



# WORKFORCE SYSTEM RESULTS

AS OF JUNE 30, 2003



EMPLOYMENT AND TRAINING ADMINISTRATION  
UNITED STATES DEPARTMENT OF LABOR



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<b>Introduction / National Employment Indicators</b>	<b>2</b>
<b>Government Performance and Results Act Goals</b>	<b>3</b>
<b>People Served by Program / Appropriations</b>	<b>6</b>
<b>Adult Program Results</b>	<b>8</b>
National Farmworker Jobs Program (NFJP)	
Trade Adjustment Assistance for Workers (TAA)	
Wagner-Peyser Act/Employment Service (ES)	
Welfare to Work Program	
Workforce Investment Act (WIA) Adult Program	
Workforce Investment Act (WIA) Dislocated Worker Program	
Senior Community Service Employment Program	
Indian and Native American Adult Program	
H-1B Technical Skills Training Grants	
Registered Apprenticeship Program	
National Emergency Grants	
Unemployment Insurance (UI) Program	
Permanent Foreign Labor Certification	
H-2B Temporary Nonimmigrant Program	
Work Incentive Grants	
<b>Youth Program Results</b>	<b>14</b>
Job Corps	
Workforce Investment Act (WIA) Older Youth Program	
Workforce Investment Act (WIA) Younger Youth Program	
Indian and Native American Youth Program	
Youth Opportunity Grants	
Youth Offender Demonstration Projects	
<b>ETA Internet-Based Assistance</b>	<b>16</b>
CareerOneStop	
• <i>America's Job Bank</i>	
• <i>O*NET</i>	
<b>ETA Business Relations Group</b>	<b>18</b>
Partnership for Jobs	
High-Growth Job Training Initiative	
<b>Glossary of Performance Measures</b>	<b>i</b>

# WORKFORCE

## SYSTEM RESULTS

### The Employment and Training

**Administration (ETA)** is pleased to present a review of the public workforce system's performance information as of June 30, 2003.

This review provides a snapshot of the results of ETA programs and their progress in achieving goals of helping people find jobs and connecting workers to employers. It serves as a starting point for further inquiry and analysis of program performance.

In general, the information that follows presents program outcomes and results for the most recent quarter compared to the same quarter in the prior year. The review begins with a look at the larger labor market, examines ETA success in achieving the goals it has established, and then reviews key performance indicators and outcomes for each program. Finally, the Glossary of Performance Measures provides the definitions for each performance measure by program.

**Our Mission...**to contribute to the more efficient functioning of the U.S. labor market by providing high quality job training, employment, labor market information, and income maintenance services primarily through state and local workforce development systems.

### National Employment Indicators

	Time Period	Number	Rate
<b>Total Labor Force<sup>1</sup></b>	June 2003	147,096,000	100%
	June 2002	142,476,000	100%
<b>Employed<sup>1</sup></b>	June 2003	137,738,000	93.6%
	June 2002	134,053,000	94.1%
<b>Unemployed<sup>1</sup></b>	June 2003	9,358,000	6.4%
	June 2002	8,424,000	5.9%
<b>New Initial UI<sup>2</sup> Claims</b>	June 2003	1,158,440	N/A
	June 2002	1,044,476	N/A
<b>Number of First UI Payments</b>	June 2003	748,925	N/A
	June 2002	676,696	N/A
<b>Average Duration of UI (weeks)</b>	June 2003	17.8	N/A
	June 2002	18.3	N/A

Since June 2002, the total labor force and the number employed have grown. Although the number of employed civilians increased by 3.7 million as the overall number of people entering the job market grew, the unemployment rate increased by 0.5 percentage points. New Unemployment Insurance claims and first payments were higher, but the average duration of receipt of Unemployment Insurance decreased over the past year.

<sup>1</sup> Source: Bureau of Labor Statistics

<sup>2</sup> Unemployment Insurance

**The Government Performance and Results Act of 1993 (GPRA)** was designed to improve the confidence of the American people in the capability of the Federal Government by systematically holding Federal agencies accountable for achieving program results. Holding Federal managers accountable for specific program performance indicators helps to improve service delivery by requiring that managers plan for meeting program objectives and providing information about program results and service quality.

The next two pages contain performance indicators, arrayed by program, which display the key results ETA programs work to achieve. By working toward these goals, ETA programs contribute to achieving the Department-wide strategic goals of creating a prepared workforce and fostering a secure workforce. The results displayed are for the quarter ending 6/30/2003 in relation to meeting the program's annual goals.

## **Summary of Results**

Overall, programs demonstrated good progress toward meeting their annual GPRA goals under challenging economic conditions. The trend for adult programs shows that most are on target for meeting their annual goals in employing people and keeping them employed. However, there is a negative trend in meeting the goals for earnings gains or replacement earnings, particularly for the Trade Adjustment Assistance workers, which may be a reflection of economic conditions.

The youth programs demonstrate mixed results. For example, the WIA Youth Program is currently exceeding all of its goals. The Job Corps Program has established progressively more challenging performance goals over recent years and its performance has improved over this same period. As shown here, the Job Corps Program nearly met each of its major goals that were the highest ever established for the program.

A number of factors affect attainment of youth performance goals including different populations that each of the programs serve, the ability to report outcomes using wage record data, and the impact of changing economic conditions.



# GOVERNMENT PERFORMANCE AND RESULTS ACT GOALS

	Goal	Results as of 6/30/03
<b>Customer satisfaction with services received from workforce investment activities in connection with the One-Stop delivery system</b>		
Participant satisfaction <sup>1</sup>	70	62
Employer satisfaction <sup>1</sup>	68	70
<b>Foreign Labor Certification</b>		
Process employer labor condition applications for H-1B professional/specialty temporary program within 7 days	95%	99%
<b>Indian and Native American Adult Program<sup>2</sup></b>		
Entered employment rate	56%	53%
Positive outcomes at program exit	86%	82%
<b>Indian and Native American Youth Program<sup>2</sup></b>		
Attainment of at least two goals under established program activities	61%	62%
Attainment of a diploma or equivalent	66%	63%
<b>Job Corps</b>		
Entered employment rate	90%	87%
Average hourly wage at entered employment	\$8.20	\$8.03
Employment/education retention rate	65%	63%
Attainment of high school diploma	20% Increase Over Prior Year	96% Increase
<b>Migrant and Seasonal Farmworker Youth Program</b>		
Basic skill attainment	70%	89%
Employment or education placement/retention rate	70%	Systems not in place to collect data for PY 2002
<b>National Farmworker Jobs Program (Adults)</b>		
Entered employment rate	63%	87%
Earnings gain	\$2,728	\$4,324
<b>Registered Apprenticeship</b>		
Increase in number of new apprentices established in FY 2002	Increase from 78,799 to 133,909 (or 70% increase)	87,251
Number of new programs in new and emerging industries (Information Technology, Health Care and Social Services)	Increase from 266 to 359 (or 35% increase)	285
<b>Senior Community Service Employment Program (Older Workers)</b>		
Placement into unsubsidized employment	37%	35%

<sup>1</sup> This represents a goal score based on the American Customer Satisfaction Index, not a rate.

<sup>2</sup> ETA collects Indian and Native American performance outcomes data twice per year. Data presented here reflects outcomes from December 31, 2002. Data for June 30 will be available in October 2003.

