



U.S. Department of Labor
Employment and Training Administration

Serving American Businesses and Workers

2003 Annual Performance Plan
For The Committee on Appropriations

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1. Introduction

The Fiscal Year (FY) 2003 Annual Performance Plan (APP) for the Employment and Training Administration (ETA) is based on goals and strategies developed as part of the agency's strategic plan for the period FY 1999 - 2004. Fiscal Year 2003 is the final year of authorization of the landmark job training legislation, the Workforce Investment Act of 1998 (WIA). The Act requires that levels of performance for each Program Year are set as a result of negotiations between each State and the Secretary of Labor, and were originally set prior to Program Year 2000, the first full year of WIA implementation.

2. Overview of ETA Strategic Plan and ETA Strategic Issues

The draft Strategic Plan for the Employment and Training Administration covers the period 1999-2004, and was developed through a consultation process with ETA partners culminating in August 1999. This strategic plan was formulated prior to the recession in the U.S. economy that began in 2001 and the catastrophic events of September 11, 2001 with their subsequent further impact upon the economy. Therefore, the issues that must be addressed have changed, as has the response required by the workforce programs administered by the Employment and Training Administration.

ETA's mission is to contribute to the more efficient and effective functioning of the U.S. labor market by providing high quality job training, employment, labor market information, and income maintenance primarily through State and local workforce development systems.

ETA's vision is to promote pathways to economic liberty for individuals and families working to achieve the American Dream. On behalf of American taxpayers, the Employment and Training Administration will administer effective programs that have at their core the goals of enhanced employment opportunities and business prosperity.

ETA has also adopted a set of principles to guide its actions. These principles are:

1. We will be faithful to the American taxpayer and support programs that are outcome-focused and results-oriented.
2. We will encourage business growth through the creation of an agile workforce—one that can respond quickly and effectively to the changing needs of business and the new economy.
3. We will strive to turn individuals into career entrepreneurs by equipping them with the information they need to develop the knowledge, skills and abilities sought after in the new economy.
4. We will bolster opportunities for those less fortunate so they can gain the freedom to make sound economic decisions for themselves and their families.
5. We will uphold the principles of federalism and understand that states and local communities are the most competent administrators of our domestic concerns.
6. We will administer a workforce system that partners and connects with public and higher education systems to prepare the workforce of the 21st Century with career opportunities and skills in high job growth sectors.
7. We will ensure that our youth workforce training programs have a strong educational component, since it is clear that income and opportunities increase exponentially with education credentials.
8. We will support strong families and vibrant communities by working with community and faith-based organizations.

2.1 The Changing Workforce and Workplace

In January 24, 2002 testimony to the Senate Budget Committee, Chairman of the Federal Reserve Board, Alan Greenspan said “Perhaps most central to the outlook for consumer spending will be developments in the labor market. The pace of layoffs quickened last fall, especially after September 11, and the unemployment rate rose sharply.” In order to address the issues brought about by the current state of the U.S. economy and to improve the workforce system, the President has proposed an economic security package and reform of the Unemployment Insurance/Employment Security system.

The President’s economic security package includes a robust and practical plan to get Americans back to work, including two special programs to help workers weather the economic downturn and move into new employment. The proposal includes:

- Extending unemployment benefits by 13 weeks in all states, and
- Providing \$4 billion in special National Emergency Grants to help displaced workers maintain health coverage, supplement their income and receive employment and job training assistance.

The Labor Department has already provided a number of National Emergency Grants, in response to immediate economic shocks in New York, the Washington, D.C. area, and other states hard hit by the downturn.

The new resources the President has proposed build on existing programs designed to assist Americans financially during times of unemployment, help them improve their skills, and get them back to work. These programs, delivered by states through local One-stop Career Centers, provide unemployment insurance, job training, counseling, labor market information, and, if needed, special assistance for some workers, to pay for transportation or for relocation.

In combination with the existing programs and delivery system, the President’s plan is the best way to get Americans back to work because it emphasizes quick targeted and temporary assistance and job creation.

Reform of the UI/ES program will benefit all major stakeholders of the UI/ES program. Specifically, it will benefit:

Workers by making the extended benefit program more responsive to economic swings. That program is not responding to the current downturn.

Employers by reducing federal payroll taxes and spurring job expansion.

States by allowing them to control their own administrative funding. This will allow them to improve the timeliness and accuracy of benefit payments and to target more resources on preventing and detecting overpayments.

Secretary Chao is committed to America’s 21st century workforce, a “strong and productive workforce in which everyone can participate. . . where jobs and opportunities are available for those leaving welfare, job training is accessible for those left behind, disability never bars a qualified person from the workplace, and where parents have an easier time balancing the responsibilities of work and home.” She is further committed to ensuring effective, results-oriented job training through DOL and other programs.

Beginning in FY 2002 and continuing in FY 2003, the Employment and Training Administration will direct its efforts toward business as a principal customer of the workforce system. To this end, ETA will

seek to gather business views on how the workforce system can meet its needs and to incorporate these views into policy and program formulation including the reauthorization of the Workforce Investment Act. The ETA will seek to expand national partnerships between business and the workforce system to help business meet crucial hiring needs. Finally, ETA will work to identify and promote throughout the workforce system best practice in meeting business needs.

The Employment and Training Administration's 2003 Annual Performance Plan attempts to maximize available resources to address the needs of the economy. In fact, ETA's programs offer universal services at One-Stop Centers and other locations in all fifty States, the District of Columbia, Puerto Rico, The Virgin Islands, Guam, and beyond through the Internet.

2.2 The Workforce Investment Act of 1998

The Workforce Investment Act, WIA, is the cornerstone of ETA's 1999-2004 strategic plan. The Act envisions a workforce system that is *customer-focused, business-led, and community-centered*. The key principles underlying the legislation are: streamlining services, empowering individuals, universal access, increased accountability, new roles for local boards, State and local flexibility, and improved youth programs.

Over 600 Local Workforce Investment Boards (WIBs), appointed by Chief Local Elected Officials, oversee operation of the One-Stop Center Systems. The WIB is chaired by an individual from the business community, and business representatives must comprise the majority. The WIB also includes local education, labor organizations, economic development agencies, and all One-Stop partners, e.g., dislocated worker programs, youth programs, adult education, vocational education, welfare-to-work, unemployment insurance, etc. Local One-Stop Centers provide individuals with access to career support and businesses with assistance in finding skilled workers.

Performance Accountability for results is a hallmark of the new legislation. States are required to negotiate expected levels of performance with the Secretary of Labor and submit annual reports on State and local performance, including customer satisfaction indicators for both participants and employers. The Act envisions a high-performance workforce system that is continuously improving and delivering high quality services to its customers -- employers, workers and job seekers.

Program Year 2003, beginning July 1, 2003, is the final year of authorization for the WIA. In the period leading up to PY 2003 ETA will be working with States and local workforce investment areas to refine and improve the delivery of services under WIA. At the same time, ETA will actively participate in the process to reauthorize WIA incorporating lessons learned from the initial period of program authorization.

3. The ETA FY 2003 Budget

ETA Strategic Goals and FY 2003 Budget

The Employment and Training Administration proposes a FY 2003 budget request that addresses major workforce issues, maximizes resources, continues to restructure its own workforce, and is based on the Agency's 5-year Strategic and Annual Performance Plans. The request totals \$10.3 billion, \$906 million less than what is available in FY 2002. Of this total, \$9.3 billion is available for discretionary programs and \$1.1 billion is available for mandatory spending.

ETA's FY 2003 request does not introduce new programs. Rather, it focuses on the programs and initiatives already in place and on reforms and strategies that improve program performance and financial accountability to ensure the most effective and efficient use of the American taxpayers' money.

The request invests in programs that have proven effective and reduces spending on, or eliminates, those less effective or duplicative efforts. For example, resources are requested to continue expansion of the highly successful Job Corps program, a residential job training program for disadvantaged youth. In contrast, the request would end H-1B Skills Training Grants, Migrant and Seasonal Farmworker national programs, and new Youth Opportunity Grants. The budget supports fully ETA's mission and principles for preparing workers for the 21st Century workforce and the changing nature of work and the workplace.

A primary focus will be to bring about much needed reforms in the Unemployment Insurance and Employment Service programs. These reforms will make UI and ES more responsive to the needs of workers and employers, give states flexibility, and promote economic growth.

The following is a summary, by appropriation account, of ETA's FY 2003 budget request. This budget summary encompasses all ETA programs and activities included in the following appropriation accounts: Training and Employment Services; Community Service Employment for Older Americans; State Unemployment Insurance and Employment Service Operations; Federal Unemployment Benefits and Allowances, Program Administration; and the Advances Account.

Training and Employment Services: The Training and Employment Services (TES) appropriation funds a decentralized system of education, skill training and related services directed toward increasing the post-program employment and earnings of current and future workers, particularly low-income persons, dislocated workers, and other unemployed or underemployed individuals. \$5.0 billion is requested, \$687.0 million below the FY 2002 level. The only increase requested is \$73.4 million for Job Corps to support operations and construction for new centers and for an initiative to provide high school accreditation at all Job Corps Centers. The Administration will propose legislation on pension and health care benefits.

Community Service Employment for Older Americans: This appropriation funds the Senior Community Service Employment Program (SCSEP), which is authorized under Title V of the Older Americans Act Amendments of 2000. SCSEP is a part-time employment program for low-income persons age 55 or older. The ETA request is \$440.2 million, \$4.9 million below FY 2002 funding level.

State Unemployment Insurance and Employment Service Operations: This appropriation provides temporary income support to unemployed workers while they seek new employment or wait to return to their previous jobs. It also supports matching of employers seeking workers with workers seeking jobs, and provides funding for national activities relating to employment service activities and the Federal-State Unemployment Insurance program, and funding for State One-Stop Center networks.

The request is for \$3.7 billion, \$93 million below the FY 2002 level, based on the latest economic assumptions. There are two significant changes in this account: (1) The budget request includes \$10,000,000 in State Administration to reduce erroneous payments, a major Administration goal. Also included are added resources to finance projected workload increases due to higher claims workload and the normal growth of the workforce and covered employers. (2) ETA proposes to shift H-1B fee generated resources from training programs in the Training and Employment Services account to the State Unemployment Insurance and Employment Service Operations account to eliminate the backlog in the permanent foreign labor certification programs. ETA continues to make progress in developing a more streamlined system, but the higher workloads will require additional resources to prevent backlogs from further growing and extending the time it will take to clear them.

Federal Unemployment Benefits and Allowances: The Federal Unemployment Benefits and Allowances (FUBA) appropriation provides for the payment of Trade Adjustment Assistance (TAA) benefits, training, job search and relocation allowances to workers adversely affected by increase imports. Additionally, the FUBA appropriation provides for the payment of benefits, training, job search

and relocation allowances to workers impacted by trade with countries covered by the North American Free Trade Agreement (NAFTA).

The request for FY 2003 is for \$461.7 million, \$15 million above the FY 2002 level, based on the latest economic assumptions, for the TAA and NAFTA-TAA programs.

Program Administration: The ETA request is for \$172.1 million and 1,441 FTE, an increase of \$10.6 million. The total FTE is comprised of 1,328 funded from the appropriation and 113 FTE funded from reimbursements and H-1B fees. The budget includes a 29 FTE decrease pursuant to OMB Circular A-76 and outsourcing a number of activities presently performed by Federal employees. Of the increase, \$5.5 million and 75 FTE is for National Emergency Grants, contingent upon the enactment of the Administration's Worker Relief package, \$1.9 million for contractor services to provide specialized financial and program performance management information to all level of ETA organizations. This request includes an increase of \$577 thousand for the increased space costs of the San Francisco regional office and \$4.2 million for built-in cost increases. The Administration will propose legislation on pension and health care benefits.

Decreases include \$1.1 million and 13 FTE for Youth Opportunity Grants, \$300 thousand and 3 FTE for School-to-Work, and \$100 thousand and 2 FTE for Public Affairs. In addition, 38 FTE will be redeployed to performance management and accountability activities from other, lower priority, activities.

A legislative proposal included in the 2003 budget shifts H-1B fee-generated resources from training programs in the Training and Employment Services account to the State Unemployment Insurance and Employment Service Operations account. These fees will be used to eliminate the backlog in the permanent foreign labor certification program. Six million dollars of these funds will be allocated to the Program Administration account to finance an additional 60 FTE to reduce permanent program backlogs in ETA Regional Offices.

Advances Account: The ETA request includes \$463 million, an decrease of \$1 million below FY 2002, for the Advances to the Unemployment Trust Fund and Other Funds account for use by the Employment Standards Administration for the Black Lung Disability Trust Fund.

The ETA requests \$12,000,000 for incentive grants to States. Section 503 of the Workforce Investment Act provides that the Secretary of Labor shall award an incentive grant to each State that exceeds the State adjusted levels of performance for Titles I and II and the Carl Perkins Vocational and Applied Technology Education Act. Incentive funds allow ETA to reward those States that achieve or exceed negotiated performance levels and to provide technical assistance and possible sanctions for those States that do not.

4. FY 2003 Performance Goals and Indicators

This section provides an overview of the ETA FY 2003 performance goals as they align with the Department's cross-cutting goals. It should be noted that for some of the performance goals baseline data is not currently available. ETA is committed to, and continues to develop, measurement systems to respond to legislative changes and requirements and to use for strategic and performance planning purposes. This includes defining measures and establishing baselines for the goals identified. Much of this information will be finalized after PY 2000, which ends June 30, 2001. PY 2000 is the first full year for the Workforce Investment Act.

4.1 Strategy for Validation of Performance Measures and Indicators

The Employment and Training Administration continues to address the need to ensure the accuracy and reliability of performance data submitted by our employment and training system partners that serves as the foundation for key program decisions. The development of a comprehensive data validity system for the core indicators of the WIA program, Wagner-Peyser, and other key employment and training programs will be substantially completed in FY 2002.

In FY 2003, ETA will focus attention on training and technical assistance to deploy the data validity system among states and other grantees. Office of Inspector General reports have raised issues about the accuracy and reliability of data used to measure the outcome performance of the Welfare to Work program and the recently implemented Trade Adjustment Participant Reports. Both programs are expected to be the subject of special attention with regard to the validity and verification system.

4.2 FY 2003 Performance Goals and Indicators by Strategic Goal

The following section of this APP provides specific performance goals of the ETA as related to each Departmental cross-cutting strategic goal. For each outcome goal a listing is provided of the programs and total program budget (excluding program administration) supporting the outcome goal. Further, for each program, or set of programs supporting an outcome goal, there is provided in summary tabular form information on:

- **Program** - the program or funding stream for which the performance goals are established
- **Outcome Goal** - the specific area of performance being measured in support of the outcome goal
- **Targeted Population** - the intended program beneficiary
- **Program**- a specific program identification
- **FY 2000 Performance** - where applicable to a measure the FY or PY 1999 performance
- **FY or PY 2001, 2002, and 2003 Performance Goals** -the expected level of performance

The tabular information is followed by:

- **Budget** - a narrative discussion of the budget request for the program area, and;
- **Means and Strategies** - specific efforts and initiatives that the ETA will employ to support achievement of the outcome and performance goals.

4.3 ETA Performance Goals

Responsible for an effective, results-oriented workforce development system that is valued by its customers and investors, the Employment and Training Administration is directly involved in creating means and strategies to achieve the Department's three Strategic Goals. This section provides specific information on ETA's means and strategies to address those three goals, organized by individual outcome goals that are specific to the Agency.

Shared accountability is one of the guiding principles of the Workforce Investment Act. Under this principle, statewide goals for the performance indicators stipulated in the Act are to be developed through a process of negotiation between the States and the Department of Labor. The national performance goals for the WIA performance indicators represent a weighted average of the goals negotiated with the States.

A PREPARED WORKFORCE

Outcome Goal 1.1: *Increase Employment, Earnings and Assistance*

Programs Include:

WIA Adult Formula Grants

Welfare-to-Work

Indian and Native American Adults

Wagner-Peyser Act

Work Incentive Grants

Senior Community Service Employment

Apprenticeship Training, Employer and Labor Services

Re-employment Services Grants to States

Total Budget: \$2,375,983,000

Adult Formula Grants Performance and Goals

Goal 1.1A: Increase the employment, retention, and earnings of individuals registered under the WIA adult program. (DOL 1.1A)

<u>Indicator</u>	<u>Targeted Population</u>	<u>Program</u>	<u>PY 1999 Performance</u>	<u>PY 2000 Performance</u>	<u>PY 2001 Goal</u>	<u>PY 2002 Goal</u>	<u>PY 2003 Goal</u>
Employment in the first quarter after program exit (1.1A)	Adults	WIA Adult Program	*	N/A**	68%	70%	71%[^]
Retention in employment in the third quarter after program exit of those who were employed in the first quarter after program exit (1.1A)	Adults	WIA Adult Program	*	78%	78%	80%	82%[^]
Average earnings change for those employed in the first quarter after program exit and still employed in the third quarter after program exit** (1.1A)	Adults	WIA Adult Program	*	\$3,684	\$3,361	\$3,423	\$3,475[^]

* This is a new measure beginning PY 2000, the first year of WIA. PY 1999 and 2000 performance is explained in Appendix B.

