—	—	—	—				base	270	Y
FY 2004: Number of new countries where HIV/AIDS workplace education projects begin										5	7	Y			
HIV/AIDS risk behaviors among targeted workers	—	—	—	—	—	—	—	—	—	—	—	—	base	19,500	Y
Number of workers participating in pension funds that are government regulated by project partner agencies	—	—	—	—	—	—	base	3.545 million	Y	base	no data	—	—	—	—
Countries committed to undertake improvements in assuring compliance and implementation of core labor standards	15	15	Y	7	41	Y	—	—	—	—	—	—	—	—	—
Countries that commit with US/DOL assistance to make substantive improvements in raising income levels of working families	8	10	Y	6	49	Y	—	—	—	—	—	—	—	—	—

Data Source(s): OFR grantees and contractors

Performance Goal 04-4.1A (ETA)															
Build a demand-driven workforce system by increasing access to workforce information															
*Indicator target reached (Y), substantially reached (S) or not reached (N) **Estimated	PY 2000 Goal Achieved			PY 2001 Goal Not Achieved			PY 2002 Goal Not Achieved			PY 2003 Goal Achieved			PY 2004 Goal Substantially Achieved		
	Target	Result	*	Target	Result	*	Target	Result	*	Target	Result	*	Target	Result	*
Job openings listed with the public labor exchange (with both State Workforce Agencies and America's Job Bank)	11.2 million	12.3 million	Y	13.5 million	11.8 million	N	11.8 million	10.2 million	N	10.3 million	12.5 million	Y	12.994 million	14.675 million	Y
Number of job searches conducted by job seekers using America's Job Bank	—	—	—	—	—	—	—	—	—	base	169 million	Y	170.788 million	138.567 million	N
The number of resume searches conducted by employers from America's Job Bank will be collected to determine a baseline for setting future performance targets.	—	—	—	—	—	—	—	—	—	base	8 million	Y	8.090 million	9.249 million	Y

New employers registered with America's Job Bank	60,000	66,563	Y	—	—	—	—	—	—	—	—	—	—	—	—
Percent of new requirements ratings for O*NET-SOC occupations	—	—	—	—	—	—	—	—	—	—	15%	—	21%	22%	Y
Percent of O*NET-SOC occupations for which updated data are released	—	—	—	—	—	—	—	—	—	—	15%	—	21%	22%	Y
Web site visits to O*NET	—	—	—	—	—	—	—	—	—	—	2.7 million	—	2.77 million	3.91 million	Y

Data Source(s): America's Job Bank Service Center and quarterly state performance reports included in the Enterprise Information Management System (EIMS).

Note: This is a new goal for PY 2004. Data and goal achievement for prior periods were reported under Outcome Goal 1.1 (Employment Service). O*NET indicators and targets appear in DOL's FY 2006 Congressional Budget Justification; however, they were inadvertently omitted from the FY 2006 DOL Performance Budget Overview.

Performance Goal 05-4.1A (ETA)															
Assist employers in meeting their workforce needs by providing them with expeditious determinations on their applications to hire foreign workers															
*Indicator target reached (Y), substantially reached (S) or not reached (N) **Estimated	FY 2005 Goal Not Achieved														
	Target	Result	*												
Percent of H-1B applications processed within seven days of the filing date for which no prevailing wage issues are identified	100%	100%	Y												
Percent of employer applications for labor certification under the streamlined system that are resolved within six months of filing	base	57%	Y												
The average cost for processing a new PERM application	base	\$523	Y												
Percent of the H-2B applications processed within 60 days of receipt	90%	85%**	N												
Data Source(s): Automated processing systems and fax/mail processing system															

Performance Goal 05-4.1B (ETA)															
Increase the employment, retention, and earnings replacement of workers dislocated in important part because of trade and who receive trade adjustment assistance benefits															
*Indicator target reached (Y), substantially reached (S) or not reached (N) **Estimated	FY 2001 Goal Substantially Achieved			FY 2002 Goal Not Achieved			FY 2003 Goal Not Achieved			FY 2004 Goal Not Achieved			FY 2005 Goal Not Achieved		
	Target	Result	*	Target	Result	*	Target	Result	*	Target	Result	*	Target	Result	*
Participants employed in the first quarter after program exit	73%	65%	N	78%	66%	N	78%	62%	N	70%	63%	N	70%	65%**	N
Participants employed in the first quarter after program exit still employed in the third quarter after exit	80%	90%	Y	88%	89%	Y	90%	86%	N	88%	89%	Y	89%	91%**	Y

Percent of pre-separation earnings for those still employed in the third quarter after program exit	82%	85%	Y	90%	80%	N	90%	74%	N	90%	74%	N	80%	75%**	N
Average cost per training participant	—	—	—	—	—	—	—	—	—	—	—	—	\$16,000	\$13,358**	Y
Data Source(s): TAPR (Trade Act Participant Report) included in the Enterprise Information Management System (EIMS)															
Performance Goal 05-4.2A (OASP) Maximize regulatory flexibility and benefits and promote flexible workplace programs															
*Indicator target reached (Y), substantially reached (S) or not reached (N) **Estimated										FY 2004 Goal Not Achieved			FY 2005 Goal Achieved		
										Target	Result	*	Target	Result	*
Criteria and timeline established for regulatory reviews													Y	Y	Y
FY 2004: Seek input from the public as part of its decision-making process in determining which regulations or regulatory programs should be prioritized for review for their effects on small businesses and entities										Y	N	N			
Unit cost baseline established, and plan developed to identify practices that are not cost-effective													Develop Plan	N	Y
FY 2004: Ensure that all new regulatory proposals identify monetary costs, benefits, and net benefits, and include a summary of this information in all Regulatory Impact Analyses performed by DOL agencies										17	17	Y			
Develop plan to review all significant regulations for maximum flexibility										Y	N	N	Develop Plan	Y	Y
Percent of small employers with access to health care benefit plans										—	—	—	base	—	N/A
<u>Women's Bureau - Flex-Options for Women Project</u>															
Best practices for, and models of, flexible workplace practices are identified and publicized.													Develop Studies	Y	Y
FY 2004: Companies enlisted as corporate mentors										40	41	Y			
Women-owned businesses seeking to establish workplace flexibility policies or programs										80	77	S			
Data Source(s): DOL's Spring 2004 Regulatory Agenda - Initiatives supplied by DOL agencies to OASP. Women's Bureau: Application forms from mentors and businesses; program progress reports; and informal conversations with participants.															

2. Significant FY 2005 Audits and Evaluations

The Department of Labor recognizes the important role that program evaluations serve in helping us achieve our mission and strategic goals. Objective reviews and audits by the Office of the Inspector General (OIG) and the U.S. Government Accountability Office (GAO), along with evaluations by independent contractors are a critical source of information about the effectiveness of our programs. They also help us identify the need for corrective actions.

During the past year, the audits and evaluations described below have helped to ensure that our goals are reasonable and our strategies for achieving those goals are effective. While all of these audits and evaluations have their own unique focus and content, they all contribute to our common efforts to foster growth and encourage innovation.

The audits and evaluations listed below are categorized by the DOL strategic goals they support.

GOAL 1: A PREPARED WORKFORCE	
1. Issue: The use of WIA funds and tracking WIA outcomes	
<p>Program Area: ETA WIA</p> <p>Performance Goal: Goal 04-1.1A – Increase the employment, retention, and earnings of individuals registered under the WIA adult program.</p> <p>Goal 04-1.1C – Increase the employment, retention, and earnings replacement of individuals registered under the Workforce Investment Act Dislocated Worker Program.</p>	<p>Report Title: Substantial Funds Are Used for Training, But Little Is Known Nationally about Training Outcomes (GAO-05-650)</p> <p>Date Completed: June 2005</p> <p>Conducted By: GAO</p>
<p>Program Impacts: WIA funds used for training need to be clearly identified and tracked.</p>	
<p>Findings:</p> <ol style="list-style-type: none"> 1. Questions were raised about how WIA funds are being used and how much is being spent on training. 2. Contributing to the concern about the use of WIA funds is the lack of accurate information about the extent to which WIA participants are enrolled in training activities. 	
<p>Recommendations:</p> <ol style="list-style-type: none"> 1. Determine the extent to which WIA funds are used for training. 2. Determine how local workforce boards manage the use of Individual Training Accounts (ITA). 3. Determine what is known at the national level about outcomes of those being trained. 	
<p>Actions Taken:</p> <ol style="list-style-type: none"> 1. DOL standardized the definition of ‘participant exit’ for purposes of assessing program performance across all programs implementing common measures. States began implementing these changes as of July 1, 2005. The revised reporting requirements will facilitate better information about outcomes for all training programs. 2. Through the newly revised Workforce Investment Act Standardized Record Data (WIASRD), DOL will be able to capture information on all participants who receive training in each program year, not just those who exit the program. 3. ETA implemented a data validation initiative in PY 2003. ETA provides the states with software, handbooks, training and technical assistance to validate annual reports and provides a sampling mechanism to review a select number of files from each program for manual review. 	
<p>Actions Remaining:</p> <ol style="list-style-type: none"> 1. States will be required to validate annual reports and perform data element validation once a year to improve the quality of the data used to compute performance reports. 2. ETA will develop acceptable error rates for each program. 	<p>Expected Completion:</p> <ol style="list-style-type: none"> 1. This is an ongoing initiative. 2. PY 2006
<p>Additional Information: A copy of the complete report can be obtained at www.gao.gov/cgi-bin/getrpt?GAO-05-650.</p>	

2. Issue: Comprehensive access to the WIA one-stop system for persons with disabilities

<p>Program Area: ETA WIA Performance Goal: Goal 04-1.1A – Increase the employment, retention, and earnings of individuals registered under the WIA adult program.</p>	<p>Report Title: Labor Has Taken Several Actions to Facilitate Access to One-Stops for Persons with Disabilities, but These Efforts May Not Be Sufficient (GAO-05-54) Date Completed: December 2004 Conducted By: GAO</p>
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Program Impacts: The WIA one-stop system may need to alter information tracking systems and relationships with disability-related agencies in order to meet comprehensive access requirements.

Findings:

- ETA, OASAM’s Civil Rights Center (CRC) and ODEP have taken several actions to ensure comprehensive access to one-stops, but these efforts may not be sufficient.
- DOL has not developed a long-range plan for how it will carry out its oversight and enforcement responsibilities beyond 2005.
- The information DOL publishes on employment outcomes for people with disabilities is limited.
- The performance measurement system may result in customers being denied services because local areas may be reluctant to provide WIA-funded services to job seekers who may be less likely to find employment.

Recommendations:

- DOL should develop and implement a long-term plan for ensuring that the WIA one-stops comply with the comprehensive access requirements.
- DOL should use the expertise of staff from CRC, ETA, and ODEP to ensure comprehensive access within the one-stop system.

Actions Taken:

- In a letter signed by the chief executives of CRC, ETA and ODEP, DOL responded that the agencies will develop a comprehensive, long-term strategic plan to address the One-Stop system’s provision of services to people with disabilities, beginning with the development of an overall framework for the plan.
- CRC, ETA and ODEP have instituted a workgroup which has met consistently since January 2005. The Rehabilitative Services Administration, Social Security Administration and Veterans’ Employment and Training Service have also begun to participate in the development of the plan.
- DOL has articulated the mission of the workgroup developing the inter-agency work plan as to promote excellence in service delivery for people with disabilities in the One-Stop Career Center system. By promoting excellence, DOL seeks to:
 - Ensure that people with disabilities have equal opportunity to benefit from the programs and services available through the system;
 - Promote meaningful and effective career opportunities for people with disabilities.
 The multi-year strategic plan will include a coordinated implementation strategy that will:
 - Identify, coordinate, and maximize the use of agency resources;
 - Ensure compliance with applicable disability-related statutes and regulations; and
 - Promote quality in service delivery for people with disabilities.
- The workgroup has completed a draft of the initial framework, which will soon be placed into Departmental clearance and forwarded to GAO. Given the breadth of the workgroup’s mission, the plan will be developed in phases.

<p>Actions Remaining:</p> <ol style="list-style-type: none"> The workgroup will develop a white paper proposing policies and strategies for Phase I of the work plan for approval by agency heads. The approved policies and strategies will be translated into a work plan. Monitoring progress and updating the plan. 	<p>Expected Completion:</p> <ol style="list-style-type: none"> February 2006 Implementation, monitoring and strategic planning will be ongoing.
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Additional Information: A copy of the complete report can be obtained at www.gao.gov/cgi-bin/getrpt?GAO-05-54.

3. Issue: Increasing employer use of the workforce system one-stops

<p>Program Area: ETA WIA Performance Goal: Goal 04-1.1A – Increase the employment, retention, and earnings of individuals registered under the WIA adult program. Goal 04-1.1C – Increase the employment, retention, and earnings replacement of individuals registered under the Workforce Investment Act Dislocated Worker Program. Goal 04-4.1A – Build a demand driven system by increasing accessibility to workforce information</p>	<p>Report Title: Employers Are Aware of, Using, and Satisfied with One-Stop Services, but More Data Could Help Labor Better Address Employers’ Needs (GAO-05-259) Date Completed: February 2005 Conducted By: GAO</p>
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<p>Program Impacts: Better information on employers’ use of the WIA one-stops would help ETA manage its resources and improve service.</p>	
<p>Findings:</p> <ol style="list-style-type: none"> 1. Awareness of local one-stops increases with employer size: about half of small, two-thirds of medium, and three-quarters of large employers know about their local one-stops. 2. Employers primarily use one-stop services to help fill job vacancies. 3. Three-quarters of employers who use one-stops are satisfied with the services they receive. 4. Most employers who use one-stop services would likely use them again; about one-third of employers who are aware of one-stop services, but have not used them, would consider using them in the future. 5. Many employers choosing not to use one-stops do so because they either rely on other resources or do not have enough information about the services offered. 6. DOL’s employer satisfaction measure does not provide enough information on the services employers use. 	
<p>Recommendations: DOL should require States to collect and report on employer use of the workforce system.</p>	
<p>Actions Taken:</p> <ol style="list-style-type: none"> 1. DOL proposed a comprehensive, streamlined reporting system for 12 different programs, which included a component for an employer record that proposed collection of information on workforce services assessed by employers. 2. Based on comments received during a recent Federal Register Notice comment period, DOL is currently conducting a feasibility study for incorporating such a component in our reporting system. This is expected to be completed during FY 2007. 3. Through recently revised guidance for the WIA and Wagner-Peyser Act two-year strategic plan and the WIA, Wagner-Peyser, and Senior Community Service Employment Program unified plan, States were required to describe how they will actively engage businesses to inform service delivery approaches for all customers. The planning guidance also emphasized workforce information as a critical component of a demand-driven workforce system, and the role businesses play in providing labor market information and in identifying high-growth, high-demand jobs. 	
<p>Actions Remaining: Results of the feasibility study will be reviewed and based on study findings, decisions will be made on the final reporting design and implementation schedule.</p>	<p>Expected Completion: 1. December 2007</p>
<p>Additional Information: A copy of the complete report can be obtained at www.gao.gov/cgi-bin/getrpt?GAO-05-259 .</p>	
<p>4. Issue: Obtaining good performance information on the WIA programs</p>	
<p>Program Area: ETA WIA</p> <p>Performance Goal: Goal 04-1.1A – Increase the employment, retention, and earnings of individuals registered under the WIA adult program. Goal 04-1.2A – Increase entrance and retention of youth registered under the WIA youth program in education or employment. Goal 04-1.1C – Increase the employment, retention, and earnings replacement of individuals registered under the Workforce Investment Act Dislocated Worker Program.</p>	<p>Report Title: Labor Should Consider Alternative Approaches to Implement New Performance and Reporting Requirements (GAO-05-539)</p> <p>Date Completed: May 2005</p> <p>Conducted By: GAO</p>
<p>Program Impacts: Rushed implementation of the new reporting system could negatively affect data quality and compromise the potential benefits of proposed changes. Unless DOL ensures that data collection is done in a consistent manner, the information will not be comparable on a national level.</p>	
<p>Findings:</p> <ol style="list-style-type: none"> 1. While many states supported streamlined reporting, 36 states indicated that implementing ETA’s reporting system, as proposed, would be very burdensome. 2. DOL has underestimated the magnitude and type of changes the reporting system would require and the resources states would need to implement it. 3. The use of common measures could increase the comparability of outcome information across programs and provide a more complete picture of the one-stop system, but states will face challenges in making the required changes. 4. One of the common measures will replace the current WIA earnings measures for dislocated workers, which may be a disincentive for serving this population. 5. States have very little time to make changes before they must begin data collection and reporting. 6. DOL has not provided guidance in a timely manner for states to implement changes. 	
<p>Recommendations:</p> <ol style="list-style-type: none"> 1. Consider alternative approaches to reach the goals of the new reporting system, including (a) ongoing consultations with key stakeholders, (b) implementing changes in phases, and (c) pilot testing and evaluating changes before full implementation. 2. Help states and local areas develop the capacity to track all jobseekers in a consistent manner using one-stop services. 	