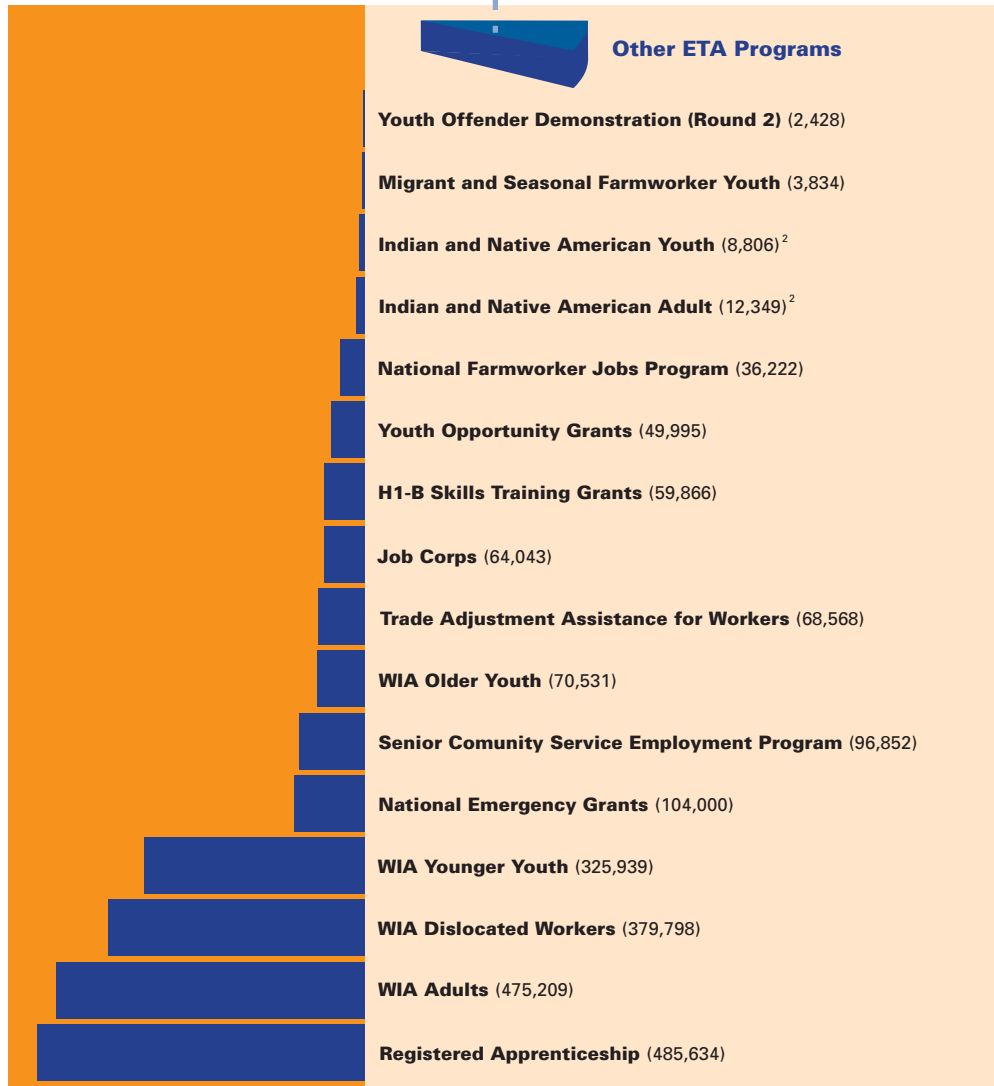
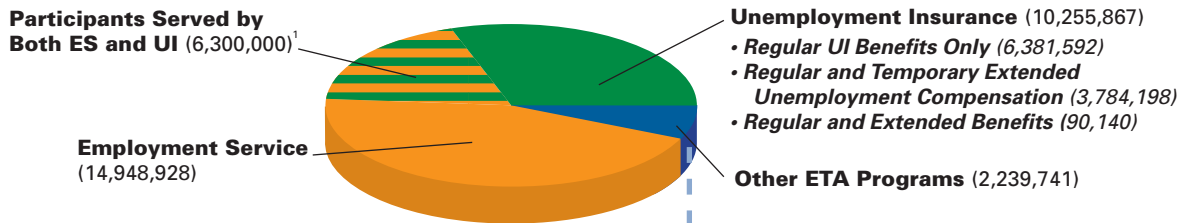
# GOVERNMENT PERFORMANCE AND RESULTS ACT GOALS

	Goal	Results as of 6/30/03
<b>Trade Adjustment Assistance for Workers (TAA)</b>		
Entered employment rate	78%	63%
Employment retention rate	90%	84%
Earnings replacement rate	90%	75%
<b>Unemployment Insurance</b>		
Percent of intrastate payments made timely	91%	89%
Detection of recoverable overpayments	59%	54%
Entered employment rate for UI claimants	Baseline Under Development	
Percent of employer tax liability determinations made timely	80%	83%
<b>Wagner-Peyser Act/Employment Service (ES)</b>		
Entered employment rate	55%	First Data Available 11/14/03
Employment retention rate	70%	First Data Available 05/15/04
Total number of job openings listed with SWAs and on AJB	11,799,769	10,239,597
<b>WIA Adult Program</b>		
Entered employment rate	70%	74%
Employment retention rate	80%	84%
Earnings change	\$3,423	\$2,900
<b>WIA Dislocated Worker Program</b>		
Entered employment rate	78%	82%
Employment retention rate	88%	90%
Earnings replacement rate	98%	90%
<b>WIA Youth Program</b>		
Entered employment rate (Older Youth)	63%	67%
Employment retention rate (Older Youth)	77%	80%
Diploma attainment rate (Younger Youth)	51%	55%
<b>Youth Opportunity Grants</b>		
Entered employment rate (Older Youth)	63%	53%
Employment retention rate (Older Youth)	77%	70%
Diploma attainment rate (Younger Youth)	51%	46%

# PEOPLE SERVED BY PROGRAM

## During the Past Program Year, ETA Programs Served Over 21 Million People

As shown by the pie chart below, the majority of people were served by either the Employment Service (ES) or the Unemployment Insurance (UI) system, and around 60% of UI claimants were also registered into ES. ETA's more targeted programs, described below as "Other ETA Programs," provided more comprehensive services to over 2 million people.



<sup>1</sup> Of the approximately 10 million Unemployment Insurance claimants, 60% were registered with the Employment Service. Both the number of UI claimants and the number of ES registrants shown include the 6.3 million listed as the number of Participants Served by Both ES and UI.

<sup>2</sup> ETA collects Indian and Native American performance outcomes data twice per year. Data presented here reflects outcomes from December 31, 2002. Data for June 30 will be available in October 2003.



## Fiscal Year 2002 Appropriations

In general, the following resources are distributed to states and grantees to operate legislatively authorized programs.

<b>Apprenticeship<sup>1,2</sup></b>	\$21,000,000
<b>H1-B<sup>3</sup></b>	\$90,733,000
<b>Indian and Native Americans Adult Program</b>	\$46,902,815
<b>Indian and Native Americans Youth Program</b>	\$12,335,999
<b>Job Corps (Operations)</b>	\$1,453,990,000
<b>Migrant and Seasonal Farmworker Youth Program</b>	\$9,004,000
<b>National Emergency Grants</b>	\$308,422,000
<b>National Farmworker Jobs Program</b>	\$74,965,000
<b>Senior Community Service Employment Program</b>	\$445,100,000
<b>Trade Adjustment Assistance (TAA) for Workers<sup>1</sup></b>	\$972,200,000
<b>Unemployment Insurance (UI)<sup>1</sup></b>	\$2,634,253,328
<b>Wagner-Peyser Act/Employment Service (ES)<sup>4</sup></b>	\$796,735,000
<b>WIA Adults</b>	\$945,372,000
<b>WIA Dislocated Workers</b>	\$1,233,688,000
<b>WIA Youth (Older and Younger)</b>	\$1,127,965,000
<b>Youth Offender Demonstration (Round Two)<sup>5</sup></b>	\$8,200,000
<b>Youth Opportunity Grants</b>	\$216,096,000
<b>TOTAL</b>	<b>\$10,396,962,142</b>

<sup>1</sup> Apprenticeship, TAA, and UI run on a fiscal year and June 30, 2003 is the end of the third quarter of FY 2003. All other programs run on the program year (PY), from July 1 to June 30, so June 30, 2003 is the end of the fourth quarter of PY 2002.

