



U.S. Department of Labor
Employment and Training
Administration

**2002 Annual Performance Plan
for Committee on Appropriations**

Building

21st Century

America's

Workforce

ETA

A Proud Partner In



Table of Contents

1. Introduction	1
2. Overview of ETA Strategic Plan	1
2.1 The Changing Workforce and Workplace	1
2.2 The Workforce Investment Act of 1998	1
2.3 America's Workforce Network	2
2.4 Management Strategies to Improve Organizational Effectiveness	3
3. ETA Strategic Goals and FY 2002 Budget	4
4. FY 2002 Performance Goals and Indicators	7
4.1 Strategy for Validation of Performance Measures and Indicators	7
4.2 FY 2002 Performance Goals and Indicators by Strategic Goal	7
4.3 ETA Performance Goals	8
Outcome Goal 1.1	9
Outcome Goal 1.2	25
Outcome Goal 2.2	34
Outcome Goal 2.3	40
Outcome Goal 3.3	46
5. Agency Strategic Management Process	49
5.1 The Baldrige Criteria for Performance Excellence	49
5.2 Information Technology Management Strategy	51
5.3 Financial Management Strategy	52
5.4 Human Resources Management Strategy	53
Appendix A	
List of Acronyms	55
Appendix B	
Summary of ETA FY 2002 Performance Goals	57

1. Introduction

The FY 2002 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 2002 is the third year of full implementation 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

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. 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.*

2.1 The Changing Workforce and Workplace

President George W. Bush spoke of the state of the nation in his address to the Joint Session of Congress in February 2001. He said, "An artist using statistics as a brush could paint two very different pictures of our country. One would have warnings signs: increasing layoffs, rising energy prices, persistent poverty, the stubborn vestiges of racism. Another picture would be full of blessings: a balanced budget, big surpluses, a military that is second to none, a country at peace with its neighbors, technology that is revolutionizing the world, and our greatest strength—concerned citizens who care for each other. Neither picture is complete in and of itself." The President went on to challenge us all to use our resources of one picture to repaint the other.

Federal Reserve Chairman Greenspan recently noted that the growth of labor productivity as output per hour in the nonfarm business sector rose about 1-1/2 percent per year in the 1970s through 1995 and had doubled since that time. The growth in productivity is projected to continue suggesting that, in addition to innovations in information technologies, there will be a continuing need for skilled workers. BLS projections indicate that the fastest growing industry group is services with three-fourths of the growth in business, health and professional and miscellaneous services. BLS further indicates that five out of six education and training categories projected to have the highest percent change require at least a bachelors degree. Education and training are important to obtaining a high-paying job.

Secretary of Labor Elaine L. 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."

The Employment and Training Administration's 2002 Annual Performance Plan maximizes available resources to address these very issues. 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, enacted in August 1998, 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*. Local One-Stop Centers provide individuals with access to career support and businesses with assistance in finding skilled workers. 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.

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.

Continuous Improvement is featured prominently in the new legislation. 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. ETA is promoting and supporting the widespread use of the Malcolm Baldrige Criteria for Performance Excellence as a tool for improving organizational effectiveness throughout all levels of the new system, including the agency itself.

2.3 America's Workforce Network

America's Workforce Network is the nationwide partnership of workforce development organizations that provide information and services to help employers find skilled workers and help Americans manage their careers. The reorganized Employment and Training Administration is a member of the **Network**.

It is a partnership among Federal, State and local governments, the private sector, labor organizations, educational institutions, and community- and faith-based organizations that provide the full range of workforce development services. These services range from skills training and placement services to finding and certifying qualifying employees, from income maintenance services to incentive programs for workers and employers alike, all of which are investments towards building effective local labor markets to meet the needs of the 21st century economy.

Having America's Workforce Network, as the national identity for this partnership of workforce development organizations, creates a common understanding by the Congress that the quality services provided in their districts are part of a Federally-funded national system; it

demonstrates to employers that there is a workforce system that can meet their needs, and informs the general public and potential customers to contact their State and local One-Stop systems.

The States and local areas serve as the “front door” to the services available through America’s Workforce Network. America’s Workforce Network’s **Toll-Free Help Line** (877-US2-JOBS) provides customers the link to information about where workforce services are available in the States and local areas. The Toll-Free Help Line is available to residents of all 50 States, D.C., the Virgin Islands and Puerto Rico. **America’s Service Locator** (www.servicelocator.org) provides the same information electronically via the Internet.

Other web-based components of America’s Workforce Network include **America’s Career InfoNet, America’s Learning eXchange, and the Occupational Information Network (O*NET)**.

2.4 Management Strategies to Improve Organizational Effectiveness

Using the Baldrige Criteria as a tool, ETA conducted a self-assessment and developed a plan to reorganize.

To improve its capabilities under the **Leadership Criteria**, the agency created a *Workforce Investment Policy Council* to exercise leadership on values and performance expectations and to guide a focus on customers and stakeholders. The *Council* leads the empowerment of workers, innovation, learning and organizational directions. ETA has also established seven other offices to improve leadership and organizational effectiveness: *Office of the Assistant Secretary -Deputy for Field Operations; Office of Youth Services; Office of Adult Services; Office of Apprenticeship Training, Employer and Labor Services; Office of Workforce Security; Office of Policy and Research; Office of Technology and Information Services; and the Office of Financial and Administrative Management.*

ETA also collapsed its field structure of ten Regional Offices down to six, and it integrated Job Corps and Apprenticeship activities more closely with the mainstream regional office functions.

Finally, using the Baldrige self-assessment results, the agency has also developed and will be deploying strategies to improve capabilities under the remaining six Baldrige Criteria: **Strategic Planning, Customer and Market Focus, Information and Analysis, Human Resource Focus, Process Management, and Business Results.**

The **Workforce Excellence Network** is a voluntary association of workforce development organizations committed to high performance and continuous improvement. Its purpose is to serve as a resource and provide support to all workforce development organizations in improving performance, integrating quality practices, and achieving public recognition for their high performance.

The **Workforce Excellence Network** and Workforce Excellence Board leadership entity - was formed during the implementation of the new Workforce Investment Act legislation. The U.S. Department of Labor’s Employment and Training Administration (ETA) is the lead agency sponsoring the Workforce Excellence Network. ETA is joined in this effort by the U.S.

Department of Education's Office of Vocational and Adult Education, and the U.S. Department of Health and Human Services' Administration of Children and Families. These are the current federal partners. The National Governors Association and the National Association of State Workforce Agencies are responsible for recommending State members for the Workforce Excellence Board and supporting its work among State agencies. The National Association of Workforce Boards, the national Association of Counties, and the U.S. conference of Mayors jointly develop recommendations for local representation on the Board, and support Workforce Network activities at the local level. Many Federal, national, State, and local agencies are already taking part in the Workforce Excellence Network and it is hoped that many more members will join.

The Members of ***America's Workforce Network (AWN)*** and other workforce development organizations are invited to join the ***Workforce Excellence Network***. The ***Workforce Excellence Network*** is a valuable resource and its support services are available to both AWN members and other workforce organizations.

Membership is sought from both public and private organizations that are delivering or guiding the delivery of workforce development services, including job training, job placement, and job recruitment.

Members of the ***Workforce Excellence Network*** receive access to valuable workforce development resources and the opportunity to apply for the Performance Excellence Award. All organizations may join as an Associate Member for an annual fee and submission of limited information. Entities that choose to participate in a more rigorous screening process will receive valuable feedback from the Network's Board of Examiners.

The ***Workforce Excellence Network*** will continue to enroll members in FY2002. Members who successfully complete the more rigorous process will be announced at the Journey to Performance Excellence Conference in July 2002. The Workforce Excellence Board will develop the new 2002 Criteria for Workforce Excellence, and make them available in February 2002. In FY 2002, learning events designed to improve organizational performance in the workforce development system will be sponsored in all ETA Regions.

3. ETA Strategic Goals and FY 2002 Budget

The FY 2002 budget request for the Employment and Training Administration is \$10.2 billion, \$469.4 million (4.4%) below the FY 2001 budget. Of this total, \$9.4 billion is for discretionary programs and \$879.7 million is in mandatory spending. The decrease in discretionary programs is \$471.5 million, or 4.8% below FY 2001.

ETA's budget should not be viewed as merely a series of separate appropriations, but as indispensable components of America's Workforce Network. America's Workforce Network is the nation's workforce development partnership of federal, State, local and private entities which oversee and operate the programs that assist current and future American workers to reach their skills and earnings potential and America's employers to access skilled workers.

The following is a summary, by appropriation account, of the FY 2002 budget request. This budget summary encompasses all ETA programs and activities included in the following appropriation accounts: Training and Employment Services; H-1B Training Grants; Community Service Employment for Older Americans; Federal Unemployment Benefits and Allowances; State Unemployment Insurance and Employment Service Operations; 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. \$5.34 billion is requested, \$507.9 million below FY 2001. The majority of this decrease, \$404 million, is in State formula grants for youth, adult and dislocated worker programs. Because of significantly large unexpended balances, States and localities will be able to increase service levels from PY 2000 to PY 2001 and to maintain these service levels in program year 2002. The balance of the reduction is comprised of: (1) a reduction of \$62.4 million in one-time increases for Congressional earmarks in FY 2001; and (2) a decrease of \$75 million for the Reintegration of Youth Offenders.

The budget also reflects, for FY 2001, a reprogramming to redirect targeted increases to the core youth activities program. For FY 2001, Youth formula funds are increased by \$45 million by reprogramming the \$20 million for Safe Schools/Healthy Students and the \$25 million increase for Youth Opportunity Grants. Also for FY 2001, the \$20 million for Incumbent Workers has been redirected to the Reintegration of Youth Offenders initiative to make this a two-year demonstration through FY 2002. No additional funds are requested, thus reflecting a decrease of \$75 million. All other programs and activities are maintained at the FY 2001 level.

H-1B Training Grants: The Immigration Act of 1990 created the H-1B visa category, which was established for non-immigrants who sought to work in high skill or specialty occupations. The American Competitiveness in the Twenty-first Century Act of 2000 (ACWIA 2000) authorizes the use of 55% of the funds generated by employer H-1B application fees (currently \$1,000 each) to finance training under the DOL's H-1B Technical Skill Training Grant Program. The grant program is designed to assist American workers in acquiring the requisite skills in occupations that are in demand, such as information technology and healthcare. Although not requested in the budget submitted to Congress, the ETA Training and Employment Services budget includes an estimate of \$213.4 million for Skill Shortage training grants financed by H-1B fees, an increase of \$33.6 million above the FY 2001 estimate of \$179.9 million.

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 the same as FY 2001, \$440.2 million.

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 is for \$415.7 million, \$9 million above FY 2001 for the TAA and NAFTA-TAA programs. The TAA and NAFTA-TAA authorizing legislation expires September 30, 2001; thus of the total request, \$11 million is requested in budget authority for the phase-out of benefits after September 30, 2001 under current law, and \$405 million is requested under legislation that will be proposed at a later time to extend these programs beyond September 30, 2001, when they expire.

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 the matching of workers seeking jobs with employers seeking workers. Moreover, this appropriation provides funding for national activities relating to employment service activities and the Federal-State Unemployment Insurance program, and it provides funding for State One-Stop Center networks.

The request is for \$3.4 billion, \$34.1 million above the revised FY 2001 appropriations. There are three changes in this account: (1) An increase in FY 2001 of \$14.9 million for a projected workload increase that triggers the "true contingency" funding mechanism that provides automatic funding when workloads exceed budgeted workloads; (2) An increase of \$65 million for the UI program in FY 2002 above the FY 2001 appropriation (\$50.1 million above the revised FY 2001 level) for an increase in workload resulting from higher unemployment; (3) a decrease of \$16 million in One Stop Centers (from \$150 million to \$134 million) for a scaling back of FY 2001 investments to maintenance levels in FY 2002.

Program Administration: The ETA request is for \$161.1 million and 1,353 FTE, an increase of \$2.2 million and a decrease of 35 FTE from FY 2001. The total FTE is comprised of 1,300 funded from the appropriation, a decrease of 60 from FY 2001, and 53 FTE funded from reimbursements and H-1B fees, an increase of 25 FTE from FY 2001 related to H-1B fees to be used for processing H-1B applications and for the processing of certifications under the permanent foreign labor certification program. The \$2.2 million increase is comprised of: (1) \$1.5 million to increase ETA ability to better manage its financial management and program performance management functions; and (2) \$715,000 for increased space costs in the San Francisco regional office.

Advances Account: The ETA request includes \$464 million 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 will allow ETA for the first

time to reward those States that achieve or exceed negotiated performance levels and provide technical assistance and possible sanctions for those States that do not.

4. FY 2002 Performance Goals and Indicators

This section provides an overview of the ETA FY 2002 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

In FY 2002, ETA expects to substantially complete the implementation of a data validation and quality initiative designed to improve the overall validity, reliability and timeliness of its program data. A major impetus behind this initiative has been the agency's Government Performance and Results Act (GPRA) strategic and annual performance plan endeavors. ETA's efforts to articulate quantitative GPRA outcomes have highlighted the importance of producing reliable data. These data are not only the foundation of both baselines and quantifiable performance targets, but the bases for informed decision making and rational performance management.

As a result, ETA has focused on developing validation systems for the accuracy of its GPRA outcomes and those agency-wide measures which support these GPRA goals. In collaboration with our system partners, ETA has adopted an approach based upon identifying system requirements, developing data specifications, then developing and testing data validity and verification systems. ETA is fully aware of GPRA's requirements and understands the possible fiscal consequences of not achieving its GPRA goals. Consequently, ETA's approach has been to pursue a common, system-wide approach in order to promote and test ETA's GPRA data quality and accuracy. This coordinated strategy will encourage, to the extent possible, data validation within a common framework in order to meet unique program requirements and, ultimately, will provide more accurate information which ETA can utilize to enhance its performance management decision making in support of GPRA. This strategy should also be more resource efficient, as it will eventually replace the separate validation methodologies of the different ETA program offices.