<p>3. Use the first year of implementation as a test phase and work with states to identify promising practices in collecting and reporting this data; provide technical assistance to states that do not have this capacity.</p>	
<p>Actions Taken:</p> <ol style="list-style-type: none"> 1. As an alternative approach, DOL implemented revised reporting requirements on current Workforce Investment Act Standardized Record Data (WIASRD). States began implementing these changes as of July 1, 2005 and collecting baseline data during PY 05. This move was intended to facilitate the reporting of common performance measures across DOL's employment and training programs. 2. Through the newly revised WIASRD, DOL will be able to capture information on all participants who receive training in each program year, not just those who exit the program. DOL cited past consultation with stakeholders, and will continue to consult with and provide technical assistance to representatives of the State and local workforce system. 3. DOL is conducting a feasibility study in three States and two local areas to examine the changes needed at the state and local levels to meeting the proposed data collection requirements as originally proposed in the July 2004 <i>Federal Register</i>. This will be completed during FY 2007. 	
<p>Actions Remaining: ETA is continuing to work with State agencies to develop a more complete reporting system that will provide greater comparability and understanding of performance information by using the same definitions for the measures, and enhanced information about all services provided.</p>	<p>Expected Completion:</p> <ol style="list-style-type: none"> 1. This will be an ongoing action.
<p>Additional Information: A copy of the complete report can be obtained at www.gao.gov/new.items/d05539.pdf.</p>	
<p>5. Issue: The quality and outcomes of programs in the nation's apprenticeship system and DOL's oversight</p>	
<p>Program Area: ETA Apprenticeships Performance Goal: Goal 05-1.1A – Strengthen the registered apprenticeship system to meet the training needs of business and workers in the 21st Century.</p>	<p>Report Title: Labor Can Better Use Data to Target Oversight (GAO-05-886) Date Completed: August 2005 Conducted By: GAO</p>
<p>Program Impacts: DOL will need to improve oversight of apprenticeship programs.</p>	
<p>Findings:</p> <ol style="list-style-type: none"> 1. Labor's monitoring of programs it directly oversees has been limited. In 2004 Labor reviewed only four percent of programs in the 23 states where it has direct oversight. 2. Limited staff constrained DOL's ability to do more reviews. 3. DOL has not employed its database to generate information indicative of program performance, such as completion rates. 4. Labor does not regularly review council-monitored states or collect data from them that would allow for a national picture of apprenticeships. 5. Formal reviews by DOL have been infrequent and not necessarily useful. 	
<p>Recommendations:</p> <ol style="list-style-type: none"> 1. Labor should better utilize its database for oversight – particularly for apprenticeship programs with expected future labor shortages. 2. Labor should develop a cost effective strategy for collecting data from council-monitored states for selected occupations. 3. Labor should conduct is reviews of apprenticeship activities in states that regulate their own programs on a regular basis to ensure that state activities are in accord with those requirements set forth by federal law, and offer substantive feedback. 	
<p>Actions Taken:</p> <ol style="list-style-type: none"> 1. The Department concurs with GAO's recommendation on better utilizing the database. ETA will use its existing data resources, as well as data from the Bureau of Labor Statistics (BLS), to identify occupations with skill shortages to help ETA better target Apprenticeship program performance and oversight activities. 2. In order to have the most complete national apprenticeship data possible, efforts underway have resulted in two additional State Apprenticeship Agency (SAA) states agreeing to participate in Registered Apprenticeship Information System (RAIS). State of Kentucky started using RAIS in June 2005, and North Carolina State is currently in the process of converting to RAIS. 3. ETA staff conducted and completed 14 SAA state reviews and 13 project reviews, including the District of Columbia during Fiscal Year 2005. 4. The Department agrees with the recommendation, and plans to offer substantive feedback to states after reviews. 5. ETA instituted an Apprentice Electronic Registration process for RAIS in October 2004. This new feature is offered to SAA states as a cost-effective measure to improve data integrity and efficiency of apprenticeship data collection because the sponsor will enter the data. ETA has been in negotiations with five SAA states since this process went on-line. 	

<p>Actions Remaining:</p> <ol style="list-style-type: none"> ETA will seek input from DOL’s Advisory Committee on Apprenticeship regarding industry labor shortages. ETA will expand its use of the Registered Apprenticeship Information System (RAIS) indicators along with implementation of WebCEO, a data mining tool. Encouraged by early successes of Kentucky and North Carolina, ETA expects that other states will join RAIS. Targeted resources are being utilized to make this a priority for the Department. The Department’s goal is to complete the remainder of reviews in SAA states. Final reports of the SAA reviews will provide additional feedback and technical assistance. 	<p>Expected Completion:</p> <ol style="list-style-type: none"> End of FY 2007 End of FY 2007 End of FY 2006 End of FY 2006
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Additional Information: A copy of the complete report can be obtained at www.gao.gov/cgi-bin/getrpt?GAO-05-886.

6. Issue: Understanding what supports the workforce development system needs to provide universal access to services for people with disabilities.

<p>Program Area: ODEP Performance Goal: Goal 05-1.1B – Provide national leadership to increase access and employment opportunities for youth and adults with disabilities receiving employment, training, employment support services by developing, testing and disseminating effective practices.</p>	<p>Report Title: Case Study Research: How People with Disabilities are Served through the Workforce Development System Date Completed: September 2005 Conducted By: Academy for Educational Development (AED)</p>
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Program Impacts: The study will document the actual challenges faced and strategies employed by 12 state and local workforce development systems (case study sites) in serving people with disabilities. The identification of effective practices will be nationally disseminated.

Findings:

- Leadership:** Sites reported the need for effective and active Local Workforce Investment Boards (LWIB). It is critical that leadership at the LWIB level set the tone and direction for serving people with disabilities.
- Strategies of planning and support:** Support from the disability navigator grant and other support agencies is critical in serving people with disabilities. However, there may be a caveat to this additional support. In many sites, the Navigators are being seen as the primary referral point for persons with disabilities.
- Collaboration:** While many sites reported positive experience with the collaboration of their partners, vocational rehabilitation appears to be the most problematic. In some cases, the One-Stops continue to view VR as the “automatic” referral for people with disabilities. To the extent of this belief, it is difficult for professionals to see the need to increase their capacity to work with people with disabilities. Another area of challenge in collaboration is the exchange of data. The sites reported that confidentiality requirements often prevented them from sharing information.
- Accessibility and Assistive Technology:** Many sites have made strides in making their facilities and equipment more accessible. The staff received training in how to use assistive technology equipment. The primary area of improvement needed is accessibility to programs. There is little evidence of widespread efforts to make all available programs accessible to people with disabilities.
- Human Resources:** Sites noted the need for additional training and skill-building in the areas of connecting people to resources, improving administrative skills, and communicating effectively with people with disabilities.
- Data and Quality Assurance:** The sites reported that the accountability system does not require data that accurately identifies all of the people with disabilities served. In addition to data collection, the sites experience a tremendous pressure to provide positive outcomes to satisfy the performance measures. This has caused an unintentional notion among the sites which encourages the “pre-screen” of people with disabilities in order to select those that will satisfy the performance measures.

Recommendations:

- Review all current LWIB professional development curriculums and training activities for LWIB members. Develop a national curriculum for LWIB members which require training on how to serve people with disabilities.
- Define the role of Navigators. Clearly state that they are to provide consultative services to other staff and not to provide direct services to customers.
- Initiate efforts to bring to scale the similar support services deemed to be effective.
- Develop and disseminate concise descriptions regarding Vocational Rehabilitations “order of selection” process for serving individuals with disabilities to WIA partner agencies.
- Develop the capacity of all WIA and other agencies within the workforce development system, both at state and local levels, to work effectively with individuals with disabilities.
- Develop federal policy that allows for the sharing of information only for the purpose of improvement in service delivery.
- Require all sites to carry out a comprehensive review and, if necessary, modification of their operating procedures to ensure accessibility.
- Continue professional development for staff, in regard to effectively communicating with individuals with disabilities and

<p>skills such as resource mapping, cross-agency collaboration and service delivery, and disability etiquette.</p> <p>9. Increase the scope of training providers to other disability specific organizations and agencies such as Independent Living Centers, Parent Training and Information Centers, and educational facilities.</p> <p>10. Implement a pilot data collection project designed to collect data that would present a more comprehensive profile and an accurate count of individuals with disabilities being served.</p> <p>11. Develop and pilot alternative performance measures that are enhanced to allow for the complexities of serving individuals with disabilities.</p>	
<p>Actions Taken: No actions taken.</p>	
<p>Actions Remaining:</p> <p>1. Since the report is newly completed, the program is now beginning to review the recommendations and determine the next steps.</p> <p>2. ODEP will provide a briefing to the interagency workgroup composed of ODEP, ETA, and OASAM’s Civil Rights Center.</p> <p>3. The interagency workgroup will determine how to use the information from the report as they develop a strategic plan to increase accessibility of workforce development programs, as recommended in a 2005 report from GAO.</p>	<p>Expected Completion:</p> <p>1. December 2005</p> <p>2. December 2005</p> <p>3. June 2006</p>
<p>Additional Information: A copy of the complete report can be obtained from Richard L. Horne, Ed.D, Supervisory Research Analyst, ODEP, 200 Constitution Ave., NW, Room S-1303, Washington, D.C. 20210; (202) 693-7880.</p>	
<p>7. Issue: The need for a web-based tool to help transitioning service members find civilian employment</p>	
<p>Program Area: VETS</p> <p>Performance Goal: Goal 04-1.1D – Improve employment outcomes for veterans who receive One-Stop and homeless veterans’ program services</p>	<p>Report Title: Feasibility Assessment of a Web-Based Career Guidance Tool for Transitioning Military Service Members</p> <p>Date Completed: June 2005</p> <p>Conducted By: Personnel Decisions Research Institute</p>
<p>Program Implication: Since no single existing web-based tool meets the needs of transitioning service members and veterans, it will be necessary to customize a tool that will include career tips, a search function and details on civilian occupations.</p>	
<p>Findings:</p> <p>1. There is a need for a career guidance tool for transitioning service members.</p> <p>2. It is feasible to design a tool that would meet the specific career information needs of key groups.</p> <p>3. It is feasible – both from a content and a technology standpoint – to develop and implement such a tool.</p>	
<p>Recommendations:</p> <p>1. It is important to produce and implement a useful product that serves the needs of key stakeholders as quickly as possible, with features requiring longer-term research and development added later.</p> <p>2. To build a successful tool, it is critical to have a solid understanding of service members’ needs and to gather feedback from them at several points in the development process.</p> <p>3. Develop strategies to promote the use of the Career Guidance Tool.</p> <p>4. The tool must be maintained and updated; regular data updates from the Defense Management Data Center will be critical for developing and maintaining search capabilities.</p>	
<p>Actions Taken: Findings have been shared with the Departments of Defense and Veterans Affairs</p>	
<p>Actions Remaining: Review with other agencies to determine next steps.</p>	<p>Expected Completion: June 2006</p>
<p>Additional Information: A copy of the complete report can be obtained by contacting Veterans’ Employment and Training Service, FPB S-1325, 200 Constitution Avenue, N.W., Washington, DC 20210, or by calling 202-693-4700.</p>	
<p>8. Issue: A new performance accountability system for the Disabled Veterans’ Outreach Program (DVOP) and the Local Veterans’ Employment Representative (LVER)</p>	
<p>Program Area: VETS</p> <p>Performance Goal: Goal 04-1.1D – Improve employment outcomes for veterans who receive One-Stop and homeless veterans’ program services</p>	<p>Report Title: Preliminary Observations on Changes to Veterans’ Employment Programs (GAO-05-662T)</p> <p>Date Completed: May 2005</p> <p>Conducted By: GAO</p>
<p>Program Impacts: More work needs to be done to implement a minimum standard for veterans entering employment that all states will be expected to meet. Until the standard becomes available, it is difficult to assess how well DVOP and LVER staff are performing.</p>	

Findings:

1. VETS has established newly defined roles for DVOP and LVER staff as required by the Jobs for Veterans Act (JVA) and provided guidance and training.
2. Almost half of the states plan to use JVA authority to assign DVOP staff on a part-time basis.
3. Integrating DVOP and LVER staff into one-stop centers remains a long-standing challenge.
4. VETS has implemented changes to its system for monitoring state compliance; work continues to determine how best to use the monitoring information to improve program performance.

Recommendations: None made.

Actions Taken:

1. Findings discussed at the VETS National Office level and with a special VETS workgroup that addresses DVOP and LVER issues.
2. VETS has committed to set a national “minimum performance level” under the new Common Measures.
3. VETS has initiated a review of its grant based measures system.
4. VETS anticipates a revamped set of measures during PY 2005.

Actions Remaining:	Expected Completion:
1. VETS plans to conduct a nationwide study of DVOP/LVER programs in order to develop programmatic initiative recommendations for better integration into one-stop centers.	1. September 2006

Additional Information: A copy of the complete report can be obtained at www.gao.gov/cgi-bin/getrpt?GAO-05-662T .

9. Issue: Assessing the effectiveness of the Homeless Veterans’ Reintegration Project (HVRP)

Program Area: VETS Performance Goal: Goal 04-1.1D – Improve employment outcomes for veterans who receive One-Stop and homeless veterans’ program services	Report Title: Job Retention Goal Under Development for DOL’s Homeless Veterans’ Reintegration Program (GAO-05-654T) Date Completed: May 2005 Conducted By: GAO
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Program Impacts: In order to assess the effectiveness of HVRP prior to reauthorization, the program needs to be able to develop and implement a goal for employment retention.

Findings:

1. DOL’s expenditures for HVRP grants have increased from \$9.5 million in fiscal year 2000 to over \$18 million in fiscal year 2004.
2. DOL estimates that it will expend over \$20 million each year on HVRP grants in 2005 and 2006.
3. DOL has not developed a performance goal for a job retention measure and has not provided the Congress with statutorily required reports on program effectiveness.

Recommendations:

1. Because employment retention is crucial to the overall success of transitioning veterans from homelessness, it is important that DOL continue to develop a realistic performance goal for employment retention to assess the success of HVRP.

Actions Taken:

1. VETS is collecting and analyzing retention data for HVRP during PY 2004.
2. VETS has informed HVRP grantees of the need to place homeless veterans in jobs with maximum employment retention potential.

Actions Remaining:	Expected Completion:
1. VETS will use the retention data that is being collected to establish a baseline for future performance targets and tracking.	1. July 2006
2. VETS will issue guidance for implementing the new performance targets.	2. July 2006

Additional Information: A copy of the complete report can be obtained at www.gao.gov/cgi-bin/getrpt?GAO-05-654T .

