

## 1. Performance Goal Details

The November 15, 2004 publication date for the FY 2004 Department of Labor Annual Performance and Accountability Report is approximately six weeks earlier than the Department has ever published this report. Due to the early reporting date 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 will be available before the publication date. For these reasons the Department is estimating 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.

<b>Performance Goal 1.1A (ETA)</b>												
<b>Increase the employment, retention, and earnings of individuals registered under the WIA Adult program.</b>												
*Indicator target reached (Y), substantially reached (S) or not reached (N)	PY 2000 Goal Achieved			PY 2001 Goal Achieved			PY 2002 Goal Not Achieved			PY 2003 Goal Achieved		
	Result	Target	*	Result	Target	*	Result	Target	*	Result	Target	*
Percent of participants employed in the first quarter after program exit	NA	NA	NA	NA	NA	NA	74%	70%	Y	74%	71%	Y
Percent of those employed in the first quarter after program exit still employed in the third quarter after program exit	78%	77%	Y	79%	78%	Y	84%	80%	Y	85%	82%	Y
Average earnings change for those who are employed in the first quarter after program exit and are still employed in the third quarter after program exit	\$3684	\$3264	Y	\$3555	\$3361	Y	\$2900	\$3423	N	\$3260	\$3100	Y
Data Source(s): Annual Workforce Investment Act Standardized Record Data in the Enterprise Information Management System and Unemployment Insurance Wage Records												
<b>Performance Goal 1.1B (ETA)</b>												
<b>Improve the outcomes for job seekers and employers who receive public labor exchange services.</b>												
*Indicator target reached (Y), substantially reached (S) or not reached (N)	PY 2000 Goal Achieved			PY 2001 Goal Not Achieved			PY 2002 Goal Not Achieved			PY 2003 Goal Achieved		
	Result	Target	*	Result	Target	*	Result	Target	*	Result	Target	*
Percent of job seekers registered with the public labor exchange will enter employment with a new employer by the end of the second quarter following registration	3.9 million	3.2 million	Y	NA	NA	NA	63%	55%	Y	61%	58%	Y
PY 2000: Employment Service applicants entering employment												
Percent of job seekers that continue to be employed two quarters after initial entry into employment with a new employer	NA	NA	NA	NA	76%	NA	NA	70%	NA	80%	72%	Y

Job openings listed with the public labor exchange (with both State Workforce Agencies and America's Job Bank)	12.3 million	11.2 million	Y	11.8 million	13.5 million	N	10.2 million	11.8 million	N	12.5 million	10.3 million	Y
New employers registered with America's Job Bank	66,563	60,000	Y	NA	NA	NA	NA	NA	NA	NA	NA	NA
Number of job searches conducted by job seekers using America's Job Bank	NA	NA	NA	NA	NA	NA	NA	NA	NA	169 million	base	Y
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.	NA	NA	NA	NA	NA	NA	NA	NA	NA	8 million	base	Y

Data Source(s): Quarterly State reports, UI wage records, and AJB Center Reports.

PY 2003 indicators 1 and 2 were revised to be consistent with the new WIA program. During PY 2001, ETA underwent a transition to a new labor exchange performance measurement system. There is no statistically valid baseline data for these new measures. Targets reflect very limited test experience with a few volunteer states.

**Performance Goal 1.1C (ETA)  
Strengthen the registered apprenticeship system to meet the training needs of business and workers in the 21<sup>st</sup> Century.**

*Indicator target reached (Y), substantially reached (S) or not reached (N)	FY 2002 Goal Achieved			FY 2003 Goal Substantially Achieved			FY 2004 Goal Achieved		
	Result	Target	*	Result	Target	*	Result	Target	*
New programs in new and emerging industries	326	293	Y	359	359	Y	526	366	Y
New apprentices registered by OATELS staff only							69,597	68,592	Y
FY 2002-2003: All registrations	129,388	86,647	Y	130,615	133,909	S			
New apprenticeship programs	2,952	1854	Y	NA	NA	NA	NA	NA	NA
New businesses involved in apprenticeship	5,883	3248	Y	NA	NA	NA	NA	NA	NA

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

**Performance Goal 1.1D (ODEP)  
To 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)	FY 2002 Goal Achieved			FY 2003 Goal Not Achieved			FY 2004 Goal Achieved		
	Result	Target	*	Result	Target	*	Result	Target	*
People with disabilities served through ODEP projects	NA	NA	NA	NA	NA	NA	6397	2391	Y
Entered employment rate at pilot sites	NA	NA	NA	NA	NA	NA	19.2%	13.3%	Y

3-month and 6-month retention rates for people with disabilities served by the pilots	NA	NA	NA	NA	NA	NA	12.3% 6.9%	base	Y
Effective practices identified through pilot project sites and other research-related initiatives	NA	NA	NA	NA	NA	NA	10	base	Y
Implement 30 new Olmstead grant projects, targeted at persons with significant disabilities who are institutionalized	NA	NA	NA	16	30	N	NA	NA	NA
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	NA	NA	NA	21	12	Y	NA	NA	NA
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.	16 WIA, 22 other	12	Y	NA	NA	NA	NA	NA	NA

Data Source(s): Program data from pilot locations

**Performance Goal 1.1E (VETS)**

**Increase the employment and retention rate of veteran job seekers registering for public labor exchange services**

*Indicator target reached (Y), substantially reached (S) or not reached (N)	FY 2000 Goal Achieved			FY 2001 Goal Achieved			FY 2002 Goal Achieved			FY 2003 Goal Not Measured			PY 2003 Goal Achieved		
	Result	Target	*	Result	Target	*	Result	Target	*	Result	Target	*	Result	Target	*
Percent of veteran job seekers employed in the first or second quarter following registration	NA	NA	NA	33%	27%	Y	43%	34%	Y	NA	NA	NA	58%	58%	Y
Percent of veteran job seekers who continue to be employed two quarters after initial entry into employment with a new employer	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	79%	72%	Y
Percent of veterans that register with the Public Employment Service who enter employment.	32%	27%	Y	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
DVOP and LVER staff registrations	32%	30%													

Data Source(s): State reports and UI wage records and homeless veteran grantee reports. Quarterly State Performance Reports included in the Enterprise Information Management System (EIMS) and Unemployment Insurance Records

Note: A major transition was underway during FY 2003 to a new system of measuring and reporting the outcomes of labor exchange services for veterans that is consistent with the common measures and that operates on a program year basis.