4.2 FY 2002 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 1999 Performance** - where applicable to a measure the FY or PY 1999 performance
- **FY or PY 2000, 2001, and 2002 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	Wagner-Peyser Act
Welfare-to-Work	Work Incentive Grant
Indian and Native American Adults	Senior Community Service Employment
	Migrant and Seasonal Farm Workers
	Apprenticeship Training, Employer and Labor Services
	Re-employment Services Grants to States

Total Budget: \$2,438,080,250

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 Goal</u>	<u>PY 2001 Goal</u>	<u>PY 2002 Goal</u>
Employment in the first quarter after program exit	Adults	WIA Adult Program	*	67%	68%	70%
Retention in employment in the third quarter after program exit of those who were employed in the first quarter after program exit	Adults	WIA Adult Program	*	77%	78%	80%
Average earnings change for those employed in the first quarter after program exit and still employed in the third quarter after program exit	Adults	WIA Adult Program	*	\$3,264	\$3,361	\$3,423

* This is a new measure beginning with PY 2000.

Adult Formula Grants Budget: The request is \$900,000,000, a decrease of \$50,000,000 from FY 2002. This level will assist 396,000 adults in obtaining employment and training services, the same number projected for program year 2001. Service levels can be maintained in 2002, even with a funding decrease, due to slower than expected spending in PY 2000. Spending will pick up in PY 2001, increasing service levels and this spending will continue into PY 2002 with States maintaining the same service levels as in PY 2001.

Adult Formula Grants Means and Strategies:

- < With State and other partners, review WIA implementation experiences to identify key issues, options, and solutions, as they pertain to all means and strategies identified herein.

- < Enhance the resource base of services available for adults in the evolving workforce development system by:
 - 1) assuring better program integration with major partners by educating Workforce Boards, program partners and staff on opportunities, barriers and solutions;
 - 2) refining Internet resources such as America's Labor Market Information System (ALMIS) within the One-Stop delivery system; and
 - 3) identifying additional methods of accessing other programs and delivering their services to adults across the country.

- < Improve program performance and performance management activities by:
 - 1) increased use of technology to support effective management of program operations and performance, including the expanded use of real-time data for program management purposes;
 - 2) refining and enhancing the Federal/State accountability system specified in the Act, including the possible addition of measures related to timeliness, efficiency, and market penetration, and the fine-tuning of measures related to quality;
 - 3) developing and funding innovative demonstration projects for adults that support improved outcomes for individuals with diverse barriers to success in the workforce, including projects operated in partnership with community- and faith-based organizations,
 - 4) connecting agency quality initiatives and program operations, and
 - 5) continuing to implement the performance-based accountability provisions of the WIA by specifically undertaking, in collaboration with the Department of Education, the incentive and sanction process as it applies to the States for their performance against

the agreed upon WIA core indicators of performance. These indicators constitute the basis of DOL's WIA performance goal.

- < Enhance universal access of all adults to services available through America's Workforce Network by:
 - 1) promoting the information and services available through America's Workforce Network, including the Toll-Free Help Line and America's Service Locator;
 - 2) 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 Centers, and
 - 3) expanding access to services through enhance use of Internet, telephone and other technologies to provide a broad spectrum of access points not dependent on a single method or medium.
- < 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.)
- < Continue to support WIA implementation by:
 - 1) analyzing use of existing program resources, identifying shortcomings and their causes, and initiating and promoting corrective actions;
 - 2) providing ongoing technical assistance to States and local areas as they continue to implement the WIA provisions dealing with Individual Training Accounts and Eligible Training Providers;
 - 3) providing technical assistance to system partners in the areas of service strategies, case management, sequencing of services, priorities of service, services to employed adults, and other issues relevant to service delivery under WIA, and
 - 4) investing in capacity building, pilots and demonstrations, research, and technical assistance. (Please note: This is a cross-cutting strategy.)
- < Continue to invest in engaging private-sector employers both as customers and partners in the workforce development system. (Please note: This is a cross-cutting strategy.)
- < Improve comprehensive planning for services to adults, incumbent workers and dislocated workers, 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.

Welfare-to-Work Performance and Goals						
Goal 1.1B: Increase the retention and earnings of Welfare-to-Work participants placed in unsubsidized employment. (DOL 1.1B)						
<u>Indicator</u>	<u>Targeted Population</u>	<u>Program</u>	<u>1999 Performance</u>	<u>2000 Performance</u>	<u>2001 Goal</u>	<u>2002 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%^	66%	67%^
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%^	6%	7%^

*This is a new goal. The baseline for this performance measure will be FY 2000.^
 ^The 84 percent retention rate achieved in FY 2000 is attributed largely to the strong WtW emphasis on post-employment and other supportive services. The 59 percent earnings increase rate is likely to be inflated due to misinterpretations of the reporting guidance by a number of grantees. ETA will use corrected data to establish new baselines for FY 2002 goals and evaluate the need to revise the targets for the goals upward. ETA anticipates raising the FY 2002 retention and

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 2002 Transition 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:

- < Expand and improve the integration of WtW and welfare reform efforts with the nation's Workforce Investment System, established by the Workforce Investment Act (WIA) of 1998, and effective in all States on July 1, 2000;
- < Produce targeted outreach and technical assistance products and activities to meet the specific needs of faith- and community-based programs, and programs serving non-

custodial parents, individuals with disabilities, ex-offenders, and individuals with substance abuse barriers;

- < Enlist the support of employers to hire WtW participants into unsubsidized jobs and increase job opportunities for welfare recipients through projects such as the One-Stop Low-Wage Worker Advancement/Backfill Pilot Project, which will utilize TANF funds to subsidize employers to upgrade and advance current entry-level low-wage working TANF “alumni,” and then utilize WIA and WtW funds to train and backfill WtW participants and WtW-eligible individuals in the vacancies created;
- < Work closely with Federal partners, State and local government agencies, faith- and community-based organizations, and public interest groups to coordinate and increase the availability of tools and resources to assist WtW grantees and their participants (Please Note: This is a cross-cutting strategy); and
- < Identify and implement comprehensive “Whole Family” WtW approaches which will improve the job placement, retention, advancement, and self-sufficiency potential for low-income custodial and noncustodial parents and their children.

**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 1.1C)

<u>Indicator</u>	<u>Targeted Population</u>	<u>Program</u>	<u>PY 1999 Performance</u>	<u>PY 2000 Goal</u>	<u>PY 2001 Goal</u>	<u>PY 2002 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 1.1C)	Job Seekers	Wagner-Peyser Act	N/A*	N/A*	N/A†	55%
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 1.1C)	Job Seekers	Wagner-Peyser Act	N/A*	N/A*	76%	70%
Increase in the total number of job openings listed with the public labor exchange (with both SESAs and AJB) over the PY 2001 goal (1.1C)	Employers	Wagner-Peyser Act/One- Stop	+21%	+ 15%	+ 10%	+5%
Increase in the number of new employers that register with America's Job Bank	Employers	America's Job Bank	†	60,000	69,000	76,000

* ETA is undergoing a transition to a new labor exchange performance measurement system. These performance goals are rough estimates and will be revised when baseline data become available.

† The baseline established in PY 1999 was 51,000.

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

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

Employment Service/One Stop: The total request for the Employment Service is \$1,000,415,000, a decrease of \$16,000,000 from the FY 2001 appropriation funding level. The bulk of this funding supports the programs listed below:

- **One-Stop Centers:** The request for the One-Stop Centers budget is \$134,000,000, \$16,000,000 below the FY 2001 level. This level will finance the labor market information and technology needs of the one-stop delivery system in 2002.
- **Wagner-Peyser Act Formula Grants to States:** The request for the Wagner-Peyser Act formula grants to States is \$761,735,000, the same as in 2001. Based on ES continued investments in system-building activities and in professional development at the point of service and on innovations in service delivery gained through the effective deployment of technology, the Department anticipates continuing improvement in the delivery of basic labor exchange services, as measured by persons getting jobs and employers listing job openings. Continuous improvement goals for these key outcomes are reflected in the GPRA Plan.
- **Re-Employment Services Grants for States:** Fiscal Year 2002 funding for the Wagner-Peyser Act contains \$35,000,000 for re-employment services to ensure that UI claimants at risk of exhausting their UI benefits get the services they need to become re-employed. Getting unemployed UI claimants back to work quickly is good for workers and their families, good for employers who will pay less in unemployment taxes, and good for the economy. Having these targeted funds in addition to the Wagner-Peyser Act grants makes it possible to focus more intense services on this important population while also serving the universal population. It will also more firmly link UI claimants to a wide array of services through One-Stop Centers as well as to Wagner-Peyser Act Services. Emerging research is validating that there are tangible and positive outcomes to investing in these services directly. For example, re-employment services that have worked are staff-assisted, intensive services that include comprehensive assessments development of customized service plans, career counseling, job search workshops, individual job development, referrals to jobs, training or other support services, and professional coaching and guidance. These funds will be distributed to States by an administrative formula that allocates the funds based on each State's share of first payments to UI claimants after first allocating \$215,000 to each State. This will increase the number of job seekers receiving re-employment services funded through the Wagner-Peyser Act. States will provide targeted staff-assisted services to UI claimants, ensuring that those who need help in finding new jobs receive it so they can return more quickly to employment.

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

Strategies:

- ETA will utilize a 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. This system will include four performance measures: job seeker entered employment rate, job seeker employment retention rate at six months, job seeker customer satisfaction, and employer customer satisfaction. UI wage records will be the primary data source for the employment and retention measures. (ETA 1.1C)
- States will be required to include expected levels of performance, reached in agreement with ETA regional offices, for the public labor exchange in their five-year strategic plans. (ETA 1.1C)
- States will use new re-employment services funds to serve additional referred UI claimants in need of reemployment assistance with help in finding new jobs, 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.
- Based on the new 9002 reporting requirements, States will be required to convert to the Occupational Information Network-Standard Occupational Classification (O*NET-SOC) and the North American Industrial Classification System (NAICS) for reporting job order information by the end of PY 2002.
- ETA will provide technical assistance and training to facilitate adoption of new system changes and new products and services including: the new 9002 reporting requirements, conversion to the O*NET-SOC and NAICS, the new Career Exploration Tools, Job Order Writing Tool and development and distribution of information services using labor market information and other career resources tools.
- ETA will continue to develop partnerships with large multi-state employers to provide recruitment and special technical services to assist them in meeting their labor force needs.
- ETA-provided training in job order taking and writing and in entering orders into America's Job Bank (AJB) will enhance the skills of front-line staff to assist employers in writing job orders and entering them into AJB.
- ETA will continue the promotion of the Work Opportunity and Welfare-to-Work (WOTC/WtW) Tax Credits by engaging employers and streamlining certification procedures to encourage employers to hire disadvantaged job seekers. (Please Note: This is a cross-cutting strategy.)
- ETA will develop options for performance indicators and goals for Reemployment Services grants.

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

Goal 1.1D: Increase employment by increasing the number of newly registered apprentices, with particular attention on female and minority participation in apprenticeship programs.
Goal 1.1E: Foster the development of community employer and labor networks.

<u>Indicator</u>	<u>Targeted Population</u>	<u>Program</u>	<u>1999 Performance</u>	<u>2000 Performance</u>	<u>2001 Goal</u>	<u>2002 Goal</u>
Increase in number of newly registered apprentices over the 1999 baseline. (1.1D)	All New Apprentices	Apprenticeship Training	109,251	18.3% (129,232)	4%	6%
Increase in number of newly registered female apprentices over the 1999 baseline. (1.1D)	New Female Apprentices	Apprenticeship Training	7,551	23.1% (9,297)	6%	9%
Level of new minority civilian participation does not fall below baseline (1.1D)	Minority Apprentices	Apprenticeship Training	27%	28%	27%	27%
Regions with employer and labor networks (1.1E)	Employer and Labor Entities	Employer and Labor Services	*	*	*	10

* This goal has been revised. The baseline changed from FY 2000 to FY 2001 to provide for full implementation of ETA reorganization.

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 \$21,367,000 is limited to staff salaries and expenses. Of this amount, approximately 72%, or \$15,375,250, supports adult apprenticeship activities. There are no monetary allocations for programs and the collection of data by SACs.

Apprenticeship Training, Employer and Labor Services Means and Strategies:

- < Promote and market the registered apprenticeship system to employers, sponsors, WIA

- Programs, other governmental entities and community-based organizations. (ETA 1.1D)
- < Provide consultation and technical assistance on the registered apprenticeship system to local, State, multi-state employers, employers' associations and/or unions, and the military to secure adoption and maintenance of registered apprenticeship programs. (ETA 1.1D)
 - < Encourage active sponsor participation in local and State Workforce Investment Boards. (ETA 1.1D)
 - < Provide technical assistance to program sponsors to support workforce diversity. (ETA 1.1D)
 - < Conduct compliance reviews to ensure compliance with Apprenticeship regulations. (ETA 1.1D)
 - < Target industries to promote women and minorities in non-traditional occupations. (ETA 1.1D)
 - < Develop partnerships with employers and labor unions to increase the participation of women in more non-traditional occupations. (ETA 1.1D)
 - < Support the exploration of multiple funding sources for pilots, demonstrations and evaluations (PD&E) that target the removal of barriers to enable women to participate in registered apprenticeship and efforts to replicate practices discovered through PD&E. (ETA 1.1D)
 - < Support the evaluation of pilots addressing barriers to apprenticeship for women and disseminate best practices identified. (ETA 1.1D)
 - < Promote and provide technical advice and assistance to employer associations and labor and management organization on WIA. (ETA 1.1E)
 - < Develop baseline of employer and labor entities. (ETA 1.1E)
 - < Create and implement an outreach plan to develop networks that increase employer and labor management active participation, e.g., in policy making, peer-to-peer promotion, forums to exchange information. (ETA 1.1E)
 - < Establish an administrative and management system for Employer and Labor Services. (ETA 1.1E)
 - < Collaborate with other programs and/or governmental and non-governmental entities, such as ETA-WIA programs, One-Stop Delivery System, DOL's Women's Bureau, U.S. Housing and Urban Development (HUD), Transportation, Justice, State entities and community-based organizations to expand registered apprenticeship, including facilitating the institutionalization of employer and labor management networks in WIA. HUD's Step-Up Program, designed to provide education and training to increase registered apprenticeships for public housing residents, is a coordinated activity in which

- ETA apprenticeship representatives promote and provide technical advice and assistance at the State and local level. (Please Note: This is a cross-cutting strategy.)
- < Continue to improve the National Registered Apprenticeship System by standardizing the maintenance and administration of this system through OATELS' consultative, technical assistance and collaborative relationship with the National Association of State and Territorial Apprenticeship Directors and State Apprenticeship Councils. (Please Note: This is a cross-cutting strategy.)