** The adult program did not report employment for its official GPRA goal.

[^]The goal for PY 2003 reflects increases based upon Assistant Secretary's review. The goal has not been fully negotiated with partners and is therefore subject to change. ETA is in consultation with state and local partners to identify performance accountability issues and the effects of performance on participant services.

[#] This is a new indicator. PY 2002 results will provide a baseline for establishing a goal.

Note: Goals corresponding to the DOL FY2002 Annual Performance Plan are in parentheses.

Adult Formula Grants Budget: The request for FY 2003 is \$900,000,000, a decrease of \$50,000,000 below the FY 2002 level.

Adult Formula Grants Means and Strategies:

Context: In PY 2003, the WIA Adult program will be starting its fourth year of operation. The strategic goals and means of the previous years provide a context for 2003. In PY 2003, ETA will monitor the states' performance and operations, determine which states are not achieving their performance goals, and provide customized technical assistance. ETA will also prepare recommendations and reports regarding the re-authorization of WIA.

- PY 2003 will be the final year of WIA prior to consideration of its reauthorization. Objectives for the adult program in PY 2003 will include improving data quality, improving services to working adults, and strengthening the One-Stop Center system. Program reviews will focus on financial and performance accountability and be undertaken in part to identify promising practices. ETA will encourage States and local areas to explore means for improving outcomes for a range of customer groups – including employed workers, former welfare recipients, and individuals with Limited English Proficiency. (1.1A)
- Based upon the input from GAO, the WIA Readiness Teams, partners, and contractor studies, ETA will complete plans to improve how the adult program and the One-Stop system respond to customers' needs and to improve the quality and timeliness of data in performance management systems. This will assure that the program can be managed in a more effective, efficient manner, that more adults will receive appropriate employment and training services, and that the GPRA employment goals will be met or exceeded.
 - a. Strategies to improve the Adult program components of participant assessment, case management, eligibility determination, informed customer choice, and customized and responsive services involve using several means to assess current practices, identify promising examples, and develop methods for bridging gaps between current and exemplary practice. Through collaborative assessments, ETA and State and local partners will determine appropriate means of improving the aforementioned components, identify key risk areas, and work intensively with those areas with specific needs. Demonstration projects will be supported to implement more effective practices in some States and areas. By the end of PY 2003, a large majority of States and local areas will be providing sophisticated customized employment and training services at One-Stop Centers, through internet web centers, and with business, community-based, and faith-based partners' support.
 - b. The strategy to improve the performance accountability system will parallel the process to improve the program components. ETA staff in national and regional offices will monitor the reports' timeliness and validity to determine which States meet the standard level of confidence; for those States which do not meet the standard, ETA will develop and provide customized technical assistance to assure they meet the standards. These efforts will provide a more reliable, valid, and accurate reporting system and assure more credible reporting to Congress and the public. During PY 2002, a joint workgroup is to review the performance accountability system for adults. The group's reports will serve as the basis for ETA consideration of improvements to the reporting and accountability systems. Improvements in the timeliness of data are expected to be implemented late in 2002, for applications in 2003. This menu will include measures on impact of customers served, broader customer satisfaction, comparisons benchmarked with related One-Stop Centers and competition. Potential improvements will be considered for inclusion in the recommendations for WIA reauthorization to the Congress. If approved and implemented, these changes will enable the Assistant Secretary for Employment and Training to better measure and justify the program's impact, value, and benefits to Congress and the public. (1.1A)

- The PY 2003 WIA adult program objectives are: 1) ensuring timely, accurate, consistent and meaningful financial and performance data at the program level to facilitate informed management of adult program operations at all levels; 2) improving system response to customer needs; 3) improving the system of accountability for performance; and 4) strengthening the One-Stop Centers system and partnerships formed to improve services for jobseekers and employers. It is expected that the tasks required to implement these strategies will continue during PY 2003, and these areas are described above to the extent they are known. To support the last strategy, ETA will continue to enhance access to all adults to services available through One-Stop Career Centers by: 1) supporting outreach to low-income groups in schools and neighborhoods through community- and faith-based organizations, enlisting their assistance in assessment and referral of individuals to local One-Stop Career Centers; and 2) expanding access to services through enhanced use of Internet, telephone and other technologies to provide a broad spectrum of access points not dependent on a single method or medium. (1.1A)
- ETA will continue efforts begun in PY 2002 to identify reasons why adult jobseekers do not achieve a successful labor market transition as defined by WIA's core measures (jobs, retention, earnings, credential) and take steps to address the findings. (1.1A)
- ETA will continue to engage private-sector employers both as customers and partners in the workforce development system by communications through employer organizations and business liaisons within the State Workforce Investment Boards. ETA will strive to improve adult program services for the business customer by:
 1. Seeking to ensure that training for adults available in local areas is directly linked to employer-identified skill shortages, in part by improving employer participation in the development and use of Eligible Training Provider Lists in local areas and States;
 2. Through community audits, sectoral analyses, and other means, promoting training of adult workers in occupational areas identified by the business community as most in demand; and
 3. Improving services provided to employed adults by identifying and eliminating barriers to such assistance, and providing technical assistance to States and local areas on how such services can be integrated into the One-Stop service delivery system. (1.1A)
- ETA will also work across One-Stop partner programs to identify and eliminate disincentives for co-enrolling individuals in multiple programs, in order to improve program integration and outcomes for jobseekers. (1.1A)
- In regard to WIA implementation, ETA continues to work in close cooperation with its State and local partners in monitoring and overseeing the workforce development system and with its Federal partners in promoting unified planning at the State and local levels. The Department continues to improve comprehensive planning for services to adults and implementation of such programs by:
 - 1) supporting community audit projects that develop, collect and analyze information on economic and labor market trends in specific geographic areas, industries, or sectors, with a view toward improving real-time workforce investment information and services; and 2) assisting communities in developing comprehensive economic adjustment strategies to deal with dislocations with community-wide impact by continuing to work with other federal agencies to support such strategies. (Please Note: This is a cross-cutting strategy.)
- ETA will focus on increasing the capacity of the One-Stop delivery system to provide a full array of services under WIA Title I to the migrant and seasonal farm worker population. (1.1A)
- ETA will provide technical assistance directly or indirectly to the One-Stop Centers or Local Workforce Investment Boards (LWIBs) to increase the capacity of the One-Stop service delivery system to identify, recruit, register and provide employment and training services to migrant and seasonal farm workers in the LWIB's service area. (1.1A)

- ETA will coordinate with the ETA regional offices to identify, prioritize and facilitate the provision of technical assistance to the regional office's respective states. (1.1A)

**Welfare-to-Work
Performance and Goals**

Goal 1.1B: Increase the retention and earnings of Welfare-to-Work participants placed in unsubsidized employment.

<u>Indicator</u>	<u>Targeted Population</u>	<u>Program</u>	<u>1999 Performance</u>	<u>2000 Performance</u>	<u>2001 Performance</u>	<u>2002 Goal</u>	<u>2003 Goal</u>
Retention in unsubsidized employment for two consecutive quarters following the placement quarter	Long-term TANF Recipients, noncustodial parents, and other individuals with barriers to self-sufficiency	Welfare-to-Work	*	84%	49%	60%~	60%~
Increase in average earnings by second consecutive quarter following the placement quarter	Long-term TANF Recipients, noncustodial parents, and other individuals with barriers to self-sufficiency	Welfare-to-Work	*	59%^	53%	N/A	N/A

*This is a new goal beginning in FY 2000. Beginning in FY 2002, ETA will focus on retention for GPRA reporting purposes.

^For FY 2000, the 84 percent retention rate and the 59 percent earnings increase rate are likely to be inflated due to misinterpretations of the reporting guidance by a number of grantees.

~The FY 2001 data used as the baseline for the FY 2002 and 2003 goals reflect revisions to WtW reporting which were implemented to improve data quality and accuracy. The FY 2002 and 2003 goals reflect realistic but ambitious expectations for grantee performance.

While ETA does not anticipate any further changes to this goal, it will review the data submitted in FY 2002 to determine if any changes to the FY 2003 goal are appropriate.

Note: Goals corresponding to the DOL FY2002 Annual Performance Plan are in parentheses.

Welfare-to-Work Budget: Approximately \$2.7 billion altogether was awarded in grants for the Welfare-to-Work Program. Though work continues with existing funding, an additional funding request is not included in the FY 2003 Budget. In FY 2001, legislation was approved to extend the period over which grantees may expend their Welfare-to-Work funds by two years. This extension enables the program to operate on existing funding through FY 2004.

Welfare-to-Work Means and Strategies:

- ETA will continue to increase the integration of WtW services and partner relationships into One-Stop Centers to ensure that WtW target populations continue to be placed and retained in unsubsidized jobs with advancement potential despite exhaustion of the WtW federal investment or further downturns in the economy. The number of WtW Formula and Competitive Programs judged to be fully integrated into One-Stop operations will increase by 15%. (1.1B)
- ETA will assure that the pathway from income maintenance (welfare) to workforce development (WIA and its business-driven outcomes) becomes irreversible by providing States and localities with the analytical, programmatic, and interagency tools they need to help participants find employment with wages and supports that make work pay better than benefits. (1.1B)
- ETA will make employment retention more attractive to participants and more feasible to employers through increased grantee use of tax credits, the Federal Bonding Program, and the provision of enhanced post-employment services. The use of the tax credits, the Federal Bonding Program, Individual Development Accounts, and post-employment training support payments by WtW grantees will increase by 15% during FY 2003. (1.1B)

- ETA will continue to focus intense attention on individuals with additional needs for retention in the labor market, such as non-custodial parents and ex-offenders. Six more states will implement full WtW and Child Support statewide partnerships and three more communities will begin operating Benchcard Pilot initiatives. The number of noncustodial parents served by WtW programs overall will increase by 15%. (1.1B)
- ETA will implement increasing numbers of partnerships, memoranda of understanding between agencies, and other public and private cooperative ventures so that a permanent infrastructure remains after the federal WtW investment runs out in 2004. Examples of these external partnerships and agreements include working with: the Department of Health and Human Service's Office of Child Support Enforcement to provide better outreach and service to noncustodial parents; the Justice Department to coordinate its Re-Entry Partnership and Court Re-Entry programs with WtW services to ex-felons and those with criminal records; the Department of Health and Human Services to increase the use of Individual Development Accounts and to implement the Pathways to Advancement program (PTA), aimed at increasing the quality and amount of entry-level upgrading of former welfare recipients placed into unsubsidized jobs; and the Federal Deposit Insurance Corporation to ensure the availability of the MoneySmart financial education training through One-Stop Career Centers. Internal partnerships include working with ETA's Office of Career Transition Assistance to increase the use of tax credits, and with ETA's Office of Policy and Research to increase employers' use of the of the Federal Bonding Program. (Please Note: This is a cross-cutting strategy.)

**Wagner-Peyser Act and America's Job Bank
Performance and Goals**

Goal 1.1C: Improve the outcomes for job seekers and employers who receive public labor exchange services (DOL 1.1B)

<u>Indicator</u>	<u>Targeted Population</u>	<u>Program</u>	<u>PY 2000 Performance</u>	<u>PY 2001 Goal</u>	<u>PY 2002 Goal</u>	<u>PY 2003 Goal</u>
Job seekers registered with the public labor exchange will enter employment with a new employer by the end of the second quarter following registration (DOL 1.1B)*	Job Seekers	Wagner-Peyser Act	N/A	N/A*	55%	58%
Job seekers registered with the public labor exchange will continue to be employed two quarters after initial entry into employment with a new employer (DOL 1.1B)*	Job Seekers	Wagner-Peyser Act	N/A*	N/A*	70%	72%
Increase in the total number of job openings listed with the public labor exchange (with both State Workforce Agencies and America's Job Bank) (DOL 1.1B)	Employers	Wagner-Peyser Act/One- Stop	+21%	+ 15%	≥ PY 2001	+5% above PY 2001, adjusted for economic conditions
Increase in the number of employers that register with America's Job Bank (DOL 1.1B)*	Employers	America's Job Bank	†	236,400 (total) 10% increase	N/A	286,000 (total) 10% increase
Increase the number of job searches conducted from America's Job Bank by 5% a year (DOL 1.1B)*	Job Seekers	America's Job Bank	◇	◇	◇	195.4 million (+5%)
Increase the number of resume searches conducted from America's Job Bank by 5% a year (DOL 1.1B)*	Employers	America's Job Bank	≈	≈	≈	9.45 million (+5%)

* This is a new goal for PY 2003.

Note: Goals corresponding to the DOL FY2003 Annual Performance Plan are in parentheses.

Wagner-Peyser Act (Employment Service/One Stop Centers) and America's Job Bank Budget:

Employment Service/One Stop:

- **One-Stop Centers:** The agency request level of \$113,000,000 in FY 2003 is for One-Stop Career Center support. This request is \$7,000,000 below the FY 2002 appropriated level.
- **Wagner-Peyser Act Formula Grants to States:** The agency request is \$761,735,000, the same as the FY 2002 President's budget. In the year ending June 30, 2000 over 3.6 million individuals who received these labor exchange services found jobs, a 2.75 percent increase over the prior year. Employers continue to benefit from these services as well. For the same time period, the total number of job openings listed with the public employment service increased 20% with 10.2 million job openings listed. Enhanced funding for this program very simply puts more people to work.
- **Re-Employment Services Grants for States:** Funding at the current level of \$35,000,000 would enable a sustained investment in this targeted activity. This level will enable States to provide the current level of services to claimants.

Wagner-Peyser Act (Employment Security) and America's Job Bank Program Means and Strategies:

- ETA will continue to support and improve the comprehensive Labor Exchange Performance Measurement System to provide performance information in support of optimizing the delivery of labor exchange services to employers and job seekers. Program Year 2003 will be a critical milestone year for the performance measures in that baseline data from the new 9002 reporting system and the results of the new outcome measures will be fully available to help guide the system in continuous improvement. ETA will expect states to include expected levels of performance for the Labor Exchange Performance Measures, reached in agreement with ETA Regional Offices, in their five-year strategic plans. (1.1C)
- ETA will work with states to use re-employment services funds to provide intensive services to Unemployment Insurance claimants in need of reemployment assistance so they can return more quickly to work. States will provide early intervention, immediate referrals to suitable job openings, and staff-assisted, intensive services as needed. Additional funds will enable services to more Unemployment Insurance claimants and will enable increased positive employment outcomes. (1.1C)
- ETA will provide a broad range of technical assistance and training to facilitate effective delivery of Wagner-Peyser employment and workforce information services within One-Stop systems including brokering of best practices, development of models and tools for state and local use, increased use of on-line information and training for the system, release of program guidance in key areas, and on-site technical assistance where feasible and needed. Areas of focus will continue to be program/system performance and effective service delivery strategies that meet customer needs. (1.1C)
- With the strategic direction of the Workforce Information Council, ETA and states will make investments in state and local workforce information (labor market information) tools and service delivery strategies. This information is integral to helping employers more accurately articulate their skill needs and job seekers make career decisions and articulate the skills they have to offer employers. As part of this effort, ETA will continue to promote and support O*NET as the common occupation language for the workforce investment system which supports integrated service delivery and provides critical information on the skills and abilities associated with different

occupations, which is an underlying component of almost every workforce development activity. (1.1C)

- With employer input and feedback, ETA will continue to work with the states to identify and develop strategies to better serve employers through One-Stop systems in order to increase the number of jobs listed with One-Stops and job seekers that enter employment. (1.1C)
- ETA will increase usage of the America's Career Kit Tools by both employers and job seekers by: 1) continually improving the products' value to customers based on customer input and feedback; 2) working with states to develop strategies to more effectively integrate the tools with service delivery in physical One-Stop systems; and 3) ongoing marketing of America's Job Bank to employers and job seekers. (1.1C)

**Apprenticeship Training, Employer and Labor Services
Performance and Goals**

Goal 1.1D: Strengthen the registered apprenticeship system to meet the training needs of business and workers in the 21st Century.* (DOL 1.1C)

<u>Indicator</u>	<u>Targeted Population</u>	<u>Program</u>	<u>1999 Performance</u>	<u>2000 Performance</u>	<u>2001 Performance</u>	<u>2002 Goal</u>	<u>2003 Goal</u>
Increase in number of new apprenticeship programs over established baseline.	Employer and Labor Entities	Apprenticeship Training	N/A	N/A	N/A*	10%	23%
Increase in number of new businesses involved in apprenticeship over established baseline.	Employers	Apprenticeship Training	N/A	N/A	N/A*	10%	23%
Increase in number of new apprentices over established baseline.	New Apprentices	Apprenticeship Training	N/A	N/A	N/A*	10%	27%
Increase in number of new programs in new and emerging industries – at minimum Information Technology, Health Care and Social Services – over established baseline.	Employer and Labor Entities	Apprenticeship Training	N/A	N/A	N/A*	10%	20%

* This is a new goal. ETA will establish a baseline for each indicator using the average of FY 1999, 2000 and 2001 data. ETA is moving toward 4-year goals, as explained in Appendix B.