<b>Performance Goal 1.1F (VETS)</b>												
<b>Increase employment of homeless veterans</b>												
*Indicator target reached (Y), substantially reached (S) or not reached (N)	FY 2001 Goal Achieved			FY 2002 Goal Not Achieved			FY 2003 Goal Achieved			PY 2003 Goal Achieved		
	Result	Target	*	Result	Target	*	Result	Target	*	Result	Target	*
Percentage of veterans enrolled in Homeless Veterans Reintegration Projects entering employment	54%	50%	Y	54.4%	54%	Y	60.3%	54.5%	Y	61%	54.5%	Y
Establish a baseline retention rate	NA	NA	NA	N	Y	N	NA	NA	NA	NA	NA	NA
Data Source(s): State reports and UI wage records and homeless veteran grantee reports. Quarterly State Performance Reports included in the Enterprise Information Management System (EIMS) and Unemployment Insurance Records												
<b>Performance Goal 1.1F (ETA)</b>												
<b>Increase the employment, retention, and earnings replacement of individuals registered under the Workforce Investment Act dislocated worker program</b>												
*Indicator target reached (Y), substantially reached (S) or not reached (N)	PY 2000 Goal Achieved			PY 2001 Goal Achieved			PY 2002 Goal Not Achieved			PY 2003 Goal Not Achieved		
	Result	Target	*	Result	Target	*	Result	Target	*	Result	Target	*
Participants employed in the first quarter after program exit	75%	71%	Y	79%	73%	Y	82%	78%	Y	82%	78%	Y
Participants employed in the first quarter after program exit who are still employed in the third quarter after program exit	83%	82%	Y	87%	83%	Y	90%	88%	Y	90%	88%	Y
Percent of pre-dislocation earnings for those still employed in the third quarter after program exit	95%	90%	Y	101%	91%	Y	90%	98%	N	91%	93%	N
Data Source(s): Annual State WIA Reports in the Enterprise Information Management System (EIMS); Unemployment Insurance Wage Records												
<b>Performance Goal 1.1G (ETA)</b>												
<b>Increase the employment, retention, and earnings replacement of workers dislocated in important part because of trade and who receive trade adjustment assistance benefits</b>												
*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		
	Result	Target	*	Result	Target	*	Result	Target	*	Result	Target	*
Participants employed in the first quarter after program exit	65%	73%	N	66%	78%	N	62%	78%	N	63%**	70%	N
Participants employed in the first quarter after program exit still employed in the third quarter after exit	90%	80%	Y	89%	88%	Y	86%	90%	N	89%**	88%	Y
Percent of pre-separation earnings for those still employed in the third quarter after program exit	85%	82%	Y	80%	90%	N	73%	90%	N	72%**	90%	N

Data Source(s): TAPR (Trade Act Participant Report) included in the Enterprise Information Management System (EIMS)

**Performance Goal 1.2A (ETA)**  
**Increase entrance and retention of youth registered under the WIA youth program in education or employment**

*Indicator target reached (Y), substantially reached (S) or not reached (N)	PY 2000 Goal Substantially Achieved			PY 2001 Goal Achieved			PY 2002 Goal Achieved			PY 2003 Goal Achieved		
	Result	Target	*	Result	Target	*	Result	Target	*	Result	Target	*
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							55%	51%	Y	63%	52%	Y
PY 2000-2001: 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	47%	50%	N	50%	50%	Y						
Percent of 19-21 year-old youth employed in the first quarter after exit	NA	NA	NA	NA	NA	NA	67%	63%	Y	71%	65%	Y
Percent of 19-21 year-old youth employed in the first quarter after exit still employed in the third quarter after program exit	74%	70%	Y	75%	75%	Y	80%	77%	Y	81%	78%	Y

Data Source(s): Annual State WIA Performance Reports in the Enterprise Information System (EIMS) and Unemployment Insurance wage records

**Performance Goal 1.2B (ETA)**  
**Increase participation, retention, and earnings of Job Corps graduates in employment and education**

*Indicator target reached (Y), substantially reached (S) or not reached (N)	PY 1999 Goal Achieved			PY 2000 Goal Substantially Achieved			PY 2001 Goal Substantially Achieved			PY 2002 Goal Not Achieved			PY 2003 Goal Not Achieved		
	Result	Target	*	Result	Target	*	Result	Target	*	Result	Target	*	Result	Target	*
The number of students who attain high school diplomas while enrolled in Job Corps	NA	NA	NA	NA	NA	NA	NA	NA	NA	6381	3912	Y	8003	7658	Y
Percent of graduates who continue to be employed or enrolled in education six months after initial placement date	NA	NA	NA	67%	70%	N	64%	70%	N	63%	65%	N	63%	65%	N
Average hourly wages of graduates with jobs at six months after initial placement	\$7.49	\$6.50	Y	\$7.97	\$7.50	Y	\$7.96	\$7.25	Y	\$8.03	\$8.20	S	\$8.95	\$8.20	Y
Percent of graduates who enter employment or enroll in education	88%	75%	Y	91%	85%	Y	90%	85%	Y	87%	90%	N	NA	NA	NA