 - < Continue to improve the planning and management of the Registered Apprenticeship System by arranging for stakeholder input, assisting the Federal Committee on Registered Apprenticeship in the accomplishment of its mission and improving the capacity to gather and analyze accurate, consistent, timely and high-quality information in support of registered apprenticeship programs. (Please Note: This is a cross-cutting strategy.)

National Programs
Performance and Goals

Goal 1.1F: 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. (DOL 1.1D)

Goal 1.1G: Increase employment and positive outcomes of adults registered under the Indian and Native American Program.

Goal 1.1H: Increase employment and retention of adults registered under the Migrant and Seasonal Farmworker Program.

Goal 1.1I: 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 Goal</u>	<u>PY 2001 Goal</u>	<u>PY 2002 Goal</u>
Percentage increase in number registered in workforce area(s) (1.1F)	People with disabilities	Work Incentive Grant	*	23 grants awarded (actual)	5% (FY)	5% (FY)
Percentage increase in number who are registered in workforce area(s) and are employed in quarter after exit (1.1F)	People with disabilities	Work Incentive Grant	*	23 grants awarded (actual)	2% (FY)	2% (FY)
Employment at program exit (1.1G)	Indian and Native American Adults	Indian and Native American Program	^	^	54%	54%
Positive outcomes at program exit (1.1G)	Indian and Native American Adults	Indian and Native American Program	^	^	84%	84%
Employment at program exit (1.1H)	Migrant and Seasonal Farmworker Adults	Migrant and Seasonal Farmworker Program	^	^	62%	63%
Retention in employment six months after initial entry into unsubsidized employment (1.1H)	Migrant and Seasonal Farmworker Adults	Migrant and Seasonal Farmworker Program	^	^	70%	75%
Ratio of unsubsidized placements to authorized positions (1.1I)	Senior Citizens	Senior Community Service Employment Program	32.4%	36.5% (Actual)	26% (FY)	26% (FY)

* This is a new/updated goal. The baseline is to be established using PY 2000 WIA data.

Work Incentive Grants Budget: The Department is requesting \$20,000,000 for Work Incentive Grants, the same as FY 2001, to improve access to and accommodation, benefits, services, and employment opportunities to individuals with disabilities.

Work Incentive Grants Means and Strategies:

- < ETA will help customers with disabilities receive the appropriate level of service by financially assisting States and local areas to continue developing infrastructure, increasing system capacity, and improving access to information and services that directly address their local customers' needs. (ETA 1.1F)

Indian and Native American Program Budget: The request is \$55,000,000, the same as FY 2001, and will assist 22,200 Native Americans, the same as in FY 2001.

Indian and Native American Program Means and Strategies:

- < Improve the abilities of Indian and Native American (INA) Program grantees to serve clients, meet goals, strengthen accountability, and focus on performance by:
 - (1) Working through the Tribal Colleges Initiative to institute comprehensive and intense training for staff;
 - (2) Performing, through the INA Program Federal Representatives, proactive assessments and, in coordination with grantee staff, identifying specialized training and technical assistance needs, assisting in arranging peer-to-peer on-site or other technical assistance;
 - (3) Continuing to provide technical assistance and training on a mass basis to all grantee staff through the multi-regional and national Indian and Native American employment and training conferences, concentrating on those areas which are new or which have been identified as generally deficient nationwide;
 - (4) Developing and implementing new performance measures and standards under WIA to provide grantees with a "menu" of choices from which to select performance measures and standards (including negotiated standards) which accurately reflect the nature and accomplishments of individual grantee programs; and
 - (5) Continuing to work with other federal agencies to assist Native American communities to perfect economic development strategies that address unemployment and poverty on a community-wide basis. (ETA 1.1G)

Migrant and Seasonal Farmworker Program Budget: The request is \$76,770,000 the same

as FY 2001, and will assist 41,000 migrants and seasonal farmworkers, the same as in FY 2001.

Migrant and Seasonal Farmworker Program Means and Strategies:

- < Improve the array of services available to the Migrant and Seasonal Farm Worker (MSFW) community, and the abilities of grantees to serve clients, meet goals, and manage grants by:
 - (1) Developing and strengthening MSFW Program linkages with other National programs, States and providers of other workforce investment and related services;
 - (2) Providing training and technical assistance on a variety of topics, including the transition from the JTPA to WIA and related skill building;
 - (3) Consulting with program grantee partners on a regular basis, both directly and through the MSFW Employment and Training Advisory Committee for the purpose of discussing issues relevant to program administration, management and operation, as well as to continuing to work on agreed upon menu of program initiatives; and
 - (4) Supporting the development of a grants management tool that will allow grantees and program office staff to electronically review, correct, analyze, and transmit financial and programmatic grantee data. (ETA 1.1H)

Senior Community Service Employment Program Budget: The 2002 budget request for the National Sponsors' portion of SCSEP is \$343,356,000, the same as in 2001. This level will continue the program at the 2001 operational level of 48,000 slots, at the average budgeted unit cost of \$7,153. The 2002 budget request for the State Grants' portion of the SCSEP, \$96,844,000, will continue the program at the 2001 operational level of 13,500 slots, at the average unit cost of \$7,153.

Senior Community Service Employment Program Means and Strategies:

- < Foster individual economic self-sufficiency and increase the number of persons who enjoy the benefits of the Senior Community Service Employment Program (SCSEP) by implementing the Older Americans Amendments of 2000 while maintaining the community service activities and encouraging projects to place participants in unsubsidized employment. (ETA 1.1I)
- < Improve services to Older Worker customers and improve opportunities for unsubsidized placements by developing and strengthening linkages, including:
 - (1) Encouraging the SCSEP stakeholders system to become actively engaged in State and local workforce investment boards, and One-Stop planning and operations through participation in conferences and workshops; and
 - (2) Creating relationships with private sector employers by providing funding for training

and work experience, as allowed under 502(e) of the Older Americans Act (ETA 1.11).

- < Encourage project grantees to continue to utilize faith-based organizations as both sub-grantees and host agencies. Also, encourage increased consideration and use of faith-based organizations as host agencies (participant work-sites). This will be done by issuing program directives and providing examples of successful participation by faith-based organizations as SCSEP host agencies. (ETA 1.11)

- < The Older American Act Amendments of 2000 legislated new performance measures for the Senior Community Service Employment Program (SCSEP). The performance indicators and the applicable levels of performance will be established by the Secretary in consultation with grantees and others during 2001 and 2002. The performance indicators found in the Legislation are: placement, number served, community services provided, and customer satisfaction. (ETA 1.11)

**Customer Satisfaction
Performance and Goals**

Goal 1.1J: Increase customer satisfaction with services received from workforce investment activities in connection with the One-Stop delivery system. (DOL 1.1E)

<u>Indicator</u>	<u>Targeted Population</u>	<u>Program</u>	<u>PY 1999 Performance</u>	<u>PY 2000 Goal</u>	<u>PY 2001 Goal</u>	<u>PY 2002 Goal</u>
Score of participant satisfaction with services on the American Customer Satisfaction Index.	Registered participants in WIA Activities	WIA Adult and Youth Activities	*	67	69	70
Score of employer satisfaction with services on the American Customer Satisfaction Index.	Employers	WIA Adult and Youth Activities	*	65	66	68

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

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

Customer Satisfaction Means and Strategies:

- < Build on the launch of the Workforce Excellence Network by providing training, tools and assistance to Workforce Investment Areas and One-Stop partner programs using the Malcolm Baldrige criteria for performance excellence, quality and continuous improvement techniques, and employer and participant customer satisfaction. Provide recognition to workforce entities that achieve identified levels of performance excellence.

A PREPARED WORKFORCE

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

Programs Include:

Apprenticeship Training	Responsible Reintegration for Young Offenders
Indian and Native American Youth	School-to-Work Opportunities
Job Corps	Youth Activities Formula Grants
Migrant and Seasonal Farm Worker Youth	Youth Opportunity Grants

Total Budget: \$2,655,454,750

Youth Formula Grants Performance and Goals

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

<u>Indicator</u>	<u>Targeted Population</u>	<u>Program</u>	<u>PY 1999 Performance</u>	<u>PY 2000 Goal</u>	<u>PY 2001 Goal</u>	<u>PY 2002 Goal</u>
In employment, post-secondary education, advanced training, apprenticeships in the third quarter after exit (DOL 1.2A)	Disadvantaged Youth aged 14-18	WIA Youth Program	*	48%	50%	53%
Employed in the first quarter after program exit (DOL 1.2A)	Disadvantaged Youth aged 19-21	WIA Youth Program	*	^	^	63%
Retention in employment in the third quarter after exit of those who were employed in the quarter after program exit (DO1.2AL/ETA 1.2B)	Disadvantaged Youth aged 19-21	WIA Youth Program	*	69%	70%	77%

* Six States implemented the WIA program in June of 1999. The rest of the States will implement WIA in 2000. Data from the first six States will be included in next year's report.

^ This is a new goal for Program Year 2002.

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

Youth Formula Grants Budget: The total request is for \$1,000,965,000, a temporary decrease of \$147,000,000 from the revised FY 2001 level. The request will assist approximately 721,000 youth, the same as projected for FY 2001. This is possible because of the availability of unspent

funds from prior years that will enable States to maintain the same service levels. Approximately 1.5% of the youth formula budget is available for Indian and Native American Youth Programs, which translates to approximately \$15,014,000.

Youth Formula Grants Means and Strategies:

- < Collaborate with local youth providers, partners, and stakeholders to establish and support strong youth councils that strategically align and leverage resources to link local youth needs and labor market needs and improve the efficiency and quality of youth services. (Please note: This is a cross-cutting strategy implemented in conjunction with the Apprenticeship Program.)
- < Collaborate with local youth providers, partners, and stakeholders to promote the provision of a systematic offering of comprehensive youth services that are based upon individual assessment and tailored to the age and maturity level of each individual youth. (Please note: This is a cross-cutting strategy across all Office of Youth Opportunities Programs.)
- < Collaborate with local youth providers, partners and stakeholders to encourage and promote youth connections to the One-Stop delivery system. (Please note: This is a cross-cutting strategy across all Office of Youth Opportunities Programs.)
- < Collaborate with local youth providers, partners and stakeholders to invest in a performance accountability system where data from performance measurement is built into a process for continuously improving the provision of services and activities and promoting customer satisfaction. (Please note: This is a cross-cutting strategy across all Office of Youth Opportunities Programs.)
- < Consult with Indian and Native American Program and the Migrant and Seasonal Farm Worker Program grantee partners to discuss relevant programmatic and administrative issues. (Please note: This is a cross-cutting strategy across all Office of Youth Opportunities Programs.)

**Job Corps
Performance and Goals**

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

<u>Indicator</u>	<u>Targeted Population</u>	<u>Program</u>	<u>PY 1999 Performance</u>	<u>PY 2000 Goal</u>	<u>PY 2001 Goal</u>	<u>PY 2002 Goal</u>
Enter employment or be enrolled in education	Severely Disadvantaged Youth	Job Corps	88.3%	85%	85%	88.5%
Average hourly wages at entered employment	Severely Disadvantaged Youth	Job Corps	\$7.49	>\$6.50	\$7.25	\$7.90
Six month retention in employment or education	Severely Disadvantaged Youth	Job Corps	71.3%	70%	70%	70%

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

Job Corps Budget: The request for Job Corps is \$1,399,148,000, the same as in FY 2001. This request will provide for operating costs for 121 centers and an enrollment level of 72,900 new students.

Job Corps Means and Strategies:

- < ETA will enhance career development support, including expanded placement services, for Job Corps graduates and former enrollees. ETA will continue to aggressively implement school-to-work strategies and build mutually beneficial relationships with WIA partners - especially employer involvement in the development of occupational training programs. ETA will accomplish this by:
 - (1) Placing continued emphasis on performance in the competitive procurement process;
 - (2) Incorporating findings from reports to-date from the long-term evaluation study of Job Corps and other external bodies, such as the Office of Inspector General and General Accounting Office, to enhance program design;
 - (3) Accelerating student learning through innovative instructional methodology and incorporation of technology both as a training tool and to facilitate accessing information about jobs or further education;
 - (4) Creating partnerships with employers to customize training, provide work-based learning sites, and to expand Job Corps' job placement network; and
 - (5) Integrating Job Corps into the broader workforce development system.
- < ETA will continue to reflect performance/results-based criteria in its contract

procurements. Job Corps' center operations and outreach, admissions/career transition services contracts will be procured specifying the outcomes and quality indicators the government seeks in contract performance. Performance results will be published and used with quality assessment results to form the contractor's Past Effectiveness rating, which is a determining factor in the Department's decision to award option years or subsequent contracts.

**Youth Opportunity Grants
Performance and Goals**

1.2 C: Increase retention of Youth Opportunity Grant participants in education, training, or employment. (DOL 1.2C)

<u>Indicator</u>	<u>Targeted Population</u>	<u>Program</u>	<u>PY 1999 Performance</u>	<u>PY 2000 Goal</u>	<u>PY 2001 Goal</u>	<u>PY 2002 Goal</u>
In employment, post-secondary education, advanced training, apprenticeships in the third quarter after exit	At Risk Youth, aged 14-18, living in High Poverty Areas	Youth Opportunity Grants	*	48%	50%	53%
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	*	69%	70%	72%

* The DOL Strategic Plan goal 1.2C was revised in the DOL Annual performance plan to be more consistent with the WIA program goals and to better reflect the outcomes expected for older and younger youth.