Note: Goals corresponding to the DOL FY2003 Annual Performance Plan are in parentheses.

Apprenticeship Training, Employer and Labor Services Budget:

The registered apprenticeship training program is an industry-driven training program voluntarily sponsored by joint employer and labor groups, individual employers and/or employer associations. The Office of Apprenticeship Training, Employer and Labor Services (OATELS) is responsible for the administration of the Registered National Apprenticeship System and is the registration authority for training programs and apprentices in 23 States. OATELS delegates this registration authority through its Federal-State partnership with State Apprenticeship Councils/Agencies (SACs) in 27 States, the District of Columbia, Puerto Rico and the Virgin Islands.

OATELS Program Administration funding at \$21,928,000 is limited to staff salaries and expenses.

Apprenticeship Training, Employer and Labor Services Means and Strategies:

- Continue to engage the Workforce Development system to expand registered apprenticeship. (1.1D)
- Continue to review existing research from the registered apprenticeship system; engage current stakeholders; and gather input from new potential customers to participate in the registered apprenticeship system. (1.1D)
- Continue to conduct labor shortage research to identify and develop partnerships involving registered apprenticeship training in a minimum of three–targeted industries. (1.1D)
- Continue to develop four campaigns to convene four forums with business and industry organizations to expand registered apprenticeship. (1.1D)
- Continue to ensure collaboration with the Office of Faith-Based and Community Initiatives to promote and expand the registered apprenticeship system. (1.1D)
- Continue to seek input from faith-based and community-based organizations on effective means to address their issues. (1.1D)
- Continue to identify promising practices with WIBs and registered apprenticeship to develop examples of how registered apprenticeship can participate with all states. (1.1D)
- Continue to participate in other DOL education and training strategies and initiatives to inform and increase the participation of the registered apprenticeship system. (1.1D)
- Continue to increase the registered apprenticeship system’s participation in the various Department’s education and training strategies and initiatives, e.g., OYS, OAS, JC, OWS, OTIS and OFAM. Major employment and training initiatives will include registered apprenticeship as a mechanism to develop a skilled workforce. A process will also be developed to engage more businesses to participate in the workforce development system. As part of this increased participation, the registered apprenticeship system will be involved in customer surveys and other instruments developed to improve the workforce development system. (Please Note: This is a cross-cutting strategy.)
- Continue to develop customized training programs with One-Stop Centers for referrals to businesses and applicants for registered apprenticeship. (Please Note: This is a cross-cutting strategy.)
- ETA will continue to engage the Departments of Education, Housing and Urban Development, Transportation, and Justice to leverage support for registered apprenticeship and maximize resources to provide businesses and workers with skill development for the 21st Century. (Please Note: This is a cross-cutting strategy.)

**National Programs
Performance and Goals**

Goal 1.1E: Increase the capacity and quality of One-Stop system services for people with disabilities who are registered in the workforce investment area(s) receiving Work Incentive Grants
Goal 1.1F: Increase employment and positive outcomes of adults registered under the Indian and Native American Program
Goal 1.1G: Increase employment opportunities for senior citizens participating in the Senior Community Service Employment Program

<u>Indicator</u>	<u>Targeted Population</u>	<u>Program</u>	<u>PY 1999 Performance</u>	<u>PY 2000 Performance</u>	<u>PY 2001 Goal</u>	<u>PY 2002 Goal</u>	<u>PY 2003 Goal</u>
Percent more individuals with disabilities served than were served in the workforce area(s) in the previous program year under the adult, dislocated worker and youth programs (1.1E)	People with disabilities	Work Incentive Grants	*	N/A	N/A	5%	5%
Of those with disabilities, percent more individuals with disabilities placed in unsubsidized employment after program exit than were placed in the previous program year (1.1E)	People with disabilities	Work Incentive Grants	*	N/A	N/A	5%	5%
Of those placed in the first quarter after program exit, percent more individuals with disabilities employed in the third quarter after exit than were retained in the previous program year (1.1E)	People with disabilities	Work Incentive Grants	*	N/A	N/A	5%	5%
Increase in average earnings change for individuals with disabilities over the average earnings change for individuals with disabilities in the previous program year (1.1E)	People with disabilities	Work Incentive Grants	*	N/A	N/A	\$250	\$250
Employment at program exit (1.1F)	Indian and Native American Adults	Indian and Native American Program	51.9%^	^	54%	56%	56%
Positive outcomes at program exit (1.1F)	Indian and Native American Adults	Indian and Native American Program	83.4%^	^	84%	86%	86%
Percent of participants placed and retained in unsubsidized employment (1.1G)	Senior Citizens	Senior Community Service Employment Program	36.5%	33.8%	26%	37%+	37%+

* This is a new initiative. 23 Grants were issued in PY 2000, so there is not any performance information for PY 1999. The indicators listed are new for PY 2002 and PY 2003.

^ This goal was revised with the passage of WIA. The PY 1999 performance results reported are for JTPA .

+ The indicator is effective beginning with PY 2002. The prior indicator was the ratio of unsubsidized placements to authorized positions.

Note: Goals corresponding to the DOL FY2003 Annual Performance Plan are in parentheses.

Work Incentive Grants Budget: The Department is requesting \$20,000,000, the same as the FY 2002 appropriation request level, for new grant awards to state and local workforce investment programs working with other public and non-profit providers of services to people with disabilities. ETA will administer this competitive grant activity but will work closely with the Office of Disability Employment Policy and the President's Task Force on Employment of Adults with Disabilities. ETA plans to use approximately \$1,000,000 of the \$20,000,000 to supplement a national contract supporting technical assistance and conferences to the workforce investment system on disability laws, regulations, issues and services.

Work Incentive Grants Means and Strategies:

- ETA will focus on data validity and program accountability by conducting desk analysis of quarterly report submissions, conducting annual administrative conferences for new grantees, refining grant SGAs based upon current workforce and grant experience, and reinforcing outreach and services to people with disabilities in the One-Stop system. (1.1E)
- ETA will conduct technical assistance of grant activities that promote information sharing on policy developments and successful One-Stop strategies impacting employment and training services to people with disabilities. This will be accomplished through a variety of means including on-line information sharing, periodic conference calls and video conferencing calls, participation in multi-agency conferences related to systems change of disability program delivery, high-lighting successful strategies of other grants, promoting regional conferences and training of the One-Stop system, examining web-cast applications for information sharing and implementing other strategies which promote promising practices in serving people with disabilities in the workforce system. (1.1E)
- ETA will evaluate Work Incentive Grant activities in order to assess systemic component of grant activity, develop a database of on-going Work Incentive Grant activities with common elements across grants (e.g., Has the grantee hired benefits planning specialists to work in local One-Stop Centers? If so, how many?), and to identify where additional technical assistance would be helpful to grantees. (1.1E)
- ETA will provide information from promising practices website that is currently under development with Work Incentive Grantees to foster information on successful models of skill training and employment of people with disabilities. (1.1E)
- ETA will coordinate with DOL's Office of Disability Employment Policy (ODEP) to assure coordination of respective grant programs and technical assistance related to WIA and the One-Stop Center system. (1.1E)

Indian and Native American Program Budget: The FY 2003 budget request is \$55,000,000, a decrease of \$2,000,000 below the FY 2002 appropriation level.

Indian and Native American Program Means and Strategies:

- Performance Management:
 1. Expand the current peer-to-peer technical assistance efforts to be more comprehensive and to include peer reviews. This will improve grantee staff capability and allow for a better exchange of best practices.

2. Expand INA grantee participation in available ETA and other related training opportunities to improve grantee capability.
 3. Promote grantee linkages with Workforce Investment Boards to allow full utilization of available resources and, where appropriate, eliminate duplication.
 4. Expand the knowledge and scope of other available resources for grantee utilization. (1.1F)
- Accountability:
 1. Establish the capability of 100% electronic reporting and communication in the grantee community for reporting efficiency.
 2. In conjunction with ETA efforts, finalize and distribute a grantee self-validation tool.
 3. Identify reasons for negative outcomes to allow grantees to improve performance.
 4. Improve the efficiency and scope of federal monitoring efforts and feedback to grantees. (1.1F)

Senior Community Service Employment Program Budget: The FY 2003 budget request for the National Sponsors' portion of SCSEP is \$343,289,000. The request for the State Grants' portion is \$96,911,000. The total SCSEP budget request is \$440,200,000, a decrease of \$4,900,000 below the FY 2002 appropriation level.

Senior Community Service Employment Program Means and Strategies:

- Technical Assistance:
 1. Provide technical assistance material to grantees, including handbooks, TAGs, etc;
 2. Establish computer-based long distance training for local SCSEP project directors;
 3. Provide technical assistance and training for under-performing SCSEP grantees; and
 4. Continue the integration of local SCSEP projects into the WIA One-Stop system. (1.1G)
- Performance Accountability:

ETA will establish systems to collect required data, including development of appropriate standards and measures. In PY 2003 the emphasis will be on bringing all grantees into the new systems.

 1. Provide incentives and recognition to high performing grantees (i.e., those that make the elevated unsubsidized placement goals);
 2. Begin implementation of the Older American Act corrective action steps, which include mandatory corrective action plans and reduced funding; and
 3. Recapture and reallocate unexpended funds (e.g., from poor performing grantees) to higher performing grantees. (1.1G)

**Customer Satisfaction
Performance and Goals**

Goal 1.1H: Increase customer satisfaction with services received from workforce investment activities in connection with the One-Stop delivery system

<u>Indicator</u>	<u>Targeted Population</u>	<u>Program</u>	<u>PY 1999 Performance</u>	<u>PY 2000 Performance</u>	<u>PY 2001 Goal</u>	<u>PY 2002 Goal</u>	<u>PY2003 Goal</u>
Score of participant satisfaction with services on the American Customer Satisfaction Index.	Registered participants in WIA Activities	WIA Adult and Youth Activities	*	78	69	70	71[^]
Score of employer satisfaction with services on the American Customer Satisfaction Index.	Employers	WIA Adult and Youth Activities	*	71	66	68	69[^]

*This is a new WIA goal based upon a weighted average of negotiated levels of performance for all States.

[^]The PY 2003 goals have not yet been negotiated with the States, so the goal reflected is preliminary and continues the trend established by the PY 2000 – 2002 goals.

Note: Goals corresponding to the DOL FY2003 Annual Performance Plan are in parentheses.

Customer Satisfaction Means and Strategies:

- Continue to provide training, tools and assistance to Workforce Investment Areas and One-Stop partner programs on quality and continuous improvement techniques, and uses of employer and participant customer satisfaction survey information. ETA will provide recognition to workforce entities that achieve identified levels of performance excellence. (1.1H)

A PREPARED WORKFORCE

Outcome Goal 1.2: Increase Number of Youth Making a Successful Transition to a Career Path

Programs Include:

Job Corps

Indian and Native American Youth

Youth Activities Formula Grants

Youth Opportunity Grants

Total Budget: \$2,550,625,000

Youth Formula Grants Performance and Goals

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

<u>Indicator</u>	<u>Targeted Population</u>	<u>Program</u>	<u>PY 2000 Performance</u>	<u>PY 2001 Goal</u>	<u>PY 2002 Goal</u>	<u>PY 2003 Goal</u>
Of the 14-18 year-old youth who enter the program without a diploma or equivalent, the percent who will attain a secondary school diploma or equivalent by the first quarter after exit (DOL 1.2A)	Disadvantaged Youth Aged 14-18	WIA Youth Program	*	N/A	51%	52%
Employed in the first quarter after program exit (DOL 1.2A)	Disadvantaged Youth Aged 19-21	WIA Youth Program	^	^	63%	65%
Retention in employment in the third quarter after exit of those who were employed in the quarter after program exit (DO1.2A)	Disadvantaged Youth Aged 19-21	WIA Youth Program	77%	70%	77%	78%

^ This was a new goal for Program Year 2002.

Note: Goals corresponding to the DOL FY2003 Annual Performance Plan are in parentheses.

Youth Formula Grants Budget: Local areas use the funds to provide comprehensive, long-term services for youth that provide them with the necessary supports to assist them in developing into responsible adults and to transition to post-secondary education and training and to careers. The request is \$985,951,000, a decrease of \$125,095,000 below the FY 2002 appropriation level.

Youth Formula Grants Means and Strategies:

- ETA's federal staff and state staff will jointly determine the effectiveness of local youth programs. These staff will complete 50 site visits to local areas by June 30, 2004, providing technical assistance, guidance and identifying best practices. Success will be achieved once the 50 site

visits are completed and local area directors and youth council chairs receive a report of findings and recommendations. (1.2A)

- ETA will issue its annual program guidance to states and local areas implementing comprehensive youth services under WIA. The 2003 program emphasis will focus on strong academic and skills training components, leading to a high school diploma or its equivalent, advanced training and employment opportunities that lead to career paths, and follow-up services that lead to retention in employment. The guidance letter will be issued by April of 2003. (1.2A)
- Each ETA region will conduct at least one youth technical assistance event that focuses on providing local communities and youth councils with strategies to build strong youth investment systems that promote attainment of diplomas/GEDs or advanced training leading to career opportunities. Seventy-five percent of participants will rate the quality of the information exchange at the conference as good to excellent. (1.2A)
- ETA's national best practices strategy will continue to promote educational and skills training achievement for younger youth. ETA's national office, assisted by the regions, will maintain a web-base database of best practices and strategies. Success will be achieved when 90% of the users rate this service as effective. (1.2A)
- ETA will convene a National Youth Summit of a representative group of Workforce Investment Act program participants. Attendees will act as focus groups to develop "what works" practices from a youth perspective. Success will be measured when 100% of states are provided with the results of the focus groups to incorporate into their customer satisfaction programs. (1.2A)
- While in this last year of authorization under the Workforce Investment Act, the Department will place continued emphasis on improving the quality of services in order to equip our youth with the knowledge, skills, and abilities required to effectively meet the changing needs of business and the new economy as well as a focus on the reauthorization of WIA. Because PY 2003 is the last year of authorization, the Department plans to analyze the experiences of state and local areas in the effective delivery of high quality, comprehensive youth services and assess how well these services met the challenge of preparing our most at-risk youth for post-secondary education and careers. Our goal is to determine the potential areas for improvement and issues that could be addressed through the reauthorization of the Workforce Investment Act. (1.2A)

Cross-Cutting Programs and Issues

ETA will facilitate the involvement of Faith-Based organizations, as partners, to expand educational, cultural, recreational and career opportunities for youth.

**Job Corps
Performance and Goals**

1.2B: Increase participation, retention, and earnings of Job Corps graduates in employment or education (DOL 1.2B)

<i>Indicator</i>	<i>Targeted Population</i>	<i>Program</i>	<i>PY 2000 Performance</i>	<i>PY 2001 Goal</i>	<i>PY 2002 Goal</i>	<i>PY 2003 Goal</i>
Graduates who enter employment or enroll in education	Severely Disadvantaged Youth	Job Corps	85%	85%	90%	N/A*
Increase number of students who earn diplomas	Severely Disadvantaged Youth	Job Corps	N/A*	N/A*	+ 20% over PY 2001	+ 20% over PY 2002
Average hourly wage at entered employment	Severely Disadvantaged Youth	Job Corps	\$7.97	\$7.25	\$8.20	N/A*
Six month retention in employment or education	Severely Disadvantaged Youth	Job Corps	67% (90 day retention)	70%	70%	70%
Average hourly wage at six months retention in employment or education	Severely Disadvantaged Youth	Job Corps	N/A*	N/A*	N/A*	\$8.27

* Job Corps program emphasis has shifted from short-term results to long-term outcomes. PY 2003 goals have changed to reflect increased emphasis on high school credentialing and greater wage opportunities, leading to graduates' long-term employability.

Note: Goals corresponding to the DOL FY2003 Annual Performance Plan are in parentheses.

Job Corps Budget: The 2003 request of \$1,532,160,000 provides for a high school accreditation initiative, the activation of a new Job Corps center in Hartford, Connecticut, and the continued operation of the 122 Job Corps centers. Site selection, planning and design of two new Job Corps centers begun with the FY 2002 appropriation will be continued with funding requested in this budget submission.