Data Source(s): Job Corps Management Information System

<b>Performance Goal 1.2C (ETA)</b>									
<b>Increase retention of Youth Opportunity Grant participants in education, training, or employment</b>									
*Indicator target reached (Y), substantially reached (S) or not reached (N)	PY 2001 Goal Not Measured			PY 2002 Goal Not Achieved			PY 2003 Goal Not Achieved		
	Result	Target	*	Result	Target	*	Result	Target	*
Percent of 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	NA	NA	NA	46%	51%	N	51%	52%	N
Percent of 19–21 year-old youth employed in the first quarter after exit	NA	NA	NA	50%	63%	N	60%	65%	N
Percent of 19–21 year-old youth employed in the first quarter after exit still employed in the third quarter after program exit	NA	60%	NA	78%	77%	Y	73%	78%	N
Data Source(s): Quarterly Youth Opportunity Grant program grantee reports and Unemployment Insurance wage records									
<b>Performance Goal 1.3A (BLS)</b>									
<b>Improve information available to decision-makers on labor market conditions, and price and productivity changes</b>									
*Indicator target reached (Y), substantially reached (S) or not reached (N)	FY 2004 Goal Not Achieved								
	Result	Target	*						
<u>Improve relevancy</u> Improve data relevance by reflecting changes in the economy, as measured by the 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						
<u>Improve accuracy</u> <i>Coverage</i> Improve coverage by increasing the percent of domestic output of in-scope services included in the Producer Price Index (PPI) Improve coverage by increasing the percent of in-scope industries in the labor productivity measures	59.2%	59.2%	Y						
<i>Response</i> Improve the response to the Employment Cost Index	58.0%	58.0%	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						
Raise customer satisfaction with BLS products and services (e.g., the American Customer Satisfaction Index)	17%	33%	N						
Deliver economic data on time (Percent of scheduled releases issued on time)	82%	75%	Y						
Percent of accuracy measures met (e.g., revision, response rates, etc.)	96%	100%	S						
	83%	100%	S						

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.

Notes: Target for indicator 1 is cumulative over a 5-year period. For example, four data series were converted to NAICS in FY 2004; the other four were converted in FY 2002 and FY 2003. The target for indicator 3 – developed under the SIC system – was initially 61.4%; its NAICS equivalent is 58.0%.

<b>Performance Goal 2.1A (ESA)</b>									
<b>Covered American workplaces legally, fairly, and safely employ and compensate their workers</b>									
*Indicator target reached (Y), substantially reached (S) or not reached (N)	FY 2002 Goal Substantially Achieved			FY 2003 Goal Substantially Achieved			FY 2004 Goal Substantially Achieved		
	Result	Target	*	Result	Target	*	Result	Target	*
Ensuring continued customer service by minimizing the average number of days to conclude a complaint	NA	NA	NA	108 days	126 days	Y	92 days	108 days	Y
Reducing employer recidivism									
Percent of prior violators who achieved and maintained FLSA compliance following a full FLSA investigation	NA	NA	NA	NA	NA	NA	71%	74%	N
Percent of reinvestigations without any violations	34%	Base	Y	37%	36%	Y		NA	
Percent of reinvestigations with identical violations	19%	base	Y	17%	17%	Y		NA	
<u>Increasing compliance in industries with chronic violations</u>									
as indicated in the garment manufacturing industry by:									
Percent of employees paid “on the payroll” in New York City	NA	NA	NA	33%	base	Y	39%	34%	Y
Number of manufacturers in southern California that monitor contractors	53%	43%	Y	715	714	Y	729	729	Y
Percent of employees paid “on the payroll” in southern California	NA	NA	NA	91%	base	Y		NA	
New contractors in NYC participating in Compliance Assistance program	NA	NA	NA	73	72	Y		NA	
Number of manufacturers in NYC that monitor contractors	NA	NA	NA	158	153	Y		NA	
Percent of contractors in NYC that pay all employees “on the payroll”	42%	53%	N	NA	NA	NA		NA	
Number of monitoring components used by manufacturers in monitoring contractors for compliance in southern California	6.4	5.6	Y	NA	NA	NA		NA	
Percent of contractors in southern California that pay all employees “on the payroll”	92%	65%	Y	NA	NA			NA	
Percentage of compliance of new contractors in NYC	43%	55%	N	NA	NA			NA	

as indicated in the long-term health care industry by:									
Percent of nursing homes in compliance with the FLSA.	NA	NA	NA	NA	NA	NA	55%	45%	Y
Percent of nursing home employees employed or paid in compliance with the FLSA.	NA	NA	NA	NA	NA	NA	90%	91%	N
Percent of nursing home complaint cases concluded in 180 days	NA	NA	NA	48%	42%	Y		NA	
Percent of employees in residential care paid in compliance with the FLSA overtime requirements	NA	NA	NA	77%	85%	N		NA	
Additional employees of multi-establishment nursing home corporations impacted by corporate proactive steps such as training and self-audit.	16,426	6000	Y	NA	NA	NA		NA	
Nursing home employers provided compliance assistance information through seminars and other outreach efforts	7,681	2559	Y	NA	NA	NA		NA	
Percent of employers (residential living) in compliance with the recordkeeping requirements of the Fair Labor Standards Act	77%	base	Y	NA	NA	NA			
as indicated in agricultural commodities by:									
Number of employees affected by compliance assistance programs for agricultural employers subject to the DWHaT provisions of MSPA	NA	NA	NA	NA	NA	NA	911,004	4743	Y
Number of agricultural housing providers who corrected violations following an investigation.	NA	NA	NA	256	170	Y	335	259	
Number of agricultural housing providers who corrected violations following a first investigation	NA	NA	NA	133	98	Y		NA	
Percent of employers in compliance with the MSPA disclosure provisions.	61%	Base	Y	NA	NA	NA		NA	
Percent of employers in compliance with the MSPA wage provisions.	91%	Base	Y	NA	NA	NA		NA	
Percent of employers in compliance with the MSPA housing safety and health provision.	74%	Base	Y	NA	NA	NA		NA	
Percent of employers in compliance with MSPA vehicle safety provisions	88%	Base	Y	NA	NA	NA		NA	
Percent of employers complying with MSPA drivers license provisions	90%	Base	Y	NA	NA	NA		NA	
Percent of employers complying with MSPA vehicle insurance provisions	85%	Base	Y	NA	NA	NA		NA	
Percent of investigated employers in compliance with child labor provisions of the FLSA	98%	Base	Y	NA	NA	NA		NA	
Ensuring timely and accurate prevailing wage determinations by:									
Number of wage determination forms processed per 1,000 hours.	NA	NA	NA	NA	NA	NA	1491	Base	Y
Percent of survey-based DBA wage determinations within 60 days of the receipt of the underlying survey data.	NA	NA	NA	NA	NA	NA	87%	80%	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									