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

Youth Opportunity Grants Budget: The total request is for \$250,000,000, the same as the revised FY 2001 level. Funds will permit the Department to fully fund the third year of previously awarded grants to 36 communities. Approximately 4% of the Youth Opportunities Grants is available for the Migrant and Seasonal Farm Worker Youth Program, which translates to approximately \$10,000,000.

Youth Opportunity Grants Program Means and Strategies:

- < Provide and support targeted technical assistance efforts, tools, and projects and capacity building efforts that increase effectiveness of staff and service provider agencies to ensure new demands are met. (Please note: This is a cross-cutting strategy to be implemented by the Youth Opportunity Grants Program, the Indian and Native American Program and the Migrant and Seasonal Farm Worker Program.)
- < Provide intensive technical assistance to youth opportunity grantees that address fiscal, project management, staff and core activity capacity.

**Indian and Native American Program and
Migrant and Seasonal Farmworker 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.

Goal 1.2E: Increase the skill attainment, advanced training, and employment of youth registered under the Migrant and Seasonal Farm Worker Program.

<u>Indicator</u>	<u>Targeted Population</u>	<u>Program</u>	<u>PY 1999 Performance</u>	<u>PY 2000 Goal</u>	<u>PY 2001 Goal</u>	<u>PY 2002 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%	60%
Earn a secondary school diploma or its recognized equivalent (GED) (1.2D)	Native American Youth	Indian and Native American Program	+	+	65%	65%
Attain at least one basic skill (1.2E)	Migrant and seasonal farm worker youth	Migrant and Seasonal Farm Worker Program	+	+	70%	70%
Placed or retained in post-secondary education, other advanced training, qualified apprenticeships or enter military service or are employed (1.2E)	Migrant and seasonal farm worker youth	Migrant and Seasonal Farm Worker Program	+	+	70%	70%

+This is a new goal. No prior program data available.

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. These participants are served under WIA's Youth Activities component. Approximately 1.5% of the youth formula budget is available for Indian and Native American Youth Programs, which translates to approximately \$15,014,000.

Indian and Native American Youth Program Means and Strategies:

< Improve services to Indian and Native American youth and enable service providers to achieve performance measures and standards by:

- (1) Encouraging, developing, and strengthening grantees' linkages with other employment and training program providers, other providers of youth services in the respective communities, other federal and State programs, and other providers of workforce investment and related services;

(2) Developing and instituting comprehensive and intensive training for staff determined to be in need of such training through partnership with the Tribal Colleges Initiative;

(3) Continuing to provide technical assistance and training on a mass basis to all grantee staff through the multi-regional and national Indian and Native American employment and training conferences, concentrating on JTPA-to-WIA transition issues and other areas which have been identified as deficient nationwide;

(4) Consulting with INA partners, both directly and through the Native American Employment and Training Council, to discuss issues relevant to program administration, management and operation, performance measures and standards development, and the issuance of the WIA Final Rule. (1.2D)

Migrant and Seasonal Farmworker Youth Budget: Approximately 4% of the Youth Opportunities Grants is available for the Migrant and Seasonal Farm Worker Youth Program, which translates to approximately \$10,000,000.

Migrant and Seasonal Farmworker Youth Program Means and Strategies:

Improve the array of services available to the Migrant and Seasonal Farm Worker youth, as well as the abilities of MSFW youth grantees to serve farmworker youth customers, meet program goals and manage their grants by:

(1) Developing and strengthening MSFW Youth Program grantee linkages with other youth programs, States and other providers of related services;

(2) Arranging for Youth Program technical assistance on a variety of topics, including an initial focus on skill building for staff;

(3) Consulting with MSFW youth grantees on a regular basis, both directly and through the MSFW Employment and Training Advisory Committee, to discuss issues relevant to program administration and operation; and

(4) Supporting the development of a grants management tool that will assist MSFW grantees and program office staff to collect, review, correct, analyze, and transmit - on-line - financial and programmatic data. (1.2E)

**Other Youth Initiatives
Performance and Goals**

Goal 1.2F: Increase youth skill attainment, earnings and long-term employment through participation in registered apprenticeship programs.

Goal 1.2G: Increase participation of Responsible Reintegration for Young Offenders Program graduates in education programs or employment.

Goal 1.2H: Engage youth in school-to-work activities.

<u>Indicator</u>	<u>Targeted Population</u>	<u>Program</u>	<u>1999 Performance</u>	<u>2000 Goal</u>	<u>2001 Goal</u>	<u>2002 Goal</u>
Increase the number of new youth in registered apprenticeship programs (1.2F)	New Youth 16-22 Years	Apprenticeship Program	^	^	^	2%
Get jobs or be enrolled in education or training (1.2G)	Young Offenders	Responsible Reintegration for Young Offenders	*	*	65%	65%
Engage youth in school-to-work activities (1.2H)	All Youth, Including At Risk Youth	School-to-Work	1.6 million	2 million	+	+

^This is a new goal. The baseline year will be FY 2001.
 * The first goal for these new initiatives were first established for 2001.
 +Continued funding for the School-To-Work Initiative is not expected at this time. However, program activities continue (e.g., issuing grants to States). A "legacy goal" for this program is anticipated.

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

Apprenticeship Training Budget: OATELS Program Administration funding at \$21,367,000 is limited to staff salaries and expenses. Of this amount, approximately 25%, or \$5,341,750, supports youth apprenticeship activities. There are no monetary allocations for programs.

Apprenticeship Training Means and Strategies:

- < Promote and market youth in the registered apprenticeship system to employers, sponsors, educational system intermediaries, school-age students and parents, WIA Youth Programs, other governmental entities and community-based organizations. (1.2F)
- < Provide consultation and technical assistance on the registered apprenticeship system to WIA Youth Programs, sponsors and educational system intermediaries. (1.2F)
- < Encourage active sponsor participation on both WIA youth boards and the Job Corps Youth Advisory Council. (1.2F)
- < Support, in collaboration with the Office of Youth, the Youth Development Practitioner professional apprenticeship occupation and certification. (Please note: This is a cross-cutting strategy.)

- < Continue to collaborate with local youth WIA programs to facilitate the establishment of strong youth councils that strategically align and leverage resources to link local youth needs and labor market needs. This cross-cutting strategy will be implemented in conjunction with the WIA Youth Program, Youth Opportunity Program, and Migrant and Seasonal Farm Work Youth Program. (Please note: This is a cross-cutting strategy.)
- < Improve the capacity to gather and analyze accurate, consistent, timely and high-quality information in support of youth in registered apprenticeship. (Please note: This is a cross-cutting strategy.)

Responsible Reintegration for Young Offenders Budget: The request reflects a reduction of \$75,000,000 from the FY 2001 revised level. The \$75,000,000 in FY 2001 includes a reprogramming of \$20,000,000 from the Incumbent Worker initiative. This funding level will permit the Department to award two year grants that will extend through FY 2002.

Responsible Reintegration for Young Offenders Means and Strategies:

- < Visit and provide operational and technical assistance to grantees for the Responsible Reintegration for Young Offenders program to ensure that they become fully operational in the shortest time period and to avoid potentially harmful issues in program start-up. (ETA 1.2G)

School-to-Work Budget: Though work continues with existing funding, an additional funding request is not included in the FY 2002 Transition Budget.

School-to-Work Means and Strategies:

Sustained Efforts Include:

- < Address the transition from school to work for young people in elementary and secondary schools. (ETA 1.2H)
- < Place youth of working age in jobs that will provide long-term career paths. (ETA 1.2H)
- < Assist dropouts to return to school. (ETA 1.2H)
- < Encourage school completion or advanced education. (ETA 1.2H)
- < Provide job and work-related skills that will prepare youth for the rapidly changing labor market. (ETA 1.2H)
- < Promote apprenticeship occupations as a path to high skills, high wage careers for youth, especially minorities and women, and encourage them to achieve good grades to compete for registered apprenticeship opportunities. (ETA 1.2H)
- < Continue to find, publicize and replicate promising and effective programs for youth. (ETA 1.2H)

A SECURE WORKFORCE

Outcome Goal 2.2: *Protect worker benefits*

Unemployment Compensation Foreign Labor Certification
Trade Adjustment Assistance/NAFTA-TAA Benefits

Total Budget: \$2,724,023,000

Unemployment Insurance *Performance and Goals*

<u>Indicator</u>	<u>1999 Performance</u>	<u>2000 Goal</u>	<u>2001 Goal</u>	<u>2002 Goal</u>
Unemployed workers receive fair UI benefit determinations and timely benefit payments. Increase the number of States meeting: 1. the minimum performance standard for quality in handling eligibility determinations with issues that must be adjudicated; and 2. or exceeding the Secretary's Standard for intrastate payments timeliness. * (DOL 2.2A)	1. 20 States	1. 24 States	1. 26 States	1. 30 States
	2. 46 States	2. 47 States	2. 48 States	2. 49 States
Employers increase compliance with State UI laws by the provision of rapid and accurate service on UI tax matters. Increase the number of States: 1. meeting or exceeding the UI PERFORMS criterion for New Employer status determination timeliness; and 2. passing the acceptance sample for status determinations accuracy. (ETA 2.2B)	1. 47 States	1. 49 States	1. 50 States	1. 50 States
	2. 33 States	2. 34 States	2. 36 States	2. 48 States
Protect the integrity of employer unemployment tax contributions and reimbursements by increasing the: 1. speed of deposit of contributions into State Clearing Accounts; and 2. number of States meeting or exceeding the minimum criterion for timely transfer of funds to the State's account in the Unemployment Trust Fund. (ETA 2.2C)	1. +	1. +	1. +	1. +
	2. 29 States	2. 37 States	2. 39 States	2. 39 States
Promote the Federal-State UI system's economic stabilization capacity by: 1. maintaining at/increasing the share of the involuntarily unemployed who receive benefits (reciency rate) 2. increasing the number of States with a max. weekly benefit amount \geq 2/3s of the State's avg. covered (wage replacement); and 3. maintaining at/increasing the number of States with reserves \geq one year's benefits at the rate experienced during the last three recessions (solvency). (ETA 2.2D)	1. 39%	1. \geq 39%	1. \geq 39%	1. \geq39%
	2. 10 States	2. 11 States	2. 13 States	2. 13 States
	3. 32 States	3. \geq 32 States	3. \geq 32 States	3. \geq32 States

Facilitate the reemployment of UI claimants by:	1. ^	1. ^	1. ^	1. ^
1. increasing the Entered Employment Rate of UI Claimants; and	2.	2.	2.	2.
2. reducing the benefit exhaustion rate of UI Claimants. (ETA 2.2E)	32%	<32%	<32%	<32%

* If UI PERFORMS regulation is issued, the goal will be revised to: Increase to 43 the number of States meeting or exceeding the UI PERFORMS minimum criterion for timeliness of all first payments.
+ In FY 2001, data gathered using the revised measure will be analyzed and a minimum criterion will be set for FY 2002.
Please note: One of the section 2.2D Performance Goals (the experience rating) was dropped from the Strategic Plan in 2000.
^ This is a newly developed goal for the new WIA Program. UI goal and measure will be developed, and baselines established accordingly.

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

Unemployment Insurance Program Budget: The FY 2002 request for State unemployment insurance administration totals \$2,413,923,000, an increase of \$65,000,000 from FY 2001. The increase is associated with a projected increase in unemployment, resulting in an increase in the average weekly insured unemployment from 2,396,000 to 2,622,000. This higher level will permit the Department to finance workload increases as they occur around the country during FY 2002. Appropriation bill language is also retained that would automatically release contingency funds should unemployment rise above the projected 2,622,000 average weekly insured unemployment upon which the budget is based.

Unemployment Insurance Means & Strategies:

The unemployment insurance (UI) system has identified five major performance goals. Three involve State operational performance in paying benefits, adjudicating disputed claims, and administering tax operations, relative to established minimum performance criteria. A fourth goal relates to the system’s macro performance and the fifth goal to re-employment of UI claimants. Consistent with the UI program’s Federal-State partnership design, each strategy to achieving goals listed below includes working in partnership with States.

Strategies to improve operational performance are centered largely on the development and implementation of UI PERFORMS (UI’s performance management system), and on the maintenance and continuous development of automated systems. The Department’s underlying strategic approach is to focus initial efforts on raising the performance of States whose performance is below minimum performance criteria issued in 1999, while continuing to develop and implement processes and systems which support continuous improvement above such minimum performance levels and promote performance excellence. Hence, performance is primarily judged by the number of States meeting minimum criteria, instead of the collective performance of the system as a whole.