<sup>2</sup> Registered Apprenticeship programs are funded by employers and do not receive specific program appropriations. The resources listed above support Federal staff who provide technical assistance for Registered Apprenticeship programs.

<sup>3</sup> Employers pay a \$1,000 fee for each H-1B visa application filed, and a portion of the total fees paid are used to fund the Department of Labor's H-1B Technical Skills Training Grant program.

<sup>4</sup> The Wagner-Peyser Act appropriation includes both the regular ES allocation and the re-employment services allocation, which are distributed to states using different formulas.

<sup>5</sup> The participant count and allocation amount for the Youth Offender Demonstration grant coincide with the life of the grant, which does not necessarily coincide with other programs' operation years.

# ADULT PROGRAM RESULTS

## **National Farmworker Jobs Program (NFJP)**

The NFJP helps migrant and seasonal farmworkers, who often experience seasonal unemployment and underemployment, to sustain themselves or to acquire job skills for different careers.

## **Trade Adjustment Assistance for Workers (TAA)**

The TAA program assists individuals who have become unemployed as a result of increased imports from, or shifts in production to, foreign countries. The goal is to help trade-affected workers return to suitable employment. The Trade Adjustment Assistance (TAA) program was amended by the TAA Reform Act of 2002. The outcomes shown here reflect services delivered under the TAA program and the North American Free Trade Agreement-Transitional Adjustment Assistance (NAFTA-TAA) program prior to the reform.

## **Wagner-Peyser Act / Employment Service (ES)**

The Wagner-Peyser Act funds the US Employment Service (ES). The ES provides high quality job seeker and employer labor exchange services and information.

## **Welfare to Work Program**

The Welfare to Work Program was established to help transition welfare recipients to self-sustaining jobs.

## **WIA Adult Program**

The Adult Program under title I of the Workforce Investment Act (WIA) provides workforce investment activities that increase the employment, retention, earnings and occupational skill attainment of the participants. The program aims to improve the quality of the workforce, reduce welfare dependency, and enhance the productivity and competitiveness of the nation's economy.

## **WIA Dislocated Worker Program**

The Dislocated Worker Program under title I of WIA is tailored to assist experienced workers who have been laid off. The program offers employment and training assistance for workers affected by shutdowns or downsizing.

## **Senior Community Service Employment Program (SCSEP)**

The SCSEP is the country's only grant program designed specifically to serve low-income older workers aged 55 or older by providing work at community and government agencies.

## **Indian and Native American Adult Program**

The Indian and Native American Program supports employment and training activities for American Indian, Alaska Native, and Native Hawaiian individuals.

## **Summary of Results**

The data displayed on the next page shows increases in the percentage of workers who entered employment and in the average earnings change for participants in the National Farmworker Jobs Program (NFJP) during the quarter ending June 30, 2003, compared to the same period in 2002.

The percentage of workers entering employment in WIA Adult and WIA Dislocated Worker Programs remained relatively stable from year to year. However, the average six month earnings increase for WIA Adults was smaller in 2002 than in 2003 (it was only \$2,000, compared to \$3,592.) WIA dislocated workers replaced a lower percentage of their pre-dislocation wages in 2003. They replaced 90% of their wages in 2003 in comparison to 101% in the previous year.

Entry into employment declined year-to-year for participants in Trade Adjustment Assistance and Welfare to Work programs, as did outcomes for the earnings measures. For example, the entered employment rates for TAA and Welfare to Work in 2003 were 63% and 38%, respectively. However, the rates in 2002 were 66% and 49%.

Placement and service level rates for SCSEP improved slightly in 2003 compared to 2002. Outcomes for key indicators in the Indian and Native American Adult Program remained relatively stable.

# ADULT PROGRAM RESULTS

## Outcomes Reported as of 6/30/2003 and 6/30/2002

		Employment	Earnings	Retention
<b>NFJP<sup>1</sup></b>	2003	87%	\$4,324 <sup>2</sup>	64%
	2002	74%	\$3,750 <sup>2</sup>	88%
<b>TAA</b>	2003	63%	75% <sup>3</sup>	84%
	2002	66%	80%	89%
<b>Wagner-Peyser Act/Employment Service (ES)</b>	2003	(Data available 11/14/03)	N/A	(Data available 05/15/04)
	2002	20.6%	(Not measures for ES in PY 01)	
<b>Welfare to Work Program</b>	2003	38%	50% <sup>4</sup>	48%
	2002	49%	79% <sup>4</sup>	52%
<b>WIA Adult Program</b>	2003	74%	\$2,900 <sup>2</sup>	84%
	2002	74%	\$3,592 <sup>2</sup>	79%
<b>WIA Dislocated Worker Program</b>	2003	82%	90% <sup>3</sup>	90%
	2002	79%	101% <sup>3</sup>	87%

		Placement Rate	Service Level
<b>Senior Community Service Employment Program</b>	2003	35%	175% <sup>5</sup>
	2002	34%	173% <sup>5</sup>

		Employment	Employability Enhancement Rate	Positive Termination Rate
<b>Indian and Native American Adult Program<sup>6</sup></b>	2002	53%	49%	82%
	2001	53%	51%	83%

<sup>1</sup> Because of changes to reporting requirements, the NFJP retention rate for 6/30/03 is based on a 6 month follow-up, while the retention rate reported for 6/30/02 is based on a 13 week follow-up.

<sup>2</sup> Average earnings change

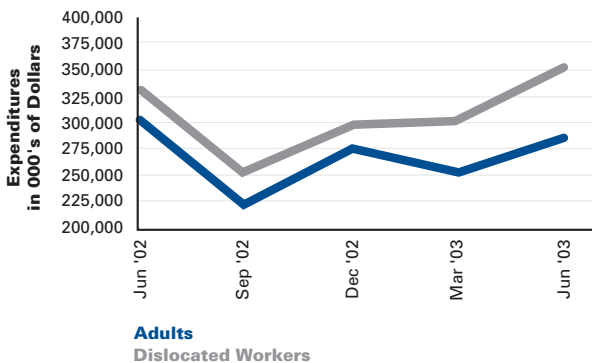
<sup>3</sup> Earnings replacement rate

<sup>4</sup> Earnings gain rate

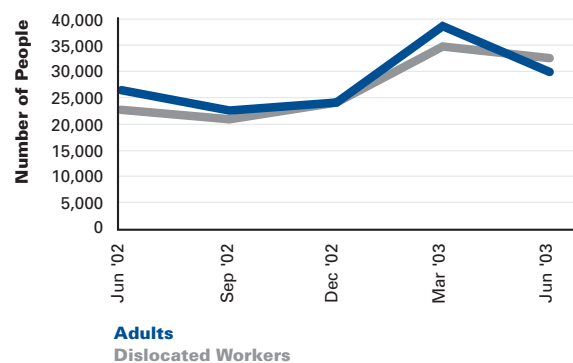
<sup>5</sup> Cumulative SCSEP enrollment compared to authorized positions

<sup>6</sup> ETA collects Indian and Native American performance outcomes data twice per year. Data presented here reflects outcomes from December 31, 2002, and December 31, 2001. Data for June 30 will be available in October 2003.