<b>Performance Goal 2.1B (ESA)</b> <b>Advance safeguards for union financial integrity and democracy and the transparency of union operations</b>															
*Indicator target reached (Y), substantially reached (S) or not reached (N)	FY 2002 Goal Achieved			FY 2003 Goal Not Achieved			FY 2004 Goal Achieved								
	Result	Target	*	Result	Target	*	Result	Target	*						
Percent of unions with fraud										9%	base	Y			
FY 2002-2003: Percent of investigative resources applied to criminal investigation that result in convictions	50%	base	Y	63%	53%	Y									
Percent of union reports meeting standards of acceptability for public disclosure				73%	base	Y	92%	75%	Y						
FY 2002-2003: The timely filing of union annual financial reports by unions with annual receipts over \$200,000	44%	base	Y	64%	85%	N									
Data Source(s): 1. Labor Organization Reporting System and 2. OLMS Case Data System.															
<b>Performance Goal 2.2A (ETA)</b> <b>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</b>															
*Indicator target reached (Y), substantially reached (S) or not reached (N)	FY 2000 Goal Substantially Achieved			FY 2001 Goal Not Achieved			FY 2002 Goal Not Achieved			FY 2003 Goal Not Achieved			FY 2004 Goal Not Achieved		
	Result	Target	*	Result	Target	*	Result	Target	*	Result	Target	*	Result	Target	*
Pay Benefits Promptly: percent of all intrastate first payments made within 14/21 days							88.7%	91%	N	89%	91%	N	88.7%	89.2%	N
FY 2000-2001: Number of states meeting or exceeding the Secretary's Standard for intrastate payment timeliness	47	47	Y	42	48	N									
Detect Overpayments: Percent of estimated overpayments that States detect established for recovery	NA	NA	NA	NA	NA	NA				54%	59%	N	61%	59%	Y
FY 2002: Establish a measure and baseline for payment accuracy							Y	Y	Y						

Facilitate Reemployment: Entered employment rate for UI claimants	NA	NA	NA	NA	NA	NA							51.5%	base	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							N	Y	N						
Establish Tax Accounts Promptly: Percent of determinations about the Unemployment Insurance tax liability of new employers made within 90 days of the end of the first quarter they become liable for the tax.							81.7%	80%	Y	83%	80%	Y	83%	82.2%	Y
FY 2000-2001: Number of states meeting or exceeding the minimum performance criterion for benefit adjudication quality	23	24	N	25	26	N									
Data Source(s): ETA 9056, 9050 and 9050p Reports; Benefits Accuracy Measurement (BAM) data, and ETA 227 Report; ETA 5159 Report and UI Wage Records; ETA 581 Report.															
<b>Performance Goal 2.2B (EBSA) Enhance Pension and Health Benefit Security</b>															
*Indicator target reached (Y), substantially reached (S) or not reached (N)										FY 2003 Goal Achieved			FY 2004 Goal Achieved		
										Result	Target	*	Result	Target	*
Enforcement:										69%	50%	Y	69%	50%	Y
Ratio of closed civil cases with corrected violations to civil closed cases.										40%	25%	Y	45%	25%	Y
Ratio of criminal cases referred for prosecution to total criminal cases															
Participant Assistance: Customer Satisfaction Index, or comparable measurement, for Participants and Beneficiaries who have contacted EBSA for assistance.										59	59	Y	62	61	Y
Data Source(s): Enforcement Management System and The Gallup Organization															

Performance Goal 2.2C (ESA) Minimize the human, social, and financial impact of work-related injuries for workers and their families.															
*Indicator target reached (Y), substantially reached (S) or not reached (N)	FY 2000 Goal Achieved			FY 2001 Goal Not Achieved			FY 2002 Goal Not Achieved			FY 2003 Goal Substantially Achieved			FY 2004 Goal Substantially Achieved		
	Result	Target	*	Result	Target	*	Result	Target	*	Result	Target	*	Result	Target	*
Lost production days (LPD) per 100 employees for FECA cases of the United States Postal Service (see note below)  FY 2001: combined with all other governmental agencies  FY 2000: QCM cases only				76.9 days	66.7 days	N	131 days	115 days	N	143 days	130 days	N	148 days	146 days	N
LPD rate for FECA cases of All Other Governmental Agencies (see note below)	NA	NA	NA	NA	NA	NA	54 days	55 days	Y	55 days	54.7 days	N	62.9 days	55.4 days	N
FECA Vocational Rehabilitation placements with new employers for injured USPS employees	NA	NA	NA	NA	NA	NA	NA	NA	NA	56 placements	52 placements	Y	59 placements	56 placements	Y
First-year savings in the FECA program through use of Periodic Roll Management	\$72 million	\$66 million	Y	\$103million	\$95 million	Y	\$129 million	\$122million	Y	\$24.6 million	\$20 million	Y	\$49 million	\$38 million	Y
Trend in indexed cost per case of FECA cases receiving medical treatment remains below the Milliman Health Cost Index  FY 2002: Reduce Inflation-adjusted costs per case in the FECA program  FY 2001: Reduction in average annual cost for physical therapy and psychiatric services  FY 2000: Save \$5 million over FY 1999 for inpatient hospital and pharmacy services				PT +4.5% PS -3%	-1% (both)	N	\$2604	\$2219	N	stable	10% rise	Y	2.4% rise	8.8% rise	Y
Targets met for key performance areas	NA	NA	NA	NA	NA	NA	NA	NA	NA	5	base	Y	4	3	Y
Average time required to resolve disputed issues in Longshore and Harbor Worker's Compensation Program contested cases	NA	NA	NA	NA	NA	NA	285 days	242 days	N	266	279	Y	247	274	Y