Job Corps Means and Strategies:

Job Corps program graduates achieve success as a result of their Job Corps experience. This will be accomplished by continuing to implement a more comprehensive and effective placement and career transition support system for graduates as part of Job Corps' Career Development Services System (CDSS) program enhancement strategy. Through this strategy, ETA will continue to emphasize high quality placements and wages that will lead to long-term attachment to the work force. ETA will accomplish this in the following ways:

- Continue to place emphasis on performance in the competitive procurement process to foster competition as a means of enhancing program effectiveness;
- Ensure that the Job Corps program remains a viable entity that will continually meet the evolving needs of the 21st Century workforce by continuing to emphasize the core activities and services that achieve maximum benefits for students and taxpayers;
- Continue to provide technical assistance to staff nationwide by updating training modules, monitoring staff training plans, and analyzing results of satisfaction surveys to further address customer needs through the training of Job Corps staff. Additionally, ETA will develop a model

safety and health program to maintain safe and healthy environments at all centers, critical to the long-term labor market success of Job Corps graduates;

- Enhance the mix and relevance of career offerings in Job Corps that meet local labor market demands, resulting in the modernization of Job Corps' training programs through input from industry councils, local employers and labor market information; and higher earnings through graduates' long-term attachment to the labor market;
- Infuse advanced technologies, including the incorporation of information technology skills, during the first 60 days of a student's enrollment; and
- Increase co-enrollment agreements to maximize opportunities for Job Corps students.

As part of its continuous improvement effort, ETA will strive to increase the number of high school diplomas that students attain while enrolled in Job Corps as a means to enhance educational credentials and career opportunities. ETA's strategy to increase high school diploma attainment will proceed in these key areas:

- Collaborating with the U.S. Department of Education and forming local partnerships to expand high school credentialing opportunities for students and staff;
- Expanding Job Corps' existing high school diplomas programs by establishing new on- and off-site locations, and developing charter schools, alternative system and linkages with local school programs; and
- Establishing a national Job Corps on-line high school in partnership with a state school or university program.

Youth Opportunity Grants Performance and Goals

1.2 C: Increase employment and retention of youth registered under the WIA youth program in education or employment (DOL 1.2C)

<i>Indicator</i>	<i>Targeted Population</i>	<i>Program</i>	<i>PY 2000 Performance</i>	<i>PY 2001 Goal</i>	<i>PY 2002 Goal</i>	<i>PY 2003 Goal</i>
Attain a secondary school diploma or equivalent by the first quarter after exit	At Risk Youth, Aged 14-18, Living in High Poverty Areas	Youth Opportunity Grants	*	^	51%	52%
In employment by the first quarter after exit	At Risk Youth, Aged 19-21, Living in High Poverty Areas	Youth Opportunity Grants	*	^	63%	65%
Retention in employment in the third quarter after exit of those who were employed in the quarter after program exit	At Risk Youth, Aged 19-21, Living in High Poverty Areas	Youth Opportunity Grants	*	70%	77%	78%

^ This is a new goal for Program Year 2002.

* Program Year 2000 data is unavailable at this time.

Note: Goals corresponding to the DOL FY2003 Annual Performance Plan are in parentheses.

Youth Opportunity Grants Budget: Youth Opportunity grants concentrate a large amount of funds into high-poverty areas with the goal of bring about community-wide changes in the dropout rate, college enrollment rate, and employment rate of youth growing up in these areas. Grants have been awarded to some of the poorest communities in the United States, including Watts, the Hough section of Cleveland, the Fifth Ward of Houston, the Navajo and Pine Ridge Indian Reservations, and a rural area of Louisiana in the Mississippi Delta that has been called the poorest place in America. The request is for \$44,500,000. This funding level will support Youth Opportunity Grants' outstanding commitments to the original 36 grants in their fifth and final year of funding.

Youth Opportunity Grants Program Means and Strategies:

- ETA will convene a second National Youth Summit of a representative group of Workforce Investment Act program participants. Attendees will act as focus groups to develop "what works" practices from a youth perspective. Success will be measured when 100% of states are provided with the results of the focus groups to incorporate into their customer satisfaction programs.
- ETA will ensure the Youth Opportunity Grant program effectiveness through monitoring and providing oversight via quarterly reports.
- During the last year of direct Federal funding, ETA will continue to focus on developing and implementing viable sustainability strategies. ETA will provide technical assistance to Youth Opportunity Grantees in the areas of resource mapping, developing ties to state, local, and private funding, and strengthening linkages to local youth formula-funded programs. ETA will work with local youth councils in this effort.

Cross-Cutting Programs and Issues

ETA will facilitate the involvement of faith-based organizations, as partners, to expand educational, cultural, recreational and career opportunities for youth.

**Indian and Native American Program
Performance and Goals**

Goal 1.2D: Increase the skill attainment, work readiness and employment of youth registered under the Indian and Native American Program

<u>Indicator</u>	<u>Targeted Population</u>	<u>Program</u>	<u>PY 1999 Performance</u>	<u>PY 2000 Performance</u>	<u>PY 2001 Goal</u>	<u>PY 2002 Goal</u>	<u>PY 2003 Goal</u>
Attain at least two goals relating to basic skills, work readiness, skill attainment, entered employment and skill training (1.2D)	Native American Youth	Indian and Native American Program	+	*	60%	61%	61%
Earn a secondary school diploma or its recognized equivalent (GED) (1.2D)	Native American Youth	Indian and Native American Program	+	*	65%	66%	66%

+This is a new goal. No prior program data available.
* Preliminary data are expected March 2002.

Indian and Native American Youth Budget: Section 166(d)(2)(A)(ii) of WIA authorizes the provision of supplemental youth services to reservations and Alaska Native areas. Approximately 1.5% of the youth formula budget is available for Indian and Native American Youth Programs, which translates to \$15,014,000. Indian and Native American Program grantees administer these youth funds.

Indian and Native American Youth Program Means and Strategies:

- Performance Management:
 1. Expand the current peer-to-peer technical assistance efforts to be more comprehensive and to include peer reviews. This will improve grantee staff capability and allow for a better exchange of best practices.
 2. Expand INA grantee participation in available ETA and other related training opportunities to improve grantee capability.
 3. Promote grantee linkages with Workforce Investment Boards to allow full utilization of available resources and, where appropriate, eliminate duplication.
 4. Expand the knowledge and scope of other available resources for grantee utilization. (1.2D)
- Accountability:
 1. Establish the capability of 100% electronic reporting and communication in the grantee community for reporting efficiency.
 2. In conjunction with ETA-wide efforts, finalize and distribute a grantee self-validation tool.
 3. Complete a proposal to research and identify reasons for negative outcomes to allow grantees to improve performance.
 4. Improve the efficiency and scope of federal monitoring efforts and feedback to grantees. (1.2D)

A SECURE WORKFORCE
Outcome Goal 2.2: *Protect worker benefits*

Unemployment Compensation Foreign Labor Certification
 Trade Adjustment Assistance/NAFTA-TAA Benefits
Total Budget: \$ 3,063,228,000

Unemployment Insurance
Performance and Goals

2.2A Make timely and accurate benefit payments to and facilitate the reemployment of Unemployed Workers and set up Unemployment Insurance (UI) tax accounts promptly for new employers

<i>Indicator</i>	<i>Targeted Population</i>	<i>2000 Performance</i>	<i>2001 Goal</i>	<i>2002 Goal</i>	<i>2003 Goal</i>
Improve payment timeliness <ul style="list-style-type: none"> • Percent of intrastate payments made within 14-21 days 	Unemployed Workers	N/A	N/A	91%	91%
Improve Payment Accuracy nationwide <ul style="list-style-type: none"> • Benefit payment accuracy rate 	Unemployed Workers	N/A	N/A	Establish a baseline	±
Facilitate reemployment <ul style="list-style-type: none"> • Increase the entered employment rate of Unemployment Insurance claimants 	Unemployed Workers	N/A	N/A	Establish a baseline	±
Set up Unemployment Insurance Tax Accounts Promptly <ul style="list-style-type: none"> • Percent of new employers who are issued a determination about their Unemployment Insurance tax liability within 90 days of the end of the first quarter they become liable for the tax 	New Employers	N/A	N/A	80%	80%

± These goals will be articulated once ETA obtains stakeholder feed back in defining the indicators and the baselines are established.

Note: Goals corresponding to the DOL FY2003 Annual Performance Plan are in parentheses.

Unemployment Insurance Program Budget: The total Unemployment Insurance Program request of \$2,727,688,000 includes \$2,717,688,000 for State Administration and \$10,000,000 for National Activities.

Unemployment Insurance Means & Strategies:

- To help raise overall first payment timeliness and new status determination timeliness, ETA will initially ensure that the State Quality Service Plans of states with performance below the established minimum criteria have the mandatory corrective action plans to raise performance. ETA will also urge all other states that are below the 91% target to develop plans leading to quicker claims handling without compromising payment accuracy. States just meeting the minimum performance criterion (60%) for determining new status liability will be encouraged to develop plans designed to increase timeliness, without compromising the accuracy of determinations. (2.2A)

- ETA will provide the system with quarterly reports on state payment timeliness and state employer tax liability determination timeliness so that progress can be monitored and problems can be addressed immediately. (2.2A)
- ETA will continue to urge states to use data from the State Directory of New Hires to prevent some overpayments due to working while claiming benefits and detect earlier those which have occurred. (2.2A)
- ETA will work with states to improve benefit payment accuracy and reemployment by working against targets for payment accuracy and entered employment established in FY 2002. States will implement additional data collection to obtain entered employment data on a continuing basis and use it to guide their reemployment assistance to Unemployment Insurance claimants. States will have guidance on the extent and nature of erroneous denials from denied claim accuracy data (a part of the Benefit Accuracy Measurement--BAM--system.) ETA will also provide states with additional analytical data from BAM on the nature and cause of overpayments to assist them in crafting better front-end procedures for preventing overpayments. (2.2A)
- ETA will develop enhancements to existing systems for the early detection of multi-claimant fraud schemes in cooperation with the states. (2.2A)

**Foreign Labor Certification
Performance and Goals**

2.2B Promptly review employer applications for foreign labor certifications

<u>Indicator</u>	<u>2001 Performance</u>	<u>2001 Goal</u>	<u>2002 Goal</u>	<u>2003 Goal</u>
Promptly process employer labor condition applications for the H-1B professional/specialty temporary program. (2.2B)	N/A	N/A	95% processed within seven days of receipt	95% processed within seven days of receipt
Promptly review employer applications for foreign labor certifications to ensure that aliens admitted to work under foreign labor certifications will not adversely affect domestic workers' wages or working conditions. Reduce the average time required in the ETA Regional Offices to process applications received under the new PERM process for permanent alien residency. (2.2B)	N/A	N/A	N/A	Reduce average processing time to six months for the new PERM process

Note: Goals corresponding to the DOL FY2003 Annual Performance Plan are in parentheses.

Foreign Labor Certification Program Budget: The amount requested for state administration of the foreign labor certification permanent program is \$5,540,000.

Foreign Labor Certification Means & Strategies

- ETA will monitor functioning of the labor certification application process, both the web-based and faxed-based, for the H-1B professional/specialty temporary program on a continuing basis. (2.2B)
- ETA will initiate a more streamlined system for processing foreign labor certifications. The process should reduce the time an employer waits for a Labor Department response on its application from an estimated 24 months to six months (the Immigration and Naturalization Service review takes additional time). In the new system, ETA regional staff will review applications; in their review they will rely on employers' previous recruitment efforts to establish the lack of available qualified workers for the positions to be filled by foreign labor. In the previous procedure, the state workforce agency first conducted time-consuming advertisements to confirm that the employer was paying a prevailing wage and that there were no domestic applicants for the opening then ETA regional staff completed the review. (2.2B)
- ETA will implement a data system that will enable tracking and reporting the time required to complete each application for alien foreign labor certification. Under the old "two-tier" system, only the number of cases on hand was available. The new data system will enable the process to be managed, not only by the number of cases on hand, but also by the speed of the service being provided, permitting monitoring of overall timeliness and the identification of types of applications which require additional attention. (2.2B)

TAA/NAFTA-TAA Benefits Budget: This account provides for the payment of Trade Adjustment Assistance (TAA) benefits to workers adversely affected by increased imports. Additionally, this account provides for the payment of benefits to workers impacted by trade with countries covered by the North American Free Trade Agreement (NAFTA).

The budget request for TAA benefits is \$297,000,000. The request for NAFTA transitional adjustment assistance benefits is \$33,000,000.

The total budget request for TAA and NAFTA-TAA benefits and training allowances is \$461,650,000, an increase of \$46,000,000 above the FY 2002 appropriation level. Benefits account for \$330,000,000 of the total. Training accounts for \$131,650,000 of the total and is reflected in the budget total under Outcome Goal 2.3 of this Annual Performance Plan. The goal, indicators and strategies for the TAA and NAFTA-TAA programs are explained under Outcome Goal 2.3.

A SECURE WORKFORCE

Outcome Goal 2.3: *Increase Employment and Earnings for Retrained Workers*

Programs Include:
WIA Dislocated Worker Formula and National Reserve
Trade Adjustment Assistance/NAFTA-TAA Training

Total Budget: \$1,514,690,000

Dislocated Worker Formula Grants *Performance and Goals*

Goal 2.3A: Increase the employment, retention, and earnings replacement of individuals registered under the WIA dislocated worker program (DOL 2.3A)

<i>Indicator</i>	<i>Targeted Population</i>	<i>Program</i>	<i>PY 1999 Performance</i>	<i>PY 2000 Performance</i>	<i>PY 2001 Goal</i>	<i>PY 2002 Goal</i>	<i>PY 2003 Goal</i>
Employed in the first quarter after program exit	Dislocated Workers	WIA Dislocated Worker Program	*	75%	73%	78%	78%^
Retention in employment in the third quarter after program exit of those who were employed in the first quarter after program exit	Dislocated Workers	WIA Dislocated Worker Program	*	83%	83%	88%	88%^
Earnings replacement rate for those employed in the first quarter after program exit and still employed in the third quarter after program exit	Dislocated Workers	WIA Dislocated Worker Program	*	95%	91%	98%	98%^

* This is a new measure beginning with PY 2000.

^Goals for PY 2002 and PY 2003 have not been fully negotiated with partners and are therefore subject to change. ETA is in consultation with state and local partners to identify performance accountability issues and the effects of performance on participant services.

Note: Goals corresponding to the DOL FY2003 Annual Performance Plan are in parentheses.

Dislocated Worker Formula and National Emergency Grant Budget: The FY 2003 request is \$1,383,040,000, a decrease of \$165,960,000 below the FY 2002 appropriation level. Formula grants to States account for \$1,106,432,000 of the total request, and National Reserve grants account for \$276,608,000 of the total.

Dislocated Worker Formula and National Emergency Grant Means and Strategies:

Context: In PY 2003, the WIA Dislocated Worker program will be starting its fourth year of operation. The strategic goals and means of the previous years provide a context for 2003. In PY 2003, ETA will monitor the states' performance and operations, determine which states are not achieving their performance goals, and provide customized technical assistance. ETA will also prepare recommendations and reports regarding the re-authorization of WIA.

This plan builds upon previous years' strategies to better serve workers with strategic partners. The PY 2002 program objectives are: 1) ensuring timely, accurate, consistent and meaningful financial and performance data at the program level to facilitate informed management of dislocated worker program operations at all levels; 2) improving system response to customer needs; 3) improving wage replacement for dislocated workers; 4) improving the system of accountability for performance; and 5) strengthening the One-Stop Center system and partnerships formed to improve services for jobseekers and employers.

- ETA will enhance universal access of all dislocated workers to services available through One-Stop Career Centers by: 1) supporting outreach to groups of dislocated workers through community-based organizations, faith-based organizations, organized labor, and other entities, State Rapid Response units, etc., enlisting their assistance in assessment and referral of individuals to local One-Stop Career Centers; and 2) expanding access to services through enhanced use of Internet, telephone and other technologies to provide a broad spectrum of access points not dependent on a single method or medium. (2.3A)
- ETA will continue efforts begun in PY 2002 to identify reasons why dislocated worker jobseekers do not achieve a successful labor market transition (as defined by WIA's core measures (jobs, retention, earnings, credential) and take steps to respond to the findings. (2.3A)
- ETA will continue to invest in engaging private-sector employers both as customers and partners in the workforce development system by communications, conferences, and contractor support to business leads within the State Workforce Investment Boards. ETA will strive to improve dislocated worker program services for the business customer by:
 1. Seeking to ensure that training available in local areas is directly linked to employer-identified skill shortages, in part by improving employer participation in the development and use of Eligible Training Provider Lists in local areas and states;
 2. Through community audits, sectoral analyses, and other means, promoting training of dislocated workers in occupational areas identified by the business community as most in demand;
 3. Improving the employer-related services provided through Rapid Response assistance; and
 4. Increasing employers' awareness of the requirements of the WARN Act (see a. below). (2.3A)
- ETA will continue services to dislocated workers who are likely to exhaust Unemployment Insurance benefits as identified by the Worker Profiling and Re-employment Services component of the workforce system by improving the assessment of claimants' needs and providing appropriate Wagner-Peyser Act and WIA Title I re-employment services (e.g., job search workshops, counseling, referrals to suitable openings) and other needed assistance. (2.3A)

Significant New or Enhanced Efforts in FY 2003:

PY 2003 will be the final year of WIA prior to consideration of its reauthorization. Objectives for the dislocated worker program in PY 2003 will include improving data quality, improving services to working adults, and strengthening the One-Stop Center system. Program reviews will focus on financial and performance accountability and be undertaken in part to identify promising practices.