**WIA Formula Fund Expenditures by Quarter**  
Adults and Dislocated Workers



**WIA Entered Employment by Quarter**  
Adults and Dislocated Workers



## **H-1B Technical Skills Training Program**

The H-1B Technical Skills Training Program has the long term goal of raising the skill levels of domestic workers in order to fill specialty occupations presently being filled by temporary workers admitted to the United States under the provisions of the H-1B visa.

## **Registered Apprenticeship Program**

Registered Apprenticeship combines on-the-job learning with practical and theoretical related instruction provided by various educational institutions and sponsors to prepare workers for job opportunities in several industries.

In May, 2003, the Department of Labor announced appointments to and convened the Secretary's Advisory Committee on Apprenticeship (ACA), which provides guidance and recommendations for advancing the apprenticeship system.

## **National Emergency Grants**

National Emergency Grants are discretionary funds distributed at states' request to assist and retrain workers affected by plant closings and other drastic events.

There are four NEG project types:

**Regular**, which encompasses plant closures, mass layoffs, and multiple layoffs in a single community.

**Disaster**, which includes all eligible FEMA-declared natural and manmade disaster events.

**Trade-WIA Dual Enrollment**, which provides supplemental funding to ensure that a full range of services is available to trade-impacted individuals eligible under the Trade Adjustment Assistance program provisions of the Trade Act of 2002.

**Trade Health Insurance Coverage Assistance**, which provides specialized health coverage, support services, and income assistance to targeted individuals defined in the Trade Adjustment Assistance Reform Act of 2002.

## **Summary of Results**

As presented on the following page, the number of workers being trained through H-1B Technical Skills Training Grants in the quarter ending June 30, 2003, increased over the same period in 2002. Nearly twice as many completed training for the period, compared to last year. A major focus of training continues to be in High-Tech/Information Technology, with Health Care also being an area of emphasis.

Over 42,500 new apprentices were registered between the beginning of the year and the end of the third quarter. More than two-thirds of these occurred in the construction industry and nearly one-tenth were in Manufacturing. Communications/Transportation, Health Services, and new and emerging industries also registered a large number of new apprentices.

# ADULT PROGRAM RESULTS

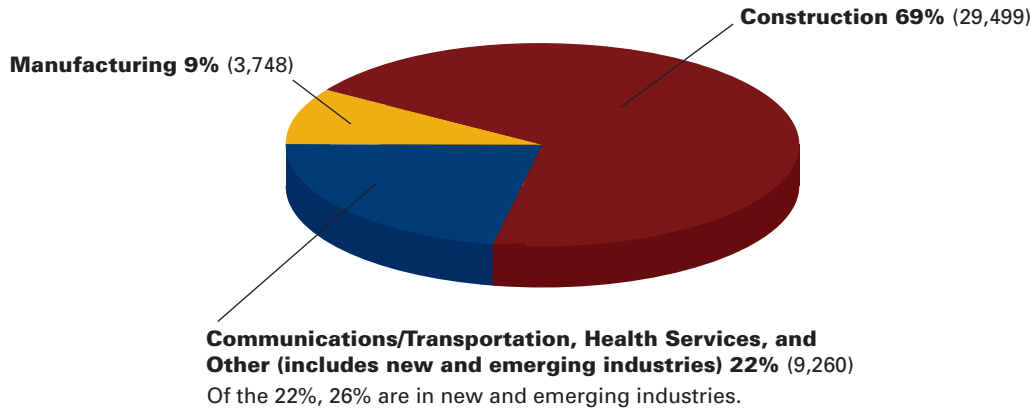
## H-1B Technical Skills Training Grants

Grant Funding through 6/30/03 <sup>1</sup> : \$228,551,272	
<b>Total Grants <sup>1</sup></b>	<b>94</b>
<b>Start-up</b>	0
<b>Operational</b>	72
<b>Ended</b>	22
Project Focus <sup>1</sup>	
<b>High-Tech/Information Technology</b>	66
<b>BioTech</b>	3
<b>Health Care</b>	27

Training		
<b>Total to be Trained</b>	2003	59,886
	2002	53,172
<b>Total in Training</b>	2003	18,227
	2002	10,484
<b>Training Completed</b>	2003	22,909
	2002	12,240

<sup>1</sup> Grant funding, number of grants and focus information is cumulative since March 31, 2000.

## New Apprentices by Industry



Information is based on data from 34 states that participate in the Registered Apprenticeship Information System (RAIS).

## National Emergency Grants

During Program Year (PY) 2002, a total of 131 National Emergency Grants to train 103,000 people were awarded in excess of \$256 million. Of the 131 grants funded, 56 were in response to natural disasters, September 11, 2001-related activities, and Trade Adjustment Assistance dual enrollment requests. The balance (73) was

in response to layoffs triggered by general economic decline experienced by multiple companies in a variety of industries nationwide. The number of grants funded for PY 2002 represents an increase of more than 50 percent compared to PY 2001 (84 grants).

# ADULT PROGRAM RESULTS

## Unemployment Insurance

The Unemployment Insurance program, a federal-state partnership, helps laid-off workers through the transitional period between jobs by providing temporary income support.

## Permanent Foreign Labor Certification Program

The Permanent Foreign Labor Certification Program allows employers to hire foreign workers permanently, when there are not sufficient numbers of U.S. workers who are able, willing, qualified, and available to perform the job. In addition, the program ensures that the employment of the foreign worker does not adversely affect the wages and working conditions of U.S. workers who are similarly employed.

## H-2B Temporary Nonimmigrant Program

The H-2B Nonimmigrant Program permits employers to hire foreign workers to come to the U.S. and perform temporary non-agricultural work, which may be one-time, seasonal, peak load or intermittent.

## Work Incentive Grants

Work Incentive Grants are provided to state and local workforce investment entities to increase and improve delivery of services to customers with disabilities through One-Stop Career Centers to enhance career placement.

### Quarterly Highlights:

During Program Year 2002, there were 46 Work Incentive Grants totaling \$40 million.

Examples of activities supported by Work Incentive Grants include:

- Development of state and local interagency service action plans in Massachusetts that incorporate WIA partners;
- Development and implementation of learning disability screening tools in Connecticut career centers;
- Training of Workplace Accommodation Specialists and development of online accommodation curriculum in California.

Many grantees provide training to career center staff. Many others have disability resource specialists to achieve more comprehensive and seamless One-Stop service delivery across multiple programs which results in successful employment for many individuals with disabilities.

## Summary of Results

The following graphs show a declining 12-Month Average in the reciprocity rate of Unemployment Insurance, while the Unemployment Insurance exhaustion rate leveled off for the quarter ending June 30, 2003.

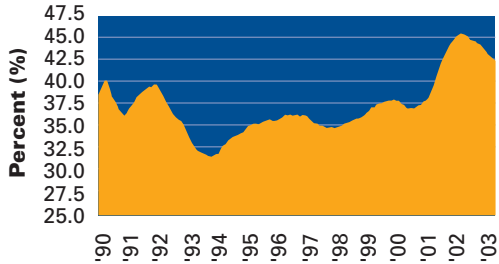
The Permanent Foreign Labor Certification program saw an increase in new applications received. The number of applications completed declined between the quarter ending June 30, 2003 and the same period in 2002, while the balance of applications on hand increased year-to-year. In the H-2B program, new applications received, applications completed, and the balance on hand all were higher for the June quarter compared to last year.