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.	NA	NA	NA	NA	NA	NA	89.9%	68.5%	Y	86.6%	70.5%	Y	82.2%	74.5%	Y
Percent of Initial Claims for benefits in the Energy Program processed within standard timeframes: 120 days for Department of Energy (DOE) employees or contractors employed at DOE facilities 180 days for employees of Atomic Weapons Employers (AME) and Beryllium Vendors	NA	NA	NA	NA	NA	NA	48%	75%	N	79%	75%	Y	92%	77%	Y
Percent of Final Decisions in the Energy Program processed within standard timeframes Approved Claims or No-Contest Denials: within 75 days of the Recommended Decision. Reviews of the Written Record: within 75 days of request Formal Hearings: within 250 days of request							76%	75%	S	76.9%	75%	Y	99%	77%	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&10. 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, as they were in the past.															
<b>Performance Goal 2.2D (PBGC) Serve sponsors of covered pension plans and participants in trustee plans</b>															
*Indicator target reached (Y), substantially reached (S) or not reached (N)												FY 2004 Goal Not Achieved			
												Result	Target	*	
American Customer Satisfaction Index (ACSI) score for sponsors of covered pension plans who have contacted PBGC for assistance												69	71	N	
ACSI score for participants in trustee plans who have contacted PBGC for assistance.												78	77	Y	



Percentage of noise exposures above the citation level in all mines by 5%.	NA	NA	NA	NA	NA	NA	5.8%	8.6%	Y	4.8%	9.3%	Y	4.2%	4.6%	Y
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Data Source(s): Mine Accident, Injury, and Employment information. Mine operators and contractors report to MSHA under Title 30 Code of Federal Regulations Part 50

**Performance Goal 3.1C (OSHA)  
Reduce workplace fatalities**

*Indicator target reached (Y), substantially reached (S) or not reached (N) **Estimated	FY 2003 Goal Not Achieved			FY 2004 Goal Not Achieved		
	Result	Target	*	Result	Target	*

Fatalities per 100,000 workers	1.62	1.59	N	1.67**	1.57	N
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Data Source(s): OSHA Integrated Management Information System (IMIS) and Bureau of Labor Statistics (BLS) Current Employment Statistics (CES).

**Performance Goal 3.1D (OSHA)  
Reduce workplace injuries and illnesses**

*Indicator target reached (Y), substantially reached (S) or not reached (N) **Estimated	FY 2000 Goal Achieved			FY 2001 Goal Achieved			FY 2002 Goal Not Achieved			FY 2003 Goal Achieved			FY 2004 Goal Achieved		
	Result	Target	*	Result	Target	*	Result	Target	*	Result	Target	*	Result	Target	*

Days away from work case rate per 100 workers										1.7**	1.8	Y	1.6**	1.7	Y
Injury and illness incidence rates in industries characterized by high-hazard workplaces															
Lost workdays (FY 2000-2001)															
Days away from work (FY 2002)															
Shipyard	9.9	12.5	Y	7.5	11.9	Y	8.1	6.8	N						
Food processing	7.3	8.3	Y	6.3	7.9	Y	NA	NA	NA						
Meat Products	NA	NA	NA	NA	NA	NA	7.9	7.7	N						
Nursing homes	7.9	8.1	Y	7.3	7.7	Y	7.6	6.6	N						
Logging	4.6	6.7	Y	3.5	6.4	Y	NA	NA	NA						
Construction (FY 2000-2001 injuries only)	4.0	4.8	Y	3.9	4.6	Y	3.8	3.6	N						

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.

<b>Performance Goal 3.2A (ESA)</b> <b>Federal contractors achieve equal opportunity workplaces</b>												
*Indicator target reached (Y), substantially reached (S) or not reached (N)	FY 2001 Goal Not Achieved			FY 2002 Goal Achieved			FY 2003 Goal Achieved			FY 2004 Goal Achieved		
	Result	Target	*	Result	Target	*	Result	Target	*	Result	Target	*
Incidence of discrimination among Federal contractors							1.2%	9%	Y	1%	9%	Y
FY 2001-2002: For contractors that participate in specified DOL/OFCCP compliance assistance activities and are subsequently evaluated -												
Rate of compliance findings for SIC 50	50.9%	Base	Y	58.4%	51.9%	Y						
For SIC 87	49.6%	Base	Y	64.5%	48.6%	Y						
Rate of findings of severe violations for SIC 50	7.7%	Base	Y	2.2%	6.7%	Y						
For SIC 87	9.0%	Base	Y	1.6%	8.0%	Y						
Rate of focused and offsite compliance evaluations – SIC 50	36.5%	Base	Y	52.8%	37.5%	Y						
For SIC 87	27.8%	base	Y	50.8%	28.8%	Y						
Compliance among Federal contractors in all other respects of equal opportunity workplace standards							72.4%	59%	Y	91%	61%	Y
FY 2001-2002: For contractors and subcontractors that are selected for evaluation, outreach, or compliance assistance activities –												
Rate of compliance findings for all supply and service closures	52.9%	Base	Y	62.9%	53.9%	Y						
Rate of findings of severe violations for contractors and subcontractors that have had prior contact with DOL/OFCCP	9.8%	Base	N	2.7%	8.8%	Y						
Rate of focused and offsite compliance evaluation	34.1%	base	N	49.8%	35.1%	Y						
Data Source(s): EEO-1 data file; Case Management System (CMS) Completions Data; Federal contractors' data; and compliance evaluation results of scheduled contractors												
<b>Performance Goal 3.2B (OASAM)</b> <b>States that receive financial assistance under the Workforce Investment Act provide benefits and services to persons with disabilities in a non-discriminatory manner</b>												
*Indicator target reached (Y), substantially reached (S) or not reached (N)							FY 2003 Goal Achieved			FY 2004 Goal Achieved		
	Result	Target	*	Result	Target	*	Result	Target	*	Result	Target	*
Desk reviews conducted of a representative sample of States using the WIA Section 188 Disability Checklist.										Y	Y	Y
FY 2003: Technical assistance reviews conducted of a representative sample of One-Stop Centers in the One-Stop systems of the cities of New York City and Miami	Y	Y	Y									
Initiate technical assistance reviews of the One-Stop Career systems in Los Angeles, CA and Houston, TX.	NA	NA	NA							Y	Y	Y