ETA will encourage states and local areas to explore means for improving outcomes for a range of dislocated workers, including individuals with Limited English Proficiency.

Based upon the input from GAO, the WIA Readiness Teams, partners, and contractor studies, ETA will complete plans to improve how the program and the One-Stop system responds to customers' needs and to improve the quality and timeliness of data in performance management systems. This will assure that the programs can be managed in a more effective, efficient manner, that more adults will receive appropriate employment and training services, and that the GPRA employment goals will be met or exceeded.

- a. Strategies to improve the dislocated worker program components of participant assessment, case management, eligibility determination, informed customer choice, and customized and responsive services involve using several means to assess current practices, identify promising examples, and develop methods for bridging gaps between current and exemplary practice. Through collaborative assessments, ETA and state and local partners will determine appropriate means of improving the aforementioned components, identify key risk areas, and work intensively with those areas with specific needs. Demonstration projects will be supported to implement more effective practices in some states and areas. The reconstituted National Dislocated Worker Workgroup provides a framework for progress in most of the areas of emphasis, including increasing the timeliness of employer notices under the Worker Adjustment and Retraining Notification Act (WARN) and Rapid Response activities.

By the end of PY 2003, a large majority of states and local areas will be providing sophisticated customized employment and training services at One-Stop Centers, through internet web centers, and with business, community-based, and faith-based partners' support. (2.3A)

- b. The strategy to improve the performance accountability system will parallel the process to improve the program components. ETA staff in national and regional offices will monitor the reports' timeliness and validity to determine which states meet the standard level of confidence; for those states which do not meet the standard, ETA will develop and provide customized technical assistance to assure they meet the standards. These efforts will provide a more reliable, valid, and accurate reporting system and assure more credible reporting to Congress and the public. During PY 2002, a joint workgroup is to review the performance accountability system for dislocated workers. The group's reports will serve as the basis for ETA consideration of improvements to the reporting and accountability systems. Improvements in the timeliness of data are expected to be implemented late in 2002, for applications in 2003. This menu will include measures on impact of customers served, broader customer satisfaction, comparisons benchmarked with related One-Stop Centers and competition. Potential improvements will be considered for inclusion in the recommendations for WIA reauthorization to the Congress. If approved and implemented, these changes will enable the Assistant Secretary for Employment and Training to better measure and justify the program's impact, value, and benefits to Congress and the public.

The review will include consideration of One-Stop system measures and measures on impact of customers served, broader customer satisfaction, comparisons benchmarked with related One-Stop career centers and competition. To improve the quality of

competitive incumbent and dislocated worker grants, ETA will continue the strategy, begun in the previous year, to sponsor “bidders’ conferences” for 50 percent of competitive procurements. The workgroups’ recommended technical changes to the Assistant Secretary for Employment and Training might also be included in the recommendations for reauthorization to the Congress. The bidders’ conferences will be expected to provide better proposals – and later projects – to better meet the needs of dislocated and incumbent workers. All the above require contractor support to complete. If approved and implemented, these changes will enable the Assistant Secretary for Employment and Training to better measure and justify the program’s impact, value, and benefits to Congress, WIA stakeholders and the public. (2.3A)

- c. A strategy to improve the “wage replacement rate” goal will consist of following up on activities begun in PY 2002. Research findings on factors affecting wage replacement rates and promising practices and policies, developed in the previous year, will be provided to the One-Stop network and related partners, showcased in national conferences, and available in guidance from the ETA WIA websites. This will require contractor support to complete in 2003. The factors will inform ETA and its partners as we consider the relationship between wage replacement, total compensation, customer needs, and customer satisfaction. The impact of this strategy will be to enable State/local program operators to better understand the interplay between wages and customer satisfaction, to understand effective approaches to improving wages for dislocated workers, and to more accurately measure wage outcomes and hence, implement effective approaches to reemployment for their dislocated worker customers. (2.3A)
- ETA will transition to a system of electronic grant application filing and program and financial reporting for National Emergency Grants. The efficiency gained from the electronic filing and abbreviated filing requirements will enable grant award decisions to be announced within 15 days of receipt of a complete application. The current processing time standard is 45 days. Similarly, electronic system will improve the timeliness with which program and financial data are available thus enabling improved program monitoring and technical assistance targeting. All NEG grant application filing will become electronically based in FY 2003. Implementation of the electronic system is a key DOL “e-government” initiative. (2.3A)
- ETA will implement pilot and demonstration projects to improve local areas’ ability to understand business and labor market trends and undertake comprehensive planning for services to dislocated workers and incumbent workers. For example, ETA will focus on:
 - 1) Supporting community audit, incumbent worker and sectoral employment demonstration projects that develop, collect and analyze information regarding economic and labor market trends in specific geographic areas, industries, or sectors. This will improve real-time workforce investment information and services, prevent dislocations, more effectively target training resources, and support business growth and worker welfare.
 - 2) Continuing to work with the Departments of Commerce, Treasury, and others to support strategies to assist communities in developing comprehensive economic adjustment strategies to deal with dislocations with community-wide impact. (Please Note: This is a cross-cutting strategy.)

- ETA also will continue to work in close cooperation with state and local partners in monitoring and overseeing the workforce development system and with federal partners in promoting unified planning at the state and local levels. (Please Note: This is a cross-cutting strategy.)
- ETA will also work across One-Stop partner programs to identify and eliminate disincentives for co-enrolling individuals in multiple programs, in order to improve program integration and outcomes for jobseekers. (Please Note: This is a cross-cutting strategy.)

**Trade Adjustment Assistance/NAFTA-TAA Training
Performance and Goals**

Goal 2.3B: Increase the employment, retention, and earnings replacement of workers dislocated in important part because of trade and who receive trade adjustment assistance benefits (DOL 2.3B)

<i>Indicator</i>	<i>Targeted Population</i>	<i>Program</i>	<i>1999 Performance</i>	<i>2000 Performance</i>	<i>2001 Performance</i>	<i>2002 Goal</i>	<i>2003 Goal</i>
Employed in the first quarter after program exit	Dislocated Workers	Trade Adjustment Assistance	+	65% ¹	66%	78%	78%
Retention in employment in the third quarter after program exit of those who were employed in the first quarter after program exit	Dislocated Workers	Trade Adjustment Assistance	+	+	90%	88%	88%
Earnings replacement rate for those employed in the first quarter after program exit and still employed in the third quarter after program exit	Dislocated Workers	Trade Adjustment Assistance	+	107% ²	88%	90%	90%

+ This is a new goal, which conforms to WIA and aligns more closely with the dislocated worker goal. FY 2001 constitutes the baseline year.

¹ The low reemployment percentage for FY 2000 is believed to be due to data reliability problems. This theory was tested by looking at wage record data for terminees reported as unemployed in eight States. This analysis significantly raised the number of workers reemployed in those States. Incorporating the higher number for workers reemployed from the eight States in the National figures raises the overall reemployment rate to 74.8%. It should be noted that wage record data will be used in all future Trade Act Participant Reports (TAPR).

² The significantly high earnings replacement rate is also due to data reliability problems. It should be noted that wage record data will be used in all future TAPR reporting.

Note: Goals corresponding to the DOL FY2003 Annual Performance Plan are in parentheses.

TAA/NAFTA-TAA Training Budget: This account provides for the payment of Trade Adjustment Assistance (TAA) training, job search and relocation allowances to workers adversely affected by increased imports. Additionally, this account provides for the payment of training, job search and relocation allowances to workers impacted by trade with countries covered by the North American Free Trade Agreement (NAFTA). State administrative costs associated with the TAA and NAFTA-TAA training programs are included in this account.

The FY 2003 budget request for TAA training is \$94,500,000. The request for NAFTA transitional adjustment assistance training is \$37,150,000.

The total budget request for TAA and NAFTA-TAA benefits and training allowances is \$461,650,000, an increase of \$46,000,000 above the FY 2002 appropriation level. Training accounts for \$131,650,000 of the total. Benefits account for \$330,000,000 of the total and are reflected in the budget total under Outcome Goal 2.2 of this Annual Performance Plan.

Trade Adjustment Assistance Program Means and Strategies:

- **Strengthen The Performance Management Framework For The Trade Act Programs:** ETA will improve the validity and quality of the data used to manage performance of the Trade Act programs by:
 - Achieving full reporting and a high standard of accuracy for data reported in the Trade Act Participant Report (TAPR) through constant review of state data submissions and by ensuring that participant data systems are part of the states' normal evaluation and monitoring systems;
 - Completing training, by the end of fiscal year 2002, for all states on reporting requirements and data quality standards and providing targeted technical assistance to correct reporting or data quality problems;
 - Updating the TAPR to reflect any new data needs that result from reauthorization and/or reform of the programs and providing technical assistance and training to the states as needed; and
 - Communicating suitable employment goals to the states and local offices by the end of fiscal year 2002 so that suitable outcomes are understood and pursued for each participant at the levels where training and other services are actually provided. (2.3B)
- **Minimize The Investigation Backlog And Achieving Maximum Compliance With Statutory Deadlines Within Resource Constraints:** ETA will institute measures to increase productivity and reduce investigation time for petition determinations. These measures will be aimed at reducing the percentage of investigations that exceed the statutory time limits. (2.3B)
- **Achieve Improved Integration Of The Trade Act Programs With The WIA Dislocated Worker Program And The One-Stop Career Center System:** ETA will continue to pursue full integration of the Trade Act programs into the One-Stop system and the WIA programs by assisting states and local boards to overcome barriers that stand in the way of increasing the percentage of Trade Act program participants who are coenrolled in the dislocated worker program. ETA will also use the Trade Taskforce to identify opportunities to better integrate the Trade Act programs and the WIA dislocated worker program. ETA will prepare and deliver training sessions that will disseminate information and best practices for use by states and local boards. (2.3B)

5. Agency Strategic Management Process

5.1 E-government

E-government is a vision of how public sector organizations of the 21st Century will govern, how they will serve citizens, and how they will interact with business partners, their employees, and other government organizations. The “e” in e-government represents the move to a fully integrated, secure, paper free, on-demand accessible electronic government that will:

- improve integrated service delivery;
- provide universal citizen access;
- begin to enhance traditional government structures and processes;
- support new government products and services by relying on the emergence and convergence of new technologies; and
- improve effectiveness.

ETA’s mission as a federal partner in the workforce system is “to contribute to the more efficient and effective 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 system.” E-government will enhance ETA’s ability to achieve that mission while at the same time increasing the efficiency by which it does so. It will extend ETA’s current investments in “bricks and mortar” as well as the investments already made in program services and information technology.

Outcome Goal
Transform the core business processes of the public workforce investment system—including the services funded and delivered by ETA’s partners—to the new e-commerce model.

FY 2003 Performance Goal:	A Technology Resource Center will be operational in FY2003
Indicator:	An operational Technology Resource Center
Data Source:	State and local grantees
Baseline:	No first year baseline established
Comment:	The Technology Resource Center will support efforts to: begin the process of identifying and adopting technical reference models; plan for and deliver appropriate technology assistance to all ETA partners; build service delivery and automated systems which citizens feel are both secure and private; assist in developing practical yet secure processes for sharing data, and adopting technical reference models.

Means and Strategies:

Continue collaborative efforts with the Workforce Development partners, through the governance established for the Technology Resource Center, to ensure that the Center is

providing the technical support necessary to meet the needs of ETA's Workforce Development System.

FY 2003 Performance Goal:	Promote e-learning for the Workforce Development System
Indicator:	Create an e-learning capacity available to workforce professionals
Data Source:	ETA's partners
Baseline:	No first year baseline established
Comment:	This electronic learning system will be technology-based and deliver high quality training online to address the skill needs of ETA's partners and their staff; a certification of competency is the expected outcome of such training; credentialing is effective and valid; the collective knowledge of the workforce system is stored and managed and accessible to all workforce development professionals; state and local agencies may exchange training modules and models; distance learning standards can be tested and disseminated; and technical assistance is available.

Means and Strategies:

ETA will award a grant and create governance based on a collaborative and coordinated process where ETA's partners are adequately represented and fully involved and decisions are supported by the Policy Council.

In order to successfully implement a virtual online university, ETA needs to:

- Conduct a review of existing systems and models to identify those that will offer the most to the workforce system;
- Investigate state and local education/training systems that prepare workforce professionals and determine "gaps" in the content;
- Support pilot initiatives to demonstrate strengths and weaknesses of models;
- Focus on measurable and successful learning outcomes;
- Choose customizable e-learning products to fit state branding requirements and program specifications;
- Ensure that e-learning models, products and services can be provided at differing levels of technical sophistication to fit the capacities of individual state systems; and
- Assess and implement existing systems and curriculums.

FY 2003 Performance Goal:	ETA will become digitally-based and Internet-accessible.
Indicator:	All information reporting systems will be Web-based and major business functions will be reviewed and re-engineered to digital processes and ETA will be compliant with the Government Paperwork Elimination Act (GPEA).
Data Source:	ETA/Grantee reporting forms; internal ETA business functions
Baseline:	Existing Web-based systems and business processes.
Comment:	As business processes and workflows are reviewed, initial focus will be on: developing an on-line grant management process in coordination with other agencies; Internet-based financial and performance reporting; technical models of governance; elimination of program and audit barriers; on-line reporting policies, guidance, and feedback systems; a virtual one-stop shop for all ETA services; and meeting the requirements for GPEA.

Means and Strategies:

- ETA will have analyzed its current business functions/processes and re-engineered many of its business practices and its partner and interoffice relationships in order to streamline and automate its current operations.
- New automation systems will continue to be designed, developed and integrated into ETA's business operations during FY2003.

5.2 Information Technology Management Strategy

ETA's continuing goal is to use information resources to achieve both program and management strategic goals. The electronic tools will enable our employees and partners to lower costs, improve work processes and more effectively use their talents. It will also increase the availability, timeliness and usefulness of performance information critical to measuring progress in achieving goals.

<p>Outcome Goal Improve organizational performance and communication through effective deployment of IT resources</p>
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FY 2003 Performance Goal:	Continue development of the agency-wide Enterprise Information Management System (EIMS) to capture the grants life cycle process from initiation to closeout.
Indicator:	EIMS will be used to effectively manage ETA's grants process.
Data Source:	Programmatic financial and participant reports submitted by grantees via the Web; internal data generated by automated tracking and processing systems.
Baseline:	EIMS as it exists today.
Comment:	EIMS will continue to evolve as the Information back-bone of ETA. All ETA grants will be tracked through the system from inception until closeout. Performance and financial data will be integrated in order to develop a more comprehensive picture relating to the success of ETA programs. Output reports will be readily accessible and Web-based, with a succession of charts and tables available that will begin with an ETA-wide presentation, and then allow a "drill-down" functionality to specific program and grantee level reporting. An on-line output reporting function will be developed for the grantee community, providing a comparative analysis capability. EIMS will continue to integrate information from other systems and external data sources. (This goal will be refined.)

Means and Strategies

- Continue to add electronic on-line reporting forms for collecting financial data and performance measures as data collections are approved by OMB.
- Continue to evolve the output reporting system to put timely and accurate information through use of “dashboard display technology” into the hands of Executives, Managers and professional staff.
- Build electronic interfaces to external systems and data sources and integrate this information into the EIMS output reporting system.
- Continue consultations with Grantees to ensure that the external reporting module is a “value-added” component of EIMS and meets their information needs.

5.3 Financial Management Strategy

ETA’s continuing goal will be to maintain effective financial management practices within the agency for budgeting, accounting and financial reporting that support program delivery, resource management and the safeguarding of assets under our control. The success of our efforts will be measured primarily by the opinions of our auditors and internal reviews completed by the agency.