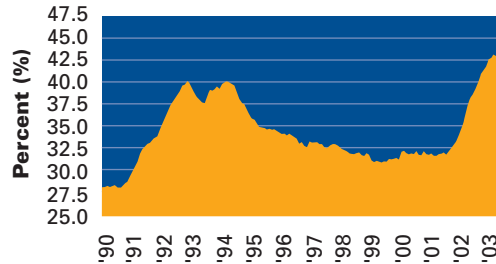
# ADULT PROGRAM RESULTS

## Unemployment Insurance

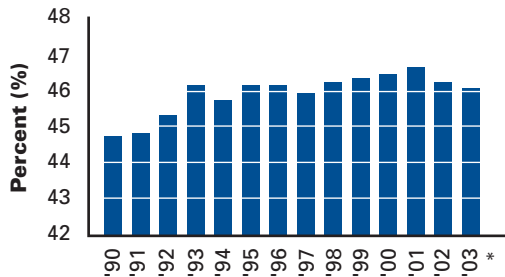
Reciency Rate (12-Mo Avg)



Exhaustion Rate



Wage Replacement Rate



**The Reciency Rate** shows what fraction of the unemployed receives UI payments.

**The Exhaustion Rate** shows what fraction of UI beneficiaries reaches the end of their benefit entitlement before finding work.

**The Wage Replacement Rate** shows what percent of the UI recipients' previous earnings were restored by UI payments.

\* The 2003 wage replacement rate is as of June 30, 2003. All other rates are reported for December of the year listed.

## Permanent Foreign Labor Certification<sup>1</sup> Outcomes Reported as of 6/30/2003 and 6/30/2002

		Regional Activity
<b>New applications received</b>	2003	69,083
	2002	65,103
<b>Applications completed</b>	2003	68,165
	2002	75,709
<b>Balance on hand</b>	2003	61,764
	2002	50,026

## H-2B Temporary Nonimmigrant Program Outcomes Reported as of 6/30/2003 and 6/30/2002

		Regional Activity
<b>New applications received</b>	2003	7,090
	2002	6,059
<b>Applications completed</b>	2003	7,167
	2002	6,189
<b>Balance on hand</b>	2003	602
	2002	480

<sup>1</sup> Counts shown are cumulative from October 1 through June 30.

# YOUTH PROGRAM RESULTS

## Job Corps

Job Corps is a national, primarily residential training program serving disadvantaged youth ages 16 through 24. 118 Job Corps centers nationwide provide an integrated, comprehensive array of services that include academic, vocational, and life skills training; career planning and work-based learning; health care; and post-program placement and transitional support.

## Indian and Native American Youth Program

The Indian and Native American Youth Program supports employment and training activities for American Indian, Alaska Native, and Native Hawaiian individuals between the ages of 14 and 21.

## Youth Opportunity Grants

Youth Opportunity Grants are designed to increase levels of high school graduation, college enrollment, and employment for youth ages 14-21 living in designated high-poverty communities.

## WIA Youth

Youth programs under title I of WIA serves eligible low-income youth between the ages of 14-21 who face barriers to employment, including those who have deficiencies in basic skills or meet one or more of these criteria: homeless, a runaway, pregnant, parenting, an offender, school dropout, or a foster child. The programs also serve youth with disabilities and others who may require additional assistance to complete an educational program or to secure and hold employment.

## Youth Offender Demonstration Project

In 1999, the Employment and Training Administration initiated the multi-phased Youth Offender Demonstration Project to increase employability and employment of 14-24 year-old youth offenders, gang members, and youth at risk of court or gang involvement. Demonstration findings are designed to uncover institutional change that, if replicated in local areas, will assist youth offenders and youth at risk of court or gang involvement to reenter the labor market. The Demonstration has been implemented in three consecutive rounds of grants. The first round was completed December 31, 2002. The second round of Youth Offender Demonstration grants, which were awarded in June 2001, is approaching the last phase of its 30-month performance period and is scheduled for completion in December 2003. A third round of these grants is currently underway.

### Round Two of the Youth Offender Demonstration Project

- 2,428 youth are enrolled in Round Two Youth Offender Demonstration Project grants.
- 83% of youth recruited (2,938) have enrolled in the projects.
- 38% (920) of enrollees are in Federal Job Training, Other (Non-Federally Funded) Job Training or Apprenticeships.
- 20% (475) of Round 2 enrollees have entered employment.
- 74% (1,790) of Round Two enrollees are in school. Of the in-school enrollees:
  - 76% are in high school
  - 11% are in GED preparation
  - 5% are enrolled in college

The second round of grantees has enrolled a greater number of younger youth, leading to increased utilization of pre-employment and education services, rather than direct job placements.

## Summary of Results

The percentage of youth finding employment through Job Corps, WIA Older Youth and WIA Younger youth remained about the same or improved slightly for the quarter ending June 30, 2003, compared to the same quarter in 2002. The average earnings change nearly tripled for participants in the WIA Older Youth programs—it increased from \$911 in 2002 to \$2,931 in 2003.

Both outcomes for youth in the Indian and Native American Program increased slightly for the period under comparison. The number of Long Term Placements nearly doubled for comparable periods between 2002 and 2003 in the Youth Opportunity Grants program—placements went from 6,658 to 12,954.

While most of the Job Corps measures remained relatively constant between the time periods in question, the percentage of youth attaining high school diplomas improved markedly between the two years, from 18% in 2002 to 32% in 2003.

# YOUTH PROGRAM RESULTS

## Outcomes Reported as of 6/30/2003 and 6/30/2002

		Employment	Earnings	Retention
<b>Job Corps</b>	2003	87%	\$8.03 <sup>1</sup>	63%
	2002	90%	\$7.96 <sup>1</sup>	64%
<b>WIA Older Youth</b>	2003	67%	\$2,931 <sup>2</sup>	80%
	2002	66%	\$911 <sup>2</sup>	78%

		Diploma Attainment	Skill Attainment	Retention
<b>WIA Younger Youth</b>	2003	55%	77%	59%
	2002	51%	79%	51%

		Attainment of 2 or More Goals	Educational Attainment for Dropouts
<b>Indian and Native American Youth Program<sup>3</sup></b>	2002	62%	63%
	2001	61%	60%

		Long Term Placements	Placed or in Progress	Skill Attainment
<b>Youth Opportunity Grants</b>	2003	12,954	72%	78%
	2002	6,658	80%	Not Available

<sup>1</sup> Average hourly earnings

<sup>2</sup> Average earnings change

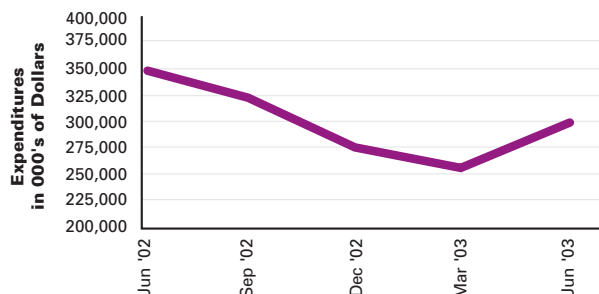
<sup>3</sup> ETA collects Indian and Native American performance outcomes data twice per year. Data presented here reflects outcomes from December 31, 2002, and December 31, 2001. Data for June 30 will be available in October 2003.