10. Issue: Meeting the needs of service members leaving the military

Program Area: VETS Transition Assistance Program (TAP) Performance Goal: Goal 04-1.1D – Improve employment outcomes for veterans who receive One-Stop and homeless veterans’ program services	Report Title: Enhanced Services Could Improve Transition Assistance for Reserves and National Guard (GAO-05-544) Date Completed: May 2005 Conducted By: GAO
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Program Impacts: The program needs to determine when and where to offer the TAP for members of the Reserves and

National Guard, especially since they have been called to active duty in greater numbers than at any time since the Korean War.	
<p>Findings:</p> <ol style="list-style-type: none"> 1. The federal agencies have taken actions to improve TAP’s content and increase participation. 2. TAP faces challenges serving Reserve and National Guard members because of their rapid demobilization. 3. DOL is assessing its employment workshop curriculum using focus groups and survey data. 4. DOL provides some workshops and briefings overseas. 5. DOL has pilot programs in three states that will offer employment workshops after members return home. 	
<p>Recommendations: DOD, in conjunction with DOL and the U.S. Department of Veterans Affairs should determine what demobilizing Reserve and National Guard members need to make a smooth transition and explore options to enhance their participation.</p>	
<p>Actions Taken: DOL is participating in a DOD led effort to determine the best way to provide services to Reserve and transitioning National Guard members.</p>	
<p>Actions Remaining: Collaborating with the Department of Defense in order to report back to Congress.</p>	<p>Expected Completion: 1. December 2005</p>
<p>Additional Information: A copy of the complete report can be obtained at www.gao.gov/cgi-bin/getrpt?GAO-05-544 .</p>	
<p>11. Issue: Developing baseline values for efficiency and earnings gain measures for veterans</p>	
<p>Program Area: VETS Performance Goal: Goal 04-1.1D – Improve employment outcomes for veterans who receive One-Stop and homeless veterans’ program services</p>	<p>Report Title: Developing Efficiency and Earnings Gain Measures Date Completed: September 2005 Conducted By: SRA International, Inc.</p>
<p>Program Impacts: Obtaining and analyzing data on the post-program earnings experiences of veterans served by the Labor Exchange will enable VETS to establish baselines and future targets for program performance.</p>	
<p>Findings:</p> <ol style="list-style-type: none"> 1. Developing baseline values for efficiency measures had to avoid potential double counting of veterans because both a DVOP and an LVER serve the same veteran. 2. Job seeker data were not available prior to PY 2002 to identify veterans served by DVOP or LVER. 3. A number of states appear to have different strategies and thresholds for reporting who received staff-assisted services, a key tracking variable. 4. Data suggest a positive baseline value for veterans served by DVOP or LVER, but it is difficult to say precisely what that positive value should be. 5. Additional analyses, perhaps conducted by States, can provide further insights. Selection of zero as the baseline value for average earnings gains may not change, but one could select it with greater confidence. 	
<p>Recommendations: <u>Good candidates for efficiency measures are:</u></p> <ol style="list-style-type: none"> 1. Cost per individual who received a staff-assisted service (all participants). 2. Wagner-Peyser cost per individual who received a staff-assisted service (non-veteran). 3. DVOP/LVER cost per veteran who received a staff-assisted service. 4. Cost per individual who entered employment (all participants). 5. Wagner-Peyser cost per individual who entered employment (non-veteran). 6. DVOP/LVER cost per veteran who entered employment. 	
<p>Actions Taken:</p> <ol style="list-style-type: none"> 1. Background information from the study was utilized in deciding on an efficiency measure for the DVOP/LVER program. 2. “Cost per veteran participant” has been adopted for immediate implementation as the efficiency measure for the DVOP/LVER program. 	
<p>Actions Remaining: Once a Common Measures definition is adopted, VETS will use the study’s findings on “earnings gain” measures to establish baselines.</p>	<p>Expected Completion: 1. September 2006</p>
<p>Additional Information: A copy of the complete report can be obtained by contacting Veterans’ Employment and Training Service, FPB S-1325, 200 Constitution Avenue, N.W., Washington, DC 20210, or by calling 202-693-4700.</p>	

12. <i>Issue:</i> The compliance of Job Corps contractors with laws, regulations, policies and procedures relating to operating costs	
<p>Program Area: ETA Job Corps</p> <p>Performance Goal: Goal 04-1.2B – Improve educational achievements of Job Corps students and increase participation of Job Corps graduates in employment and education.</p>	<p>Report Title: Performance Audit of Job Corps Center Operating Costs (OIG 03-05-004-03-370)</p> <p>Date Completed: March 2005</p> <p>Conducted By: OIG</p>
<p>Program Impacts: ETA is taking steps to ensure that Job Corps Centers’ financial reports accurately reflect operating costs and expenses.</p>	
<p>Findings:</p> <ol style="list-style-type: none"> 1. Overall, Job Corps contractors are complying with laws, regulations, and Job Corps policies and procedures related to center operating costs. 2. Three areas of noncompliance that related to specific contractor operations were identified: <ul style="list-style-type: none"> • Inadequate accounting systems • Discrepancies between the ETA-2110 and the Public Voucher • Compensation in excess of statutory limitations. 3. At several centers, journal entries were unauthorized, inadequately supported or incorrectly recorded. 	
<p>Recommendations:</p> <ol style="list-style-type: none"> 1. ETA should require the contractor for the North Texas Job Corps Center (JCC) to: <ul style="list-style-type: none"> • refund \$786,977 because these costs were not shown to be reasonable and allowable • use a current cost method to prepare the ETA-2110 financial report • take the necessary steps to ensure there is support for the amounts reported on the ETA-2110. 2. ETA should ensure that: <ul style="list-style-type: none"> • financial reports and billings by the former contractor for the Homestead JCC are accurate and complete • Homestead JCC staff receive training on how to accurately prepare the monthly ETA-2110 • controls are implemented so that all future submissions are properly reconciled to the Public Voucher and the books of account. 3. ETA should require the contractor for the Treasure Island JCC to refund \$38,235 paid in excess of Executive Level II compensation limits. 4. ETA should ensure that each center has written policies and procedures related to the preparation, documentation, recording, and approval of all journal entries made to the centers’ books of account and that corrective actions are taken by the five JCCs to address the deficiencies reported. 	
<p>Actions Taken:</p> <ol style="list-style-type: none"> 1. Job Corps was reimbursed by North Texas Job Corps Center for costs that were unreasonable. The Dallas Regional Office is working with the center operator for North Texas JCC to use current cost methods to prepare financial reports. 2. A trainer was also brought in to the North Texas Job Corps Center from an outside source to train and work with center to bring them into compliance. 3. The Contracting Officer for Homestead JCC now requires that center operator implement controls to ensure all future submissions are properly reconciled to the Public Vouchers and the books of account. 4. The National Office of Job Corps is currently developing online and video training for all center operators to utilize with staff on financial reporting, particularly the 2110 financial reports. There will be specific emphasis to make sure that the Homestead JCC takes part in the training. 5. Job Corps was reimbursed by Treasure Island Job Corps Center for costs paid to the Center Director in excess of Executive Level II compensation. 6. The Regional Office Contracting Officers and Project Managers for the five centers noted now require that the operators have written policies and procedures for the preparation, documentation, recording, and approval of all journal entries made to the centers’ books of account and that corrective actions be taken. 	
<p>Actions Remaining:</p> <ol style="list-style-type: none"> 1. Online training will be conducted with centers to assure proper preparation of the ETA-2110. 	<p>Expected Completion:</p> <p>1. December 2005</p>
<p>Additional Information: A copy of the complete report can be obtained at http://www.oig.dol.gov/public/reports/oa/2005/03-05-004-03-370.pdf.</p>	

13. Issue: The reliability of performance outcomes reported by center operators and Career Transition Services (CTS) providers	
<p>Program Area: ETA Job Corps Performance Goal: Goal 04-1.2B – Improve educational achievements of Job Corps students and increase participation of Job Corps graduates in employment and education.</p>	<p>Report Title: Job Corps Performance Measurement Outcomes Report (OIG 09-04-004-03-370) Date Completed: September 2004 Conducted By: OIG</p>
<p>Program Impacts: Job Corps has implemented procedures to correct management control weaknesses.</p>	
<p>Findings:</p> <ol style="list-style-type: none"> 1. Job Corps management controls over performance data reliability do not adequately address the increased financial risk created by the May 2002 implementation of performance-based contracting. 2. Job Corps did not effectively validate reported performance outcomes during onsite assessments conducted by Job Corps Regional Offices. 3. Job Corps’ written procedures do not require regional staff conducting onsite assessments to test the validity of reported performance outcomes. 	
<p>Recommendations:</p> <ol style="list-style-type: none"> 1. Test performance outcomes data reported by center and Career Transition Services providers during each onsite review using statistical sampling methodologies. 2. Retain records that document the testing performed and the basis for any conclusions. 3. Take appropriate actions to recover any overpayments made to the contractor as a result of misreported performance data. 	
<p>Actions Taken:</p> <ol style="list-style-type: none"> 1. Job Corps has taken steps to amend the Program Assessment Guide to include mandatory activities for testing the validity and reliability of performance outcome data. 2. Job Corps has developed and is testing a documentation system in support of the performance data evaluation testing model. 3. Job Corps is working to establish procedures and parameters for recovery of identified overpayment made to a contractor as a result of misreported performance data. 	
<p>Actions Remaining:</p> <ol style="list-style-type: none"> 1. Finalization of the documentation system and training of Federal and Regional staff. 2. Finalization and implementation of procedures and parameters for recovery of identified overpayments. 	<p>Expected Completion:</p> <ol style="list-style-type: none"> 1. October 2005 2. January 2006
<p>Additional Information: A copy of the complete report can be obtained at http://www.oig.dol.gov/public/reports/oa/2004/09-04-004-03-370.pdf</p>	
14. Issue: Status of the BLS Consumer Price Index (CPI) information security program	
<p>Program Area: BLS Consumer Price Index System Performance Goal: Goal 05-1.3A – Improve information available to decision-makers on labor market conditions, and price and productivity changes.</p>	<p>Report Title: Federal Information Security Management Act Audit of the Consumer Price Index System (OIG-23-05-005-11-001) Date Completed: March 2005 Conducted By: OIG</p>
<p>Program Impacts: Effective controls over information systems are essential to ensuring the protection and availability of Federal government economic indicator data. Under the Federal Information Security Management Act, OIG evaluated the effectiveness of the management, operational and technical security controls of the Consumer Price Index (CPI) System.</p>	
<p>Findings:</p> <ol style="list-style-type: none"> 1. The CPI contingency plan is in draft format and has not been tested. 	
<p>Recommendations:</p> <ol style="list-style-type: none"> 1. Finalize, approve, and distribute the contingency plan to key personnel. 2. Make sure that all recovery team members are aware of their roles and responsibilities for system recovery. 3. Ascertain that the equipment necessary to support the CPI contingency plan is purchased and placed into the recovery facility. 4. Test the Continuity of Operations Plan in accordance with DOL and National Institute of Standards and Technology requirements. 	
<p>Actions Taken:</p> <ol style="list-style-type: none"> 1. BLS has made progress toward finalizing and approving the CPI Contingency Plan. The plan has been completed 	

- sufficiently to allow for testing. Updates are made to the plan when additional information is presented.
- 2. Equipment necessary to support the CPI contingency plan has been purchased and placed into the recovery facility.
- 3. The CPI Continuity of Operation Plan testing under their current technical testing plan has been completed.

Actions Remaining: 1. Once the CPI Contingency Plan has been finalized and approved, it will be distributed to key personnel. 2. Training for recovery team members will begin by the end of the fiscal year.	Expected Completion: 1. December 2005 2. September 2005
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Additional Information: A copy of the complete report can be obtained at the Bureau of Labor Statistics, Division of Management Systems, Room 4080, 2 Massachusetts Avenue, NE, Washington, DC 20212, or by calling 202-691-7628.

GOAL 2: A SECURE WORKFORCE

15. Issue: The impact of DOL compliance assistance strategies

Program Area: ESA WHD Performance Goal: Goal 05-2.1A – American workplaces legally employ and compensate workers.	Report Title: Findings from Employers Pocket Guide on Youth Employment: YouthRules! Telephone Survey Date Completed: December 2004 Conducted By: Westat
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Program Implication: Identifying cost effective ways of providing employers with information on youth employment rules impacts WHD’s ability to ensure safe workplaces for young workers and to educate employers of the youth employment laws.

- Findings:**
- 1. The information contained within the evaluated compliance assistance publication was not relevant to the majority of businesses in the census because they did not employ young workers.
 - 2. Those who read the brochure found it valuable and thought it offered good compliance tips.
 - 3. A small percentage of employers who where mailed the guide hired workers younger than 18 years and reported reading the guide.

Recommendations: None made.

- Actions Taken:**
- 1. Evaluation findings were communicated throughout the organization.
 - 2. WHD’s field offices were encouraged to rely less heavily on non-targeted mass mailings as a form of compliance assistance, and directed to incorporate alternative methods of outreach into local initiatives during the annual planning phase.

Actions Remaining: 1. Work completed; no additional actions planned at this time.	Expected Completion: NA
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Additional Information: A copy of the complete report can be obtained from Wage-Hour Division, Employment Standards Administration, U.S. Department of Labor, FPB S-3502 , 200 Constitution Ave., N.W., Washington, D.C. 20210, or by calling 202-693-0051.

16. Issue: The impact of DOL compliance assistance strategies

Program Area: ESA WHD Performance Goal: Goal 05-2.1A – American workplaces legally employ and compensate workers.	Report Title: The Fair Labor Standards Act: Executive, Administrative, and Professional Exemptions Seminar Evaluation Date Completed: May 2005 Conducted By: Westat
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Program Implications: Identifying cost effective ways of educating employers about the Fair Labor Standards Act (FLSA) affects WHD’s ability to ensure workers receive fair and legal compensation. Developing clear, useful compliance materials promotes compliance and an accurate understanding of the law.

- Findings:**
- 1. The seminar was informative and prompted attendees to perform additional research on overtime security laws.
 - 2. Most respondents reported learning some new information on all topics covered by the seminar.
 - 3. Over 75 percent reported being satisfied with the seminar.

<p>Recommendations:</p> <ol style="list-style-type: none"> 1. Strengthen the seminar by increasing the number of examples presented and broadening the topic coverage. 2. Offer two versions of the presentation – introductory and advanced. 3. Ensure availability of prompt email and telephone responses to questions regarding the seminar. 4. Ensure the Web site is up-to-date regarding the exemption rule. 	
<p>Actions Taken:</p> <ol style="list-style-type: none"> 1. WHD considered possible future improvements to the FairPay Seminar, which would include industry specific examples of compliance issues as new policies are defined or clarified or as new compliance problems are identified through the agency’s compliance efforts. 2. WHD verified that the FairPay Web site is up-to-date and that email and telephone reply process were in place. 3. WHD has developed and disseminated through the organization abridged versions of the seminar. 	
<p>Actions Remaining: No additional actions planned at this time.</p>	<p>Expected Completion: NA</p>
<p>Additional Information: A copy of the complete report can be obtained from Wage-Hour Division, Employment Standards Administration, U.S. Department of Labor, FPB S-3502, 200 Constitution Ave., N.W., Washington, D.C. 20210, or by calling 202-693-0051.</p>	
<p>17. Issue: Budget and performance integration</p>	
<p>Program Area: ESA WHD</p> <p>Performance Goal: Goal 05-2.1A – American workplaces legally employ and compensate workers.</p>	<p>Report Title: Budget and Performance Integration Model Evaluation</p> <p>Date Completed: October 2004</p> <p>Conducted By: ICF Consulting</p>
<p>Program Implications: Refining a model to integrate WHD’s budget and performance will improve cost effective management of resources.</p>	
<p>Findings:</p> <ol style="list-style-type: none"> 1. WHD is in the early stages of a successful budget and performance integration effort and the basic processes used by the WHD budget and performance integration model are appropriate, given the constraints under which they operate. 2. The current WHD budget/performance integration model uses a proportional distribution methodology to map non-investigative time and resources to WHD program goals. This is based on the assumption that the distribution of total costs is similar to the investigator hour’s distribution, determined by the database. In the absence of an activity-based cost system, this is a reasonable approach to allocate non investigative time and resources, but does not accurately reflect total costs required to achieve performance goals. 3. The current WHD model does not take full advantage of the capabilities of spreadsheet technology and may not utilize all of the actual data currently collected and available from existing systems. 	
<p>Recommendations:</p> <ol style="list-style-type: none"> 1. Include output measures in the model, in order to calculate unit costs for activities. 2. Use enhanced unit-cost data by calculating the fully loaded unit costs and direct unit costs of output measures, in order to determine if resources would be better spent on one performance goal or another. 3. Use object class codes to improve the precision of the allocation process. 4. Distinguish direct costs from other costs in the model to consider the impact of shifting resources from one performance category to another to meet performance goals. 5. Calculate regional costs and track performance throughout the year against the budget to better evaluate performance at the regional level. 6. Document the mechanics of the model and the data relationships to ensure that information is available to enable others to understand the mechanics of the model and the distribution approach. 7. Incorporate links and formulas in the model’s spreadsheets to reduce data entry time and errors. 8. Identify all contract costs and collect staff travel time; assign them across all performance goals. 9. Incorporate the results of the DOL Cost Analysis Manager (CAM) survey into the model. 10. Explore the advantages/disadvantages of using: (a) dollar-weighted labor hours, (b) three-year averages, and (c) a correction step in the model. 	
<p>Actions Taken:</p> <ol style="list-style-type: none"> 1. Evaluation findings were communicated throughout the organization; some recommendations are still under consideration, such as using three-year averages, distinguishing between direct and other costs, and calculating fully loaded unit costs and direct unit costs of output measures. 2. Incorporated output measures into the model to calculate unit costs for activities. All of the output measures developed for CAM are incorporated into the performance budget and can be identified in the “Summary of Performance and Resource Levels” table. 	