Outcome Goal
Maintain the integrity and stewardship of ETA’s financial resources

FY 2003 Performance Goal:	Financial systems and procedures meet the “substantial compliance” standard as prescribed in the Federal Financial Management Improvement Act (FFMIA), and audit indicates ETA information is presented in DOL financial statements.
Indicators:	<ul style="list-style-type: none"> ▪ Audit of the Department’s financial statements contains no material weaknesses related to activities conducted by ETA, or non-compliance with FFMIA. ▪ 90% of outstanding reportable conditions will be resolved and 50% closed. ▪ 92% of invoices will be processed timely.
Data Source:	OIG Audit of ETA within the Department’s financial statements
Baseline:	Managerial Cost Accounting Standard
Comment:	ETA’s activities are discussed below.

Means & Strategies:

- Continue the integration and improvement of accounting and financial management applications and systems to provide more timely and useful information to end users.
- Upgrade the quality of financial management through increased investments in training of agency professionals, including financial management professionals.
- Evaluate, improve and document agency managerial controls and procedures, and continue efforts to reengineer procedures to increase effectiveness and decrease costs.
- Increase investments in technology to improve efficiency and effectiveness of employees, including more timely and accurate processing of financial documents.
- Continue efforts to pilot managerial cost accounting projects and to integrate financial and performance information.

- Increase financial oversight of grant and contract recipients, especially those considered at risk and those new to the agency.
- Develop a plan and schedule for integrating EIMS and DOLARS for recording obligations and costs.
- Develop specifications and a timetable to receive and route invoices electronically from contractors and vendors.
- Direct additional resources to address identified conditions.
- Distribute prompt payment information monthly on national and regional performance.

5.4 Contract and Grant Administration Strategy

ETA’s continuing goal will be to maintain effective contract and grant management practices within the agency.

Outcome Goal
Effectively and efficiently administer grants and contracts

FY 2003 Performance Goal:	ETA will improve contract and grant award cycle time, monitoring and audit resolution.
Indicator:	<u>Pre-award:</u> <ul style="list-style-type: none"> • ETA will improve grant solicitations and conduct pre-award surveys to ensure that all grantees understand performance requirements and are capable of providing required services. • The average cycle time for developing and awarding grants and contracts will be reduced by 5%. <u>Grant execution:</u> <ul style="list-style-type: none"> • All ETA grant recipients will be monitored (on site or desk review), reviewed and certified with regard to meeting key grant expectations. <u>Resolution:</u> <ul style="list-style-type: none"> • ETA will resolve 95% of audits within legally established timeframes.
Data Source:	To be determined.
Baseline:	To be determined.
Comment:	ETA’s activities are discussed below.

Means & Strategies:

- Utilize the team approach in developing solicitation packages. Procurement staff will work with program staff in developing procurement packages and with legal staff to ensure that procurements comply with regulations.
- Conduct pre-award reviews of recipients with limited experience in administering federal grant programs.
- Develop a system to provide specialized financial and management oversight to grantees identified as “at risk.”
- Increase the number of technical assistance workshops, conferences and grantee visits.

5.5 Human Resources Management Strategy

ETA places great importance on strategically managing one of its most important resources – its employees. ETA’s human resources strategy focuses on employee satisfaction and development, work organization and practices, and performance management.

Outcome Goal
Strategically manage human capital

FY 2003 Performance Goal:	Build, sustain and effectively deploy the high-performing workforce needed to meet the current and emerging needs of government and its citizens.
Indicator:	<ul style="list-style-type: none"> • 50% or more of ETA employees express satisfaction with their work environment as expressed in employee surveys. • 90% of performance standards for ETA senior executives and managers will specify measurable results that are aligned with organization goals as evidenced by review of standards. • 70% of employees with identified skill gaps increase the skills as measured by pre- and post-skill assessment. • At least 50% of positions are reviewed for potential conversion or competition for competitive sourcing. • Competitively source at least 10% of ETA’s FAIR Act inventory.
Data Source:	ETA management information
Baseline:	To be determined
Comment:	ETA’s activities are discussed below.

Means & Strategies:

- Link performance standards, feedback and recognition to organizational goals.
- Put in place strategies, based upon workforce planning, to maintain management bench strength and skill levels.
- Deploy staff to align with strategic goals and maximize effectiveness and efficiency.
- Ensure there is regular and substantive communication with employees regarding work and working conditions.
- Identify skill needs and gaps for major occupational areas and put in place action and investment plans to address the gaps.
- Complete ETA plan for outsourcing closeout and TAA staff.

5.6 Budget and Performance Integration Strategy

ETA continues to work toward fully integrating its budget and performance management activities.

<p>Outcome Goal</p> <p><i>Provide timely feedback for management through standard, integrated budgeting, performance and accounting information systems</i></p>

FY 2003 Performance Goal:	ETA will have uniform, cost-effective, valid and reliable performance and cost data for major programs and activities that support integrated performance budgeting.
Indicator:	<ul style="list-style-type: none"> • ETA will apply an appropriate sanction upon grantees failing to provide timely and complete performance or cost reports. • 90% of cost reports due will be received and processed within the quarter due.
Data Source:	To be determined
Baseline:	To be determined
Comment:	In order to attain this goal, ETA must require states to validate data in such a way to produce error rates using the methodology that ETA is developing or a comparable state methodology. It will also require some standardization of data.

Means & Strategies:

- Undertake additional pilots and develop plan for deployment of managerial cost-accounting system within ETA.
- Information on obligations, recipient costs and payments will be made available to program managers through daily DOLARS reports available electronically.
- In FY 2002, develop program (unit cost) performance cost measures for deployment in FY/PY 2003 (to support FY 2004 budget process).
- ETA will establish return on investment (ROI) benchmarks that identify and validate apprenticeship as a key national workforce strategy by:
 - Obtaining input from system partners and contractors; and
 - Developing an econometric model that captures ROI elements.
- Provide training to federal staff in using accounting and performance information for program management and oversight.
- Produce, pilot test and deploy a data validation system for major ETA programs.

5.7 Faith-Based and Community Initiative Strategy

ETA continues to identify and work to eliminate barriers to effective faith- and community-based organizations participating in ETA-funded programs.

<p>Outcome Goal <i>Increase participation of faith- and community-based organizations in delivering workforce development services</i></p>
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FY 2003 Performance Goal:	Increase participation by faith- and community-based organizations in the grant application process for WIA adult and youth programs.
Indicator:	<ul style="list-style-type: none"> Increase by ___% the number of applications from faith- and community-based organizations as a percentage of total applications received for adult and youth programs.
Data Source:	To be determined
Baseline:	This is a new goal. FY 2002 will constitute the baseline year for this measure. Because there is no comparable baseline, this measure will be reviewed for appropriateness as performance data becomes available.
Comment:	In FY 2002, a survey will be conducted of Workforce Investment Areas to determine the mix of service provider applicants including the percentage that are faith- and community-based organizations. This survey will also determine strategies for information gathering.

Means & Strategies:

- Survey WIA Workforce Investment Areas to determine the mix of service provider applicants including the percentage that are faith- and community-based organizations to establish a baseline for performance.
- Develop informational strategies to promote the application by faith- and community-based organizations for WIA Adult and Youth funds.

Appendix A: List of Acronyms

AJB	America's Job Bank
AIMS	Apprenticeship Information Management System
ALMIS	America's Labor Market Information System
APP	Annual Performance Plan
AWBA	Average Weekly Benefit Amount
BLS	Bureau of Labor Statistics
CDSS	Job Corps' Career Development Services System
CY	Calendar Year
DOI	U.S. Department of Interior
DOJ	U.S. Department of Justice
DOL	U.S. Department of Labor
DOT	U.S. Department of Transportation
EB	Extended Benefits
ED	U.S. Department of Education
EER	Entered Employment Rate
EIMS	Enterprise Information Management System
ES	U.S. Employment Service
ETA	Employment and Training Administration
FFMIA	Federal Financial Management Improvement Act
FTE	Full-time Equivalent
FUTA	Federal Unemployment Tax Act
FY	Fiscal Year
GED	General Equivalency Diploma
GPEA	Government Paperwork Elimination Act
GPRA	Government Performance and Results Act
HHS	U.S. Department of Health and Human Services
HUD	U.S. Department of Housing and Urban Development
INA	Indian and Native American Program
JTPA	Job Training Partnership Act
MSFW	Migrant and Seasonal Farm Workers
NAFTA	North American Free Trade Agreement
NGA	National Governors Association
OAS	Office of Adult Services
OATELS	Office of Apprenticeship Training, Employer and Labor Services
OIG	Office of the Inspector General
O*NET	Occupational Information Network
OPR	Office of Policy and Research
OWS	Office of Workforce Security
PY	Program Year
SCSEP	Senior Community Service Employment Program
SBA	Small Business Administration
SWA	State Workforce Agency
TAA	Trade Adjustment Assistance
UI	Unemployment Insurance
USDA	United States Department of Agriculture
WIA	Workforce Investment Act
WIASRD	Workforce Investment Act Standardized Record Data
WIB	Workforce Investment Board
WOTC	Work Opportunity Tax Credit
WPRS	Worker Profiling and Reemployment Services
WtW	Welfare-to-Work

Appendix B.

Details of FY 2003 Performance Goals, Indicators & Baselines

Outcome Goal 1.1: Increase Employment, Earnings and Assistance—Performance Goals

Performance Goal 1.1A	Increase the employment, retention, and earnings of individuals registered under the WIA adult program
<i>Performance Results</i>	<p>PY 2000: The goal was exceeded, based on WIA Quarterly Performance Reports. Of those registered under the WIA adult program and employed in the first quarter after exit, 78% were employed in the third quarter after program exit, with increased average earnings of \$3,684.</p> <p>PY 1999: N/A</p>
<i>Indicator</i>	<p>PY 2003:</p> <ul style="list-style-type: none"> • 71% will be employed in the first quarter after program exit; • 82% of those employed in the first quarter after program exit will be employed in the third quarter after program exit; and • The average earnings change will be \$3,475 for those who are employed in the first quarter after program exit and are still employed in the third quarter after program exit. <p>PY 2002:</p> <ul style="list-style-type: none"> • 70% will be employed in the first quarter after program exit; • 80% of those employed in the first quarter after program exit will be employed in the third quarter after program exit; and • The average earnings change will be \$3,423 for those who are employed in the first quarter after program exit and are still employed in the third quarter after program exit. <p>PY 2001:</p> <ul style="list-style-type: none"> • 68% will be employed in the first quarter after program exit; • 78% of those employed in the first quarter after program exit will be employed in the third quarter after program exit; and • The average earnings change will be \$3,361 for those who are employed in the first quarter after program exit and are still employed in the third quarter after program exit. <p>PY 2000:</p> <ul style="list-style-type: none"> • 67% will be employed in the first quarter after program exit; • 77% of those employed in the first quarter after program exit will be employed in the third quarter after program exit; and • The average earnings change will be \$3,264 for those who are employed in the first quarter after program exit and are still employed in the third quarter after program exit. <p>PY 1999: N/A</p>
<i>Data Source</i>	Workforce Investment Act Standardized Record Data (WIASRD) included in the Enterprise Information Management System (EIMS); UI Wage Records
<i>Baseline</i>	There is no prior experience with this WIA indicator, which is based on the use of UI wage records. PY 2000, the first full year of WIA implementation, constitutes the baseline year for this measure. The performance measure is derived from the agreed upon levels of performance for all States. These measures will be regularly reviewed for appropriateness and rigor as performance data becomes available.
<i>Comment</i>	The current FY 1999–2004 Strategic Plan includes the new WIA goal based upon a weighted average of negotiated levels of performance for all States. The goals for PY 2000, PY 2001 and PY 2002 stated in this plan also reflect these negotiated levels for all States. The PY 2003 goal has not yet been negotiated with the States, so the goal reflected is preliminary and continues the trend established by the PY 2000 – 2002 goals.

Performance Goal 1.1B	Increase the retention and earnings of Welfare-to-Work participants placed in unsubsidized employment
<i>Performance Results</i>	<p>FY 2001: <u>The goal was not achieved.</u> Of those Welfare-to-Work (WtW) participants placed in unsubsidized employment, 49% remained in the workforce for six months with 53% average earnings increase by the second consecutive quarter following the placement quarter</p> <p>FY 2000: <u>The goal was achieved.</u> Of those Welfare-to-Work (WtW) participants placed in unsubsidized employment, 84% remained in the workforce for six months with 59% average earnings increase by the second consecutive quarter following the placement quarter.</p> <p>FY 1999: N/A</p>
<i>Indicator</i>	<p>FY 2003:</p> <ul style="list-style-type: none"> 60% will remain in the workforce for two consecutive quarters following the placement quarter. <p>FY 2002:</p> <ul style="list-style-type: none"> 60% will remain in the workforce for two consecutive quarters following the placement quarter. <p>FY 2001:</p> <ul style="list-style-type: none"> 66% will remain in the workforce for six months; and The average earnings increase by the second consecutive quarter following placement will be 6%. <p>FY 2000:</p> <ul style="list-style-type: none"> 60% will remain in the workforce for six months; and The average earnings increase by the second consecutive quarter following placement will be 5%.
<i>Data Source</i>	WtW Quarterly Financial Status Report
<i>Baseline</i>	New Goal. The baseline for this performance measure is FY 2001.
<i>Comment</i>	The FY 2001 data used as the baseline for the FY 2003 goal reflect revisions to WtW reporting which were implemented to improve data quality and accuracy. The FY 2003 goal reflects realistic but ambitious expectations for grantee performance, and while we do not anticipate any further changes to this goal, we will review the data submitted in FY 2002 to determine if any changes to the FY 2003 goal are appropriate.

Performance Goal 1.1C	Improve the outcomes for job seekers and employers who receive public labor exchange services.
<i>Performance Results</i>	<p>PY 2000: Achieved for all indicators:</p> <ul style="list-style-type: none"> 3.2 million (23.6%) of job seekers who received labor exchange services entered employment; The number of job openings listed increased by 26.5% over Program Year 1999, including 7.4 million with State Workforce Agencies and 5.4 million with America's Job Bank; and 66,564 new employers registered with America's Job Bank. <p>PY 1999: Achieved for all indicators.</p>

<i>Indicator</i>	<p>PY 2003:</p> <ul style="list-style-type: none"> • 58%* 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; • 72%* of job seekers will continue to be employed two quarters after initial entry into employment with a new employer; • The number of job openings listed with the public labor exchange (with both State Workforce Agencies and America's Job Bank) will increase by 5% over the total for PY 2001, adjusted for economic fluctuations; • The number of employers that register with America's Job Bank will increase by 10% to a total of 286,000*; • The number of job searches conducted by job seekers from America's Job Bank will increase by 5% to a total of 195.4 million*; and • The number of resume searches conducted by employers from America's Job Bank will increase by 5% to a total of 9.45 million*. <p>* Indicates new measures for PY 2003</p> <p>PY 2002:</p> <ul style="list-style-type: none"> • 55%* 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; • 70%* of job seekers will continue to be employed two quarters after initial entry into employment with a new employer; • The number of job openings listed with the public labor exchange (with both State Workforce Agencies and America's Job Bank) will be at least the number obtained in PY 2001; and • The number of new employers that register with America's Job Bank will increase to 76,000, a 10% increase over the total for PY 2001. <p>PY 2001:</p> <ul style="list-style-type: none"> • The share of applicants who receive labor exchange services that enter employment will increase by 1%, resulting in more than 3.2 million entering employment; • 75%* of job seekers will have unsubsidized jobs six months after initial entry into employment; • The total number of job openings listed with the public employment service, including both those listed with State Workforce Agencies (SWAs) and those listed directly with America's Job Bank (AJB) via the Internet, will increase by 10 percent; and • The number of new employers that register with America's Job Bank will increase to 69,000. <p>PY 2000:</p> <ul style="list-style-type: none"> • The number of individuals entering employment after receiving one or more labor exchange services will increase by 1% to over 3.2 million. • The total number of job openings listed with the public employment service, including both those listed with State Employment Workforce Agencies (SWAs) and those listed directly with America's Job Bank (AJB) via the Internet, will increase by 15 percent. • The number of new employers that register with America's Job Bank will increase to 60,000. • Increase by 3% over the FY 1999 baseline, the number of eligibility certifications issued annually under the WOTC and WtW tax credit programs. • Increase the number of resumes in AJB by 30% over baseline FY 1999. <p>PY 1999:</p> <ul style="list-style-type: none"> • The percentage of job seekers registered with the employment service who enter employment will increase by 1%. • The total number of job openings listed with the public employment service, including both those listed with State Employment Security Agencies (SESAs) and those listed directly with America's Job Bank (AJB) via the Internet, will increase by 20 percent.
<i>Data Source</i>	State reports, Unemployment Insurance wage records, and America's Job Bank Center Reports