## Additional Job Corps Program Outcomes

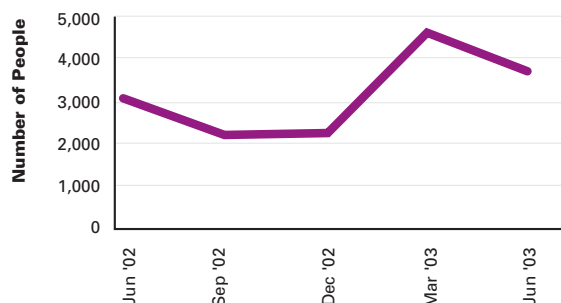
<b>Number of Students Served</b>	2003	59,710
	2002	60,335
<b>Attainment of High School Diplomas</b>	2003	32%
	2002	18%
<b>Hispanic Participation</b>	2003	17%
	2002	18%
<b>Small Business Activity</b>	2003	\$141 million
	2002	\$147 million

The small business activity amounts listed in the table to the left represent the amount of the contracts that Job Corps awarded to small businesses to operate Job Corps centers and provide specialized services. The decrease between the two years is attributable to a delay in the reporting of these obligations.

**WIA Formula Fund Expenditures by Quarter Youth**



**WIA Entered Employment by Quarter Older Youth**



## **The CareerOneStop Portal**

The CareerOneStop Portal, [www.careeronestop.org](http://www.careeronestop.org), provides a single point of access to the content of the national electronic tools by customer and topic area. These tools consist of:

**America's Job Bank**, [www.ajb.org](http://www.ajb.org), an electronic labor exchange where employers can post their jobs and search for resumes and job seekers can search for jobs and post their resumes, all without charge.

**America's CareerInfoNet**, [www.acinet.org](http://www.acinet.org), a site that offers a wide array of current and accurate career and labor market information, as well as an array of career planning tools.

**America's Service Locator**, [www.servicelocator.org](http://www.servicelocator.org), a tool that directs citizens to available workforce services and information at the federal, state and local level; it is the link between the "clicks" of virtual service delivery and the "bricks" of the physical One-Stop system.

**O\*NET OnLine**, <http://online.onetcenter.org>, a site that provides detailed information on occupational characteristics and skill requirements and provides the common occupational language that serves as the underpinnings of the CareerOneStop, as well as the workforce information system as a whole.

## **Summary of Results**

As indicated on the graphs and table on the following page, businesses and individuals continue to use the services provided through the CareerOneStop in increasing numbers, and the overall cost of delivering these services remains low.

The number of visits to the CareerOneStop (COS) sites increased in the second half of Program Year 2002 (January '03 through June '03). The increase in visits demonstrates that the redesign of the COS sites in the fall of 2002, along with the continual updating of their content and information, made the sites more user-friendly. As users found the sites provided the services they were seeking, they became repeat customers as demonstrated by the increase in visits.

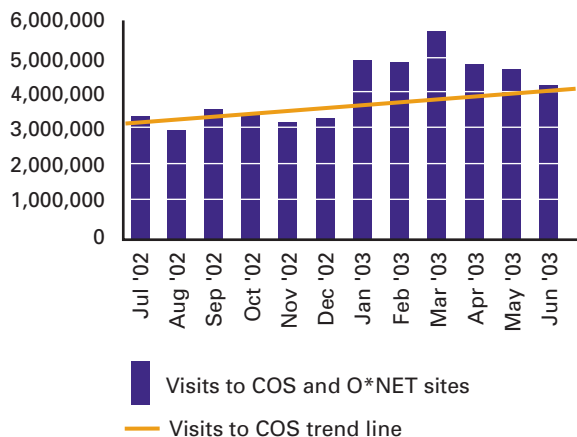
Further, page views and the cost per page view on the COS and O\*NET sites remained stable throughout Program Year 2002, even as the COS sites were undergoing redesign to reduce the number of "clicks" users need to make to access the information they desire. The fact that page views remained stable instead of declining is a further indicator of increased end-user usage.

The number of job openings originated by America's Job Bank (AJB) declined in Program Year 2002 compared to Program Year 2001, which is reflective of the slow growth of the economy during this period. However, the number of new employers using America's Job Bank, as measured by AJB new employer registrations, increased significantly in Program Year 2002 compared to Program Year 2001, showing that businesses still value and use the services AJB provides, even when they don't have as many job openings to fill.

In the past quarter, O\*NET released a Spanish translation program, as well as O\*NET 5.0. O\*NET information is delivered primarily through downloads by vendors and developers who download the O\*NET database. This may increase download usage as O\*NET information is integrated into career and workforce information systems and assessment instruments. Some career information delivery systems (CIDS) reach tens of millions of users; however, developers who download the file are not required to indicate their systems' customer base when they download the file.

## CareerOneStop

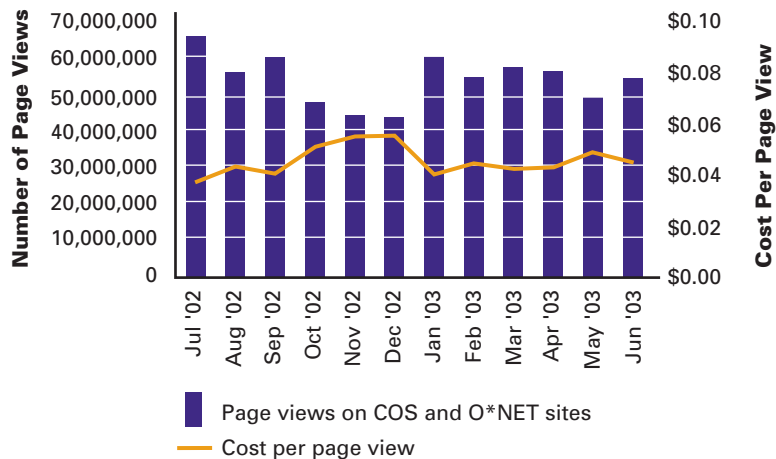
### Number of Visits to CareerOneStop Products



### America's Job Bank

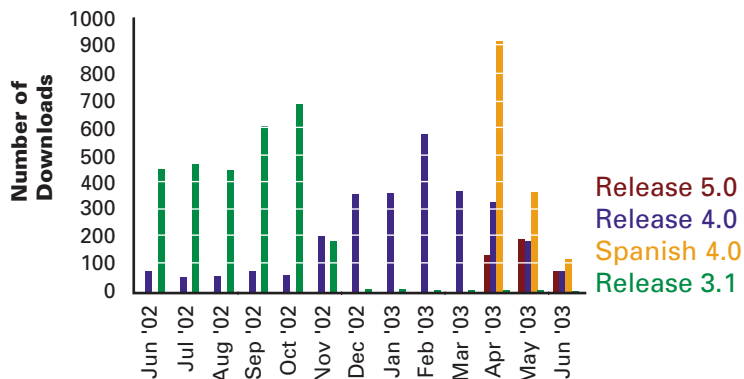
<b>Job Postings (AJB-Originated)</b>	Year ending 6/30/03	4,130,141
	Year ending 6/30/02	4,592,068
<b>New Employer Registrations</b>	Year ending 6/30/03	43,394
	Year ending 6/30/02	38,117

### Number and Cost of Page Views



## O\*NET Analysis

### O\*NET Database Downloads



The Business Relations Group (BRG) serves America's workers and employers by creating partnerships between the workforce system and business. It applies innovative approaches to help business and industry better access the services of the state and local workforce investment system and ensures that the system understands the skills needs for business. The major initiatives of the BRG are the Partnerships for Jobs and the High-Growth Job Training Initiative.

## Partnerships for Jobs

The Partnerships for Jobs initiative represents an effort to meet large, multi-state business partners' immediate and ongoing recruiting and hiring needs by connecting them to pre-screened and qualified job seekers through local One-Stop Career Centers.