<p>3. Used major object class codes to improve the precision of the allocation process.</p> <p>4. Incorporated the results of the CAM survey into the model.</p>	
<p>Actions Remaining:</p> <p>1. Document the mechanics of the model and the data relationships to ensure that information is available to enable others to understand the mechanics of the model and the distribution approach.</p> <p>2. Incorporate links and formulas in the model’s spreadsheets to reduce data entry time and errors.</p> <p>3. Improve the output measures in CAM to more accurately reflect unit costs.</p>	<p>Expected Completion:</p> <p>1. March 2006</p> <p>2. March 2006</p> <p>3. October 2005</p>
<p>Additional Information: A copy of the complete report can be obtained from Wage-Hour Division, Employment Standards Administration, U.S. Department of Labor, FPB S-3502, 200 Constitution Ave., N.W., Washington, D.C. 20210, or by calling 202-693-0051.</p>	

18. Issue: Assessing the connection between the UI program and reemployment services

<p>Program Area: ETA UI</p> <p>Performance Goal: Goal 05-2.2A – Make timely and accurate benefit payments to unemployed workers, facilitate the reemployment of Unemployment Insurance claimants, and set up Unemployment tax accounts promptly for new employees.</p>	<p>Report Title: Better Data Needed to Assess Reemployment Services to Claimants (GAO-05-413)</p> <p>Date Completed: June 2005</p> <p>Conducted By: GAO</p>
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Program Implications: Although there are program specific tracking systems in place, there is no single, comprehensive database that tracks the extent to which all claimants are receiving reemployment services (including self-services) and the outcomes of those services.

Findings:

1. Little data are available to gauge the extent to which UI claimants are receiving reemployment services or about the outcomes they achieve.
2. Information is generally collected on a program-by-program basis or is focused on a single category of claimants. This does not allow for a comprehensive, nationwide understanding of claimants' participation in the broad range of reemployment services provided through federal programs nor do they move states in the direction of having the data they need to better manage their systems.

Recommendations:

1. As part of the development of the ETA's Management Information and Longitudinal Evaluation (EMILE) system, the Department should work with states to develop a plan for considering the feasibility of requiring states to collect more comprehensive information on UI claimants' use of reemployment services and the outcomes achieved by claimants, including the length of time claimants receive UI before they are reemployed.

Actions Taken:

1. Developed a performance measure of the extent to which UI beneficiaries become reemployed.
2. Funded 21 States to conduct in-person Reemployment and Eligibility Assessments (REAs) with UI beneficiaries.
3. Requested additional funding for REAs in the FY 2006 budget.

<p>Actions Remaining:</p> <p>1. Issue instructions to States for reporting reemployment data.</p> <p>2. Incorporate the reemployment measure into the performance measurement system.</p> <p>3. Collect information from nine States on the results of the REAs.</p> <p>4. Seek authority to collect data from all States funded for REA activity.</p>	<p>Expected Completion:</p> <p>1. September 2005</p> <p>2. April 2006</p> <p>3. May 2006</p> <p>4. February 2006</p>
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Additional Information: A copy of the complete report can be obtained at <http://www.gao.gov/new.items/d05413.pdf>

19. Issue: Gaining a better understanding of the UI program

<p>Program Area: ETA UI</p> <p>Performance Goal: Goal 05-2.2A – Make timely and accurate benefit payments to unemployed workers, facilitate the reemployment of Unemployment Insurance claimants, and set up Unemployment tax accounts promptly for new employees.</p>	<p>Report Title: Unemployment Insurance. Information on Benefit Receipt (GAO-05-291)</p> <p>Date Completed: March 2005</p> <p>Conducted By: GAO</p>
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Program Implications: The UI program, administered by ETA in partnership with states, plays a critical role in ensuring the financial security of America’s workforce.

<p>Findings:</p> <ol style="list-style-type: none"> About 38 percent of workers born between 1957 and 1964 received UI at least once between 1979 and 2002, with almost half of these individuals receiving UI benefits more than once. Another 39 percent of this age group of workers were eligible to receive UI benefits, but never did so. Nine percent of all workers in this age group are estimated to have been unemployed at least once, but were never eligible for UI benefits, mostly because of the conditions under which they separated from their jobs. UI receipt varied by industry and occupation. 	
<p>Recommendations: None made.</p>	
<p>Actions Taken: NA</p>	
<p>Actions Remaining: NA</p>	<p>Expected Completion: NA</p>
<p>Additional Information: A copy of the complete report can be obtained at http://www.gao.gov/new.items/d05291.pdf.</p>	
<p>20. Issue: Difficulties obtaining workers' compensation benefits for exposure to Agent Orange</p>	
<p>Program Area: ESA OWCP Performance Goal: Goal 05-2.2B – Minimize impact of work-related injuries.</p>	<p>Report Title: Limited Information is Available on the Number of Civilians Exposed in Vietnam and Their Workers' Compensation Claims (GAO-05-371) Date Completed: April 2005 Conducted By: GAO</p>
<p>Program Implications: Meeting the needs of civilian federal employees exposed to Agent Orange during the Vietnam war may require changes to the (a) ways claims are processed, (b) dissemination of information to claimants, and (c) legislation.</p>	
<p>Findings:</p> <ol style="list-style-type: none"> Claimants faced many difficulties and delays because of a lack of readily available information on how to file a claim, their Vietnam era employers, and their exposure to Agent Orange. Claimants faced processing delays caused by employers, insurance carriers, and DOL. Both DOL and private insurance carriers had difficulty identifying the number of claims they had received, largely because they do not assign a unique code to Agent Orange claims that would enable easy identification. 	
<p>Recommendations:</p> <ol style="list-style-type: none"> DOL should enhance its processing and management of claims, including improving the information used to track claims. DOL should maintain better information on the insurance carriers it licenses. DOL should provide better information to claimants to use in filing claims. 	
<p>Actions Taken:</p> <ol style="list-style-type: none"> The Longshore Case Management System (LCMS) was changed in March 2005 to record a unique nature of injury code for Agent Orange claims, as well as requiring that a country code for Vietnam is entered for each Agent Orange case. The accuracy of the data entry will be subject to the performance measures and standards currently in place. The case management system for FECA is also being modified to accommodate the new identifiers. The Cleveland district office, where all special claims are processed, has been notified of the intent to use this new identifying information. The Longshore Program Web site has been enhanced to direct potential claimants to the existing Defense Base Act (DBA) question and answer web page where the information and forms for submitting claims are already available at www.dol.gov/esa/owcp/dlhwc/DBAFaqs.htm. The DBA Frequently Asked Questions section has been specifically updated with reference to claims arising from Agent Orange exposure in Vietnam. Regarding the specific recommendation that information be posted on Vietnam era contractors, please see the GAO findings on the lack of surviving records with regards to Vietnam era employment records. In view of this, we agree to preserve information we still have on Vietnam era employment. 	
<p>Actions Remaining:</p> <ol style="list-style-type: none"> Most of the claims activity and records pertaining to "Vietnam era employers" predates the automation of the Longshore Case Management System (LCMS) by many years. The GAO reported that, "most agency records maintained during this period were not computerized, and because so much time has elapsed, many paper records have been destroyed and many agency personnel knowledgeable of the period are no longer working at these agencies." The GAO also documented similar difficulties common to the private insurance companies which had provided the coverage under the DBA. Nevertheless, the Longshore Program has already committed to more closely enforce the coverage card submission requirement. An evaluation of the Longshore database is underway and 	<p>Expected Completion:</p> <ol style="list-style-type: none"> FY 2006

enhancements to Longshore’s data capacity will result from that study.	
Additional Information: A copy of the complete report can be obtained at http://www.gao.gov/cgi-bin/getrpt?GAO-05-371 .	
21. Issue: Cost to the government of insurance coverage purchased under the Defense Base Act (DBA)	
Program Area: ESA OWCP Performance Goal: Goal 05-2.2B – Minimize impact of work-related injuries.	Report Title: Defense Base Act Insurance: Review Needed of Cost and Implementation Issues (GAO-05-280R) Date Completed: April 2005 Conducted By: GAO
Program Implications: DOL administers the DBA and must ensure that workers’ compensation benefits are provided to employees of government contractors working at U.S. defense bases overseas.	
Findings: <ol style="list-style-type: none"> 1. The number of employees required to be covered under DBA while working in Iraq is significant. The State Department reported over 150,000 Iraqis were performing work in Iraq on U.S. government-administered projects. 2. Conditions in Iraq, such as mixed-funding sources for contracts and language barriers, have led to complications in implementing DBA. 3. Challenges include clarifying when DBA applies, providing adequate and accurate information to companies and workers, monitoring compliance, and processing claims. 4. There is confusion among federal agencies and contractors over DBA. 5. The Department of Labor is limited in the actions it can directly take for non-complying contractors. 6. Processing claims has been slowed by difficulty obtaining medical and personal information because of conditions in Iraq and the need to respect local customs. Attorneys involved in DBA issues also report difficulty obtaining necessary documentation, including contracts and marriage records, to file and report claims. 	
Recommendations: <ol style="list-style-type: none"> 1. GAO suggests that Congress consider requiring the Director of OMB to determine, in coordination with DOD, DOL, the State Department, and the U.S. Agency for International Development, current and future needs, options, and risks associated with DBA insurance. 2. The agencies involved in the coordinated effort should identify necessary actions, including legislative changes. 	
Actions Taken: <ol style="list-style-type: none"> 1. The Department of Labor has express a willingness to work with any other agencies on matters of DBA coverage should Congress determine that an interagency initiative is required. 	
Actions Remaining: <ol style="list-style-type: none"> 1. To be determined by congressional action. 	Expected Completion: <ol style="list-style-type: none"> 1. Determined by congressional action.
Additional Information: A copy of the complete report can be obtained at www.gao.gov/new.items/d05280r.pdf .	
22. Issue: Customer Satisfaction in follow-up to a Program Assessment Rating Tool (PART) recommendation to conduct more systematic program evaluations.	
Program Area: EBSA, Office of Participant Assistance. Performance Goal: Goal 05-2.2C – Enhance Pension and Health Benefit Security.	Report Title: Office of Participant Assistance Program Evaluation Studies Date Completed: February 2005 Conducted By: The Gallup Organization
Program Impacts: The information gained through these studies continues to be instrumental in enabling EBSA to address program performance issues at the level that has the highest impact to effect change: the interaction that our customers have directly with EBSA personnel and representatives. We have found that those employees who are most engaged with their customers are better able to ascertain situations that require the attention of the enforcement staff. Being able to provide feedback to our employees on their strengths and weaknesses with respect to their customer interactions has been the key to continued program improvements.	
Findings: <u>Participant Assistance Customer Satisfaction Surveys and Mystery Shopper:</u> <ol style="list-style-type: none"> 1. EBSA achieved a 62 percent customer satisfaction score (percentage rating 4 or 5 on a 5-point scale). 2. EBSA has improved its customer satisfaction score each year since 2001, but variances still exist among offices and staff. 3. The program needs to convey that EBSA is willing to work with its constituents to ensure their needs are met. 4. The Mystery Shopper study indicated significant improvement in the quality of interaction and technical competence. Variance in technical competence did remain depending on subject matter. 	
Outreach Surveys: <ol style="list-style-type: none"> 1. Most attendees and sponsors of outreach seminars rate overall satisfaction and usefulness favorably. 	

2. As in FY03, EBSA presenters are rated favorably for being knowledgeable and well informed, but the information is often found to be unclear and hard to understand.
 3. Satisfaction varies widely by office.
 4. “Presenter excellence” (defined as those receiving a 5 on the 5 point scale) varied greatly by type of program presented.
- Public Disclosure Room:
1. The Public Disclosure Room satisfies 73 percent of its customers.
 2. Two performance attributes were identified as improvement priorities: “the clerk’s level of knowledge” and “the clerk’s ability to explain what would be sent.”
 3. Verbatim comments indicate that accessibility and timeliness of the material in the Public Disclosure Room are issues that need to be addressed.

- Recommendations:**
- Participant Assistance Customer Satisfaction Surveys and Mystery Shopping:
1. Share individual results with Benefits Advisors and supervisors to aid in training.
 2. Due to high percentage of “information only” calls, EBSA should focus improvement efforts on answering questions.
 3. Examine staff fitness for customer service role.
 4. Focus on developing the best talents of each Benefits Advisor.
 5. Set clear expectations and hold Benefits Advisors and Supervisors accountable for their service delivery.
 6. Recognize and compensate for greatness.
- Outreach:
1. Examine organization and comprehensibility of presentations in relation to specific needs of different audiences.
 2. Track specific presenters in the survey process as some are highly rated and others are not.
- Public Disclosure Room:
1. Review results with Disclosure Room staff and develop an action plan for addressing performance.

- Actions Taken:**
- Participant Assistance Program:
1. The Gallup Organization again conducted targeted training in each regional office based on their findings and conducted a focus group of the highest ranking Benefits Advisors to determine best practices.
 2. The Benefits Advisors in each office developed a plan for improving their office’s scores.
 3. Certain offices began experimenting with morale building events to recognize greatness as part of their action plans to improve service.
 4. Regional Directors are now rated on whether or not they meet the current year goal for customer satisfaction.
- Outreach:
1. EBSA will continue to evaluate this service and relate updated findings to the presenters and offices conducting outreach.
- Public Disclosure Room:
1. Results have been communicated to the Supervisor of the Public Disclosure Room for development of an action plan to address the issues identified in the study.

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| <p>Actions Remaining:</p> <p><u>Outreach:</u></p> <ol style="list-style-type: none"> 1. Public speaking training is being made available to those conducting outreach events to improve outreach performance. 2. Public Disclosure Room personnel have met to devise methods for improving service in the areas identified by the report and will continue to work toward improving performance. | <p>Expected Completion:</p> <ol style="list-style-type: none"> 1. Training to take place in FY 2006. 2. Ongoing. |
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Additional Information: A copy of the complete reports can be obtained from the Employee Benefits Security Administration, 200 Constitution Avenue, N.W., Room N-5625 Washington, DC, 20210, or by calling 202-693-8655.

23. Issue: Office of Technology and Information Service – EFAST Data Accuracy

<p>Program Area: Office of Technology and Information Service.</p> <p>Performance Goal: Goal 05-2.2C – Enhance Pension and Health Benefit Security.</p>	<p>Report Title: EBSA Should Mandate Electronic Filing Of the Form 5500 to Improve Data Accuracy (OIG 09-05-002-12-121)</p> <p>Date Completed: September 2005</p> <p>Conducted By: OIG</p>
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Program Impacts: The ERISA Filing and Acceptance System (EFAST) is EBSA’s system for processing the Form 5500 reports. The Form 5500 is the primary source of employee benefit plan information for both the Federal Government and the private sector. EFAST processes approximately 1.2 million Form 5500s per year and distributes the data to the IRS, PBGC, and EBSA. The Form 5500 data provides the foundation for EBSA’s enforcement, participant assistance, and disclosure programs. Maintaining accurate data is critical to achieving the program’s ambitious performance goals and EFAST is the locus of that data.

- Findings:**
1. EBSA has not ensured that its contractor, NCS-Pearson, met the data accuracy standards specified in the contract.
 2. Data from electronically filed Form 5500s met the data accuracy standards.
 3. EBSA has not received the quality for the price paid.

- 4. Electronic filings processed by EFAST were significantly more accurate than paper filings but only constitute about 1 percent of filings.
- 5. Agency user resources have been diverted to address data accuracy issues.

Recommendations:

- 1. Mandate electronic filing.
- 2. Consider withholding payment to NCS-Pearson if accuracy standards are not met.
- 3. Include in future systems development contracts, specific remedies for noncompliance with data accuracy standards.