- < Develop and implement improvements to UI PERFORMS to enhance performance planning, facilitate performance achievement, and assess the effectiveness of program improvement efforts through capacity building, technical assistance, best practices, and other key initiatives. Initially focus on raising performance of States below performance criteria, while continuing to develop and implement processes and systems which support continuous improvement at all levels. In collaboration with State partners:
 - S Through the State Quality Service Plan process, work with States failing to meet performance criteria to develop corrective action plans to raise performance above these minimum levels. (ETA 2.2A, B, C)
 - S Work with States to develop and implement performance improvement plans to

raise performance above current levels. (ETA 2.2A, B, C)

- S In keeping with the Administration's government-wide reforms which emphasize reducing erroneous payments to beneficiaries and other recipients of government funds, consultations will be held with State partners and stakeholders about broadening Goal 2.2A to include the dimension of accuracy of benefit payments along with timeliness and quality.
- S Continue to develop and refine performance measures including the review and revision of benefit payment control measures, and the development and refinement of cash management measures. Begin to assess accuracy of decisions to deny benefits through the new denied claim accuracy measure. (ETA 2.2A, C, D)
- S Maintain, enhance and expand Internet-based performance information repositories. (ETA 2.2A,B,C)
- S Provide technical assistance to States in identifying the underlying causes of performance deficiencies and formulating and implementing corrective actions. (ETA 2.2A, B, C)
- S Facilitate and promote the identification and sharing of effective practices. (ETA 2.2A, B, C, D, E)
- S Facilitate and promote the continuous development of Federal and State staff technical expertise. (ETA 2.2A, B, C)
- S Develop expanded technical assistance and incentive strategies to better complement performance excellence and sustain continuous improvement. (ETA 2.2A, B, C)
- < Explore new approaches, including increased use of technology, to increase flexibility and/or reduce burden in processing workload or in complying with requirements:
 - S Provide technical assistance and resources to States to expand service delivery options available to claimants (e.g., the implementation of remote claims-taking). (ETA 2.2A, D)
 - S Improve the efficiency of Federal UI programs through the implementation of systems and processes for the electronic handling of wage and separation requests and responses. Complete implementation is targeted for January 2002. (ETA 2.2A)
 - S Increase the number of tax and benefit program measures validated while minimizing the workload burden of validation by designing and implementing a more highly automated validation system which eliminates repetitive processes or steps. (ETA 2.2A, B, C)

Achievement of the fourth goal, the system's macroeconomic performance, depends on influencing structural elements largely under the control of State legislatures. The Department's

underlying strategic approach is to provide leadership in the review and discussion of key parameter of the UI system, and to advocate, facilitate and promote State program design which achieves a balance between worker benefits and employer burden based on common sense, sound research and reason. While incentives may be used to influence State action, the use of sanctions in this area is not permitted by Federal law.

- < Engage in continuing discussions with States, employers and claimants to improve communication, identify issues and needs, and promote input regarding structural elements of the UI programs largely under the control of State legislatures.
 - S Host and/or participate in national and regional conferences, meetings and stakeholder forums. (ETA 2.2D)
 - S Maintain, enhance and expand Internet-based information repositories. (ETA 2.2D, E)
 - S Strengthen and enhance the UI research and evaluation program and the distribution of research and evaluation findings to ensure the timely availability of information to guide Federal and State policy and program development. (ETA 2.2D, E)
- < Support State initiatives to examine, ensure and/or enhance the macroeconomic effectiveness of their UI programs.
 - S Identify and promote program provisions, policies and practices which enhance the macroeconomic adequacy and effectiveness of the UI program. (ETA 2.2D)
 - S Provide technical assistance to States in the analysis, formulation, presentation and justification of proposals. (ETA 2.2D)
 - S Facilitate and promote the continuous development of State economic and actuarial analysis expertise. (ETA 2.2D)

The underlying approach to the Department's strategies to facilitate the re-employment of UI claimants is to focus on linking UI claimants to the re-employment services available through the workforce development system.

- < Support and work cooperatively with State and other Federal partners' efforts to build a strong, effective workforce system and facilitate UI claimants' reemployment by linking them with the reemployment services available through that system. In collaboration with State and other stakeholders:
 - S Continue to refine the vision of the UI program within the workforce development system to guide and support State system building efforts. (ETA 2.2E)
 - S Provide leadership in the evaluation and improvement of profiling as a means of linking UI claimants with re-employment assistance early in their spell of unemployment. (ETA 2.2E)
 - S Provide leadership in the enhancement of eligibility review programs as a means of linking or re-linking UI claimants with re-employment assistance during their spell of unemployment. (ETA 2.2E)
 - S Provide support to efforts which explore linking multiple electronic components of the workforce development system (i.e., Talent Bank, the Job Bank, O*NET and UI benefit application) to provide customers with seamless electronic access,

entry and movement within the system. (ETA 2.2E)

- S Participate in workforce development system-wide performance excellence and continuous improvement efforts. (ETA 2.2A, B, C, D, E)

Foreign Labor Certification Performance and Goals				
<u>Indicator</u>	<u>1999 Performance</u>	<u>2000 Goal</u>	<u>2001 Goal</u>	<u>2002 Goal</u>
Promptly review applications for foreign labor certifications to ensure that aliens admitted will not adversely affect domestic workers' wages or working conditions and send to INS for approval	N/A	N/A	N/A	Establish A Baseline
< The average time required in the ETA's Regional Offices to process applications for permanent alien residency. (ETA 2.2F)				

Foreign Labor Certification Program Budget: The budget contains \$26,100,000 for the administration of the Alien Labor Certification programs at the State level. The Department is well on its way to completely revamping and streamlining the operation of alien labor certification programs at both the State and Federal levels.

Foreign Labor Certification Means & Strategies

- < Continue to employ the backlog reduction strategy used in 2000 and 2001 involving improved, streamlined processes and funding for additional staff and overtime for staff in the ETA Regional Offices and the ten States with the largest backlogs. (ETA 2.2F)
 - In 2002, OWS will phase out the two-tier certification process in which (1) SESAs first review employers' certification applications, confirm that the employer is paying a "prevailing wage" and help advertize the opening to ensure there are no domestic applicants for the job opening, then (2) the DOL Regional Office reviews the cases, and if it determines there will be no adverse impact allows the employer to seek the alien's admission from the INS. In the streamlined process, employers will apply directly to DOL Application Processing Center(s). (ETA 2.2F)
 - The new streamlined process embodies quality assurance checks. Staff select both random and targeted samples of applications and conduct a detailed review of the documentation supporting the application. (ETA 2.2F)
 - Emphasize increased use of the Reduction in Recruitment procedures which rely more on employers' previous recruitment efforts to establish the lack of available workers for the positions to be filled by foreign labor, thereby reducing the time required by States to process permanent cases under the present system. (ETA 2.2F)
- < The Regions are implementing a data system which will enable tracking and reporting the time required to complete each application. Under the old "two-tier" system only the number of cases on hand was available. The new data 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. (ETA 2.2F)

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 \$255,000,000. The request for NAFTA transitional adjustment assistance benefits is \$29,000,000. In FY 2002, it is estimated that approximately 115,000 workers will be certified under the TAA program. Of the total certified, approximately 33,400 are projected to receive weekly benefits at an average weekly benefit amount of \$239 for an average of 32 weeks. An estimated 55,000 workers will be certified under the NAFTA-TAA program. A large majority of these workers will also be able to register under TAA and will choose to receive benefits under TAA. Thus, of the 55,000 certified for NAFTA-TAA, approximately 3,000 will receive weekly benefits under the NAFTA-TAA program at an average weekly benefit amount of \$245 for an average of 40 weeks.

The total budget request for TAA and NAFTA-TAA benefits and training allowances is \$415,650,000, an increase of \$9,100,000 over the FY 2001 appropriation amount. 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.

Legislation will be proposed at a later date that would extend the TAA and NAFTA-TAA programs, which expire September 30, 2001.

A SECURE WORKFORCE

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

Programs Include:
WIA Dislocated Worker Formula and National Emergency Grants
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)

<u>Indicator</u>	<u>Targeted Population</u>	<u>Program</u>	<u>PY 1999 Performance</u>	<u>PY 2000 Goal</u>	<u>PY 2001 Goal</u>	<u>PY 2002 Goal</u>
Employed in the first quarter after program exit	Dislocated Workers	WIA Dislocated Worker Program	*	71%	73%	75%
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	*	82%	83%	85%
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	*	90%	91%	92%

* This is a new goal. PY 2000, the first full year of WIA implementation for all States, will be the baseline year for this measure.

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

Dislocated Worker Formula and National Emergency Grant Budget: The request is \$1,383,040,000, a decrease of \$207,000,000 from FY 2001. This level will assist 927,000 dislocated workers, the same as estimated for PY 2001. Like the Adult Employment and Training Activities, unspent prior year funds will enable the WIA system to increase service levels in PY 2001 and maintain that level in PY 2002.

Dislocated Worker Formula and National Emergency Grants Means and Strategies:

- < With State and other partners, review WIA implementation experiences to identify key issues, options, and solutions, as they pertain to all means and strategies identified herein.
- < Enhance the resource base of services available for dislocated workers in the evolving workforce development system by:
 - 1) assuring better program integration with major partners by educating Workforce Boards, program partners and staff on opportunities, barriers and solutions;
 - 2) refining Internet resources such as America's Labor Market Information System (ALMIS) within the One-Stop delivery system; and
 - 3) identifying additional methods of accessing other programs and delivering their services to dislocated workers across the country.
- < Improve program performance and performance management activities by:
 - 1) increased use of technology to support effective management of program operations and performance, including the expanded use of real-time data for program management purposes;
 - 2) refining and enhancing the Federal/State accountability system specified in the Act, including the possible addition of measures related to timeliness, efficiency, and market penetration, and the fine-tuning of measures related to quality;
 - 3) development and funding of innovative demonstration projects for dislocated workers that support improved outcomes for individuals with diverse barriers to success in the workforce, including projects operated in partnership with community- and faith-based organizations;
 - 4) supporting Workforce Excellence Network activities to address issues related to dislocated worker performance, and
 - 5) connecting agency quality initiatives and program operations.
- < Enhance universal access of all dislocated workers to services available through America's Workforce Network by:
 - 1) promoting the information and services available through America's Workforce Network, including the Toll-Free Help Line and America's Service Locator;
 - 2) supporting outreach to groups of dislocated workers through community-based organizations, faith-based organizations, organized labor, and other entities, enlisting their assistance in assessment and referral of individuals to local One-Stop Centers; and

- 3) expanding access to services through enhance use of Internet, telephone and other technologies to provide a broad spectrum of access points not dependent on a single method or medium.
- < 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.)
- < Continue to support WIA implementation by:
 - 1) analyzing use of existing program resources, identifying shortcomings and their causes, and initiating and promoting corrective actions;
 - 2) providing ongoing technical assistance to States and local areas as they continue to implement the WIA provisions dealing with Individual Training Accounts and Eligible Training Providers;
 - 3) providing technical assistance to system partners in the areas of service strategies, case management, sequencing of services, priorities of service, services to employed dislocated workers, and other issues relevant to service delivery under WIA;
 - 4) supporting strategies to develop and improve programs of incumbent worker training;
 - 5) sharing lessons learned with the workforce investment system and others through conferences, ETA's web site, and other means of dissemination, and
 - 6) investing in capacity building, pilots and demonstrations, research, and technical assistance. (Please note: This is a cross-cutting strategy.)
- < Continue to invest in engaging private-sector employers both as customers and partners in the workforce development system. (Please note: This is a cross-cutting strategy.)
- < Improve local areas' abilities to understand business and labor market trends, undertake comprehensive planning for services to dislocated workers, incumbent workers and other adults, and implement 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, preventing dislocations, more effectively targeting training resources, and supporting business growth and worker welfare; and
 - 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.

- < Improve services to dislocated workers who are likely to exhaust Unemployment Insurance benefits under ETA's Worker Profiling and Re-employment Services component of the workforce system by providing Wagner-Peyser Act and WIA Title I re-employment services (e.g., job search workshops, counseling, referrals to suitable openings) and other needed assistance.
- < Prevent dislocations and help upgrade workers' skills by investing in technical assistance and demonstrations that include:
 - 1) Skill Shortage projects – identifying industries struggling to fill jobs, identifying workers needing training, and providing training and job placement services;
 - 2) “High-road partnerships” -- promoting public-private ventures to effectively develop human resources and provide high-skill workers to responsive employers; and
 - 3) Innovative incumbent worker training strategies, using limited amounts of public funds to promote training of low-skill, at-risk, and other employed individuals to enhance their economic security.
- < Improve early intervention techniques to speed the delivery of readjustment services and shorten the period of unemployment due to mass layoffs by funding technical assistance projects on Rapid Response assistance - providing information through training forums, where best practices can be shared among practitioners, policy makers, partners and others.

**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)

<u>Indicator</u>	<u>Targeted Population</u>	<u>Program</u>	<u>1999 Performance</u>	<u>2000 Goal</u>	<u>2001 Goal</u>	<u>2002 Goal</u>
Employed in the first quarter after program exit	Dislocated Workers	Trade Adjustment Assistance	+	+	73%	75%
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	+	+	80%	85%
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	+	+	82%	85%

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

Note: Goals corresponding to the DOL FY2002 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 budget request for TAA training is \$94,500,000 to continue these programs. The request for NAFTA transitional adjustment assistance training is \$37,150,000. In FY 2002, it is estimated that 22,400 workers will receive training funded by TAA training. Also, 1,500 workers will receive out-of-area job search and relocation allowances. An estimated 9,900 workers will receive training funded by the NAFTA-TAA training budget; 100 will receive job search allowances and 200 will receive relocation allowances.

The total budget request for TAA and NAFTA-TAA benefits and training allowances is \$415,650,000. Benefits account for \$284,000,000 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:

- < Continue to conduct region-based training sessions for all TAA/NAFTA-TAA State staff. These sessions provide State staff with all of the information they need to operate the Trade Act programs effectively, efficiently, and in accord with the law and the regulations. In addition, training programs at the State level will be conducted as needed to compensate for staff turnover and other changes in a particular State.
- < Continue to promote the co-enrollment policy in the context of One-Stop service delivery methods under the Workforce Investment Act. The Trade Act programs and the Dislocated Worker program under JTPA developed a policy of co-enrolling eligible dislocated workers in both programs. This policy aimed at providing benefits and services to workers in a way that neither program could do alone.
- < Continue to collaborate with other Federal agencies, including Commerce, Agriculture, HUD, Treasury and SBA, as well as State and local governments, in programs for economic development and community adjustment assistance in areas affected by worker dislocations, including trade-impacted areas. These government entities work with the Community Adjustment and Investment Program (CAIP) and the North American Development Bank (NADBank), created by the implementing legislation for the North American Free Trade Agreement, to increase business investment opportunities and employment opportunities for dislocated workers. (Please note: This is a cross-cutting strategy.)