<i>Baseline</i>	<p>During PY 2001, ETA will transition to a new Labor Exchange Performance Measurement system. A baseline will be established for the entered employment rate and retention rate goals based on PY 2001 results. Baseline data currently do not exist for the job seeker entered employment and employment retention goals.</p> <p>FY 2000 (PY1999) data will be the baseline for job openings listed.</p> <p>The baseline was established at 51,000 for the number of new employers registered with America's Job Bank in PY 1999.</p> <p>A baseline will be established in PY 2002 (based on PY 2001 results) for the percentage of Unemployment Insurance claimants who enter employment with a new employer by the end of the second quarter following registration. Baseline data currently do not exist.</p>
<i>Comment</i>	<p>* The indicators for job seekers were revised to be consistent with the new WIA program. ETA is undergoing a transition to a new labor exchange performance measurement system. Currently, there is no statistically valid baseline data for these new measures. Targets reflect very limited test experience with a few volunteer states. PY 2003 will be similar to PY 2002 in that the total number of applicants is likely to remain smaller based on the new methodology for registration.</p> <p>Using the limited test data and some projections of the impact of the formula change, the goals presented in PY 2002 offer a best estimate at benchmarks. The proposed increase for PY 2003 is also speculative, but based on the likelihood that increased services available to customers through One-Stop systems will begin to positively impact the outcomes for a greater percentage of job seekers.</p> <p>The Employment Retention Indicator is a brand new one for the Labor Exchange and has not been a program focus to date. The initial target of 76% was chosen because it mirrored the WIA Title I program target and has no basis in actual experience – experience that Title I programs have had for years in JTPA.</p> <p>The target for PY 2002 of 70% was based on the limited data that was produced in the pilot states. The PY 2003 increase to 72% was set with the idea that some improvement should be expected as States continue to have better tools with which to effectively match job seekers and employers so as to lead to successful long term employment. It should be noted that the Labor Exchange has no capacity to support follow-up services to job seekers who enter employment, which could lead to an improved retention rate.</p> <p>ETA will develop a new methodology for measuring continuous improvement relative to increased listing of job openings that is adjusted to reflect changes in the economy.</p>

Performance Goal 1.1D	Strengthen the registered apprenticeship system to meet the training needs of business and workers in the 21st Century.
<i>Performance Results</i>	FY 1999-2002: N/A
<i>Indicator</i>	<p>FY 2003:</p> <ul style="list-style-type: none"> • Increase the number of new apprenticeship programs over the established baseline by 23%; • Increase the number of new businesses involved in apprenticeship over the established baseline by 23%; • Increase the number of new apprentices over the established baseline by 27%; and • Increase the number of new programs in new and emerging industries – at minimum Information Technology, Health Care and Social Services – over the established baseline by 20%. <p>FY 2002:</p> <ul style="list-style-type: none"> • Increase the number of new apprenticeship programs over the established baseline by 10%; • Increase the number of new businesses involved in apprenticeship over the established baseline by 10%; • Increase the number of new apprentices over the established baseline by 10%; and • Increase the number of new programs in new and emerging industries – at minimum Information Technology, Health Care and Social Services – over the established baseline by 10%. <p>FY 1999-2001: N/A</p>
<i>Data Source</i>	Apprenticeship Information Management System (AIMS)
<i>Baseline</i>	<p>ETA is establishing a baseline for each indicator using the average of FY 1999, 2000, and 2001 data. Current baseline information is the following:</p> <ul style="list-style-type: none"> • New apprenticeship programs: TBD • New businesses involved in apprenticeship: TBD • New apprentices: TBD • New programs in new and emerging industries: TBD
<i>Comment</i>	<p>This is a new goal. The FY 2002 and 2003 indicators listed above are interim targets as ETA works toward achieving the following new four-year strategic goals it has established for Apprenticeship:</p> <ul style="list-style-type: none"> • Increase the number of new programs, new businesses and new apprentices over 4 years. <ul style="list-style-type: none"> – New programs by 50%; – New businesses by 50%; and – New apprentices by 60%. • Increase the number of completers by 65% over 4 years. • Increase completers' earnings gains by 70% over 4 years.* • Increase market penetration in new and emerging industries and occupations – at minimum Information Technology, Health Services and Social Services – by 40% over 4 years. <p>*DOL will determine earnings gains by calculating the average difference between starting and ending wage.</p>

Performance Goal 1.1E	Increase the capacity and quality of One-Stop system services for people with disabilities who are registered in the workforce investment area(s) receiving Work Incentive Grants
Performance Results	<p>PY 2000: The goal was achieved. Grants were awarded to 23 State or local recipients.</p> <p>PY 1999: N/A</p>
Indicator	<p>PY 2003:</p> <ul style="list-style-type: none"> • 5% more individuals with disabilities will be served than were served in the workforce area(s) in PY 2002 under the adult, dislocated worker and youth programs; • Of those with disabilities served, 5% more individuals with disabilities will be placed in unsubsidized employment after program exit than were placed in PY 2002; • Of those placed in the first quarter after program exit, 5% more individuals with disabilities will be employed in the third quarter after exit than were retained in PY 2002; and • The average earnings change for individuals with disabilities will be \$250 more than the average earnings change for individuals with disabilities in PY 2002. <p>PY 2002:</p> <ul style="list-style-type: none"> • 5% more individuals with disabilities will be served than were served in the workforce area(s) in PY 2001 under the adult, dislocated worker and youth programs; • Of those with disabilities served, 5% more individuals with disabilities will be placed in unsubsidized employment after program exit than were placed in PY 2001; • Of those placed in the first quarter after program exit, 5% more individuals with disabilities will be employed in the third quarter after exit than were retained in PY 2001; and • The average earnings change for individuals with disabilities will be \$250 more than the average earnings change for individuals with disabilities in PY 2001. <p>PY 2001: Annual reporting of WIA data in December 2001 will establish the baseline for performance of the Work Incentive Grant program. This will be the first year of reporting under the WIA as well as the first year of performance under this new grant program.</p> <p>PY 2000: The new Work Incentive Grant program will be implemented by September 30, 2000, with plans for 20 to 40 awards in State and local areas to enhance services for people with disabilities in the One-Stop Center environment.</p> <p>PY 1999: N/A</p>
Data Source	Workforce Investment Act Standardized Record Data (WIASARD) included in the Enterprise Information Management System (EIMS) from State and/or local areas receiving Work Incentive Grants
Baseline	New Goal. The baseline will be the number of people with disabilities, as of the beginning of PY 2001 (7/1/01), registered in the workforce area(s) that receive Work Incentive Grants, the number of those registered who are employed in the quarter after exit, retention in the third quarter and wage increase.
Comment	The Work Incentive Grant program is directed to systemic change for people with disabilities obtaining services under WIA. Therefore, the first goal indicator is the percent of people with disabilities registered in WIA programs in the areas that have received the grants. The remaining three goal indicators are similar to those for the WIA Adult program, but they specifically target people with disabilities. As there has been no experience with these performance indicators for people with disabilities, the indicators for PY 2002 and PY 2003 will be reviewed for appropriateness and adjusted, if necessary, once the actual baseline has been determined.

Performance Goal 1.1F	Increase employment and positive outcomes of adults registered under the Indian and Native American program
<i>Performance Results</i>	PY 2000: Preliminary data are expected March 2002. PY 1999: 51.9% were employed at program termination and 83.4% had positive outcomes at program termination. (These performance results are for the last year of JTPA.)
<i>Indicator</i>	PY 2003: <ul style="list-style-type: none"> • 56% will be employed at program exit; and • 86% will have positive outcomes at program exit. PY 2002: <ul style="list-style-type: none"> • 56% will be employed at program exit; and • 86% will have positive outcomes at program exit. PY 2001: <ul style="list-style-type: none"> • 54% will be employed at program exit; and • 84% will have positive outcomes at program exit. PY 1999-2000: N/A
<i>Data Source</i>	Grantee Records included in the Enterprise Information Management System (EIMS)
<i>Baseline</i>	The baseline for employment is the JTPA 53.8% entered employment rate, and the baseline for positive outcomes is the JTPA Positive Termination Rate of 84%.
<i>Comment</i>	This goal was revised with the passage of WIA. "Positive Outcomes" is a general term used to indicate the successful completion of planned WIA section 166 program activities, whether it involves obtaining unsubsidized employment, completing a work experience assignment, or attaining a training or education certificate or diploma.

Performance Goal 1.1G	Increase employment opportunities for senior citizens participating in the Senior Community Service Employment Program
<i>Performance Results</i>	PY 2000: This goal was achieved. 33.8% were placed in unsubsidized employment. PY 1999: This goal was achieved. 36.5% were placed in unsubsidized employment.
<i>Indicator</i>	PY 2003: <ul style="list-style-type: none"> • 37% of participants will be placed and retained in unsubsidized employment. PY 2002: <ul style="list-style-type: none"> • 37% of participants will be placed and retained in unsubsidized employment. PY 2001: <ul style="list-style-type: none"> • Maintain at 26% the share of enrollees who get unsubsidized jobs. PY 2000: <ul style="list-style-type: none"> • Increase to 26% the share of enrollees who are placed in unsubsidized employment. PY 1999: <ul style="list-style-type: none"> • Increase the number of enrollees who are placed in unsubsidized employment.
<i>Data Source</i>	SCSEP reporting system
<i>Baseline</i>	The baseline is based on PY 1997 SCSEP enrollee unsubsidized employment rate of 20%.

<i>Comment</i>	<p>The primary objective of the Senior Community Service Employment Program (SCSEP) is to provide part-time community service opportunities for low-income persons age 55 or older. The unsubsidized placement goal is an important program goal that represents both a regulatory requirement and a grant condition.</p> <p>The Older American Act Amendments of 2000 legislated new performance measures for the SCSEP. New performance indicators and applicable levels of performance will be established by the Secretary in consultation with grantees and others during 2002 and 2003. The performance indicators found in the legislation are: placements, number served, community services provided, and customer satisfaction.</p>
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Performance Goal 1.1H	Increase customer satisfaction with services received from workforce investment activities in connection with the One-Stop delivery system
<i>Performance Results</i>	<p>PY 2000:</p> <ul style="list-style-type: none"> • Customer satisfaction of participants with WIA services resulted in a score of 78 on the American Customer Satisfaction Index; and • Customer satisfaction of employers with One-Stop services resulted in a score of 71 on the American Customer Satisfaction Index. <p>PY 1999: N/A</p>
<i>Indicator</i>	<p>PY 2003:</p> <ul style="list-style-type: none"> • Customer satisfaction of participants with WIA services will result in a score of 71 on the American Customer Satisfaction Index; and • Customer satisfaction of employers with One-Stop services will result in a score of 69 on the American Customer Satisfaction Index. <p>PY 2002:</p> <ul style="list-style-type: none"> • Customer satisfaction of participants with WIA services will result in a score of 70 on the American Customer Satisfaction Index; and • Customer satisfaction of employers with One-Stop services will result in a score of 68 on the American Customer Satisfaction Index. <p>PY 2001:</p> <ul style="list-style-type: none"> • Customer satisfaction of participants with WIA services will result in a score of 69 on the American Customer Satisfaction Index; and • Customer satisfaction of employers with One-Stop services will result in a score of 66 on the American Customer Satisfaction Index. <p>PY 2000:</p> <ul style="list-style-type: none"> • Customer satisfaction of participants with WIA services will result in a score of 67 on the American Customer Satisfaction Index; and • Customer satisfaction of employers with One-Stop services will result in a score of 65 on the American Customer Satisfaction Index. <p>PY 1999: N/A</p>
<i>Data Source</i>	WIA State reports included in the Enterprise Information Management System (EIMS)
<i>Baseline</i>	The goal was based upon limited grantee experience gathering participant customer satisfaction information, including pilot projects.
<i>Comment</i>	The indicator is an index of participant and employer customer satisfaction based upon three questions that will be asked of a sample of WIA program exiters and three questions that will be asked of a sample of employers. The index is based upon the American Customer Satisfaction Index. The current FY 1999–2004 Strategic Plan includes the new WIA goal based upon a weighted average of negotiated levels of performance for all States. The goals for PY 2000, PY 2001 and PY 2002 stated in this plan also reflect these negotiated levels for all States. The PY 2003 goal has not yet been negotiated with the States, so the goal reflected is preliminary and continues the trend established by the PY 2000 – 2002 goals.

Outcome Goal 1.2:

Increase the Number of Youth Making A Successful Transition to Work—Performance Goals

Performance Goal 1.2A	Increase entrance and retention of youth registered under the WIA youth program in education or employment
<i>Performance Results</i>	<p>PY 2000: The goal was substantially achieved. Forty-six percent of the 14–18 year-old youth were either employed, in advanced training, post-secondary education, military service or apprenticeships in the third quarter after program exit. Seventy-seven percent of the 19–21 year-old youth will be employed in the third quarter after program exit.</p> <p>PY 1999: N/A</p>
<i>Indicator</i>	<p>PY 2003: 52% of the 14-18 year-old youth who enter the program without a diploma or equivalent, will attain a secondary school diploma or equivalent by the first quarter after exit; 65% of the 19–21 year-old youth will be employed in the first quarter after exit; and 78% of the 19–21 year-old youth employed in the first quarter after exit will be employed in the third quarter after program exit.</p> <p>PY 2002: 51% of the 14-18 year-old youth who enter the program without a diploma or equivalent, will attain a secondary school diploma or equivalent by the first quarter after exit; 63% of the 19–21 year-old youth will be employed in the first quarter after exit; and 77% of the 19–21 year-old youth employed in the first quarter after exit will be employed in the third quarter after program exit.</p> <p>PY 2001: 50% of the 14–18 year-old youth will be either employed, in advanced training, post-secondary education, military service or apprenticeships in the third quarter after program exit; and 70% of the 19–21 year-old youth employed in the first quarter after exit will be employed in the third quarter after program exit.</p> <p>PY 2000: 48% of the 14–18 year-old youth will be either employed, in advanced training, post-secondary education, military service or apprenticeships in the third quarter after program exit; and 69% of the 19–21 year-old youth employed in the first quarter after exit will be employed in the third quarter after program exit.</p> <p>PY 1999: N/A</p>
<i>Data Source</i>	State Workforce Investment Act reports included in the Enterprise Information System (EIMS) and Unemployment Insurance wage records
<i>Baseline</i>	<p><i>Younger Youth Indicator:</i> Preliminary annual report data from Program Year 2000 show a performance of 41% for the younger youth diploma or equivalent attainment rate. The baseline for future goals will be reestablished using a combination of final Program Year 2000 data and preliminary Program Year 2001 data.</p> <p><i>Older Youth Indicator:</i> Preliminary annual report data from Program Year 2000 show a performance of 65% for the older youth entered employment rate and a performance of 77% for the older youth employment retention rate. The baseline for future goals will be reestablished using a combination of final Program Year 2000 data and preliminary Program Year 2001 data.</p>

<i>Comment</i>	<p>The goals for Program Years 2002 and 2003 are based on limited data available at the end of Program Year 2000 and negotiated levels for all states. It is also important to keep in mind past experience in youth employment and training programs that shows youth traditionally have a harder time staying attached to the workforce than adults. In addition, The Workforce Investment Act encourages a focus on providing longer-term services to the hardest-to-serve, out-of-school youth, which can be the most challenging group to keep attached to the workforce. Therefore, the goals for Program Years 2002 and 2003 may be revised based on actual performance in Program Years 2000, 2001 and 2002 respectively and/or if states renegotiate levels based on actual performance data and other economic factors affecting performance.</p>
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Performance Goal1.2B	Increase participation, retention, and earnings of Job Corps graduates in employment and education
Performance Results	<p>PY 2000: The goal was substantially met. 91% of Job Corps graduates got jobs or pursued education at an average hourly wage of \$7.97. 67% still had a job or were pursuing education after 90 days.</p> <p>PY 1999: The goal was achieved: 88.3% of Job Corps graduates entered employment or enrolled in education. For those placed in jobs, the average hourly wage was \$7.49. 71.3% of graduates continued to be employed or enrolled in education 90 days after their initial placement date.</p>
Indicator	<p>PY 2003:</p> <ul style="list-style-type: none"> • The number of students who attain high school diplomas while enrolled in Job Corps will increase by 20% from PY 2002; • 70% of graduates will continue to be employed or enrolled in education six months after their initial placement date; and • Graduates with jobs at six months after their initial placement date will earn average hourly wages of \$8.27. <p>PY 2002:</p> <ul style="list-style-type: none"> • 90% of Job Corps graduates will enter employment or be enrolled in education; • The number of students who attain high school diplomas while enrolled in Job Corps will increase by 20% from PY 2001; • Graduates with jobs will be employed at average hourly wages of \$8.20; and • 70% will continue to be employed or enrolled in education six months after their initial placement date. <p>PY 2001:</p> <ul style="list-style-type: none"> • 85% of Job Corps graduates will get jobs with entry average hourly wages of \$7.25 or be enrolled in education; and • 70% will continue to be employed or enrolled in education six months after their initial placement date. <p>PY 2000:</p> <ul style="list-style-type: none"> • Increase the percent of Job Corps graduates who get jobs or pursue education to 85%; and • those who get jobs will have an average entry wage increase from the previous year and 70% will still have a job or will be pursuing education after 90 days. <p>PY 1999:</p> <ul style="list-style-type: none"> • 75% of Job Corps trainees will get jobs or pursue further education, with those obtaining jobs having an average starting wage of \$6.50 per hour.
Data Source	Job Corps Management Information System
Baseline	The educational attainment goal is based upon those students who did not have a high school diploma or General Educational Development (GED) upon entry into Job Corps; Program Year 2001 results serve as the baseline. There is no program data available for the six-month retention and wage goals. The expectation of performance is based on analysis of available information, which pertains to 90 days' retention. Program Year 2001 results also serve as the baseline for these goals.
Comment	Job Corps targets severely disadvantaged youth with a variety of barriers to self-sufficiency, including deficiencies in education and job skills. To achieve the enhanced quality of placement and job retention required by the Workforce Investment Act, in Program Year 2003, Job Corps will focus resources on program improvements that enhance the full Job Corps experience for students, from reinforced outreach and admission strategies and center program effectiveness to intensified center and post-center career development support.