Actions Taken:

- 1. EBSA supports mandating electronic filing of the Form 5500 and has issued a Notice of Proposed Regulation in the Federal Register on August 30, 2005.
- 2. EBSA has considered withholding payment to NCSP if accuracy standards are not met but wants to ensure no unintended adverse consequences. If adopted, this approach would have to be taken with the approval and assistance of the Offices of Procurement Services and Solicitor.
- 3. EBSA will consider, and implement as appropriate, specific remedies for noncompliance with data accuracy standards in EFAST2.

Actions Remaining:

- 1. As deliverables are received, EBSA will consider whether performance targets are met and will consider withholding payment consistent with the contract.
- 2. Contingent on EFAST2 funding approval, EBSA will implement, as appropriate, remedies for noncompliance with data accuracy standards.

Expected Completion:

- 1. On-going
- 2. On-going

Additional Information:

A copy of the complete report can be obtained from the U.S. Department of Labor Office of Inspector General, 200 Constitution Avenue, N.W., Washington, D.C. 20212 or from <http://www.oig.dol.gov/>.

24. Issue: Providing timely information on private pension and other employee benefit plans

<p>Program Area: EBSA and PBGC</p> <p>Performance Goal: Goal 05-2.2C – Enhance Pension and Health Benefit Security. Goal 05-2.2D – Improve service to pension plan customers.</p>	<p>Report Title: Government Actions Could Improve the Timeliness and Content of Form 5500 Pension Information (GAO-05-491)</p> <p>Date Completed: June 2005</p> <p>Conducted By: GAO</p>
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Program Impacts: DOL will need to coordinate with the Internal Revenue Service (IRS) and PBGC to overcome processing delays and the lack of critical information on multiemployer plans.

- Findings:**
- 1. Statutory reporting requirements, processing issues, and current DOL practices affect the timeliness of the release of Form 5500 information about private pension plans, resulting in a three year lag.
 - 2. Form 5500 is filed 98 percent of the time in a paper format. These take more than three times as long as electronic filings to process and have twice as many errors.
 - 3. The release of Form 5500 information in the research file is further delayed because DOL waits until all filings for that plan year are processed, which can take up to two years.
 - 4. Form 5500 still lacks key information that could better assist DOL, IRS, and PBGC in identifying and tracking all plans over time and monitoring multiemployer plans.

- Recommendations:**
- 1. Require electronic filing of Form 5500.
 - 2. Modify DOL processing methods to improve timeliness, reduce errors, and maximize efficiency.
 - 3. Evaluate ways to speed up the release of the research file, including making interim information available prior to the final release to the public.
 - 4. Modify Form 5500 to collect additional information on multiemployer pension plans.

- Actions Taken:**
- 1. The Department of Labor, the IRS, and PBGC are working to implement a mandatory, wholly electronic system for the receipt and processing of Form 5500 data to improve timeliness and reduce errors.
 - 2. PBGC is actively pursuing actions to obtain much of the multiemployer data mentioned by GAO. A decision, however, has not yet been made to add these questions to the Form 5500.

<p>Actions Remaining:</p> <ul style="list-style-type: none"> 1. DOL, IRS, and PBGC will continue to work to implement electronic Form 5500 processing 	<p>Expected Completion:</p> <ul style="list-style-type: none"> 1. Work will continue throughout FY 2006.
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Additional Information: A copy of the complete report can be obtained at <http://www.gao.gov/cgi-bin/getrpt?GAO-05-491>.

GOAL 3: QUALITY WORKPLACES

25. Issue: Improving performance monitoring and the selection of cases for inspection

Program Area: OSHA
Performance Goal: **Goal 05-3.1A** – Reduce work-related fatalities. **Goal 05-3.1B** – Reduce work-related injuries and illnesses.

Report Title: Safety in the Meat and Poultry Industry, while Improving, Could Be Further Strengthened (GAO-05-96)
Date Completed: January 2005
Conducted By: GAO

Program Impacts: Program performance could be better assessed and inspections could be targeted more effectively if changes are made to data systems.

Findings:

1. The meat and poultry industry still has one of the highest rates of injury and illness of any industry. The most common injuries are cuts, strains, cumulative trauma, and injuries sustained from falls, but more serious injuries, such as fractures and amputation, also occur.
2. Evidence suggests that OSHA’s efforts have a positive impact on injury/illness rates in meat and poultry plants.
3. OSHA could improve its selection process for inspection by considering plants’ injury and illness rates over time.
4. It is difficult to assess the effectiveness of OSHA’s efforts because the agency does not assign a unique identifier to each plant, making it hard to compare the data on injury/illness rates with information collected through inspections.

Recommendations:

1. OSHA should consider adjusting its criteria for selecting plants for inspection and audit to include those that have had large reductions in their injury and illness rates over time.
2. OSHA should change the way it collects data on plants in order to make it easier to measure the impact of its programs.

Actions Taken:

1. OSHA has solicited public comments on its Site Specific Targeting (SST) program; we are currently reviewing comments from industry associations, employers and safety and health professionals.

Actions Remaining:

1. Upon completion of the review of the SST comments, OSHA will consider expanding the criteria for SST inspections in the meatpacking industry.
2. OSHA will consider expanding data-collection efforts for multiple years for trend analysis, inclusion of recordkeeping submittals to capture contract workers illness and injuries, linking the IMIS and other data processing systems to come up with unique identifiers.

Expected Completion:

1. April 2006
2. FY 2006

Additional Information: A copy of the complete report can be obtained at www.gao.gov/cgi-bin/getrpt?GAO-05-96 .

26. Issue: Identifying Nationally Recognized Testing Laboratories (NRTL) to perform safety testing/certifications.

Program Area: OSHA
Performance Goal: **Goal 05-3.1A** – Reduce work-related fatalities. **Goal 05-3.1B** – Reduce work-related injuries and illnesses.

Report Title: OSHA Correctly Denied ED&D’s Incomplete NRTL Application (OIG 05-05-002-10-001)
Date Completed: March 2005
Conducted By: OIG

Program Impacts: Changes to Nationally Recognized Testing Laboratories (NRTL) review and audit procedures will improve OSHA’s process of selecting organizations to conduct safety testing and certification.

Findings:

1. OSHA’s decision to deny Education Design and Development, Inc. (ED&D) NRTL recognition was justified because ED&D did not meet all the elements required for recognition.
2. OSHA’s records adequately supported its decision to grant recognition to several organizations ED&D alleged were given recognition inappropriately.
3. OSHA permitted some applicants to self-certify they were independent and did not verify these statements.
4. OSHA did not appropriately handle ED&D’s application in two areas, but these deficiencies did not adversely affect the outcome of the application.

<p>Recommendations:</p> <ol style="list-style-type: none"> 1. OSHA should make independence review a mandatory part of application reviews and periodic audits. 2. Modify current policy to ensure that all areas related to an NRTL’s recognition are reviewed at least once during each five-year recognition period. 3. Review two NRTLs’ current business practices to ensure conformance with the independence requirement. 4. Ensure that incomplete applications are closed. 5. Maintain a log of contacts with the applicants and NRTLs. 6. Develop procedures to acknowledge all requests for feedback. 	
<p>Actions Taken:</p> <ol style="list-style-type: none"> 1. OSHA is revising and supplementing its procedures for verifying an NRTL’s independence. 2. OSHA is developing procedures to ensure review of NRTL’s recognition requirements every five years. 3. OSHA procedures will be adhered to ensure that incomplete applications are closed. 4. OSHA is now using a phone log for tracking substantive contact with NRTL applicants and will develop tracking tools to capture all contacts with applicants or other parties. 6. OSHA is augmenting its current controls for acknowledging all requests for feedback. 	
<p>Actions Remaining:</p> <ol style="list-style-type: none"> 1. Final implementation of new policy and revised procedures for reviewing independence and other areas. 2. Review of the independence of two NRTLs. 3. Final implementation of chronological log referred to in Actions Taken #4. 4. Final enhancements to procedures for feedback request acknowledgement, referred to in Actions Taken #5. 5. Review of two specified NRTL’s for independence are planned. 	<p>Expected Completion:</p> <ol style="list-style-type: none"> 1. March 2006 2. September 2006 3. September 2006 4. September 2006 5. September 2006
<p>Additional Information: A copy of the complete report can be obtained at http://www.oig.dol.gov/public/reports/oa/2005/05-05-002-10-001.pdf.</p>	

27. Issue: Evaluation required by Section 610 of the Regulatory Flexibility Act and Section 5 of Executive Order 12866

<p>Program Area: OSHA Performance Goal: Goal 05-3.1A – Reduce work-related fatalities. Goal 05-3.1B – Reduce work-related injuries and illnesses</p>	<p>Report Title: Regulatory Flexibility Act Review of the Occupational Safety and Health Administration’s Ethylene Oxide Standard. Date Completed: March 2005. Conducted By: OSHA</p>
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Program Impacts: Regulatory review indicates the ethylene oxide standard has been effective in reducing exposures and achieving health benefits.

Findings: OSHA determined that the Ethylene Oxide standard should be continued without change.

Recommendations:

1. As a result of the review and comments received, OSHA will enhance its compliance assistance materials on the subject.

Actions Taken:

1. OSHA has initiated a review of its guidance materials in order to enhance compliance assistance information

<p>Actions Remaining:</p> <ol style="list-style-type: none"> 1. Development and publication of clarified guidance material. 	<p>Expected Completion:</p> <ol style="list-style-type: none"> 1. December 2006
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Additional Information: A copy of the complete report can be obtained at http://www.osha.gov/dcsp/compliance_assistance/lookback.html#Completed%20Lookback%20Reviews

28. Issue: The impact of OSHA’s Voluntary Protection Programs (VPP)

<p>Program Area: OSHA Performance Goal: Goal 05-3.1A – Reduce work-related fatalities. Goal 05-3.1B – Reduce work-related injuries and illnesses</p>	<p>Report Title: Evaluation of the Voluntary Protection Program Date Completed: September 2005 Conducted By: The Gallup Organization</p>
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Program Impacts: This report provides OSHA with models and formulas to project the participation benefits of the Voluntary Protection Program (VPP). With this information, OSHA is able to measure VPP’s value accurately, demonstrate the programs’ benefits, and promote program growth.

Findings:	
<ol style="list-style-type: none"> 1. The draft study indicates that VPP sites may have a leveraging effect in their dissemination of safety and health knowledge through outreach and mentoring conducted by the sites to other establishments in like industries, both within their own corporations and outside. 2. The draft study measured injury and illness rates at the respondent VPP sites and documented overall reductions from the time of the early decision and inception phase to full participation in the VPP process. These data will be available to OSHA for further analysis, in response to the GAO recommendation that OSHA obtain data on VPP sites for analysis. 3. The draft study documented a model and provided data from a limited number of responding sites, estimating the costs and benefits of VPP. This model could be used as the basis for a broader sampling and in-depth evaluation of the national program. 	
Recommendations:	
<ol style="list-style-type: none"> 1. OSHA should continue to use and build upon the data gathered for this evaluation to strengthen the data analysis capabilities for the VPP and other voluntary programs. 	
Actions Taken:	
<ol style="list-style-type: none"> 1. Preparations are being made to disseminate the study to VPP managers for analysis and opinion. 2. Information from the study will be presented to companies expressing interest in the program. 	
Actions Remaining:	Expected Completion:
<ol style="list-style-type: none"> 1. OSHA will consider broader uses of the study’s models and formulas for future standardized assessments of VPP effectiveness. 	<ol style="list-style-type: none"> 1. 4th Quarter, FY 2006.
Additional Information: A copy of the complete report can be obtained at http://www.osha.gov .	
29. Issue: Providing services to and tracking injury, illness, and fatality rates for independent contractors	
Program Area: MSHA	Report Title: Evaluation of the Mine Safety and Health Administration’s Efforts to Deliver Services and Support to Miners Working for Independent Contractors
Performance Goal: Goal 05-3.1A – Reduce work-related fatalities. Goal 05-3.1B – Reduce work-related injuries and illnesses	Date Completed: September 2005
	Conducted By: Research Triangle Institute (RTI)
Program Impacts: The increased use of independent contractors by mine operators creates unique workplace safety and health challenges. Consequently, MSHA is seeking ways improve the delivery of its enforcement, educational, and technical support activities at independent contractor operations.	
Findings:	
<ol style="list-style-type: none"> 1. Mine operators may use independent contractors to lower their costs and liability, and increase staffing flexibility. 2. Fatality rates for contractor employees are higher. However, accidents and non-fatal injuries may be underreported in some cases, and there is incomplete information on contractor employee work hours at the mine level. 3. Contractor work on mine property is transient and temporary in some cases, and some independent contractors may have multiple mine identification numbers. These factors, combined with the lack of contractor employment data by mine site, limits MSHA’s ability to provide compliance and educational assistance to independent contractors and accurately measure program impacts. 	
Recommendations: None made.	
Actions Taken: MSHA is developing plans to improve its ability to obtain more accurate data on the hours worked by independent contractors and for delivering support and services to independent contractors.	
Actions Remaining:	Expected Completion:
<ol style="list-style-type: none"> 1. MSHA will respond to the GAO recommendation to collect hours worked by independent contractors at the mine-specific level. 2. MSHA will develop a plan to improve services to independent contractors. 	<ol style="list-style-type: none"> 1. FY 2006 2. FY 2006 (MSHA revised Strategic Plan)
Additional Information: A copy of the complete “interim” report can be obtained from the Mine Safety and Health Administration at 1100 Wilson Boulevard, 21 st Floor, Arlington, VA 22209-3939 or by calling 202-693-9607.	

30. Issue: Selecting establishments for compliance reviews

<p>Program Area: ESA OFCCP Performance Goal: Goal 05-3.2A – Federal contractors achieve equal opportunity workplaces.</p>	<p>Report Title: An Evaluation of OFCCP’s Equal Opportunity (EO) Survey Date Completed: March 2005 Conducted By: Abt Associates Inc.</p>
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Program Implication: Targeting establishments that are most likely to be involved in systemic discrimination should improve the cost effectiveness of efforts to increase regulatory compliance.

Findings:

1. Four main predictor variables seem to be related to the presence or absence of system discrimination:
 - whether the establishment reported more than 200 full-time employees
 - the ratio of average tenure among minority employees to average tenure among non-minority employees
 - the absolute value of the difference between the proportion of female employees and the proportion of male employees in EEO-1 Category 3 (technicians)
 - the ratio of female-to-male tenure ratio to the median of those ratios in the establishment’s comparison group.
2. The model fits the data reasonably well and has acceptable predictive ability, although alternative approaches are possible.
3. Systemic discrimination was found in only about 3 percent of establishment reviewed; thus screening on the basis of the predicted probabilities would be expected to produce large numbers of false positives.
4. The ability to use a model and data from the Equal Opportunity (EO) Survey may be strengthened by more extensive cleaning of submitted data.

Recommendations:

1. OFCCP could select a stratified random sample of establishments for compliance reviews.
2. Data provided by contractors at the desk audit stage of the review could be used to develop specified data elements.
3. Over several years, OFCCP could accumulate a substantial amount of data, consisting of the compliance reviews and corresponding data elements similar to those collected by the EO Survey.
4. This approach has the advantage of collecting more accurate and more pertinent data than provided by the current EO Survey.

Actions Taken:

1. Based on the final report, OFCCP prepared a document, summarizing the findings from the Abt report and outlining options for the next steps.

<p>Actions Remaining:</p> <ol style="list-style-type: none"> 1. Potential interactions with the compensation analysis initiative and the finalization of the applicant issue will be considered and next steps determined. 	<p>Expected Completion:</p> <ol style="list-style-type: none"> 1. December 2005
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Additional Information: More information may be obtained from the Office of Federal Contract Compliance Programs, Employment Standards Administration, Department of Labor, FPB N-3402, 200 Constitution Avenue, N.W., Washington, DC 20210, 202-693-1109.

31. Issue: Finding a data system to support timely information and interagency cooperation

<p>Program Area: ESA OFCCP Performance Goal: Goal 05-3.2A – Federal contractors achieve equal opportunity workplaces.</p>	<p>Report Title: Evaluation of the OFCCP Prototype Construction Contractor Information System (CCIS) Date Completed: November 2004 Conducted By: ERG</p>
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Program Implication: A secure web-based implementation system for construction contractors would improve the cost effectiveness of OFCCP’s information collection and reporting on construction awards.