QUALITY WORKPLACES

Outcome Goal 3.3: *Increase Availability and Effectiveness of Programs that Support a Greater Balance between Work and Family*

Apprenticeship Training, Employer and Labor Services

Total Budget: \$650,000

Apprenticeship Training, Employer and Labor Services Performance and Goals

Goal 3.3A: Increase employment and access to quality child care by increasing the number of registered child care apprenticeship programs and the number of newly registered child care apprentices. (DOL 3.3A)

<u>Indicator</u>	<u>Targeted Population</u>	<u>Program</u>	<u>1999 Performance</u>	<u>2000 Performance</u>	<u>2001 Goal</u>	<u>2002 Goal</u>
The number of States with registered child care apprenticeship programs	All New Apprentices	Apprenticeship Training	29 States	39 States	49 States	49 States
Increase in the number of newly registered child care apprentices over the FY 1999 baseline	All New Apprentices	Apprenticeship Training	202 new apprentices	700 new apprentices	20%	25%

*There were 2,116 child care apprentices in FY 1999, including 202 new apprentices, which is the baseline.

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

Apprenticeship Training Program Budget: OATELS Program Administration funding at \$21,367,000 is limited to staff salaries and expenses. Of this amount, approximately 3%, or \$650,000, supports child care apprenticeship activities. There are no monetary allocations for programs and the collection of data by State Apprenticeship Councils.

Apprenticeship Training, Employer and Labor Services Means and Strategies:

- < ETA will increase the availability and use of child care by:
 - (1) providing consultative and technical assistance in the expansion of child care programs in all States, including the exchange of the most current information and best practices; and

(2) maintaining, improving, and sustaining collaborative relationships, including cross-cutting linkages.

- < ETA will improve the planning and management of the Registered Apprenticeship System by improving the capacity to gather and analyze accurate, consistent, timely and high-quality information in support of registered child care apprenticeship programs.

5. Agency Strategic Management Process

Strategic Management Process:
Maintain a strategic management process that links strategic program planning, resource allocation and accountability

5.1 The Baldrige Criteria for Performance Excellence

The Baldrige Criteria are the framework for the Malcolm Baldrige National Quality Award - and more importantly, are a tool used by thousands of U.S. organizations for improving business results and responding to ever-changing marketplaces and demands.

Outcome Goals

*Improve organizational performance and communication
through effective deployment of IT resources*

Maintain the integrity and stewardship of ETA's financial resources

Establish ETA as a model workplace

The Criteria are particularly relevant to the ETA, given its new commitment to partnering for a results-oriented, customer-focused workforce investment system through the One-Stop Center system. Whether in a mode of strategic planning, designing of the new workforce investment system, implementing service strategies, or managing performance for outcomes such as customer satisfaction or earnings gains, the seven criteria provide the opportunity of alignment to the agency.

Accordingly, ETA is using the 2002 Malcolm Baldrige Criteria for Performance Excellence as the framework for designing its overarching strategies to accomplish its goals. The seven Baldrige Criteria are:

Leadership

The Leadership Category examines how the organization's senior leaders address values and performance expectations, as well as focus on customers and other stakeholders, empowerment, innovation, learning and organizational directions. Also examined is how the organization addresses its responsibilities to the public and supports its key communities.

Strategic Planning

The Strategic Planning Category examines the organization's strategy development process, including how the organization develops strategic objectives, action plans, and related human resource plans. Also examined are how plans are deployed and how performance is tracked.

Customer & Market Focus

The Customer and Market Focus Category examines how the organization determines requirements, expectations, and preferences of customers and markets. Also examined is how the organization builds relationships with customers and determines their satisfaction.

Information & Analysis

The Information and Analysis Category examines the organization's performance measurement system and how the organization analyzes performance data and information.

Human Resource Focus

The Human Resource Focus Category examines how the organization enables employees to develop and utilize their full potential, aligned with the organization's objectives. Also examined are the organization's efforts to build and maintain a work environment and an employee support climate conducive to performance excellence, full participation, and personal and organizational growth.

Process Management

The Process Management Category examines the key aspects of the organization's process management, including customer-focused design, product and service delivery, support, and supplier and partnering processes involving all work units.

Business Results

The Business Results Category examines the organization's performance and improvement in key business areas — customer satisfaction, product and service performance, financial and marketplace performance, human resource results, supplier and partner results, and operational performance. Also examined are performance levels relative to competitors.

ETA has identified champions for each of these Baldrige Criteria from among its senior executives who will work to coordinate and enhance leadership effectiveness and alignment throughout the organization. The champions will work to establish a process to monitor ongoing initiatives to ensure that all parts of the organization have systematic processes in place to ensure that all managers, employees, partners and other stakeholders fully understand performance requirements. They will also coordinate the activities involving the review of organizational performance and capabilities. Finally, the champions will work as part of the senior leadership team to help coordinate all facets of the management system to drive high performance.

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.

Outcome Goal
***Improve organizational performance and communication
 through effective deployment of IT resources***

FY 2002 Performance Goal:	Continue development of the agency-wide management and information system to capture the grants life cycle process from initiation to closeout.
Indicator:	System design completed.
Data Source:	Programmatic financial and participant reports submitted by grantees via the Web; internal data generated by automated tracking and process systems.
Baseline:	Current data and functionality.
Comment:	The enhanced system will provide greater access to information for all of ETA (including the Regions) and streamline the overall grants/contracts processing, program reporting, and financial tracking systems supported by ETA and its grantees/contractors. Performance and financial management reports for new legislation will be incorporated into the enhancement phase. Federal users and grantee/contractor partners will continue to be provided the opportunity to participate in the design of modules that apply to them.

FY 2002 Performance Goal:	Replace Apprenticeship Information Management System with a new system
Indicator:	New Apprenticeship Information Management System (AIMS).
Data Source:	Program reports submitted by Apprenticeship Training Representatives and program partners, grantees/contractors.
Baseline:	Current data and functionality.
Comment:	The new system will provide greater, more comprehensive and more timely access to information.

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 2002 Performance Goal:	Either financial systems and procedures meet the "substantial compliance" standard as prescribed in the Federal Financial Management Improvement Act (FFMIA) or corrective actions are scheduled to promptly correct material weaknesses identified.
Indicator:	Audit of the Department's financial statements contains no material weaknesses related to activities conducted by ETA, or non-compliance with FFMIA.
Data Source:	OIG Audit of ETA within the department's financial statements
Baseline:	Managerial Cost Accounting Standard
Comment:	ETA's activities are discussed below.

Financial Management Means & Strategies

- < Continue the integration and improvement of accounting and financial management 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.
- < Review and document agency procedures and 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.

5.4 Human Resources Management Strategy

The ETA strategy for accomplishing its mission lays out a demanding and, in some program areas, vastly different role for ETA. To meet its performance goals, ETA must grow and change along a number of mutually reinforcing dimensions including workforce recruitment and human resource development, work organization and practices, and managing performance.

Outcome Goal
Establish ETA as a model workplace

FY 2002 Performance Goal:	Increase during FY 2002 the overall percentage of employees achieving learning outcomes in competency-based training by 10%.
Indicator:	Percentage of ETA employees completing learning outcomes based on job specific, competency-based training completed.
Data Source:	ETA management information
Baseline:	The baseline is FY 2001
Comment:	To ensure that ETA reaches its goal of becoming a high performance workplace, we have identified and verified the success factors and core competencies for key job categories and developed assessment instruments to measure this information. We are beginning to utilize these instruments to determine job-specific learning outcomes and evaluate how training based on these learning outcomes improves workplace performance of our employees. We have taken the additional steps of implementing agency wide needs assessments to ascertain employee training needs. We are also in the process of refining our information systems to track levels of employee participation and achievement in training programs. Our objective is to use this information to target our investment in training resources for future employee development.

Human Resources Means & Strategies

- < ETA will work to assess team leader and front line staff against recently developed competency models and develop training as needed. ETA will also work on training managers to write Individual Development Plans for staff that focus on building skills.
- < OHR will work with senior leaders to ensure that training supports ETA strategic goals and objectives. We will utilize ongoing needs assessment and evaluation procedures to ensure that training nurtures agency wide performance improvement.

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
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
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
PD&E	Pilots, Demonstrations, and Evaluations
PY	Program Year
SCSEP	Senior Community Service Employment Program
SPIR	Standardized Program Information Report
SBA	Small Business Administration
SESA	State Employment Security 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
WOTC	Work Opportunity Tax Credit
WPRS	Worker Profiling and Reemployment Services
WtW	Welfare-to-Work

Appendix B.

Details of FY 2002 Performance Goals, Indicators & Baselines

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

1.1A	Performance Goal	Increase the employment, retention, and earnings of individuals registered under the WIA adult program.
	Performance Results	PY 2000: N/A PY 1999: N/A
	Indicator	<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>
	Data Source	Workforce Investment Act Standardized Record Data (WIASRD) included in the Enterprise Information Management System (EIMS); UI Wage Records
	Baseline	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, will constitute the baseline year for this measure. The performance measure will be derived from the agreed upon levels of performance for all States.
	Comment	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.

1.1B	Performance Goal	Increase the retention and earnings of Welfare-to-Work participants placed in unsubsidized employment.
	Performance Results	FY 2000: The goal was achieved. 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.^ FY 1999: N/A
	Indicator	FY 2002: <ul style="list-style-type: none"> • 67% will remain in the workforce for two consecutive quarters following the placement quarter; and • The average earnings increase by the second consecutive quarter following the placement quarter will be 7%. FY 2001: <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%. FY 2000: <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%. FY1999: N/A
	Data Source	WtW Quarterly Financial Status Report
	Baseline	New Goal. The baseline for this performance measure will be FY 2000.^
	Comment	^The 84 percent retention rate achieved in FY 2000 is attributed largely to the strong WtW emphasis on post-employment and other supportive services. The 59 percent earnings increase rate is likely to be inflated due to misinterpretations of the reporting guidance by a number of grantees. DOL will use corrected data to establish new baselines for FY 2002 goals and evaluate the need to revise the targets for the goals upward. DOL anticipates raising the FY 2002 retention and earnings increase goals.

1.1C	Performance Goal	Improve the outcomes for job seekers and employers who receive public labor exchange services.
	Performance Results	<p>PY 2000: N/A for all indicators</p> <p>PY 1999: • Achieved for Job Openings Listed and for the Entered Employment Rate.</p> <ul style="list-style-type: none"> • A baseline was established for the number of new employers registered with America's Job Bank.
	Indicator	<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 SESAs and AJB) will increase by 5% over PY 2001; • 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; and <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 Employment Security Agencies (SESAs) 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 Security Agencies (SESAs) 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.
	Data Source	State reports, UI wage records, and AJB Service Center Reports

<p>Baseline</p>	<ul style="list-style-type: none"> • During PY 2001, DOL 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. • FY 2000 (PY 1999) data will be the baseline for job openings listed. • The baseline was established at 51,000 for the number of new employers registered with America's Job Bank in PY 1999. • A baseline will be established in PY 2002 (based on PY 2001 results) for the percentage of UI claimants who enter employment with a new employer by the end of the second quarter following registration. Baseline data currently do not exist.
<p>Comment</p>	<p>The indicators for job seekers were revised to be consistent with the new WIA program.</p> <p>ETA is undergoing a transition to a new labor exchange performance measurement system. Performance goals for the job seeker entered employment and employment retention goals are rough approximations and will be revised when baseline data become available.</p> <p>Historically, UI claimants registered with the public exchange have entered employment at a lower rate than non-UI claimants. This performance goal is a rough approximation and will be revised when baseline data become available.</p>

1.1D	Performance Goal	Increase employment by increasing the number of newly registered apprentices, with particular attention on female and minority participation in apprenticeship programs.
	Performance Results	<p>FY 2000: The goal was exceeded. The total number of newly registered apprentices was 129,232. The number of newly registered female apprentices was 9,297. The minority participation rate was 28%.</p> <p>FY 1999: The total number of newly registered apprentices was 109,251. The number of newly registered female apprentices was 7,551. The minority participation rate was 27%.</p>
	Indicator	<p>FY 2002:</p> <ul style="list-style-type: none"> • The number of newly registered apprentices will be 6% higher than the 1999 baseline; • The number of newly registered female apprentices will be 9% higher than the 1999 baseline; and • The level of minority participation does not fall below 27%. <p>FY 2001:</p> <ul style="list-style-type: none"> • The number of newly registered apprentices will be 4% higher than the 1999 baseline; • The number of newly registered female apprentices will be 6% higher than the 1999 baseline; and • The level of minority participation does not fall below 27%. <p>FY 2000:</p> <ul style="list-style-type: none"> • The number of newly registered apprentices will be 2% higher than the 1999 baseline; • The number of newly registered female apprentices will be 3% higher than the 1999 baseline; and • The level of minority participation does not fall below 27%. <p>FY 1999: N/A</p>
	Data Source	Apprenticeship Information Management System (AIMS)
	Baseline	FY 1999 is the baseline year. The baseline for the number of newly registered apprentices is 109,251. The baseline for the number of newly registered female apprentices is 7,551, and the baseline for the minority participation rate is 27%.
	Comment	None

1.1E	Performance Goal	Foster the development of community employer and labor networks.
	Performance Results	FY 1999 - 2000: N/A
	Indicator	FY 2002: <ul style="list-style-type: none"> 10 communities will have employer and labor networks. FY 1999-2001: N/A
	Data Source	Pending inventory of employer/labor groups nationwide. Data source and baseline will stem from results of inventory.
	Baseline	The baseline will be established in FY 2001.
	Comment	The purpose of the networks is to bring together employer and labor constituencies from among the WIA partner programs so that employers and labor will more broadly understand and better utilize the workforce investment system. Baseline changed from FY 2000 to provide for full implementation of ETA reorganization nationwide.

