BULLETIN 2011-04   December 23, 2010

| U.S. Department of Labor Employment and Training   Administration Office of Apprenticeship (OA) Washington, D.C. 20210 | Distribution: A-541 Headquarters A-544 All Field Tech A-547 SD+RD+SAA+; Lab.Com | Subject: Program Guidance Memorandum: Goals and Objectives for Fiscal Year (FY) 2011   Code: 943 |
| Symbols: DPAMS/MJ | | Action: Immediate |

PURPOSE: To inform the OA staff of the requirements for developing the FY 2011 Regional Annual Plans that will describe and delineate the strategies to achieve results for accomplishing OA's Program Goals 1, 2, 3, 4, and 5. The FY 2011 Program Guidance Memorandum consists of the following:

- Excerpts from the Employment and Training Administration's (ETA) FY 2011 Operating Plan (see Attachment A);
- OA's FY 2011 Performance Agreement and Goals (see Attachment B); and
- Regional Annual Plan Reporting Format (see Attachment C).

BACKGROUND: In September 2010, Secretary of Labor Hilda Solis presented the Department of Labor's (DOL) FY 2011-2016 Strategic Plan, which "outlines how DOL will carry out its mission of *Good Jobs for Everyone*, and from this day forward will guide everything we do here at the Department." ETA's employment and training programs, including Registered Apprenticeship, help achieve DOL Strategic Goal 1, Prepare working for good jobs and ensure fair compensation. The FY 2010-2016 Strategic Plan can be accessed on the DOL Web site: http://www.dol.gov/_sec/stratplan/StrategicPlan.pdf.

ETA's FY 2011 Operating Plan illustrates the means by which ETA will devote its resources, both staff and budgetary, toward reaching the performance levels in support of the Outcome Goals in FY 2010-2016 Strategic Plan. The FY 2011 Operating Plan includes several strategies that outline how Registered Apprenticeship will contribute to the accomplishment of these four specific Outcome Goals.

Attachment A provides excerpts from ETA's FY 2011 Operating Plan that directly pertain to Registered Apprenticeship, including the Outcome Goals, strategies, and system outputs for which the ETA's Office of the Assistant Secretary will hold OA accountable. Attachment A also includes a series of charts that identify the specific system outputs associated with each strategy, and the timelines for which OA will be held accountable for accomplishing these outputs. Attachment A is provided for informational purposes only; it is intended to help OA staff understand the context in which OA's FY 2011 Performance Agreement and Program Goals were developed. The full 149-page ETA FY 2011 Operating Plan can be accessed on-line from the ETA Active Desktop.

The National Office developed OA's FY 2011 Performance Agreement and Program Goals 1, 2, 3, 4, and 5 to demonstrate how our agency will meet the Outcome Goals and system outputs established in the ETA FY 2011 Operating Plan. Attachment B lists these Program Goals and shows how they support the DOL FY 2010-2016 Strategic Plan and/or ETA FY 2011 Operating Plan.

This fiscal year OA staff will promote and engage potential and/or current sponsors by continuing to expand Registered Apprenticeship opportunities, especially in high growth and/or emerging industries. Each Regional Director will determine the mix of high growth and other emerging industries to target for the expansion of Registered Apprenticeship based on specific regional economic needs. OA staff will also continue to further integrate Registered Apprenticeship with the workforce system providing information about the modernization of Registered Apprenticeship and how both OA and the workforce system will benefit.

ACTION: All OA staff will follow the guidance contained in this bulletin to plan, undertake activities, and report results for FY 2011. Regional Offices should refer to Attachment C for the format and required elements of the FY 2011 Regional Annual Plan. Regional Annual Plans should be sent via electronic mail to the National Office by January 24, 2011, to Dana Daugherty and Don Palmer.

NOTE: This bulletin is being sent via electronic mail.

Attachments:

Attachment A: Excerpts from ETA FY 2011 Operating Plan: Overview, Strategies
                   Relevant to OA, and Timeline for OA's Contributions to System Outputs;
Attachment B: OA FY 2011 Performance Agreement and Program Goals; and
Attachment C: Reporting Format for FY 2011 Regional Annual Plans

Attachment A
Excerpts from the ETA FY 2011 Operating Plan

Introduction: ETA's employment and training programs, including Registered Apprenticeship, help achieve the DOL Strategic Goal 1: Prepare workers for good jobs and ensure fair compensation. The Strategic Plan also lists four Outcome Goals associated with achieving the overarching Strategic Goal 1.