Findings:

1. There is strong evidence that the prototype CCIS can be implemented nationally to establish a universe of construction contractor information based on the best available data.
2. CCIS would provide OFCCP with a solid foundation for implementing a methodology that supports neutral selection of construction contractors for compliance review.
3. Using the GSA’s Federal Procurement Data System-Next Generation (FPDS-NG) as a data source raises some difficulties that would need to be resolved.
4. To accomplish national implementation, OFCCP would need to fully integrate the system with data sources and prepare for an expanded user community.
5. Estimated startup costs for implementation of the national CCIS are in the range of \$165,000-\$210,000.

6. Estimated first-year operating costs are in the range of \$60,000-\$70,000.

Recommendations:

1. In the short term, OFCCP could implement CCIS using F.W. Dodge data only. Even though Dodge data include fewer data elements than FPDS-NG, OFCCP already has routine access to these data.
2. In the longer term, it appears that CCIS would be most useful if tied into the evolving FPDS-NG and related E-Government initiatives.

Actions Taken:

1. The structural framework for a database system has been completed.
2. Start up and operational costs have been determined.
3. The prototype is currently under review.

Actions Remaining:

1. OFCCP will not develop and disseminate guidance to District and Regional offices regarding the use of sources for selecting construction contractors for compliance evaluations until decisions are made on the prototype CCIS.
2. Additionally, the proposed meeting with GSA to discuss the feasibility for accessing FPDS-NG contract information has been pushed back to the end of FY 2005.

Expected Completion:

1. September 2005
2. September 2005

Additional Information: More information may be obtained from the Office of Federal Contract Compliance Programs, Employment Standards Administration, Department of Labor, FPB N-3402, 200 Constitution Avenue, N.W., Washington, DC 20210, 202-693-1109.

32. Issue: The employment needs of National Guard and Reserve members returning from active duty

Program Area: VETS

Performance Goal: **Goal 05-3.2B** – Reduce employer-employee issues arising from service members’ military obligations conflicting with their civilian employment.

Report Title: Survey of USERRA Issues for Returning Military Members

Date Completed: October 2004

Conducted By: K.W. Tunnell Company, Inc.

Program Implication: Identifying patterns of difficulty experienced by Guard and Reserve members returning from active service will assist VETS in meeting the statutory Uniformed Services Employment and Reemployment Rights Act (USERRA) requirements.

Findings:

1. There is considerable evidence that the protections of USERRA work most of the time; many employers make considerable efforts to be supportive.
2. There are some problem areas and these are increasing as more Guards and Reservists are called to active duty; over 40 percent of respondents reported difficult gaining assistance with USERRA issues.
3. There needs to be a systematic approach and multiple briefings on job issues prior to active duty.
4. VETS staff members are often asked informally to answer questions and resolve complex issues, such as pension and health care benefits, for which they need additional training.

Recommendations:

1. Implement and monitor an Annual Briefing Plan, identifying how every customer will be briefed several times each year.
2. VETS should extend the briefing materials and consider using a briefing evaluation form.
3. Improve the USERRA Web site with deeper content on specific issues.
4. Provide a one-stop telephone hotline with experts on specific issues, such as pensions, health insurance, and training. Customers need to know that ongoing information and assistance is always available; all customers should know how to access such information and assistance.
5. Provide training and information support for VETS field personnel and state agency representatives.

Actions Taken:

1. VETS is closely monitoring Guard and Reserve mobilizations and demobilizations in each State.
2. Nationwide mobilization and demobilization schedules are being consolidated monthly.
3. VETS is delivering USERRA briefings to affected Guard/Reserve members at either mobilizations or demobilizations or both, as time and resources permit. The consolidated schedules help Regional and Headquarters staff plan the briefings.
4. The VETS Web site was enhanced during FY 2005 with the addition of the Electronic Form 1010 – an online function available to the public which references USERRA information. This enhancement enables anyone to directly file an official USERRA claim online and open a USERRA case with VETS.
5. VETS field personnel are receiving information on complex issues from qualified USERRA practitioners in their State, or in

other States, other Regions, or VETS Headquarters.	
Actions Remaining: 1. All other recommendations are still pending consideration and possible action.	Expected Completion: 1. FY 2006
Additional Information: A copy of the complete report can be obtained at the Veterans Employment and Training Service (VETS), Roon S1316, U. S. Department of Labor, 200 Constitution Avenue, Washington, D.C. 20210, or by calling Keenan Torrans at 202-693-4731	
33. Issue: The trends and patterns found in 55 mid-term and final evaluations of DOL-funded projects implemented by the International Labor Organization’s International Program on the Elimination of Child Labor (ILO-IPEC)	
Program Area: ILAB Performance Goal: Goal 05-3.3A – Contribute to the elimination of the worst forms of child labor internationally	Report Title: Comparative Assessment of ILO-IPEC Evaluation Reports Since 1995 Date Completed: April 2005 Conducted By: Academy for Educational Development
Program Impacts: The design, implementation, and monitoring of new and ongoing child labor-elimination projects can be enhanced through a synthesis of findings and recommendations of past project evaluations.	
Findings: This assessment synthesized finding and recommendations from the 55 evaluation reports.	
Recommendations: 1. Use national rather than international staff as main project implementers in the future. 2. Give more attention to sustainability of projects in their design and implementation. 3. Remove bureaucratic overload by reducing the number and frequency of progress reports.	
Actions Taken: 1. ILAB is pressing grantees to first consider national staff before proposing international experts as key project personnel. In cases where international experts are proposed, ILAB will request that grantees justify their choice. ILAB is taking this action not only to improve the cost efficiency of projects, but also to build local capacity to eliminate the worst forms of child labor and promote project sustainability. 2. The greater the government involvement and commitment, the greater the chance that project successes will be sustained after the project ends. ILAB is, therefore, giving funding priority to projects in countries where governments are involved and committed to the project objectives. ILAB is taking particular note of instances where governments contribute financial or in-kind support to the projects. 3. ILO-IPEC plans to update ILAB regularly on the status of project sustainability efforts through a separate section of upcoming technical progress reports. 4. ILAB will address the issue of sustainability at all grantee meetings in Fall 2005 and Winter 2006. 5. ILAB has reduced the reporting frequency for its child labor projects from quarterly to semi-annually for low-risk grantees.	
Actions Remaining: 1. ILAB will continue to work with ILO-IPEC on these recommendations from the evaluation reports and on future recommendations.	Expected Completion: 1. ILAB will continue to work with ILO-IPEC.
Additional Information: A complete copy of the report can be obtained from ILAB’s International Child Labor Program at GlobalKids@dol.gov or by calling (202) 693-4843.	
GOAL 4: A COMPETITIVE WORKFORCE	
34. Issue: Identifying contractual responsibilities and action of contractors assisting with researching the impact of the proposed and final overtime rule	
Program Area: ESA WHD Performance Goal: Goal 05-4.2A – American workplaces legally employ and compensate workers.	Report Title: Fair Labor Standards Act: Labor Made Key Decisions in Studies of Updated Overtime Rule and Contractor Provided Support Date Completed: June 2005 Conducted By: Government Accountability Office (GAO)
Program Implications: Reports on the cost/benefit analysis of WHD’s new overtime security rule.	

Findings: GAO found that CONSAD Research Corporation, in accordance with its contract, provided DOL with technical and analytical support and that DOL made all of the key decisions in estimating the impact of the updated overtime rule.

Recommendations: None made.

Actions Taken: NA

Actions Remaining: NA

Expected Completion: NA

Additional Information: A copy of the complete report can be obtained at <http://www.gao.gov/new.items/d05580r.pdf>.

35. Issue: The implementation of Trade Adjustment Assistance (TAA) reforms, changes in the demand for TAA training, and program effectiveness

Program Area: ETA TAA

Performance Goal: **Goal 05-4.1B** – Increase the employment, retention, and earnings replacement of workers dislocated in important part because of trade and who receive trade adjustment assistance benefits.

Report Title: Reforms Have Accelerated Training Enrollment, But Implementation Challenges Remain (GAO-04-1012)

Date Completed: September 2004

Conducted By: GAO

Program Implication: DOL needs to monitor the new TAA provisions and proposed legislation if there is a negative impact.

Findings:

1. Most workers are enrolling in services more quickly than in prior years. DOL reduced its average petition-processing time from 107 days to 38 days.
2. Due to a new deadline for enrolling, some workers may be negatively affected because it does not always leave enough time to assess workers’ training needs.
3. States reported challenges implementing some new provisions of the TAA Reform Act.
4. Demand for TAA training increased substantially in fiscal year 2002, prior to the implementation of reforms. However, States have struggled to meet this higher demand with available TAA training funds, even though funds available doubled nationally between fiscal years 2002 and 2003. Most states have responded by using other Federal employment and training resources.

Recommendations:

1. Monitor the implementation of certain provisions of the TAA Reform Act and propose legislative changes if:
 - The new training enrollment deadline is negatively affecting some workers, or
 - The eligibility criteria for the new wage insurance provision are resulting in denial of services to some older workers who could benefit from them.

Actions Taken:

1. DOL has convened a summit of select States to discuss TAA Reform Act implementation issues.
2. DOL is conducting a review of implementation and post-implementation issues to gauge whether there has been positive change over time, with a particular focus on the collection of information relating to the training enrollment deadline as well as the eligibility requirements for the wage insurance program for older workers, known as the Alternative Trade Adjustment Assistance (ATAA) program.

Actions Remaining: The Department will utilize the information gleaned from all of the activities discussed above, as well as information provided in the GAO report, as we move forward on the development and implementation of a work plan to address these issues.

Expected Completion:
1. December 2006

Additional Information: A copy of the complete report can be obtained at <http://www.gao.gov/new.items/d041012.pdf>

36. Issue: The completeness and reliability of the CY 2003 data used to support the FY 2003 performance goal 2.3B

Program Area: ETA TAA

Performance Goal: **Goal 4.1B** – Increase the employment, retention, and earnings replacement of workers dislocated in important part because of trade who receive trade adjustment assistance benefits.

Report Title: GPRA Data Validation Review, Trade Adjustment Assistance Program (OIG 22-05-007-03-330)

Date Completed: September 2005

Conducted By: OIG

Program Implication: DOL relies on accurate and complete participant data, submitted quarterly by the states, to assess whether or not the TAA program is achieving its yearly goals and if changes are needed to make it more accurate.

Findings:

1. The OIG verified seven data elements to source documentation found in participant files.
2. The “date of exit” data element could not be verified because it was recorded as an anticipated date, not the last data of services as required by TAA guidelines and because the State Workforce Agencies did not have source documentation to

<p>verify it.</p> <p>3. Five of the seven verified data elements were dependent on the “date of exit” and, therefore, were not complete or reliable.</p>	
<p>Recommendations:</p> <ol style="list-style-type: none"> 1. The TAA Program should collect and record the participant’s actual “date of exit” according to ETA’s written definition. 2. The TAA Program should properly manage and maintain source documentation to support the actual “date of exit” and make it readily available for review. 	
<p>Actions Taken:</p> <ol style="list-style-type: none"> 1. ETA clarified the “date of exit” definition and issued a list of source documentation requirements for each of the data elements being validated. 2. In FY 2003, ETA implemented a data validation initiative for the Trade Act Participant Report (TAPR). 3. ETA has recently received OMB approval of a revision that reflects common performance measures and reporting definitions. 4. ETA completed a series of three national training sessions for all states on reporting definitions and documentation requirements for outcome reports, including TAPR. 	
<p>Actions Remaining:</p> <ol style="list-style-type: none"> 1. The TAA program will move to the common measures. 2. ETA intends to issue additional guidance to the states. 	<p>Expected Completion:</p> <ol style="list-style-type: none"> 1. FY 2006 2. FY 2006
<p>Additional Information: A copy of the complete report can be obtained at http://www.oig.dol.gov/public/reports/oa/2005/22-05-007-03-330.pdf.</p>	

3. Improper Payments Information Act Reporting Details

I. Risk Assessment

The Department's risk assessment for FY 2005 was developed by establishing criteria for determining levels of risk and evaluating all major programs against these criteria. Different methodologies were necessary for assessing the risks of improper payments for benefit programs and grant programs because of the differences in the administration of these programs and the availability of data.

Benefit Programs

The Department performed the risk assessment for all benefit programs according to the criteria defined below:

1. Programs with outlays less than \$200 million

The Department assumed a low risk of improper payments unless a known weakness existed in program management, based on reports issued by oversight agencies such as the Department's Office of Inspector General and/or the Government Accountability Office. Unless such weaknesses were identified, the Department made an assumption that the improper payment rate for these programs would not exceed the IPIA defined threshold of 2.5 percent. As a result of this review, no programs with outlays less than \$200 million were deemed to be susceptible to risk of improper payments.

2. Programs with outlays greater than \$200 million

The Department sampled FY 2004 data in order to determine an improper payment rate. The sampling details, including sampling methodology and sampling selection, are provided in the next section. The Department sampled Federal Employees Compensation Act (FECA), Unemployment Insurance (UI), Black Lung Disability Trust Fund, and Energy Employees Occupational Illness Compensation Program. In addition, the Department sampled the Job Corps program, a direct grant program, since data was available to conduct the sampling to determine a statistical improper payment rate. The Department applied the improper payment rate determined through sampling to the program outlays for FY 2004 in order to determine if the amount of potential improper payment for these programs exceeded the \$10 million threshold. UI was the only program deemed to be susceptible to risk as a result of this approach. However, the Department reported FECA's improper payment rate since it is required under Section 57 of the Office of Management and Budget (OMB) Circular A-11.

Grant Programs

The Department used a separate methodology to assess the risk of improper payments in grant programs because these programs are administered differently than benefit programs. However, as noted above, the Department sampled the Job Corps program, a direct grant program, since data was available to conduct the sampling to determine a statistical improper payment rate.

Since the Department provides grants to states, cities, counties, private non-profits, and other organizations to operate programs, it relies significantly on single audits (as required by the Single Audit Act of 1996) to monitor funding to all grant recipients. Therefore, the Department analyzed these single audit reports³⁶ in order to determine the improper payment rate for all grant programs.

The Department reviewed all FY 2003 single audit reports with Department of Labor-related findings from the Federal Audit Clearinghouse and identified all questioned costs. FY 2003 reports were the most recent single audit

³⁶ The Single Audit Act of 1996 provides for consolidated financial and single audits of state, local, non-profit entities, and Indian tribes administering programs with Federal funds. Since 1997, all non-Federal entities that expend over \$300,000 (\$500,000 for fiscal years after December 31, 2003) or more of Federal awards in a year are subject to a consolidated financial single audit; any non-Federal entities that do not meet this threshold are not required to have a single audit. All non-Federal entities are required to submit all single audit reports to a Federal Audit Clearinghouse (Clearinghouse) that is administered by the Census Bureau.

reports available for review. Based on a review of the definition of questioned costs in OMB Circular A-133 and OMB's IPIA implementation guidance, we determined that questioned costs can be used as a proxy for improper payments.

To determine an approximate rate of improper payments for the WIA program, the Department divided the projection of questioned costs from the FY 2003 single audit reports by the FY 2003 program outlays identified in the Federal Audit Clearinghouse. The Department applied this improper payment rate to the program outlays for FY 2004 in order to determine if the amount of potential improper payment for these programs exceeded the \$10 million threshold.

For the other non-WIA grant programs, the Department determined an overall improper payment rate by dividing the projection of the non-WIA questioned costs by the total non-WIA outlays.³⁷ No grant programs were determined to be susceptible to risk as a result of this approach. However, like FECA, the Department is reporting on WIA's improper payment rate since it is also a Section 57 designated program though its improper payment rate is well below the 2.5 percent threshold.

Results

Based on the risk assessment methods applied to benefit programs and grant programs, only one program, UI, was determined to be high risk. Two other programs, FECA and WIA, were classified as high risk because they are Section 57 programs, although their risk assessments do not support such a high risk designation. However, the Department plans to continue to identify corrective actions to reduce improper payments in these programs and established improper payment reduction and overpayment recovery targets in accordance with IPIA and associated OMB Guidance.

Table 2: Department of Labor's High Risk Programs

<i>DOL Program/Activity</i>	<i>Risk</i>	<i>Reason for High Risk Classification</i>	<i>Type of Program</i>
Unemployment Insurance (UI)	High	Exceeds OMB Threshold; also Section 57	Benefit
Federal Employees Compensation Act (FECA)	High	Section 57	Benefit
Workforce Investment Act (WIA)	High	Section 57	Grant

The Department also sampled the following programs in FY 2005 despite their low risk status in FY 2004. A listing of programs that were sampled is presented below in Table 3.