Performance Goal 1.2C	Increase retention of Youth Opportunity Grant participants in education or employment
<i>Performance Results</i>	PY 2000: N/A PY 1999: N/A
<i>Indicator</i>	<p>PY 2003: 52% of the 14-18 year-old youth who enter the program without a diploma or equivalent, will attain a secondary school diploma or equivalent by the first quarter after exit; 65% of the 19-21 year-old youth will be employed in the first quarter after exit; and 78% of the 19-21 year-old youth employed in the first quarter after exit will be employed in the third quarter after program exit.</p> <p>PY 2002: 51% of the 14-18 year-old youth who enter the program without a diploma or equivalent, will attain a secondary school diploma or equivalent by the first quarter after exit; 63% of the 19-21 year-old youth will be employed in the first quarter after exit; and 77% of the 19-21 year-old youth employed in the first quarter after exit will be employed in the third quarter after program exit. PY 2001:</p> <p>PY 2000: 50% of the 14-18 year-old participants placed in employment, the military, advanced training, post-secondary education, or apprenticeships will be retained at six months. 70% of the 19-21 year-old participants employed in the first quarter after exit will be employed in the third quarter after program exit.</p> <p>PY 1999: N/A</p>
<i>Data Source</i>	Youth Opportunity Grant program grantee reports and Unemployment Insurance wage records
<i>Baseline</i>	<i>Younger and Older Youth Indicators:</i> The baselines for these indicators will be established based on performance levels negotiated with Youth Opportunity Grant program sites for Program Year 2001 as well as Program Year 2001 performance data.
<i>Comment</i>	Because the program is still in its early stages, very little outcome data for Program Year 2000 is available. Therefore, the Program Year 2002 and 2003 goals are based on negotiated performance levels with the grantees and preliminary data from the Workforce Investment Act formula funded youth program. These goals may be revised based on actual performance in Program Years 2001 and 2002 and other economic factors affecting performance.

Performance Goal 1.2D	Increase the skill attainment, work readiness and employment of youth registered under the Indian and Native American Program
<i>Performance Results</i>	PY 1999-2000: N/A
<i>Indicator</i>	<p>PY 2003:</p> <ul style="list-style-type: none"> • 61% will attain at least two goals relating to basic skills, work readiness, skill attainment, entered employment and skill training; and • 66% entering the Program to obtain a secondary school diploma or its recognized equivalent (e.g., a GED) will do so. <p>PY 2002:</p> <ul style="list-style-type: none"> • 61% will attain at least two goals relating to basic skills, work readiness, skill attainment, entered employment and skill training; and • 66% entering the Program to obtain a secondary school diploma or its recognized equivalent (e.g., a GED) will do so. <p>PY 2001:</p> <ul style="list-style-type: none"> • 60% will attain at least two goals relating to basic skills, work readiness, skill attainment, entered employment and skill training; and • 65% entering the Program to obtain a secondary school diploma or its recognized equivalent (e.g., a GED) will do so. <p>PY 1999-2000: N/A</p>
<i>Data Source</i>	Grantee Records included in the Enterprise Information Management System (EIMS)
<i>Baseline</i>	This is a new goal. No prior program data are available. Baseline based on analysis of available information.
<i>Comment</i>	The baseline will be reviewed after final PY 2000 data is received and analyzed.

Outcome Goal 2.2: Protect Worker Benefits – Performance Goals

<p>Performance Goal 2.2A</p>	<p>Make timely and accurate benefit payments to unemployed workers; Facilitate the reemployment of Unemployment Insurance (UI) claimants; Set up Unemployment Insurance tax accounts promptly for new employers (New goals and indicators set for FY 2002 and beyond; please see comment section).</p>
<p>Performance Results</p>	<p>FY 2001: The ETA goals in effect for FY 2001 were partially achieved.</p> <p>A. Unemployed workers receive quality UI benefit eligibility determinations and timely and accurate benefit payments:</p> <ul style="list-style-type: none"> • Twenty-five states met or exceeded the minimum performance criterion for benefit adjudication quality against a target of 26 states; • Forty-two states met or exceeded the Secretary’s Standard for intrastate payment timeliness versus a target of 48 states; <p>B. Increase employers’ compliance with state UI laws by the provision of rapid and accurate service on UI tax matters:</p> <ul style="list-style-type: none"> • Forty-eight states met the UI PERFORMS criterion for New Employer status determination timeliness, versus a target of 50. • Thirty-nine states passed an acceptance sample for status determinations accuracy versus a target of 36 (CY 2000 data—latest available.) <p>C. Protect the integrity of employer unemployment tax contributions and reimbursements.</p> <ul style="list-style-type: none"> • Thirty-one states met the standard for timeliness of transfer to the trust fund, versus a target of 39. • The measure for timeliness of deposit to the clearing account was under development. <p>D. Promote the Federal-State UI system’s economic stabilization capacity.</p> <ul style="list-style-type: none"> • The UI reciprocity rate was 43%, versus of a target of at least 39% • Ten states had a maximum Weekly Benefit Amount of at least 2/3 of the states’ average weekly wage, versus a target of 13 states. • Thirty-two states had adequate solvency levels (average high cost multiples of at least 1.0) versus a target of at least 32. <p>E. Facilitate the reemployment of Unemployment Insurance (UI) claimants.</p> <ul style="list-style-type: none"> • The Entered Employment measure was under development. • The exhaustion rate for UI claimants was 32.5%; the target was <32%. <p>FY 2000: These goals were substantially achieved.</p>

<p><i>Indicator</i></p>	<p>FY 2003 (New):</p> <ul style="list-style-type: none"> • <i>Payment Timeliness:</i> 91% of all intrastate first payments will be made within 14 days of the first compensable week-ending date for states with a waiting week and 21 days for non-waiting week states • <i>Payment Accuracy:</i> Work to improve payment accuracy based on the target set in FY 2002. • <i>Facilitate Reemployment:</i> A target will be set based on a baseline established during FY 2002 for the entered employment rate of UI claimants • <i>Establish Tax Accounts Promptly:</i> 80% of new employers will receive a determination about their UI tax liability within 90 days of the end of the first quarter they become liable for the tax. <p>FY 2002 (New):</p> <ul style="list-style-type: none"> • <i>Payment Timeliness:</i> 91% of all intrastate first payments will be made within 14 days of the first compensable week-ending date for states with a waiting week and 21 days for non-waiting week states • <i>Payment Accuracy:</i> In FY 2002, a measure of payment accuracy will be established after consultation with system partners and stakeholders, and a baseline set, to improve UI Payment Accuracy nationwide. A target for FY 2003 will be set based on that baseline. • <i>Facilitate Reemployment:</i> Define a measure of entered employment of UI claimants and establish a baseline. • <i>Establish Tax Accounts Promptly:</i> 80% of new employers will receive a determination about their UI tax liability within 90 days of the end of the first quarter they become liable for the tax. <p>FY 2001:</p> <ul style="list-style-type: none"> • <i>Eligibility Determinations Fairness:</i> 26 States meet or exceed the minimum performance criterion for benefit adjudication quality that 75% of the state's eligibility determinations receive a score of at least 80 points using the standard instrument; • <i>Payment Timeliness:</i> 48 States meet or exceed the Secretary's Standard (minimum performance criterion) for intrastate payment timeliness that 87% of intrastate first payments will be made within 14 days of the first compensable week-ending date for states with a waiting week and 21 days for non-waiting week states. • <i>Employer Status Determinations Timeliness:</i> 50 states meet the minimum criterion that 60% of new employer status determinations be made within 90 days of the end of the quarter in which liability begins. • <i>Employer Status Determinations Accuracy:</i> 36 states pass, with no more than 6 failed cases, the annual review of a 60-case acceptance sample using a standard multi-part instrument to determine accuracy. • <i>Timeliness of Deposit to Clearing Accounts:</i> The number of states meet or exceed a minimum % of \$ deposited within 3 days. Measure and criterion to be set. • <i>Timeliness of Transfer to Unemployment Trust Fund Account:</i> 39 states hold no more than 2 days worth of deposits in the Clearing Account. • <i>Recipiency Rate:</i> The number of UI weeks claimed is at least 39% of the total number of weeks of unemployment experienced in the U.S. labor market. • <i>Wage Replacement:</i> At least 13 states have a maximum benefit amount in their laws of 2/3 or more of their Average Weekly Wage. • <i>Solvency:</i> At least 32 states' trust fund balances are at least 1.0 times the average benefit costs of the three highest-payout years in the past 20. • <i>Entered Employment:</i> Measure under development. • <i>Benefit Exhaustion Rate:</i> No more than 32% of claimants establishing benefit years leave the UI system by receiving their full entitlement (measured by the ratio of claimants receiving final payments to those receiving first payments 6 months earlier.)
<p><i>Data Source</i></p>	<p><i>Payment Timeliness:</i> 9050 Report; <i>Payment Accuracy:</i> Benefit Accuracy Measurement program or ETA 227 report; <i>Entered Employment:</i> Unemployment Insurance wage records. <i>New Status Determinations Timeliness:</i> ETA 581 report.</p>

<i>Baseline</i>	Fiscal Year 2001 (New measures). The baseline established reflects the system's actual performance in FY 2001: <i>Payment Timeliness:</i> 89.9% of all intrastate first payments were made within 14/21 days <i>Payment Accuracy:</i> N/A <i>Entered Employment:</i> N/A <i>Establish Tax Accounts Promptly:</i> 79.1% of new employers received a determination about their Unemployment Insurance tax liability within 90 days of the end of the first quarter they became liable for the tax
<i>Comment</i>	ETA announced new Unemployment Insurance (UI) performance goals and indicators for FY 2002 and beyond better to reflect the level of customer service, program integrity, and the extent UI claimants become reemployed.

Performance Goal 2.2B	Promptly review employer applications for foreign labor certifications
<i>Performance Results</i>	FY 1999 - 2001: N/A
<i>Indicator</i>	FY 2003: <ul style="list-style-type: none"> • Process 95% of employer labor condition applications for the H-1B professional/specialty temporary program within seven days of receipt; and • The average time required in the ETA's Regional Offices to process applications received under the new PERM process for permanent alien residency will be reduced to six months. FY 2002: <ul style="list-style-type: none"> • Process 95% of employer labor condition applications for the H-1B professional/specialty temporary program within seven days of receipt. FY 1999-2001: N/A
<i>Data Source</i>	Regional Office Foreign Labor Certification data system (implemented in FY 2001 for the H-1B temporary program and in FY 2002 for the permanent alien residency program).
<i>Baseline</i>	Established in Calendar Year 2000, the baseline for the H-1B temporary program is 63% of applications processed within seven days of receipt. The baseline for the permanent program will be established. In FY 1999, the estimated figure was 24 months.
<i>Comment</i>	At present, State Workforce Agencies (SWAs) first process applications for permanent alien certification to ensure absence of adverse impact. ETA regional offices complete the review and then they go to the Immigration and Naturalization Service. SWAs do not report processing times. Starting in FY 2003, ETA's regional offices are responsible for the entire review of applications. The new regional data system will enable tracking of processing times and age of unprocessed cases.

Outcome Goal 2.3: Provide Worker Retraining—Performance Goals

Performance Goal 2.3A	Increase the employment, retention, and earnings replacement of individuals registered under the WIA dislocated worker program
<i>Performance Results</i>	<p>PY 2001: N/A</p> <p>PY 2000: The goal was exceeded, based on the WIA Quarterly Performance Reports. The program achieved an entered employment rate of 75 percent, a six-month retention rate of 83 percent and an earnings replacement rate of 95 percent.</p> <p>PY 1999: N/A</p>
<i>Indicator</i>	<p>PY 2003:</p> <ul style="list-style-type: none"> • 78% will be employed in the first quarter after program exit; • 88% of those employed in the first quarter after program exit will be employed in the third quarter after program exit; and • Those who are employed in the first quarter after program exit and are still employed in the third quarter after program exit will have 98% of their pre-dislocation earnings. <p>PY 2002:</p> <ul style="list-style-type: none"> • 78% will be employed in the first quarter after program exit; • 88% of those employed in the first quarter after program exit will be employed in the third quarter after program exit; and • Those who are employed in the first quarter after program exit and are still employed in the third quarter after program exit will have 98% of their pre-dislocation earnings. <p>PY 2001:</p> <ul style="list-style-type: none"> • 73% will be employed in the first quarter after program exit; • 83% of those employed in the first quarter after program exit will be employed in the third quarter after program exit; and • Those who are employed in the first quarter after program exit and are still employed in the third quarter after program exit will have 91% of their pre-dislocation earnings. <p>PY 2000:</p> <ul style="list-style-type: none"> • 71% will be employed in the first quarter after program exit; • 82% of those employed in the first quarter after program exit will be employed in the third quarter after program exit; and • Those who are employed in the first quarter after program exit and are still employed in the third quarter after program exit will have 90% of their pre-dislocation earnings.
<i>Data Source</i>	Workforce Investment Act Standardized Record Data (WIASRD) included in the Enterprise Information Management System (EIMS); UI Wage Records
<i>Baseline</i>	There is no prior experience with these WIA indicators, which are based on the use of UI wage records. PY 2000, the first full year of WIA implementation, constitutes the baseline year for this measure. The performance measure is derived from the agreed upon levels of performance for all States. These measures will be regularly reviewed for appropriateness and rigor as performance data becomes available.
<i>Comment</i>	The current FY 1999–2004 Strategic Plan includes the new WIA goal based upon a weighted average of negotiated levels of performance for all States. The goals for PY 2000 and PY 2001 stated in this plan also reflect these negotiated levels for all States. The PY 2002 and 2003 goals have not yet been negotiated with the States, so the goal reflected is preliminary and continues the trend established by the PY 2000 – 2001 goals.

Performance Goal 2.3B	Increase the employment, retention, and earnings replacement of workers dislocated in important part because of trade and who receive trade adjustment assistance benefits
Performance Results	FY 2001: The goal was substantially achieved, according to preliminary data covering the first three quarters of FY 2001. Sixty-six percent of participants were employed in the first quarter after program exit, and 90% of those were still employed in the third quarter after program exit with 88% of pre-dislocation wages. FY 1999 – 2000: N/A
Indicator	FY 2003: <ul style="list-style-type: none"> • 78% will be employed in the first quarter after program exit; • 88% of those employed in the first quarter after program exit will be employed in the third quarter after program exit; and • Those who are employed in the first quarter after program exit and are still employed in the third quarter after program exit will earn, on average, 90% of their pre-separation earnings. FY 2002: <ul style="list-style-type: none"> • 78% will be employed in the first quarter after program exit; • 88% of those employed in the first quarter after program exit will be employed in the third quarter after program exit; and • Those who are employed in the first quarter after program exit and are still employed in the third quarter after program exit will earn, on average, 90% of their pre-separation earnings. FY 2001: <ul style="list-style-type: none"> • 73% will be employed in the first quarter after program exit; • 80% of those employed in the first quarter after program exit will be employed in the third quarter after program exit; and • Those who are employed in the first quarter after program exit and are still employed in the third quarter after program exit will earn, on average, 82% of their pre-separation earnings. FY 1999 – FY 2000: N/A
Data Source	TAPR (Trade Act Participant Report) included in the Enterprise Information Management System (EIMS)
Baseline	New Goal. FY 2001 constitutes the baseline year for this measure. Because there is no comparable baseline, these measures will be regularly reviewed for appropriateness and rigor as performance data becomes available.
Comment	Beginning in FY 2001, the TAA/NAFTA program's performance measures were revised to conform to WIA and align more closely with the dislocated worker goals.