Determine the nature and number of discrimination complaints filed nationwide under Title I of the WIA, Wagner-Peyser Act funded programs, the Unemployment Insurance program, and against DOL-operated Job Corps Centers based on a longitudinal study	Y	Y	Y	Y	Y	Y
Specialized Alternative Dispute Resolution (ADR) training for the State of New York's mediators and Equal Opportunity representatives conducted in FY 2003.	Y	Y	Y	NA	NA	NA

Data Source(s): CRC Complaint management information system, WIA Section 188 Disability Checklist responses and complaint log database of State/local reported discrimination complaints files

**Performance Goal 3.2C (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)	FY 2004 Goal Achieved		
	Result	Target	*
Indicators will be established to target reductions in USERRA compliance problems that are most severe and pervasive based on survey of veterans and service members covered by USERRA.	4	base	Y

Data Source(s): VETS' data reports

**Performance Goal 3.3A (ILAB)**  
**Contribute to the Elimination of the Worst Forms of Child Labor Internationally**

*Indicator target reached (Y), substantially reached (S) or not reached (N)	FY 2000 Goal Achieved			FY 2001 Goal Not Achieved			FY 2002 Goal Achieved			FY 2003 Goal Achieved			FY 2004 Goal Achieved		
	Result	Target	*	Result	Target	*	Result	Target	*	Result	Target	*	Result	Target	*
Children prevented or withdrawn from exploitive child labor and provided education or training opportunities by DOL-IPEC programs funded in prior fiscal years	NA	NA	NA	25,800	50,000	N	51,922	50,000	Y	79,769	60,000	Y	90,200	70,000	Y
Countries with increased capacities to address child labor as a result of DOL-IPEC programs funded in prior fiscal years													26	15	Y
FY 2000-2003: Action plans, policies or programs established that combat child labor and/or promote access to education for child laborers or children at-risk	2	1	Y	13	15	N	15	10	Y	19	15	Y			
Child Labor Education projects that establish targets for education retention and completion rates in project areas	NA	NA	NA	NA	NA	NA	NA	NA	NA	8	6	Y	16	8	Y



Child Labor Education Initiative projects that establish baseline for rate of enrollment and drop out for targeted children	NA	NA	NA	NA	NA	NA							8	7	Y
FY 2002-2003: Countries in which new Child Labor Education Initiative projects begin							9	8	Y	10	9	Y			
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	109,000	50,000	Y	200,000	100,000	Y	103,772	90,000	Y	83,682	40,000	Y	NA	NA	NA
Countries that ratify International Labor Organization (ILO) Convention 182 on Worst Forms of Child Labor.	36	1	Y	63	25	Y	29	15	Y	NA	NA	NA	NA	NA	NA
Increase awareness through dissemination of reports, other publications and website	Y	Y	Y	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA

Data Source(s): DOL/ILAB, ILO-IPEC and Child Labor Education Initiative Grantees

<b>Performance Goal 3.3B (ILAB)</b>															
<b>Improve Living Standards and Conditions of Work Internationally</b>															
*Indicator target reached (Y), substantially reached (S) or not reached (N)	FY 2000 Goal Substantially Achieved			FY 2001 Goal Achieved			FY 2002 Goal Achieved			FY 2003 Goal Achieved			FY 2004 Goal Achieved		
	Result	Target	*	Result	Target	*	Result	Target	*	Result	Target	*	Result	Target	*
Number and percent of relevant government officials and members and officials of workers' and employers' organizations who are influential in determining living standards and working conditions and participating in USDOL project activities, who consider the project to have improved their conditions of work	NA	NA	NA	NA	NA	NA	NA	NA	NA	63.3%	base	Y		base	
Number and percent of individuals whose economic situation has benefited from USDOL project assistance	NA	NA	NA	NA	NA	NA	NA	NA	NA	39%	base	Y		base	
Number and percent of workplaces exposed to USDOL project assistance that have implemented new measures to prevent workplace accidents and illnesses	NA	NA	NA	NA	NA	NA	NA	NA	NA	10%	base	Y		base	

Number of workers participating in pension funds that are government regulated by project partner agencies	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	3.545 million	base	Y		base	
Number of new countries where HIV/AIDS workplace education projects begin	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	8	3	Y
Countries committed to undertake improvements in assuring compliance and implementation of core labor standards	12	8	Y	15	15	Y	41	7	Y	NA	NA	NA	NA	NA	NA	NA
Countries that commit with US/DOL assistance to make substantive improvements in raising income levels of working families	11	4	Y	10	8	Y	49	6	Y	NA	NA	NA	NA	NA	NA	NA
Judicial and legal decisions which improve core labor standards and workplace safety standards	1	?	Y	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Countries that improve social safety net programs that protect workers and develop markets	0	?	N	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA

Data Source(s): ILO Reports; reports by government, contractors, grantees, and nongovernmental organizations; surveys.