Table 3: Additional programs that were sampled

<i>DOL Program/Activity</i>	<i>Type of Program</i>	<i>Risk</i>
Job Corps	Direct Grant	Low Risk
Black Lung Benefit Payments	Benefit	Low Risk
Energy Employees Occupational Illness Compensation Program (EEOICP)	Benefit	Low Risk
DOL Salaries	Other	Low Risk
DOL Expenses	Other	Low Risk

II. Statistical Sampling

The Department's risk assessment identified only the UI program as being risk susceptible based on OMB guidance threshold. However, two additional programs, WIA and FECA, were added to this list due to their Section 57 status. In addition, the Department sampled several other programs that did not qualify as risk-susceptible programs.

³⁷ A review of the FY 2003 single audit reports revealed questioned costs for only some of the grant programs. Even for those programs that had questioned costs, there were not enough samples to make a valid projection. Therefore, an aggregate projection of questioned costs was made for all non-WIA grant programs and an overall estimated improper payment rate was calculated by dividing this projection by the total non-WIA outlays identified in the Clearinghouse. This estimated improper payment rate was then applied to the specific grant program outlay to calculate the estimated amount of improper payments.

Unemployment Insurance (UI)

Sampling Methodology: Improper payment rates are obtained from the Benefit Accuracy Measurement (BAM) program. It is designed to determine the accuracy of paid and denied claims in the three largest permanently authorized unemployment compensation (UC) programs: State Unemployment Insurance (State UI), Unemployment Compensation for Federal Employees (UCFE), and Unemployment Compensation for Ex-Service Members (UCX). BAM provides two rates of improper payments. The first, the Annual Report Overpayment Rate, includes estimates of nearly every divergence from what state law and policy dictate the payment should have been. The second rate, the Operational Overpayment Rate, includes only recoverable overpayments states are most likely to detect through ordinary overpayment detection and recovery procedures, known as Benefit Payment Control (BPC) procedures. Operational overpayments are the most likely to be detected and established for eventual recovery and return to the Trust Fund.

BAM reconstructs the UI claims process for randomly selected weekly samples of payments and denied claims using data verified by trained investigators. For claims that were overpaid, underpaid, or improperly denied, BAM determines the amount of benefits the claimant should have received, the cause of and the party responsible for the error, the point in the UI claims process at which the error was detected, and actions taken by the agency and employer prior to the error.

In reconstructing each sampled payment, the BAM program retroactively investigates the accuracy of the UI claim's monetary and separation determination as well as all information relevant to determining weekly eligibility for the sampled payment, including the claimant's efforts to find suitable work, ability and availability for work, and earnings from casual employment or other income sources, such as pensions.

Using the same methodology applied to paid claims, the Denied Claim Accuracy module of BAM assesses the accuracy of denial decisions made at the monetary, separation, and continuing eligibility levels of eligibility determination.

Sample Selection: The universe (population) is the payments and denials under the State UI, UCFE, and UCX programs. State UI, UCFE and UCX account for approximately 95% of UC programs activity in an average year. Data on overpayment and underpayment rates for FY 2005 shown in the Improper Payment Reduction Outlook Table are for the period July 1, 2004, to June 30, 2005. The paid claim accuracy sample selected consisted of 24,520 payments. For Denied Claims Accuracy (DCA), states sample 150 cases for each of the monetary, separation, and non-separation denials; the allocated sample for each type is 7,800 cases per test per year. A total of 47,784 items were selected and investigated for both the BAM and DCA samples for the period July 1, 2004, to June 30, 2005.

Federal Employees' Compensation Act (FECA)

Sampling Methodology: A stratified sampling approach was applied to estimate improper payments for both medical bill payments and compensation payments. For medical bill payments, sampling was designed to test payment issues, such as duplicate payments, appropriate receipts, and billing consistent with regional allowances, payment made for appropriate procedures, and eligibility at date of service. The compensation payment sampling was designed to test issues such as compensation payments consistent with identified injury, current medical evidence supporting continued compensation payments, eligibility requirements, and calculations of compensation amounts.

Sample Selection: The universe of the population is for both the compensation and medical payments paid out of the FECA program in the testing period, October 1, 2004, to April 30, 2005. The population was stratified in compensation payments and medical payments from five district offices. Samples of 183 items from compensation payments and of 264 items from medical payments were selected. A total of 447 items were selected and tested for the FY 2005 FECA sample.

Black Lung Disability Fund

Sampling Methodology: A stratified sampling approach was applied to estimate improper payments for both medical bill payments and benefit payments. The population was stratified into medical payments and benefit payments. The medical bill payment sampling was designed to test payment issues such as duplicate payments, eligibility at date of service, procedure covered by program, and appropriate receipts and paperwork. The compensation payment

sampling was designed to test issues such as eligibility requirements, calculations of compensation amounts, and calculations of compensation offsets due to dependants.

Sample Selection: The universe of the population is for medical payments made at Computer Sciences Corporation (CSC) and for all benefit payments paid out of the Black Lung program in the testing period, October 1, 2004, to February 6, 2005. The universe of the population is also medical payments made at affiliated Computer Services (ACS) in the testing period, February 7, 2004, to July 31, 2005. The sample consisted of 75 benefit payments and 78 medical bill payments. A total of 153 items were selected and tested for the FY05 Black Lung sample.

Energy Employees Occupational Illness Fund

Sampling Methodology: The sampling approach for Energy's compensation payments consisted of Monetary Unit Sampling (MUS) to estimate improper payments. The compensation payment sampling was designed to determine that the benefits paid were in accordance with specified policies and procedures, that eligibility requirements were followed, and that payments were made in the correct amount.

Statistical sampling for the Energy medical bill payment population was deemed unnecessary since total medical benefits paid for the period October 1, 2004, to April 30, 2005 were not material (less than 10% of the total benefit payments). Although no sampling was conducted this year, the Department plans to continue to scan on a periodic basis the medical payment database for unusual activity or relationships.

Sample Selection: The universe of the population consisted of the compensation payments made under EEOICP in the testing period, October 1, 2004, to April 30, 2005. Of the four district offices that process compensation payments, MUS was applied to select compensation payments from the Jacksonville and Cleveland district offices due to their high volume of claims processed. Using MUS, 113 compensation payments were selected out of the compensation population.

Job Corps

Sampling Methodology: The sampling approach consisted of a stratified sampling effort to estimate improper payments. The population was first stratified between Job Corps center operating costs and student allowances. For student allowances, the population was further stratified and a two-stage stratified cluster sampling designed was used. In the first stage, the Job Corps centers were stratified based on center costs. In the second stage, a random sample of students was selected from 12 centers for both living allowances and transition allowances.

Sample Selection: The universe of the population of Job Corps center operating costs is all of the operating expenses reported by Job Corps centers in the testing period, October 1, 2004, to March 31, 2005. The sample selected consisted of 150 payroll items and 230 non-personnel expense items. Additionally, 240 significant non-personnel expenses were sampled from 12 centers. A total of 620 items were selected and tested for FY 2005 Job Corps operating costs sample. The universe of the population of Job Corps student allowances is the entire student living and transition allowances made by Job Corps centers in the testing period, October 1, 2004, to March 31, 2005. The sample selected consisted of 320 living allowances and 355 transition allowances. A total of 675 items were selected and tested for FY 2005 Job Corps student allowance sample.

Department of Labor Salaries

Sampling Methodology: DOL Salaries consist of the department payrolls of the national office and three regional offices: Atlanta, Philadelphia, and San Francisco. To accomplish the sampling for the payroll, a stratified approach was applied. The testing criteria consisted of testing items such as employee's eligibility, earnings and leave tracked correctly, time card consistent with payment, and pay rate calculated correctly.

Sample Selection: The universe of the population of Department salaries is comprised of the payroll transactions in the testing period, October 1, 2004, to March 31, 2005. A sample of 102 items from the Department's payroll transactions was selected for testing.

Department of Labor Expenses

Sampling Methodology: DOL expenses consist of department expenses related to the operation and administration of programs' and headquarters' activities. Expense transactions were stratified into seven groups and samples were then statistically drawn from each stratum. For non-payroll costs, sample testing focused on testing criteria such as: (1) appropriate contracts used, (2) payments supported with invoices, (3) invoices correct, and (4) whether or not the purchase was allowable under program costs.

Sample Selection: The universe of the population of expenses is comprised of DOL expense payments in the testing period, October 1, 2004, to March 31, 2005. A total of 72 items were selected and tested.

III. Corrective ActionsUnemployment Insurance

For the past several years, the causes of overpayments have remained fairly constant, although total rates have improved for FY 2005. The principal cause is "Benefit Year Earnings" (BYE) - payments received by claimants who continue to claim benefits despite having returned to work. These constitute about a quarter of overpayments using the broad Employment Training Administration (ETA) Annual Report Overpayment measure and about half of the recoverable overpayments detectable by BPC that the Operational Overpayment measure includes. The next largest cause is errors associated with the reasons claimants separate from work. These errors are over a fifth of the broad definition and a quarter of the narrower definition of overpayments. Because of their prominence, ETA has devoted a significant proportion of its integrity efforts in the past few years to preventing or detecting BYE and separation-related overpayments. ETA's major integrity initiatives are as follows:

- Implementation of the Denied Claim Accuracy measurement program (DCA) to assess the accuracy of denial decisions (September 2001).
- Development of a Detection of Overpayments measure to assess how well the system is detecting and establishing overpayments for recovery to the Trust fund (first incorporated into the Strategic and Annual Performance Plans in FY 2003). This measure is based on the Operational Overpayments definition of which BYE overpayments are nearly one half.
- Continuing analyses of the causes, costs, and benefits of improper payment prevention or establishing recovery operations.³⁸
- Encourage state implementation of benefit integrity initiatives by providing funding to assist them in these endeavors. One such benefit integrity initiative is the use of data on new hires to detect and prevent BYE overpayments. States initially began to implement the State Directory of New Hires (SDNH) for this purpose, and ETA estimates suggest that savings from the use of this tool—largely, prevention of overpayments due to unreported work while in payment status—increased from approximately \$55 million in CY 2002 to \$84 million in CY 2004. During CY 2004, 42 states were using the SDNH.
- Enhancement of states' ability to detect BYE violations by UI claimants working in other states or for certain multi-state employers who may post all new hires to only one state. Based on draft legislation proposed by the Department, the President signed P.L. 108-295 on August 9, 2004, granting state UI agencies access to the National Directory of New Hires (NDNH). A three-state pilot in 2005 indicated that the NDNH should result in a substantial increase in "hits" of claimants with potential BYE violations over the SDNH. Twenty-nine states are expected to begin using NDNH cross-matches during FY 2006.
- ETA has also promoted and funded states to provide connectivity to systems to exchange data with the Social Security Administration (SSA) on a real-time basis. This will give states the ability to verify claimants' identity and will help prevent many, if not most, overpayments due to fraudulent or mistaken use of SSNs. Since 2002, the Department has worked with the states to establish electronic communications with SSA and on implementation plans. On March 5, 2004, the ETA and SSA signed a memorandum of understanding formalizing the data exchange agreement.

³⁸Posted to the ETA Web site; <http://workforcsecurity.doleta.gov/unemploy>

- The Department provided funds to states to establish cross-matches with other state governmental agencies, such as with state department of motor vehicles, to facilitate fraud and overpayment reduction.
- DOL awarded Reemployment and Eligibility Assessments (REA) grants to 21 states during FY 2005. The grants have been used to conduct in-person claimant interviews in One-Stop Career Centers to assess UI beneficiaries' need for reemployment services and their continued eligibility for benefits and to assure that beneficiaries understand that they must stop claiming benefits upon their return to work.
- The FY 2006 budget request includes both funding to continue and expand REA grants and to combat identity theft. It also includes a legislative proposal— Unemployment Compensation (UC) Integrity Act of 2005 as submitted to Congress by the Secretary on June 14th, 2005 —designed to reduce improper payments by allowing states to fund integrity activities by retaining a percentage of overpayments recovered and from penalties assessed on fraud overpayments, by using collection agencies to recover overpayments, and by recovering overpayments through a Federal Income Tax Offset.
- In FY 2005, ETA promulgated a state-level detection of overpayments performance measure (the measure used for national aggregates as a GPRA indicator), giving states an additional incentive to prevent and detect overpayments. This additional incentive to reduce overpayments will work to improve the integrity of the State Quality Service Plan system that is used to promote performance achievement. ETA also conducted a pilot test of adding a post-audit cross-match component to the BAM paid claim review. ETA is currently evaluating the benefits and costs of using data on UI wage records or new hires to supplement the BAM investigative procedure and better detect and estimate overpayments due to BYE violations.
- ETA is also working with states to ensure recovery of improperly paid benefits. The Department has established a FY 2005 target that the UI system should recover 46 percent of overpayments established. For the 12 months ending 6/30/2005, this ratio stood at 48.5 percent. The Integrity Act changes would give the states both strong incentives to establish and recover overpayments as well as the resources and systems with which to do this.

Federal Employees' Compensation Act

The FECA program continues its progress in improving medical bill processing using an outsourced bill processing service. Significant attributes of the service include the ability to better match treatments to work related injury or illness and more sophisticated bill editing techniques. The bill processing service uses automated front-end editing operations to check for provider and claimant eligibility, accepted condition and treatment type, billing form and content, and duplications. The service uses proprietary software to screen professional medical and outpatient hospital bills to check for certain improper billing practices. Furthermore, on-site process audits resulted in clearer instructions and corrective action plans. This year's implementation of in-house audits of bill samples will provide the program with additional information about bill processing performance and will also identify weaknesses.

Additional causes of improper payments for FECA include: (1) incorrect or incomplete information submitted for the claims record (such as pay rate, night differential rate, retirement plan, etc.); (2) Office of Workers' Compensation Programs (OWCP)³⁹ errors including mistakes in judgment or interpretation in making decisions; (3) miscalculations in making payments; and (4) claimant fraud or misrepresentation. OWCP's integrity initiatives to address these issues are as follows:

- Medical bill processing performance is reviewed as a routine function of FECA National Office oversight of the central bill processing contract and is used to score against performance requirements specified in the contract.
- Samples of medical payments are audited monthly by FECA district office staff for both financial and procedural errors.
- Compensation payment performance is reviewed by FECA district office managers, line supervisors, and fiscal operations staff; frequency of review varies according to need (e.g., supervisors and fiscal staff look at performance almost on a per-transaction basis; whereas, summary performance is reviewed daily, weekly, or quarterly by supervisors and managers). Results are monitored in the National Office and used to design procedural revisions or corrective action plans for the District Offices. The National Office also conducts formal biennial accountability reviews to rate each District Office for quality and accuracy. System reports used to analyze payment information include the Report on Receivables Due from the Public (Schedule 9), Accounts

³⁹ OWCP oversees the administration of four federal employee compensation programs. These programs are the Energy Employees Occupational Illness Compensation program, the Federal Employees' Compensation program, the Longshore and Harbor Workers' Compensation program, and the Coal Mine Workers' Compensation program.

Receivable Aging Schedule and Performance reports. Regular matching of death records is done to reduce improper payments.

- Case management techniques to monitor ongoing entitlement to benefits and payment accuracy. For example, FECA's Periodic Roll Management (PRM) units monitor cases receiving long-term disability benefits. Changes in medical condition or ability to return to work are identified by regular ongoing PRM review of the cases, and compensation benefits may be reduced or terminated. Benefit reductions also result from new information reported about changes in status, such as the death of a claimant. The key outcome measure for PRM is the annual amount of benefit savings generated from these case actions. Benefits savings can also be compared directly to PRM administrative costs.
- Improvements in documentation quality and encouragement of faster transmission of notice of injury and claims for compensation from the agencies to OWCP. Progress in submitting these forms more quickly yields faster and more accurate adjudication and payment and fewer customer service problems. More than a quarter of new claims are now received via Electronic Data Interchange from the Departments of Labor, Defense, Treasury, Transportation, Veterans Affairs, and Homeland Security. That percentage is expected to grow in the future.