### Highlights

- Fifteen (15) employers have become National Business Partners
- Four (4) major national rollouts connecting local OneStop Career Centers and Workforce Investment Boards to company locations nationwide have occurred with Home Depot (June, 2002), Toys "R" Us (October, 2002), Swift Transportation (March, 2003), and Manpower (May, 2003). There was also an additional national event supporting Home Depot's special seasonal hiring need in February 2003.
- Targeted partnership activities have occurred nationwide with Allstate (two locations), Citigroup (six locations), Saks, Inc. (six locations), Bank of America (three locations), Jiffy Lube (one location), Diamond Triumph Auto Glass, Inc. (36 locations in six states), and Petco (13 pet grooming centers in 10 states).

### Current National Business Partners

- Allstate Insurance
- Bank of America
- Citigroup
- CVS
- Diamond Triumph Auto Glass
- Hospital Corporation of America (HCA)
- The Home Depot
- IBM
- Jiffy Lube
- Manpower
- Petco
- Saks Incorporated
- Swift Transportation
- Toys "R" Us
- Verizon



## The High-Growth Job Training Initiative

The High-Growth Job Training Initiative is a strategic effort to improve the publicly funded workforce system's responsiveness to the needs of the labor market so that the workforce investment system can become demand-driven. The initiative is specifically designed to build collaborations among employers, industry leaders, business associations, educators, trainers, the community and technical college system, and the public workforce system. The purpose of these partnerships is to support models that operationally demonstrate how a demand-driven workforce system can more efficiently serve the workforce needs of business while also effectively help workers attain the skills needed to find good jobs at good wages.

ETA has identified nine industries that are projected to have high job growth or significant job transformation over the next decade. ETA has conducted a series of forums with key industry executives to identify their critical workforce issues and develop possible solutions. The challenges facing each industry are as follows:

### Automotive<sup>1</sup>

#### Industry Image and Outreach

The industry suffers from a negative public perception and lacks significant champions to influence kids, parents, and guidance counselors.

#### Diversity of the Automotive Industry Workforce

Neighborhoods and school districts from which a diverse workforce can be recruited are the same areas that are suffering from severe budget cuts and the elimination of auto mechanic programs. At the same time, more affluent communities that have auto mechanic programs are not making enough of an effort to recruit women.

#### System Capacity

Too many instructors are not certified and therefore are not up to date with standards set by the industry.

#### Education and Training

Many schools and Job Corps programs lack certification. Additionally, updates are needed for facilities and equipment in many schools to effectively deliver training on the most recent automotive technology.

### Biotechnology<sup>2</sup>

#### Defining the Industry

The industry has yet to define exactly what occupations fall under the category of 'biotechnology.' The public and the workforce system are unaware of the necessary skill sets for a career within the biotech industry.

#### Recruitment and Training

The industry is having difficulty attracting young Americans into the field. Currently, most students in training programs are foreign born, and recruitment of qualified workers is inhibited by the lack of awareness of what skills are needed to fill available jobs.

#### Worker Shortages

There is a severe shortage of people who can fill data gathering, quality control and analysis positions. With the advance of robotic technology, people need to be re-trained in 'robotics skills,' i.e., computer training, input and resources management.

#### System Capacity

High Schools and Community Colleges are facing shortages in faculty certified to teach biotechnology-related skills. This shortage, coupled with a lack of funding, is preventing the Community College system from building capacity to levels that will fill the labor shortage.

### Geospatial Technology<sup>1</sup>

#### Pipeline Issues

The industry must define the pipeline of characteristics and skills required to fill geospatial technology occupations so that schools and One-Stops can understand them and provide the necessary training. There is a need to establish a better connection between the geospatial industry and diverse populations.

#### Image and Outreach

There is a need for the industry to define itself through marketing efforts. A marketing campaign is needed to address the lack of public awareness of geospatial technologies and their applications.

### Health Care<sup>2</sup>

#### Demographic and Labor Market Trends

- 1) Changing demographics are creating a supply/demand problem.
- 2) Shifts in the labor market are reducing traditional sources of health care workers, contributing to the insufficient health care pool.

#### Recruitment and Retention

Employment and working conditions in the industry are unattractive. Additionally, improving skills for entry-level, low-income workers is essential.

#### System Capacity

- 1) There exists insufficient faculty, program budgets and resources for health care training and education.
- 2) Employers possess limited knowledge and skills in projecting medium term workforce needs.
- 3) Providers state that they have limited knowledge and experience in partnering with one another, workforce intermediaries and educational institutions.

### High-Tech Manufacturing<sup>2</sup>

#### Outreach and Awareness

The manufacturing industry faces an image problem, viewed by the public as a shrinking industry that only offers occupations for low skilled workers.

#### Small Business Capacity

Many small manufacturing businesses find it increasingly difficult to compete for qualified talent. Without a human resource department or workforce development dollars to attract and retain new and incumbent workers, small business could benefit from One-Stop services if the services met their needs.

#### Evolving Skills Needs

The industry is experiencing a shift in the required workforce skills needed. The technical skills are often specialized and difficult to transfer without additional technical training. Some manufacturers reported using apprenticeship schools to train their workers.

#### Skills Portability

Industry-based, portable competency models are needed. A competency-based training model could allow for workers to transfer their skills more easily from declining occupations to those occupations that are growing.

### Retail<sup>2</sup>

#### Industry Outreach and Awareness

The retail industry is faced with marketing challenges; retail occupations are often viewed as jobs rather than careers.

#### Recruitment, Retention and Training

Retailers are more interested in employees that possess soft skills upon hire. They consistently reported that they successfully offer industry-specific training; however, reported that the soft skills are difficult and costly to teach.

<sup>1</sup> Workforce issues have been validated and Strategic Development Teams have been formed.

<sup>2</sup> Workforce issues have not been validated or prioritized by the industry.

# GLOSSARY OF PERFORMANCE MEASURES

*Q = quarter*

## **Indian and Native American Adults**

### **Employability Enhancement Rate**

This outcome reflects participants' attainment of activities, which enhance long-term employability and contribute to the potential for a long-term increase in earnings and employment. Positive outcomes reflect participants' entry into training, returning to full-time school, completing a major level of education, completing worksite training, or attainment of basic or occupational skills proficiency.

### **Entered Employment Rate**

The number of terminees who entered unsubsidized employment at termination divided by the total number of terminees.

### **Positive Termination Rate**

The number of terminees who either enter unsubsidized employment at termination or attain an employability enhancement, divided by the total number of terminees enrolled in the program year.

## **Indian and Native American Youth**

### **Attainment of Two or More Goals**

The total number of youth participants enrolled in the Grantee's Supplemental Youth Services Program who attained at least two of the thirteen goals listed in the legislation, expressed as a percentage of the entire cadre.

### **Educational Attainment for Dropouts**

The number of dropouts who have obtained a high school diploma, GED, or increased their literacy and numeracy by two grade levels divided by the total number of dropouts.

## **Job Corps**

### **Attainment of High School Diplomas**

The percentage of students who attain a high school diploma while enrolled in Job Corps.

### **Earnings**

The average hourly wage of graduates initially placed in a job or the military.

### **Entered Employment Rate**

The percentage of graduates who are initially placed in a job, the military, and/or an education program.

### **Retention Rate**

The percentage of graduates who are placed in a job, the military, and/or an education program at six months after initial placement.

### **Small Business Activity**

The dollar value of Job Corps contracts awarded/obligated to small businesses during the period.

## **National Farmworker Jobs Program (NFJP)**

### **Earnings Gain**

For those NFJP participants who were placed in unsubsidized employment, the "Earnings Gain" is the average increase to annualized income from employment during the six-month period following placement, compared to the annualized income earned from employment during the six month period prior to NFJP enrollment.