**Performance Goal 4.2A (OASP)  
Maximize regulatory flexibility and benefits and promote flexible workplace programs**

*Indicator target reached (Y), substantially reached (S) or not reached (N)	FY 2004 Goal Not Achieved		
	Result	Target	*
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	N	Y	N
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 in their reporting and record keeping requirements in order to assess whether DOL agencies are allowing the use of electronic technology by employers where practicable	N	Y	N
Women's Bureau - Flex-Options for Women Project: Companies enlisted as corporate mentors	41	40	Y
Women-owned businesses seeking to establish workplace flexibility policies or programs	77	80	S
Data Source(s):			

**Performance Goal HR1 (OASAM)**  
**The right people are in the right place at the right time to carry out the mission of the Department**

*Indicator target reached (Y), substantially reached (S) or not reached (N)	FY 2002 Goal Not Achieved			FY 2003 Goal Achieved			FY 2004 Goal Substantially Achieved		
	Result	Target	*	Result	Target	*	Result	Target	*
The DOL workforce is a prepared and competent workforce Percent of employees graduated, placed or certified from DOL management and leadership development programs FY 2002-2003: Percent of managers indicating satisfaction with the quality of applicants referred for their vacancies Percent of competency assessment tools piloted and competency gap analyses completed for employees in mission-critical or supervisory occupations Percent of mission critical occupations for which employee competencies and skill sets are assessed and gaps identified Retention rates in targeted professional occupations Key professional occupations identified in agency restructuring plans with retention problems Core competencies for DOL mission critical occupations are established Percent of agencies for which Human Capital Standards scores improved	94%	90%	Y		90%	Y	90%	75%	Y
					20%	Y	85%	10%	Y
	Y	base	Y	?	?	Y			
	10	?	Y						
	60%	20%	Y	NA	NA	NA			
The DOL workforce is a diverse workforce Percent of improved diversity indicators for professional and administrative occupations exhibiting under-representation in the prior year Continued improvement is realized in the extent to which diversity in the DOL workforce reflects the civilian labor force Diversity will be improved among management officials and supervisors	30%	30%	S	38%	30%	Y	32%	25%	Y
	Y	Y	N	Y	Y	Y	29%	40%	N
	NA	NA	NA	NA	NA	NA	43%	40%	Y

Data Source(s): HR Information System; Agency strategic, workforce & recruitment plans; employee performance and development plans; AEP Reports

**Performance Goal HR2 (OASAM)**  
**Reduce lost production due to work-related injuries and illnesses**

*Indicator target reached (Y), substantially reached (S) or not reached (N)	FY 2000 Goal Not Achieved			FY 2001 Goal Not Achieved			FY 2002 Goal Achieved			FY 2003 Goal Achieved			FY 2004 Goal Achieved		
	Result	Target	*	Result	Target	*	Result	Target	*	Result	Target	*	Result	Target	*
Lost production days per 100 employees (number of days employees spend away from work due to work related injuries and illnesses)	57.3 days	56.2 days	N	66.0 days	56.2 days	N	50.6 days	53.7 days	Y	41.3 days	52.6 days	Y	37.3 days	40.5 days	Y

Data Source(s): OWCP Table 2 Reports and Charge Back System data; personnel data from the Office of Personnel Management.

<b>Performance Goal HR3 (OASAM)</b>															
<b>Reduce the occurrence of injuries and illnesses for DOL employees</b>															
*Indicator target reached (Y), substantially reached (S) or not reached (N)	FY 2000 Goal Achieved			FY 2001 Goal Not Achieved			FY 2002 Goal Achieved			FY 2003 Goal Achieved			FY 2004 Goal Achieved		
	Result	Target	*	Result	Target	*	Result	Target	*	Result	Target	*	Result	Target	*
Total case rate of illnesses and injuries (based on reports to workers' compensation programs)	3.50	3.60	Y	4.01	3.49	N	2.98	3.39	Y	2.50	3.29	Y	1.72	2.43	Y
Percent on time filing rate (became Goal HR5 in FY 2004)	57%	50%	Y	55%	65%	N	75%	62%	Y	84%	78%	Y		NA	
Data Source(s): OWCP Table 2 Reports and personnel data from the Office of Personnel Management.															
<b>Performance Goal HR4 (OASAM)</b>															
<b>Reduce the lost time case rate for injuries and illnesses for DOL employees</b>															
*Indicator target reached (Y), substantially reached (S) or not reached (N) **Estimated												FY 2004 Goal Achieved			
												Result	Target	*	
Lost time injury and illness cases per 100 employees (number of cases that result in days away from work due to work related injury or illness)												1.11**	1.19	Y	
Data Source(s): OWCP Table 2 Reports, Chargeback Reports, and personnel data from DOL's Departmental Budget Center.															
<b>Performance Goal HR5 (OASAM)</b>															
<b>Improve the timeliness of filing notices of injuries and illnesses with the Office of Workers' Compensation Programs</b>															
*Indicator target reached (Y), substantially reached (S) or not reached (N) **Estimated												FY 2004 Goal Achieved			
												Result	Target	*	
Percent on time filing rate												88%**	88%	Y	
Data Source(s): OWCP Table 2 Reports, Chargeback Reports, and timeliness records.															
<b>Performance Goal PR1 (OASAM)</b>															
<b>Compete positions listed on DOL's Federal Activities Inventory Reform (FAIR) Act inventory</b>															
*Indicator target reached (Y), substantially reached (S) or not reached (N)							FY 2002 Goal Achieved			FY 2003 Goal Not Achieved			FY 2004 Goal Substantially Achieved		
							Result	Target	*	Result	Target	*	Result	Target	*
FTE on the FAIR Act inventory included in completed competitions or direct conversions							152	140	Y	168	268	N	386	?	S