Workforce Investment Act

Ensuring proper fund stewardship is of primary importance to the WIA program. ETA currently uses a multi-step approach to ensure proper administration and effective program performance of WIA grants. First, ETA starts its review/oversight process by conducting a structured risk assessment of all new grants and grantees. Risk assessments are periodically revised as new information about a grant and grantee becomes available. Second, ETA Federal Project Officers (FPOs) conduct quarterly desk reviews of the financial and program performance of each grant. This serves as an early warning system to detect potential financial management and/or programmatic performance issues. Finally, ETA staff (FPOs and others) conduct periodic onsite reviews of grantees. ETA attempts to conduct an onsite review at least once every two years, but actual review schedules are based on the results of the risk assessments and desk reviews. Onsite reviews are conducted using ETA's core financial and performance monitoring guide and program specific supplements. For grantees with large numbers of sub-recipients (e.g., WIA formula grantees), the onsite review will include an assessment of the grantee's sub-recipient monitoring. Whenever deficiencies or problems are identified as a result of a desk review, onsite review, or an independent audit, ETA begins working with the grantee to obtain appropriate corrective actions.

IV. Improper Payment Reduction Outlook FY 2004 – FY 2008 (in \$ millions)

Program	FY 04 Outlays	FY 04 %	FY 04 IP \$	FY 05 Outlays	FY 05 %	FY 05 IP \$	FY 06 Est. Outlays	FY 06 %	FY 06 IP \$	FY 07 Est. Outlays	FY 07 %	FY 07 IP \$	FY 08 Est. Outlays	FY 08 %	FY 08 IP \$
Unemployment Insurance (Operational Rate)	\$37,335	5.07%	\$1,893 overpayment	\$32,248	4.98%	\$1,606	\$35,080	4.75%	\$1,666	\$38,010	4.5%	\$1,710	\$39,880	4.25%	\$1,695
Unemployment Insurance (Annual Report Rate)	\$37,335	9.70%	\$3,622 overpayment	\$32,248	9.46%	\$3,051	\$35,080	9.30%	\$3,262	\$38,010	9.0%	\$3,421	\$39,880	8.7%	\$3,470
Unemployment Insurance Underpayment Rate	\$37,335	0.64%	\$239 underpayment	\$32,248	0.67%	\$216	\$35,080	0.64%	\$225	\$38,010	0.64%	\$243	\$39,880	0.64%	\$255
Workforce Investment Act	Not Available ⁵	Not Available	Not Available	\$3,743	0.21%	\$7.9	\$3,792	0.20%	\$7.6	\$3,857	0.19%	\$7.3	\$3,899	0.19%	\$7.4
Federal Employees' Compensation Act	\$2,544	0.25%	\$6.37 overpayment	\$2,519	0.13%	\$3.3	\$2,568	0.248%	\$6.4	\$2,626	0.244%	\$6.4	\$2,701	0.24%	\$6.5

⁵ WIA's baseline rate was established in FY 2005.

V. Recovery Auditing

DOL expense transactions consist of all non-payroll program operation and administration costs. These transactions were stratified into seven groups and samples were then statistically drawn from each stratum. Sample testing focused on testing criteria such as: (1) appropriate contracts used; (2) payments supported with invoices; (3) invoices correct; and (4) the purchase was allowable under program costs. The universe of the population of expenses is comprised of DOL expense payments in the testing period, October 1, 2004, to March 31, 2005. A total of 72 items were selected and tested, and no improper payments were noted; as such, recovery audit efforts for FY 2005 were not necessary.

The Department will continue to sample and estimate the level of improper payments for all non-payroll expenses to determine if there are costs that must be set up for recovery. In the event that such recoverable costs are identified, the Department will work to institute an effective recovery audit system to ensure that all contract overpayments are recovered and/or resolved. The Department will also make sure that all recovery audit actions, costs, and amounts recovered are clearly documented and reported to OMB on an annual basis.

VI. Management Accountability

Existing control processes and the implementation of the revised OMB Circular A-123 requirements will continue to ensure that the Department's internal controls over financial reporting and systems are well documented, sufficiently tested, and properly assessed. In turn, improved internal controls enhance safeguards against improper payments, fraud, waste, and abuse and better ensure that the Department's resources continue to be used effectively and efficiently to meet the intended program objectives. Furthermore, this Department-wide effort will support the Secretary of Labor's annual certification of internal controls in the PAR. As part of its A-123 implementation plan, the OCFO will continue quarterly financial management certifications and reviews with each agency in the Department. These controls began in fiscal year 2003. The primary objectives of this oversight are to obtain assurances of DOL compliance with the Federal Managers' Financial Integrity Act of 1982 (FMFIA), the Federal Financial Management Improvement Act of 1996 (FFMIA), and IPIA, to enhance the Department's internal financial controls, and to resolve financial management issues in a more efficient and timely manner. The quarterly certification process allows for an open discussion of each agency's progress in resolving internal control issues, audit findings, and improper payments, as well as establishing a formal, early warning process to identify and address other potential problem areas.

VII. Information Systems and Infrastructure

Unemployment Insurance

ETA believes that in most cases the states have the information systems and infrastructure they need for improper payment reduction. States are implementing systems to exchange data with the Social Security Administration (SSA) and interface with their SDNH. Four fifths of the states are now using the SDNH and 29 are expected to begin using the NDNH during FY 2006. More states plan to access both the SDNH and NDNH during FY 2007.

Federal Employees' Compensation Act

The Office of Worker's Compensation Programs (OWCP) is currently developing an integrated management information and compensation benefit system that will enhance both compensation payment accuracy and medical bill processing accuracy. The basic system was deployed in March 2005. Completion of the deployment is planned by March 2006. Resources are included in the FY 2006 budget request for this system.

Workforce Investment Act

ETA currently has multiple technology projects underway in an effort to improve grants management. The WIA program utilizes these tools to execute the risk management process to assess and monitor grantees. They include the web-based EIMS (Enterprise Information Management System), with its GEMS (Grants e-Management Solution)

and EMILE (ETA Management Information and Longitudinal Evaluation) modules. EIMS is the Enterprise Information Management System, a web-based solution used to track and manage grants, including the capture of grant cost reporting meant to improve fiscal integrity. This system is meant to feed data into GEMS and the combination of the two will be part of the cradle-to-grave E-grants solution for all of DOL, expected to begin rollout in January of 2006. The GEMS system is an online grants management tool meant to provide web accessible, customizable, role based context access to grant related information from multiple sources.

VIII. Statutory or Regulatory Barriers

Unemployment Insurance

The UI program has several legislative barriers to reducing improper payments. First, by statute, states administer the UI program and set operational priorities. The Department has limited ability to ensure they pursue improper payment reduction activities. Second, Sec. 3304(a)(3) of the Federal Unemployment Tax Act, which states that monies in the fund can only be used for benefit payments, precludes the use of recovery auditing techniques. Third, the “immediate deposit” requirement (Sec. 3304(a)(3) of the Federal Unemployment Tax Act (FUTA) and Sec. 303(a)(4), SSA) and the “withdrawal standard” (Sec. 3304(a)(4), FUTA and Sec. 303(a)(4), SSA) both affect recovery efforts. The immediate deposit requirement dictates that dollars for benefits must be paid immediately into the trust fund, and the withdrawal standard says that money in the trust fund can only be used for benefits. There are certain exceptions to the immediate deposit requirement, but they do not apply to recouped benefit overpayments. These requirements preclude Unemployment Insurance from using funds recovered from overpayments to be used towards administrative or operational efforts to improve prevention, detection, and recovery efforts. Elements of the Integrity Act proposal of the FY 2006 budget would relax the “withdrawal standard” barrier to provide additional funding for recovery and other integrity activities.

Federal Employees’ Compensation Act

With regard to the FECA program, legislation does not currently permit FECA to verify employment earnings with the SSA without the claimant’s written permission. Compensation benefits may be overpaid if an employee has unreported earnings and does not grant permission for the program to verify earnings with SSA.

Workforce Investment Act

No statutory or regulatory barriers exist that limit WIA’s ability to address and reduce improper payments. The WIA program has the legal authority to establish receivables and implement actions to collect those receivables.

IX. Additional Comments

To achieve IPIA compliance for susceptible grant programs, the Department faces challenges similar to those faced by many other Agencies. In numerous instances, grants are structured to provide federal funds that empower local entities to operate programs based on local need. The Federal government provides the monies to states, cities, counties, private non-profits, and other organizations to distribute these federal funds. The Federal agencies capture information related to only the first level of grantee and rely on the Single Audit Act to monitor grantees.

To investigate how the single audits might be used to meet IPIA compliance in FY05, the Department examined single audits with DOL-related findings from the Federal Audit Clearinghouse and the corresponding single audit reports returned to the Department as the cognizant agency responsible for resolving the identified findings. The Department’s review of single audits indicated a low level of risk for susceptible grant programs. While the rigorous analysis of these sources provided a measure of risk, none offered the detailed information necessary for statistical estimation. However, of the available data sources for IPIA statistical estimation, single audits offer the most efficient means to gather data from these recipients of federal funds.

4. Acronyms

ACSI	American Customer Satisfaction Index	GAO	U.S. Government Accountability Office
AJB	America’s Job Bank	GPRA	Government Performance and Results Act
BAM	Benefit Accuracy Measurement	GSA	General Services Administration
BLS	Bureau of Labor Statistics	HGJTI	High Growth Job Training Initiative
BRG	Business Relations Group	HVRP	Homeless Veterans’ Reintegration Project
CAM	Cost Analysis Manager	ILAB	Bureau of International Labor Affairs
CATARS	Capital Asset Tracking and Reporting System	ILO	International Labor Organization
CFO	Chief Financial Officer	IMIS	Integrated Management Information System
CPI	Consumer Price Index	IPEC	International Program for the Elimination of Child Labor
CY	Calendar Year	IPIA	Improper Payments Information Act
DBA	Davis-Bacon Act	IRS	Internal Revenue Service
DOD	U.S. Department of Defense	IT	Information Technology
DOE	U.S. Department of Energy	JFMIP	Joint Financial Management Improvement Program
DOL	U.S. Department of Labor	LMRDA	Labor-Management Reporting and Disclosure Act
DOLARS	Department of Labor Accounting and Related Systems	LPD	Lost Production Days
DVOP	Disabled Veterans’ Outreach Program	LVER	Local Veterans’ Employment Representative
EBSA	Employee Benefits Security Administration	MSHA	Mine Safety and Health Administration
EEO	Equal Employment Opportunity	MSPA	Migrant and Seasonal Agricultural Worker Protection Act
EIMS	Enterprise Information Management System	NAICS	North American Industry Classification System
EMILE	ETA Management Information and Longitudinal Evaluation	NFC	National Finance Center
EO	Equal Opportunity	OASAM	Office of the Assistant Secretary for Administration and Management
ERISA	Employee Retirement Income Security Act	OASP	Office of the Assistant Secretary for Policy
ESA	Employment Standards Administration	OATELS	Office of Apprenticeship Training, Employer and Labor Services
ETA	Employment and Training Administration	OCFO	Office of the Chief Financial Officer
EVMS	Earned Value Management System	OCIA	Office of Congressional and Intergovernmental Relations
FASAB	Federal Accounting Standards Advisory Board	ODEP	Office of Disability Employment Policy
FBCO	Faith-Based and Community Organization	OFCCP	Office of Federal Contract Compliance Programs
FECA	Federal Employees’ Compensation Act	OIG	Office of Inspector General
FFMIA	Federal Financial Management Improvement Act		
FMFIA	Federal Managers’ Financial Integrity Act		
FLSA	Fair Labor Standards Act		
FMLA	Family Medical Leave Act		
FTE	Full Time Equivalent		
FUTA	Federal Unemployment Tax Act		
FY	Fiscal Year		

OLMS	Office of Labor-Management Standards	SSA	Social Security Administration
OMB	Office of Management and Budget	SWA	State Workforce Agencies
O*NET	Occupational Information Network	TAA	Trade Adjustment Assistance
OPA	Office of Public Affairs	TAP	Transition Assistance Program
OSHA	Occupational Safety and Health Administration	TAPR	Trade Adjustment Participant Report
OWCP	Office of Workers' Compensation Programs	UI	Unemployment Insurance
PART	Program Assessment Rating Tool	USPS	U.S. Postal Service
PBGC	Pension Benefit Guaranty Corporation	UTF	Unemployment Trust Fund
PMA	President's Management Agenda	VA	U.S. Department of Veterans Affairs
PPI	Producer Price Index	VETS	Veterans' Employment and Training Service
PRM	Periodic Roll Management	VPP	Voluntary Protection Programs
PY	Program Year	WB	Women's Bureau
SHIMS	Safety and Health Information System	WHD	Wage and Hour Division
SOL	Office of the Solicitor	WHISARD	Wage Hour Investigator Support and Reporting Database
		WIA	Workforce Investment Act

5. Internet Links

Employment Information (For Workers and Employers)

America's Career InfoNet <http://www.acinet.org/acinet/>

America's Job Bank <http://www.ajb.dni.us/>

Occupational Outlook Handbook <http://www.bls.gov/oco/>

Job Corps <http://jobcorps.doleta.gov/>

Join the Team that Keeps America Working <http://www.dol.gov/oasam/doljobs/main.htm>

DisabilityInfo.gov <http://www.disabilityinfo.gov>

Job Accommodation Network (JAN) <http://www.jan.wvu.edu/>

Small Business and Self Employment Service (SBSES) <http://janweb.icdi.wvu.edu/sbses/>

Employer Assistance Referral Network (EARN) <http://www.earnworks.com>

Women's Bureau GEM-Nursing Project <http://www.gem-nursing.org>

Workplace Laws and Related Information

Compliance Assistance portal <http://www.dol.gov/compliance>

elaws Advisors (Employment Laws Assistance for Workers and Small businesses) <http://www.dol.gov/elaws/>

State Labor Offices and State Laws <http://www.dol.gov/esa/programs/whd/state/state.htm>

Minimum Wage <http://www.dol.gov/esa/minwage/q-a.htm>

Fair Labor Standards Act <http://www.dol.gov/esa/regs/statutes/whd/allfair.htm>

Family & Medical Leave Act <http://www.dol.gov/esa/whd/fmla/>

Small Business Compliance Assistance <http://www.dol.gov/osbp/sbrefa/>

Union Reporting and Public Disclosure <http://www.dol.gov/esa/regs/compliance/olms/rrlo/lmrda.htm>

Statistical Information

Consumer Price Indexes <http://www.bls.gov/cpi/>

Bureau of Labor Statistics Most Requested Data <http://www.bls.gov/data/>

Current Population Survey <http://www.bls.gov/cps/>

Workplace Injury, Illness & Fatality Statistics <http://www.osha.gov/oshstats/work.html>

Employment Projections <http://www.bls.gov/emp>

International comparisons <http://www.bls.gov/fls/>

Employment, Hours, and Earnings <http://www.bls.gov/ces/>

Safety and Health Information

OSHA's Partnership Page <http://www.osha.gov/dcsp/partnerships/index.html>

The Workers' Page <http://www.osha.gov/as/opa/worker/index.html>

OSHA Regulations and Compliance Links <http://www.osha.gov/comp-links.html>

OSHA Standard Industrial Classification Search <http://www.osha.gov/oshstats/sicser.html>

OSHA Reading Room <http://www.osha.gov/readingroom.html>

MSHA's Accident Prevention Program http://www.msha.gov/Accident_Prevention/appmain.htm

Health Hazard Information (MSHA) <http://www.msha.gov/hhicm.htm>

To report a safety or health hazard to MSHA <http://www.msha.gov/codeaphone/codeaphonenew.htm>

Labor Department History

History at the Dept of Labor <http://www.dol.gov/asp/programs/history/main.htm>

Annals of the Dept of Labor <http://www.dol.gov/asp/programs/history/webannalspage.htm>

Labor Agencies

Bureau of Labor Statistics <http://www.bls.gov/>

Employee Benefits Security Administration <http://www.dol.gov/ebsa/>

Employment Standards Administration <http://www.dol.gov/esa/>

Employment and Training Administration <http://www.doleta.gov>

Mine Safety and Health Administration <http://www.msha.gov>

Occupational Safety and Health Administration <http://www.osha.gov/index.html>

Office of Disability Employment Policy (ODEP) <http://www.dol.gov/odep/>

Veterans' Employment and Training Service <http://www.dol.gov/vets/>

Women's Bureau – A Voice for Working Women <http://www.dol.gov/wb/>