### **Entered Employment Rate**

The number of migrant and seasonal farmworkers who enter unsubsidized employment divided by the sum of the number who receive intensive or training services, and, have exited the program (during the program year).

### **Retention Rate**

The number who are employed at any time within the last 90 days of the six-month-follow-up date divided by the number of migrant and seasonal farmworkers placed in unsubsidized employment.

## **Senior Community Service Employment Program**

### **Placement Rate**

The number of participants during the report period who were placed in unsubsidized employment divided by the number of authorized grantee community service positions. Placement in unsubsidized employment may be either part-time or full-time.

### **Service Level**

The count of participants during the report period divided by the total number of authorized grantee community service positions.

## **Trade Adjustment Assistance for Workers**

### **Earnings**

Of those dislocated workers who are employed in Q1 after exit: Total Post-Program Earnings (earnings in Q2 + Q3 after exit) divided by Pre-Dislocation Earnings (earnings in Q2 and Q3 prior to dislocation).

### **Entered Employment Rate**

The number of dislocated workers who have entered employment by the end of Q1 after exit divided by the number of dislocated workers who exit during the quarter.

### **Retention**

Of those who are employed in Q1 after exit: the number of dislocated workers who are employed in Q3 after exit divided by the number of dislocated workers who exit during the quarter.

## **Unemployment Insurance (UI)**

### **Percent of Intrastate Payments Made Timely**

The percentage of intrastate UI benefit first payments issued within 14 days following the first compensable week in states with a waiting week, and 21 days in non-waiting week states.

### **Detection of Recoverable Overpayments**

The amount of overpayments (dollars) established through state operations as a percent of the estimated amount states can detect and establish for recovery.

### **Entered Employment Rate**

The percent of persons receiving an intrastate first payment in a given quarter who had earnings in the next quarter and the quarter after that. This measure is currently being tested.

## **Percent of Employer Tax Liability Determinations Made Timely**

The percent of new employer determinations made within 90 days of the end of the quarter in which employers became liable to pay unemployment taxes.

## **Wagner-Peyser Act/Employment Service**

### **Entered Employment Rate**

The number of registered job seekers who, in Q1 or Q2 following the registration quarter, earned wages from a new employer divided by the total number of registered job seekers minus the number of registered job seekers whose only wages earned in Q1 and Q2 following registration were exclusively with the same employer from which wages were earned in the quarter prior to the registration quarter.

### **Employment Retention Rate**

The number of registered job seekers who retained employment for two quarters after entering employment with a new employer in Q1 or Q2 following the registration quarter divided by the total number of registered job seekers who entered employment with a new employer in the first or second quarter following the registration quarter.

## **Welfare to Work**

### **Formula Entered Employment**

The job entry rate as measured by the proportion of WtW participants who enter either subsidized employment or unsubsidized employment.

### **Formula Earnings Gains**

The measured earnings gains of WtW participants who remain in unsubsidized employment six months after initial placement.

### **Formula Retention Rate**

The proportion of WtW participants who remain in unsubsidized employment six months after initial placement.

## **Workforce Investment Act Adult Program**

### **Entered Employment Rate**

Of those who are not employed at registration: the number of adults who have entered employment by the end of Q1 after exit divided by the number of adults who exit during the quarter.

### **Employment Retention Rate at Six Months**

Of those who are employed Q1 after exit: the number of adults who are employed in Q3 after exit divided by the number of adults who exit during the quarter.

### **Average Earnings Change in Six Months**

Of those who are employed in Q1 after exit: the total post-program earnings (earnings in Q2 + Q3 after exit) minus pre-program earnings (earnings in Q2 + Q3 prior to registration) divided by the number of adults who exit during the quarter.

## **Workforce Investment Act Customer Satisfaction Measures**

### **Employer Satisfaction**

The weighted average of employer ratings on each of the three American Customer Satisfaction Index (ACSI) questions regarding overall satisfaction are reported on a 0-100 point scale. The score is a weighted average, not a percentage.

### **Participant Satisfaction**

The weighted average of participant ratings on each of the three American Customer Satisfaction Index (ACSI) questions regarding overall satisfaction are reported on a 0-100 point scale. The score is a weighted average, not a percentage.

## **Workforce Investment Act Dislocated Worker Programs**

### **Entered Employment Rate**

The number of dislocated workers who have entered employment by the end of Q1 after exit divided by the number of dislocated workers who exit during the quarter.

## **Employment Retention Rate at Six Months**

Of those who are employed in Q1 after exit: the number of dislocated workers who are employed in the Q3 after exit divided by the number of dislocated workers who exit during the quarter.

## **Earnings Replacement Rate in Six Months**

Of those who are employed in Q1 after exit: the total post-program earnings (earnings in Q2 + Q3 after exit) divided by the pre-dislocation earnings (earnings in Q2 + Q3 prior to dislocation).

## **Workforce Investment Act Older Youth Program**

### **Entered Employment Rate**

Of those who are not employed at registration and who are not enrolled in post-secondary education or advanced training in Q1 after exit: the number of older youth who have entered employment by the end Q1 after exit divided by the number of older youth who exit during the quarter.

### **Credential Rate**

The number of older youth who are in employment, post-secondary education, or advanced training in Q1 after exit and received a credential by the end of Q3 after exit divided by the number of older youth who exit during the quarter.

## **Employment Retention Rate at Six Months**

Of those who are employed in Q1 after exit and who are not enrolled in post-secondary education or advanced training in Q3 after exit: the number of older youth who are employed in Q3 after exit divided by the number of older youth who exit during the quarter.

## **Average Earnings Change in Six Months**

Of those who are employed in Q1 after exit and who are not enrolled in post-secondary education or advanced training in the third quarter after exit: the total post-program earnings (earnings in Q2 + Q3 after exit) minus pre-program earnings (earnings in Q2 + Q3 prior to registration) divided by the number of older youth who exit during the quarter.

## **Workforce Investment Act Younger Youth Program**

### **Diploma or Equivalent Rate**

Of those who register without a diploma or equivalent: the number of younger youth who attained secondary school diploma or equivalent by the end of Q1 after exit divided by the number of younger youth who exit during the quarter (except those still in secondary school at exit).

### **Skill Attainment Rate**

Of all in-school youth and any out-of-school youth assessed to be in need of basic skills, work readiness skills, and/or occupational skills: the total number of basic skills goals attained by younger youth plus number of work readiness skills goals attained by younger youth plus number of occupational skills goals attained by younger youth divided by the total number of basic skills goals plus the number of work readiness skills plus the number of occupational skills goals set.

### **Retention Rate**

The number of younger youth found in one of the following categories in Q3 following exit – post-secondary education, advanced training, employment, military service, or qualified apprenticeships – divided by the number of younger youth who exit during the quarter (except those still in secondary school at exit).

## **Youth Opportunity Grants**

### **Long Term Placements**

The total number of placements in long-term outcomes: placement types include long-term unsubsidized employment, secondary or post-secondary education, and long-term occupational skills training (including vocational/technical school, CBO/proprietary training, pre-apprenticeship training, and Job Corps).

### **Placed or in Progress**

Percentage of youth within the quarter who are either in a long-term placement or still progressing in the program. Progressing is defined by participation in a program element within the last three months.

### **Skill Attainment**

Of all youth who are assessed to be in need of basic, work readiness, and/or occupational skills: the total number of attained basic skills plus number of attained work readiness skills plus the number of attained occupational skills, divided by the number of basic skills goals plus the number of work readiness skills goals plus the number of occupational skills goals.







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