1.1 Increase workers' incomes and narrowing wage and income inequality.
1.2 Assure skills and knowledge that prepare workers to succeed in a knowledge-based economy, including in high growth and emerging industry sectors like "green" jobs.
1.3 Help workers who are in low-wage jobs or out of the labor market find a path into middle-class jobs.
1.4 Help middle-class families remain in the middle-class.

In addition to working toward the accomplishment of these Outcome Goals, the FY 2011 Operating Plan also explains that the work of ETA's training and employment programs also falls under six broad categories of policy and programmatic strategies. These strategies represent a primary set of activities or program functions, which are used in a particular manner each fiscal year to carry out ETA functions in accordance with Departmental policy priorities.

I. Promoting Workforce System Innovation
II. Increasing Quality Career Guidance and Training Services
III. Targeting Hard to Serve and Disadvantaged Populations
IV. Increasing Availability of Quality Training Programs in Green and Emerging Fields Which Lead to Credentials
V. Helping Unemployed and Long-Term Unemployed
VI. Improving Program Management

OA's Role in the ETA Operating Plan: OA is directly responsible for the four strategies that fall under the categories I., III, IV, and VI. These four strategies are as follows:

Strategy I. H - Promote 21st Century Registered Apprenticeship
In support of the Secretary's goal to increase workers' incomes and narrow wage and income inequality, OA will support ongoing innovations in Registered Apprenticeship to increase its visibility as a vital post-secondary education career pathway into middle class jobs for the 21st Century by:

- Promoting Registered Apprenticeship programs that use 21st Century Apprenticeship elements, including (but not limited to) competency and hybrid models, interim credentials and the use of technology-based learning;

- Developing a Notice of Proposed Rulemaking (NPRM) to amend Apprenticeship's Equal Employment Opportunity (EEO) Regulations codified at Title 29 CFR part 30;
- Continued implementation of revised regulations for Labor Standards for Registration of Apprenticeship Programs (Title 29 CFR part 29); and
- Supporting the Secretary's Advisory Committee on Apprenticeship (ACA).

Strategy III.I - Increase apprenticeship opportunities for under-represented populations
In support of the Secretary's goal of helping workers who are in low-wage jobs or out of the labor market, OA will ensure apprenticeship opportunities for under-represented populations are increased by:

- Developing a quality framework for pre-apprenticeship;
- Fostering continued collaboration between the workforce, education and the Registered Apprenticeship systems;
- Building stronger connections between Registered Apprenticeship and ETA Youth programs; and
- Supporting Women In Apprenticeship and Nontraditional Occupations (WANTO) and Office of Disability Employment Policy (ODEP) grantees.

Strategy IV.E - Expand Registered Apprenticeship opportunities in high growth industries
To support the Secretary's goal of ensuring that workers have the skills and knowledge to succeed in a knowledge-based economy, OA will expand apprenticeship opportunities in high growth and green industries by:

- Expanding Registered Apprenticeship in high-growth and emerging industry sectors like healthcare and "green" jobs;
- Providing technical assistance to Registered Apprenticeship programs on increasing completion and certification rates;
- Continuing to provide technical assistance to Recovery Act grantees on collaboration with Registered Apprenticeship programs; and
- Engaging in collaboration with the U.S. Department of Health and Human Services (HHS) and health care industry partners.

Strategy VI.K - Improve the oversight, performance and quality of the National Apprenticeship System
In support of the Secretary's goal to break down barriers to fair and diverse workplaces, and the Assistant Secretary's goal for better and more effective management, OA will conduct and enhance its core functions of registering apprenticeship programs and apprentices; collecting, analyzing and reporting information; and providing high levels of technical assistance and customer service to potential and existing program sponsors by:

- Conducting Program Reviews;
- Conducting EEO Compliance and Quality Assurance Assessments;
- Monitoring and overseeing State Apprenticeship Agencies; and
- Providing technical assistance to improve Common Measure Performance Outcomes.

Timeline for OA's System Outputs: The Operating Plan also includes "system outputs" to measure progress in carrying out each of the four strategies listed above. The following charts list these specific system outputs and the FY 2011 quarters during which OA plans to accomplish these outputs.