1.1F	Performance Goal	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	FY 2000: The goal was achieved. Grants were awarded to 23 State or local recipients. FY 1999: N/A
	Indicator	FY 2002: <ul style="list-style-type: none"> The number of people with disabilities registered in these areas will increase by 5%; and The number of people with disabilities who are registered in these areas and are employed in the quarter after exit will increase by 2%. FY 2001: <ul style="list-style-type: none"> The number of people with disabilities served will increase by 5%; and The rate of unsubsidized employment in the local Workforce Investment Area will increase by 2 percentage points. FY 2000: The new Work Incentive Grant program will be implemented by September 30, 2000, with plans for 40 to 60 awards in State and local areas to enhance services for people with disabilities in the One-Stop Center environment. FY 1999: N/A
	Data Source	Workforce Investment Act Standardized Record Data (WIASRD) included in the Enterprise Information Management System (EIMS) from State and/or local areas receiving Work Incentive Grants
	Baseline	New Goal. The baseline is to be established using PY 2000 WIA data. The baseline will be the number of people with disabilities, as of the beginning of FY 2001 (10/1/00), registered in the workforce area(s) that receive Work Incentive Grants and the number of those registered who are employed in the quarter after exit.

Comment	The Work Incentive Grant program is directed to systemic change for people with disabilities obtaining services under the WIA. Therefore, the current (FY2002) strategic goals are established based upon the extent to which the One-Stop delivery system in the workforce areas which receive grants increase the percent of people with disabilities served.
----------------	---

1.1G	Performance Goal	Increase employment and positive outcomes of adults registered under the Indian and Native American program.
	Performance Results	PY 1999-2000: N/A
	Indicator	PY 2002: <ul style="list-style-type: none"> • 54% will be employed at program exit; and • 84% 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
	Data Source	Grantee Records included in the Enterprise Information Management System (EIMS)
	Baseline	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%.
	Comment	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.

1.1H	Performance Goal	Increase employment and retention of adults registered under the Migrant and Seasonal Farmworker program.
	Performance Results	PY 1999-2000: N/A
	Indicator	PY 2002: <ul style="list-style-type: none"> • 63% will be employed at program exit; and • 75% will retain employment six months after initial entry into unsubsidized employment. PY 2001: <ul style="list-style-type: none"> • 62% will be employed at program exit; and • 70% will retain employment six months after initial entry into unsubsidized employment. PY 1999-2000: N/A
	Data Source	Grantee Records included in the Enterprise Information Management System (EIMS)
	Baseline	The goal of 63% was set in consideration of WIA implementation, especially the One-Stop partnerships to be developed. The goal of 75% was set in consideration of the new six-month retention rate requirement.

<i>Comment</i>	This goal was revised with the passage of WIA. Minimally acceptable performance for each indicator is 80% of planned goal.
-----------------------	--

1.1I	Performance Goal	Increase employment opportunities for senior citizens participating in the Senior Community Service Employment Program.
	Performance Results	FY 2000: This goal was achieved. 36.5% were placed in unsubsidized employment. FY 1999: This goal was achieved. 32.4% were placed in unsubsidized employment.
	Indicator	<p>FY 2002:</p> <ul style="list-style-type: none"> • The ratio of unsubsidized placements to authorized positions will be 26%. <p>FY 2001:</p> <ul style="list-style-type: none"> • Maintain at 26% the share of enrollees who get unsubsidized jobs. <p>FY 2000:</p> <ul style="list-style-type: none"> • Increase to 26% the share of enrollees who are placed in unsubsidized employment. <p>FY 1999:</p> <ul style="list-style-type: none"> • Increase the number of enrollees who are placed in unsubsidized employment.
	Data Source	SCSEP reporting system
	Baseline	The baseline is based on FY 1997 SCSEP enrollee unsubsidized employment rate of 20%.
	Comment	<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 which 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 2001 and 2002. The performance indicators found in the legislation are: placement, number served, community services provided, and customer satisfaction.</p>

1.1J	Performance Goal	Increase customer satisfaction with services received from workforce investment activities in connection with the One-Stop delivery system.
	Performance Results	PY 2000: N/A PY 1999: N/A
	Indicator	<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>
	Data Source	WIA State reports included in the Enterprise Information Management System (EIMS)
	Baseline	The goal was based upon limited grantee experience gathering participant customer satisfaction information, including pilot projects.
	Comment	<p>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.</p> <p>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.</p>

Outcome Goal 1.2: Increase the Number of Youth Making A Successful Transition to Work—Performance Goals

1.2A	Performance Goal	Increase entrance and retention of youth registered under the WIA youth program in education, training, or employment.
	Performance Results	PY 2000: N/A PY 1999: N/A
	Indicator	<p>PY 2002:</p> <ul style="list-style-type: none"> • 53% 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; • 63% of the 19-21 year-old youth will be employed in the first quarter after program 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>PY 2001:</p> <ul style="list-style-type: none"> • 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 will be employed in the third quarter after program exit. <p>PY 2000:</p> <ul style="list-style-type: none"> • 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 will be employed in the third quarter after program exit. <p>PY 1999: N/A</p>
	Data Source	State records included in the Enterprise Information Management System (EIMS); UI wage records
	Baseline	<p><u>Younger Youth Indicator:</u> There is no prior experience with this indicator and no basis for approximating a baseline from JTPA reports. The negotiation process for establishing expected levels of performance included information about the percentage of all low income youth who completed high school in each State (the national average is about 75%), the percentage of JTPA youth who completed a major level of education among those who were school dropouts, and the expected relative levels of service to in-school youth and dropouts.</p> <p><u>Older Youth Indicator:</u> There is no prior experience with this WIA indicator which is based on the use of UI wage records. An approximation of the goal was derived by analysis of the JTPA program experience of seven States using WIA indicator specifications.</p>

Comment	Quantified levels for performance measures under the Workforce Investment Act (WIA) were developed through cooperative negotiation between DOL, its partners, and stakeholders. A small number of States began early implementation of WIA in PY 1999. For the younger youth indicator, data had not previously been collected which could have assisted in the development of a baseline for this measure. As data becomes available from the remaining States, a revised baseline level will be established or revised as necessary. For the older youth indicator, the 2000 and 2001 goals served as a proxy measure for the expected level of performance based upon levels negotiated with a limited number of early implementing States. As anticipated, the baseline level needed to be revised as more information became available. The goal went from 70% to 69% for PY 1999. Note: The goal excludes youth who go on to post secondary education or advanced training.
----------------	---

1.2B	Performance Goal	Increase participation, retention, and earnings of Job Corps graduates in employment and education.
	Performance Results	PY 2000: N/A 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.
	Indicator	<p>PY 2002:</p> <ul style="list-style-type: none"> • 88.5% will enter employment or be enrolled in education; • Graduates with jobs will be employed at average hourly wages of \$7.90; 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 PY 2000 results will serve as the baseline, due to a change in the graduate definition in 7/00 to reflect additional requirements for graduation. This information will be compiled and made available in August, 2001.

Comment	<p>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 WIA, in FY 2002 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.</p> <p>Job Corps introduced a new graduate definition effective 7/00 to reflect additional requirements for graduation. Requirements under this new definition include skill attainment associated with the Career Preparation Period, participation in community service projects, and participation in employer-based work experience.</p>
----------------	--

1.2C	Performance Goal	Increase retention of Youth Opportunity Grant participants in education, training, or employment.
	Performance Results	PY 2000: N/A PY 1999: N/A
	Indicator	<p>PY 2002:</p> <ul style="list-style-type: none"> • 53% 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. • 72% of the 19-21 year-old participants will be employed in the third quarter after program exit. <p>PY 2001:</p> <ul style="list-style-type: none"> • 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 will be employed in the third quarter after program exit. <p>PY 2000:</p> <ul style="list-style-type: none"> • 48% 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. • 69% of the 19-21 year-old participants will be employed in the third quarter after program exit. <p>PY 1999: N/A</p>
	Data Source	Grantee reports
	Baseline	The baseline for this program will be established in PY 2000.
	Comment	<p>The Youth Opportunity initiative is authorized under the new Workforce Investment Act. It is aimed at increasing the long-term employment of youth living in high-poverty communities. As planned, further development and refinements to the programs and the measures resulted in some revisions to the goal. The goal and indicators are more consistent with those used by the WIA formula program. The younger youth indicator level has been revised to be more consistent with the levels negotiated with the States for the WIA program. The older youth indicator level is slightly lower, reflecting the severe barriers facing older youth in Youth Opportunity Grant communities.</p>

1.2D	Performance Goal	Increase the skill attainment, work readiness and employment of youth registered under the Indian and Native American Program.
	Performance Results	PY 1999-2000: N/A
	Indicator	<p>PY 2002:</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 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>
	Data Source	Grantee Records included in the Enterprise Information Management System (EIMS)
	Baseline	This is a new goal. No prior program data are available. Baseline based on analysis of available information.
	Comment	The baseline will be reviewed at the completion of Program Year 2000.

1.2E	Performance Goal	Increase the skill attainment, advanced training, and employment of youth registered under the Migrant and Seasonal Farm Worker Program.
	Performance Results	PY 1999-2000: N/A
	Indicator	<p>PY 2002:</p> <ul style="list-style-type: none"> • 70% exiting the Program will have attained at least one basic skill; and • 70% exiting the Program will be placed or retained in post-secondary education, other advanced training, or qualified apprenticeships; or will enter military service; or will be employed. <p>PY 2001:</p> <ul style="list-style-type: none"> • 70% exiting the Program will have attained at least one basic skill; and • 70% exiting the Program will be placed or retained in post-secondary education, other advanced training, or qualified apprenticeships; or will enter military service; or will be employed. <p>PY 1999-2000: N/A</p>
	Data Source	Grantee Records included in the Enterprise Information Management System (EIMS)
	Baseline	This is a new goal. No prior program data are available. Baseline is based on analysis of available information.
	Comment	This goal targets youth 14-21 years of age with a focus on in-school youth. Minimally acceptable performance is set at 80% of planned goal.

1.2F	Performance Goal	Increase youth skill attainment, earnings and long-term employment through participation in registered apprenticeship programs.
	Performance Results	FY 1999-2000: N/A
	Indicator	FY 2002: <ul style="list-style-type: none"> • The number of newly registered youth ages 16-22 in registered apprenticeship programs will increase by 2% over the FY 2001 baseline. FY 1999-2001: N/A
	Data Source	Apprenticeship Information and Management System (AIMS)
	Baseline	Baseline to be established by the end of Fiscal Year 2001
	Comment	This goal was revised from a goal of increasing the number of school-to-apprenticeship educational activities in order to reflect outcomes rather than outputs. The baseline year was revised from FY 2000.

1.2G	Performance Goal	Increase participation of Responsible Reintegration for Young Offender Program graduates in education programs or employment.
	Performance Results	FY 2000: N/A FY 1999: N/A
	Indicator	FY 2002: <ul style="list-style-type: none"> • 65% will get jobs or be enrolled in education or training. FY 2001: <ul style="list-style-type: none"> • 65% will get jobs or be enrolled in education or training. FY 1999–FY 2000: N/A
	Data Source	Youthful Offender Program Management Information System
	Baseline	This is a new initiative.
	Comment	Youthful offenders are a particularly difficult population to serve. Also, most employers do not readily hire individuals with criminal records

1.2H	Performance Goal	Engage youth in school-to-work activities.
	Performance Results	FY 2000: N/A FY 1999: 1.6 million youth were engaged in school-to-work activities.
	Indicator	FY 2001-2002: Continued funding for the School-to-Work Initiative is not expected at this time. A “legacy goal” for this program is anticipated. FY 2000: <ul style="list-style-type: none"> • 2 million youth will be engaged in school-to-work activities. FY 1999: <ul style="list-style-type: none"> • 1.5 million youth will be engaged in school-to-work activities.
	Data Source	Five-year School-to-Work national evaluation and program measures reported annually by participating States.
	Baseline	700,000 students were involved in school-to-work classes in which traditional academic subjects are complemented by career-related instruction. (Progress Measures reported by 27 States through June 1996)
	Comment	Data collection begins in October of each year for the school year that ends the previous June. Collection of data can take until December. Allowing for a period of analysis, the data are provided to the National School-to-Work Office the following Summer. This is the first report that represents activities in all 50 States. The report for FY 1999 (reflecting data for PY 1997) contained data from only the first 38 States that received School-to-Work Implementation Grants.

Outcome Goal 2.2: Protect Worker Benefits – Performance Goals

2.2A	Performance Goal	Unemployed workers receive quality UI benefit eligibility determinations and timely benefit payments.
	Performance Results	<p>FY 2000: This goal was substantially achieved.</p> <ul style="list-style-type: none"> • 23 States met or exceeded the minimum performance criterion for benefit adjudication quality (nationwide, 70.3% of all nonmonetary determinations were adequate); and • 47 States met or exceeded the Secretary's Standard for intrastate payment timeliness (nationally, 89.9% of all intrastate first payments were made within 14/21 days). <p>FY 1999: N/A</p>
	Indicator	<p>FY 2002:</p> <ul style="list-style-type: none"> • Eligibility Determinations Fairness: Increase to 30 the number of States meeting or exceeding the minimum performance criterion for benefit adjudication quality; and • Payment timeliness: Increase to 49 the number of States meeting or exceeding the Secretary's Standard (minimum performance criterion) for intrastate payment timeliness. <p>FY 2001:</p> <ul style="list-style-type: none"> • Eligibility Determinations Fairness: Increase to 26 the number of States meeting or exceeding the minimum performance criterion for benefit adjudication quality; and • Payment Timeliness: Increase to 48 the number of States meeting or exceeding the Secretary's Standard (minimum performance criterion) for intrastate payment timeliness. <p>FY 2000:</p> <ul style="list-style-type: none"> • Eligibility Determinations Fairness: Increase to 24 the number of States meeting or exceeding the minimum performance criterion for benefit adjudication quality; and • Payment Timeliness: Increase to 47 States the number of States meeting or exceeding the Secretary's Standard (minimum performance criterion) for intrastate payment timeliness. <p>FY 1999: N/A</p>
	Data Source	Eligibility determinations quality: ETA 9056; Payment timeliness: 9050 Report
	Baseline	<p>Fiscal Year 1999:</p> <ul style="list-style-type: none"> • Eligibility determinations quality: 20 States met the minimum criterion; nationally, 71% of all non-monetary adjudications scored >80 points using the standard review instrument. • Payment timeliness: 46 States met the minimum criterion; nationally, 90% of intrastate payments were made within 14/21 days.
	Comment	The ETA 9056 report is validated in two ways. The data entry software has edits for several elements. More importantly, two expert reviewers must agree on every rated element to ensure validity of the quality review of each determination. The ETA 9050 report is not now validated but the Department plans to validate it and most other key reports as part of the UI Data Validation system.

