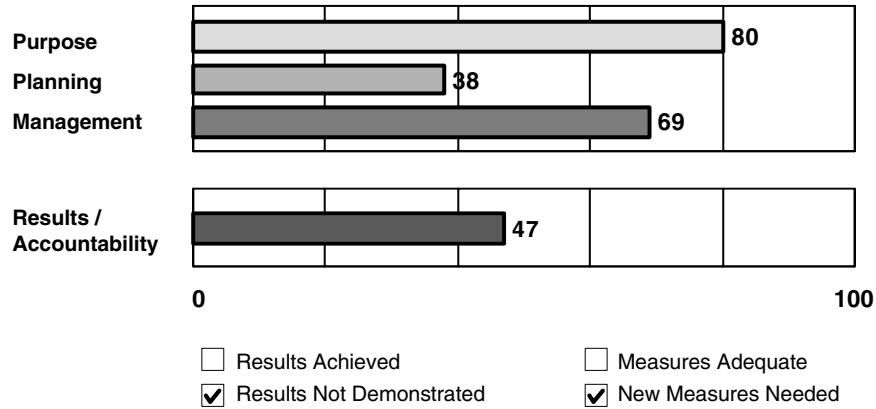


**Program:** *Pension and Welfare Benefits Administration (PWBA)*

**Agency:** *Department of Labor*

**Bureau:** *Pension and Welfare Benefits Administration*



**Key Performance Measures**

**Year Target Actual**

Key Performance Measure	Year	Target	Actual
Long-term Measure: Ratio of criminal cases referred for prosecution to total criminal cases. Measures success in protecting benefits. (Target lowered for 2004 and later)	2000	42.91%	64.27%
	2001	43.16%	53.98%
	2002	43.41%	
	2004	25.00%	
Annual Measure: Percentage of telephone inquiries responded to within 24 hours. The baseline is 1998 when 99.9% of calls were answered within 24 hours. Measure provides incentives to managers to avoid very delayed responses to inquiries.	1998		99.90%
	1999	99.00%	99.98%
	2000	99.00%	99.90%
	2001	99.00%	99.90%
Annual Measure: Ratio of closed civil cases with corrected violations to all civil cases closed. Measures success in protecting benefits. (Target lowered for 2004 and later.)	1999	15.92%	36.49%
	2000	21.10%	44.45%
	2001	34.99%	57.20%
	2004	50.00%	

**Rating:** *Results Not Demonstrated*

**Program Type:** *Regulatory*

**Program Summary:**

This program helps safeguard private-workplace retirement and health plans against embezzlement and other illegal acts, using enforcement, compliance assistance, education, and outreach. Note: With the Budget's publication, The Pension and Welfare Benefits Administration (PWBA) will be renamed the Employee Benefits Security Administration (EBSA).

The assessment found:

1. Although the program design is good, the program's impact on protecting pension and health plans is unknown.
2. The long-term performance goals are not outcome-oriented as possible. For instance, the long-term measure shown does not indicate EBSA's contribution to protecting benefits. Moreover, the program is not yet adequately addressing such strategic planning difficulties. Program evaluations have been irregular and of limited scope. They do not build a solid foundation for program improvement.
3. Despite good rulemaking and economic analysis, cumulative burdens are not accounted for. Past regulations are rarely updated.
4. The agency generally meets its performance targets, but they are not ambitious, such as when targets have been lowered. Thus, while the program is beating its targets, this did not heavily influence the "Results/Accountability" score. The lack of adequate long-term measures (see finding 2 above) was a more important factor to this score.

In response to these findings, the Administration will:

1. Develop more outcome-oriented performance measures to quantify program impacts on protecting pension and health plans.
2. Develop more ambitious performance targets.
3. Expand existing efforts for more comprehensive and regular program evaluation.
4. Examine whether the program should conduct a review of existing regulations. This examination will weigh the advantages of regulatory review against the disadvantages of altering past regulations that have guided pension plan investment strategies.

(For more information on this program, please see the Department of Labor chapter in the Budget volume.)

**Program Funding Level (in millions of dollars)**

<u>2002 Actual</u>	<u>2003 Estimate</u>	<u>2004 Estimate</u>
110	117	129