Data Source(s): DOL 's 2000 Federal Activities Inventory Reform Act inventory															
<b>Performance Goal PR2 (OASAM)</b> <b>Increase use of Performance-Based Service Contracting (PBSC) techniques</b>															
*Indicator target reached (Y), substantially reached (S) or not reached (N)	FY 2002 Goal Substantially Achieved			FY 2003 Goal Achieved			FY 2004 Goal Achieved								
	Result	Target	*	Result	Target	*	Result	Target	*						
Percent of total eligible service contracting dollars awarded (for contracts exceeding \$25,000) using Performance-Based Service Contracting (PBSC) techniques	18%	20%	S	42%	30%	Y	67%	40%	Y						
Data Source(s): Federal Procurement Data System															
<b>Performance Goal FM1 (OCFO)</b> <b>Improve the accuracy and timeliness of financial information</b>															
*Indicator target reached (Y), substantially reached (S) or not reached (N)	FY 2000 Goal Substantially Achieved			FY 2001 Goal Achieved			FY 2002 Goal Substantially Achieved			FY 2003 Goal Achieved			FY 2004 Goal Substantially Achieved		
	Result	Target	*	Result	Target	*	Result	Target	*	Result	Target	*	Result	Target	*
Maintain an unqualified (clean) audit opinion with no material internal control weaknesses	NA	NA	NA	NA	NA	NA	NA	NA	NA	Y	Y	Y	Y	Y	Y
Meet new requirements and standards in accordance with the Federal Financial Management Improvement Act (FFMIA) and Federal Managers' Financial Integrity Act										100%	100%	Y	100%	100%	Y
FY 2001-2002: DOL financial management conforms to all Federal accounting standards, laws, and regulations. All DOL financial systems meet FFMIA and Government Management Reform Act standards.				100%	100%	Y	100%	100%	S						
FY 2000: All DOL financial systems meet the standards or have prepared corrective action plans to meet them	88%	100%	S												
Issue consolidated financial statements by Feb.1 the following year	NA	NA	NA	NA	NA	NA	NA	NA	NA	100%	Y	Y	Y	Y	Y
Issue quarterly financial statements within 45 days after each quarter	NA	NA	NA	NA	NA	NA	NA	NA	NA	100%	Y	Y	Y	Y	Y

Identify and correct processes and systems that contribute to erroneous benefit overpayments	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	N	Y	N
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Data Source(s): OIG audit opinion in FY 2003 Annual Report; Secretary's Assurance Statements on FFMIA and FMFIA; President's Management Agenda Scorecard

**Performance Goal FM2 (OCFO)  
Integrate financial and performance management to support day-to-day operations across DOL**

*Indicator target reached (Y), substantially reached (S) or not reached (N)	FY 2003 Goal Achieved			FY 2004 Goal Achieved		
	Result	Target	*	Result	Target	*
Interfaced Department Accounting and Agency program systems provide cost-based performance data	NA	NA	NA	Y	Y	Y
Develop and disseminate cost accounting policy and training materials to address issues raised in prior year survey	NA	NA	NA	Y	Y	Y
Assess program agencies' level of integration of financial and performance information. Prioritize areas for improvement	100%	Y	Y	NA	NA	NA
Complete documentation with and for agency managers in order for them to access and utilize cost accounting information	100%	Y	Y	NA	NA	NA
Survey program managers for actual use of cost accounting information in program management decision-making processes	100%	Y	Y	NA	NA	NA

Data Source(s): OMB Financial Management Scorecard

**Performance Goal IT1 (OASAM)  
E-Government - Utilizing Technology to Improve Service and Efficiency**

*Indicator target reached (Y), substantially reached (S) or not reached (N)	FY 2004 Goal Not Achieved		
	Result	Target	*
Automate 100% of the Manual Processes Designated Under GPEA	93%	100%	N
Implement the Web-based E-Procurement System (EPS) in seven DOL component agencies.	14	7	Y
Establish an Enterprise-wide Directory Service	Y	Y	Y

Data Source(s): 1. GPEA and E-Gov Progress Reports to OMB and other internal reports. 2. Internal tracking activities for progress on E-Government initiatives, E-Procurement Implementation, and E-Government Workforce efforts. 3. Phase II Enterprise Architecture documentation, Industry-standard best practices and Quarterly IT reviews

**Performance Goal IT2 (OASAM)  
Improve the performance of Department's Cyber Security Program in accordance with the Federal Information Security Management Act (FISMA)**

*Indicator target reached (Y), substantially reached (S) or not reached (N)	FY 2004 Goal Achieved		
	Result	Target	*
Percent of DOL's sensitive systems that have been periodically assessed for risk and magnitude of harm that might result from unauthorized access.	95%	95%	Y

Percent of all weaknesses documented in the FY 2004 Plan of Actions and Milestones (POA&Ms) closed or on schedule	65%	60%	Y
Percent of all DOL sensitive systems fully certified and accredited during FY04	94%	90%	Y
Percent of all DOL employees and contractors that receive annual security awareness training	98%	98%	Y
Percent of DOL's sensitive systems for which a System Test and Evaluation has been conducted	94%	85%	Y
Percent of DOL agencies that respond to Computer Security Incident Response Capability (DOLCSIRC) advisories in accordance with the procedures in the DOL Computer Security Handbook	60%	50%	Y
Percent of all DOL sensitive systems with contingency plans	98%	95%	Y
Percent of contingency plans tested	52%	50%	Y

Data Source(s): 1, 3, 4, 5, 7, & 8. FISMA Agency reviews and final report. 2. 4<sup>th</sup> Quarter PO&AM report to OMB. 6. DOLCSIRC Agency Reply Tracking Sheet.

**Performance Goal IT3 (OASAM)**  
**Improve organizational performance and effective information management through the use of the Departmental IT Capital Planning Investment Control process**

*Indicator target reached (Y), substantially reached (S) or not reached (N)	FY 2004 Goal Achieved		
	Result	Target	*
Percent of major IT initiatives completed during FY 2004 that deliver intended benefits	95%	95%	Y
Percent of in-process IT initiatives evaluated operate within 10% of cost, schedule, and technical performance parameters	93%	87%	Y
Rollout and migration to new investment management application for use during the FY 2006 budget cycle	Y	Y	Y

Data Source(s): 1 & 2. Quarterly control reviews and post implementation reviews. 3. Exhibits 53 and 300 submitted in 9/04.