2.2B	Performance Goal	Increase employers compliance with State UI laws by the provision of rapid and accurate service on UI tax matters.
	Performance Results	<p>FY 2000: This goal was partially achieved. The number of States meeting the criterion for Status Determinations increased to 48; nationally, 78% of New Employer status determinations were made within 90 days. No 2000 data are available for Status Determinations accuracy; this is a calendar year measure.</p> <p>FY 1999: 47 States met the criterion for status determination timeliness: nationally, 79% of New Employer status determinations were made within 90 days. 33 States passed Employer status determinations accuracy acceptance sample and reporting was not complete (CY 1999 data; this is a CY measure).</p>
	Indicator	<p>FY 2002:</p> <ul style="list-style-type: none"> • Increase to 50 the number of States meeting or exceeding the UI PERFORMS criterion for New Employer status determination timeliness. • Increase to 48 the number of States passing an acceptance sample for status determinations accuracy. <p>FY 2001:</p> <ul style="list-style-type: none"> • Increase to 50 the number of States meeting or exceeding the UI PERFORMS criterion for New Employer status determination timeliness. • Increase to 36 the number of States passing an acceptance sample for status determinations accuracy. <p>FY 2000:</p> <ul style="list-style-type: none"> • Increase to 49 the number of States meeting or exceeding the UI PERFORMS criterion for New Employer status determination timeliness. • Increase to 34 the number of States passing an acceptance sample for status determinations accuracy. <p>FY 1999:</p>
	Data Source	<p>Employer status determination speed: ETA 581.</p> <p>Employer status determinations accuracy: Acceptance Sample reports.</p>
	Baseline	<p>Fiscal Year 1999:</p> <ul style="list-style-type: none"> • 47 States met the criterion for status determination timeliness: nationally, 79% of New Employer status determinations were made within 90 days. • 33 States passed Employer status determinations accuracy acceptance sample and reporting was not complete (CY 1999 data; this is a CY measure).
	Comment	At present, the status determinations data on the ETA 581 report are not validated. The UI Data Validation program will validate the entire report. To help ensure validity of acceptance sample results, Regional Office staff annually review a sample of completed cases for adherence to handbook guidelines and coding; every fourth year this is done by a federal multi-regional team.

2.2C	Performance Goal	Protect the integrity of employer unemployment tax contributions and reimbursements.
	Performance Results	<p>FY 2000: This goal was partially achieved.</p> <p>1. The number of States meeting the minimum criterion for Timeliness of transfer of funds increased to 31. Nationally, 2.2 days of funds were on hand before transfer to the UTF. Data on Timeliness of Deposit: Data are not available.</p> <p>2. met minimum criterion;</p> <p>FY 1999: 1. Timeliness of Deposit: Data not available</p> <p>2. Timeliness of transfer of funds: 29 States met minimum criterion; nationally, 2.3 days of funds were on hand before transfer to the UTF</p> <p>(Please note: In FY 2001, data gathered using the revised measure for deposit timeliness will be analyzed and a minimum criterion will be set for FY 2002.)</p>
	Indicator	<p>FY 2002:</p> <p>1. Increase the speed of deposit of contributions into State Clearing Accounts. (Data gathered using revised measure will be analyzed and minimum criterion set for FY 2002.)</p> <p>2. Increase to 39 the number of States meeting or exceeding the minimum criterion for timely transfer of funds to the State's account in the Unemployment Trust Fund.</p> <p>FY 2001: 1. N/A 2. Increase to 39 the number of States meeting or exceeding the minimum criterion for timely transfer of funds to the State's account in the Unemployment Trust Fund.</p> <p>FY 2000: 1. N/A 2. Increase to 37 the number of States meeting or exceeding the minimum criterion for timely transfer of funds to the State's account in the Unemployment Trust Fund.</p>
	Data Source	<p><i>Timeliness of deposit:</i> Special survey and report (State data gathering methods under development)</p> <p>Timeliness of transfer of funds: ETA 8414. States' reporting is being reviewed.</p>
	Baseline	<p>Fiscal Year 1999: 1. Timeliness of Deposit: Data not available</p> <p>2. Timeliness of transfer of funds: 29 States met minimum criterion; nationally, 2.3 days of funds were on hand before transfer to the UTF</p> <p>(Please note: In FY 2001, data gathered using the revised measure for deposit timeliness will be analyzed and a minimum criterion will be set for FY 2002.)</p>
	Comment	The data from which these measures are taken are not validated. Both are under review by ETA to ensure consistency of methodology and/or reporting.

2.2D	Performance Goal	Promote the Federal-State UI system's economic stabilization capacity.
	Performance Results	<p>FY2000: This goal was partially achieved.</p> <ol style="list-style-type: none"> 1. The reciprocity rate: UI benefits were claimed for 37% of weeks of total unemployment 2. Wage Replacement: 10 States had Maximum Benefit Amount of > 2/3 Average Covered Wage 3. Solvency: 32 States had AHCM's at least 1.0. The national average AHCM was 0.92 (Preliminary estimates) <p>FY 1999:</p> <ol style="list-style-type: none"> 1. Reciprocity Rate : UI benefits were claimed for 38.7% of weeks of total unemployment 2. Wage Replacement: 10 States had Maximum Benefit Amount of > 2/3 Average Covered Wage 3. Solvency: 32 States had AHCM's at least 1.0. The national average AHCM was 0.92.
	Indicator	<p>FY 2002:</p> <ol style="list-style-type: none"> 1. Maintain at/increase from 39% the share of the involuntary unemployed who receive benefits (reciprocity rate). 2. Increase to 13 the number of States with a maximum weekly benefit amount \geq 2/3rds of the State's average covered wage (wage replacement). 3. Maintain at/increase from 33 the number of States with reserves \geq one year's benefits at the rate experienced during the last three recessions (solvency). <p>FY 2001:</p> <ol style="list-style-type: none"> 1. Maintain at/increase from 39% the share of the involuntary unemployed who receive benefits (reciprocity rate). 2. Increase to 13 the number of States with a maximum weekly benefit amount \geq 2/3rds of the State's average covered (wage replacement). 3. Maintain at/increase from 32 the number of States with reserves \geq one year's benefits at the rate experienced during the last three recessions (solvency). <p>FY 2000:</p> <ol style="list-style-type: none"> 1. Maintain at/increase from 39% the share of the involuntary unemployed who receive benefits (reciprocity rate). 2. Increase to 11 the number of States with a maximum weekly benefit amount \geq 2/3rds of the State's average covered (wage replacement). 3. Maintain at/increase from 32 the number of States with reserves \geq one year's benefits at the rate experienced during the last three recessions (solvency).
	Data Source	<p>Reciprocity Rate: UI weeks claimed data, ETA 5159; total unemployed in the U.S., Current Population Survey (Bureau of Labor Statistics)</p> <p>Wage Replacement: State UI laws</p> <p>AHCM: all balance, benefit payment, wage & tax collection data are reported on the ETA 2112 or the ES 202 report</p>

Baseline	<p>Fiscal Year 1999:</p> <ol style="list-style-type: none"> 1. Reciprocity Rate: UI benefits were claimed for 38.7% of weeks of total unemployment 2. Wage Replacement: 10 States had Maximum Benefit Amount of $\geq 2/3$ Average Covered Wage 3. Solvency: 32 States had AHCM's at least 1.0. The national average AHCM was 0.92.
Comment	<p>The ETA 5159 data on weeks claimed are validated through UI's Workload Validation system. Data on the ETA 204 report are not validated.</p> <p>Data on the ETA 2112 report are considered highly valid and are regularly checked as part of general ledger balancing. The ES 202 data are based on data submitted by contributory employers as part of their quarterly contribution reports. States subject the underlying data to various computer edits and use BLS designed programs to prepare the data tapes submitted to BLS.</p>

2.2E	Performance Goal	Facilitate the reemployment of UI claimants.
	Performance Results	<p>FY2000</p> <p>This goal was met.</p> <ol style="list-style-type: none"> 1. Percentage of UI Claimants reemployed Entered Employment rate: Data Not Available 2. Benefit exhaustion rate of UI claimants: Nationally, 31.9% of claimants exhausted benefits in 2000. <p>FY 1999:</p> <ol style="list-style-type: none"> 1. Percentage of UI Claimants reemployed Entered Employment rate: Data Not Available 2. Benefit exhaustion rate of UI claimants: Nationally, 32% of claimants exhausted benefits in FY 1999
	Indicator	<p>FY 2002:</p> <ol style="list-style-type: none"> 1. Increase the Entered Employment Rate (EER) of UI Claimants 2. Reduce the benefit exhaustion rate of UI Claimants from 32% <p>FY 2001:</p> <ol style="list-style-type: none"> 1. N/A 2. Reduce the benefit exhaustion rate of UI Claimants from 32% <p>FY 2000:</p> <ol style="list-style-type: none"> 1. N/A 2. Reduce the benefit exhaustion rate of UI Claimants from 32%
	Data Source	<p>Entered Employment Rate: Under development as a WIA core measure. It will be computed from UI wage records.</p> <p>Benefit Exhaustion Rate: ETA 5159</p>
	Baseline	<p>Fiscal Year 1999</p> <ol style="list-style-type: none"> 1. Percentage of UI Claimants reemployed Entered Employment rate: Data Not Available 2. Benefit exhaustion rate of UI claimants: Nationally, 32% of claimants exhausted benefits in FY 1999

Comment	<p>At present, the entered employment rate is under development. The ETA 5159 data on payments are not validated yet. The business cycle dominates both entered employment and UI benefit exhaustion rates. Using unadjusted rates to identify improvement due to UI program efforts must assume that economic conditions remain stable.</p> <p>(Please note: This is a new goal for the WIA Program. A related UI goal and measure will be developed, and baselines established accordingly.)</p>
----------------	--

2.2F	Performance Goal	Promptly review applications for foreign labor certifications to ensure that aliens admitted will not adversely affect domestic workers' wages or working conditions and send to INS for approval.
	Performance Results	FY 2000: N/A FY 1999: N/A
	Indicator	<p>FY 2002:</p> <ul style="list-style-type: none"> • The average time required in the ETA's Regional Offices to process applications for permanent alien residency will be reduced to 6 months. • A baseline for actual processing time will be established. <p>FY 1999-2001: N/A</p>
	Data Source	Regional Office Foreign Labor Certification data system, being implemented in FY 2002.
	Baseline	24 months (FY 1999); estimated figure.
	Comment	At present, SESAs first process applications for permanent alien certification to ensure absence of adverse impact; ETA Regional Offices complete the review and then they go to INS. SESAs do not report processing times. Starting in FY 2001, Regional Offices do 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

2.3A	Performance Goal	Increase the employment, retention, and earnings replacement of individuals registered under the WIA dislocated worker program.
	Performance Results	PY 2000: N/A PY 1999: N/A
	Indicator	<p>PY 2002:</p> <ul style="list-style-type: none"> • 75% will be employed in the first quarter after program exit. • 85% 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 92% 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. <p>PY 1999: N/A</p>
	Data Source	Workforce Investment Act Standardized Record Data (WIASRD) included in the Enterprise Information Management System (EIMS); UI Wage Records
	Baseline	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, will constitute the baseline year for this measure. The performance measure is derived from the agreed upon levels of performance for all States.
	Comment	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.

2.3B	Performance Goal	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 2000: N/A FY 1999: N/A
	Indicator	<p>FY 2002:</p> <ul style="list-style-type: none"> • 75% will be employed in the first quarter after program exit; • 85% 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, 85% of their pre-separation earnings. <p>FY 2001:</p> <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. <p>FY 1999 – FY 2000: N/A</p>
	Data Source	TAPR (Trade Act Participant Report) included in the Enterprise Information Management System (EIMS)
	Baseline	New Goal. FY 2001 will constitute the baseline year for this measure.
	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.

Outcome Goal 3.3: Support a Greater Balance Between Work and Family—Performance Goals

3.3A	Performance Goal	Increase employment and access to quality child care by increasing the number of registered child care apprenticeship programs and the number of newly registered child care apprentices.
	Performance Results	FY 2000: The goal was achieved. The number of States with child care apprenticeship programs increased from 29 to 39. The number of newly registered child care apprentices increased from 202 in FY 1999 to 700 in FY 2000, significantly exceeding the targeted 15% increase. FY 1999: The goal was achieved.
	Indicator	FY 2002: <ul style="list-style-type: none"> • 49 States will have registered child care apprenticeship programs; and • The number of newly registered child care apprentices will increase by 25% over the FY 1999 baseline. FY 2001: <ul style="list-style-type: none"> • 49 States will have registered child care apprenticeship programs; and • The number of new child care apprentices will increase by 20% over the FY 1999 baseline. FY 2000: <ul style="list-style-type: none"> • 39 States will have registered child care apprenticeship programs; and • The number of new child care apprentices will increase by 15% over the FY 1999 baseline. FY 1999: <ul style="list-style-type: none"> • 29 States will have registered child care apprenticeship programs; and • The number of new child care apprentices will increase by 10% (to at least 2,114).
	Data Source	Apprenticeship Information Management System (AIMS)
	Baseline	At the end of FY 1999, 29 States had child care apprenticeship programs. In FY 1999, the number of child care apprentices increased from 1,914 to 2,116 (202 new apprentices).
	Comment	None