Measure	Q1	Q2	Q3	Q4
Strategy I.H - Promote 21st Century Registered Apprenticeship				
A minimum of 10 percent of newly registered or revised registered apprenticeship programs will incorporate at least one 21st Century Apprenticeship element in FY 2011	X	X	X	X
NPRM to amend Title 29 CFR part 30 published for public comment			X	
SAA recognition requests submitted by states within 180 days (as needed)	X	X	X	X
ACA meetings (2)	X		X	
OA bulletins related to the implementation of Title 29 CFR part 29 (2)	X	X		
Strategy III.I - Increase Apprenticeship Opportunities for Under-represented Populations				
Guidance on pre-apprenticeship framework with a focus on serving under-represented populations			X	
Regional Action Clinic			X	
Webinar featuring connections between Registered Apprenticeship and ETA youth programs				X
Webinar disseminating information on emphasizing/including WANTO and ODEP initiatives in existing Registered Apprenticeship programs				X
Strategy IV.E - Expand Registered Apprenticeship Opportunities in High Growth Industries				
A minimum of 600 new Registered Apprenticeship programs registered in FY 2011 of which 300 will be in high growth and emerging industries	X	X	X	X
Webinar on connecting the American Recovery and Reinvestment Act (ARRA) grantees with Registered			X	

Apprenticeship programs				
Workgroup meeting with outside agencies by the end of the Fiscal Year (Dept of Education, General Services Administration, HHS, and/or VETS)				X

Measure	Q1	Q2	Q3	Q4
Strategy VI.K - Improving the Oversight, Performance and Quality of the National Apprenticeship System				
Update in FY 2011 the 5-year plan for FY 2010-FY 2014 that prioritize conducting Equal Employment Opportunity (EEO) Compliance Reviews and Quality Assurance Assessments		X		
A minimum of 530 EEO Compliance Reviews conducted in FY 2011	X	X	X	X
A minimum of 1,060 Quality Assurance Assessments conducted in FY 2011	X	X	X	X
Technical Assistance webinar to SAAs to ensure compliance with Title 29 CFR part 29		X		
Quarterly internal reports on the average starting and average completion wages of apprentices (4)	X	X	X	X

Attachment B
OFFICE OF APPRENTICESHIP
FY 2011 PERFORMANCE AGREEMENT AND GOALS

The National Office developed OA's FY 2011 Performance Agreement and Program Goals 1, 2, 3, 4, and 5 to demonstrate how our agency will meet the Outcome Goals and system outputs established in the ETA FY 2011 Operating Plan.

GOAL 1
Improve performance, quality, and oversight of the National Apprenticeship System.

In support of the Secretary's goal to breakdown barriers to fair and diverse workplaces, and the Assistant Secretary's goal for better and more effective management, OA will conduct and enhance its core functions of registering apprenticeship programs and apprentices; collecting, analyzing and reporting information; and providing high levels of technical assistance and customer service to potential and existing program sponsors. OA will emphasize enforcement activities to ensure compliance by program sponsors.

1. **Plan for program reviews.**

2. **Conduct EEO Compliance Reviews.**

- Complete Compliance Reviews on **530 programs** with five or more apprentices.

3. **Conduct Quality Assurance Assessments.**

- Complete Quality Assurance Assessments on **1060 programs**.

4. **Conduct reviews of provisionally registered programs.**

5. **Support State Apprenticeship Agency recognition under revised regulations.**

6. **Effectively utilize information technology, performance management and information management systems.**

7. **Support better and more effective management and customer service.**

GOAL 2

Continue to promote the National Apprenticeship System and expand Registered Apprenticeship into new high growth industries such as green jobs and healthcare.

To support the Secretary's goal of assuring skills and knowledge that prepare workers to succeed in a knowledge-based economy, expand Registered Apprenticeship in high growth and emerging industry sectors like healthcare, transportation and energy and promote "Green" jobs that can support economic recovery and reemployment efforts.

1. **Conduct program promotional efforts to increase number of Registered Apprenticeship Programs.**

2. **Conduct program promotional efforts to increase number of Registered Apprenticeship programs in high growth industries including "Green" jobs and healthcare.**

3. **Support for and leverage ETA workforce investments including grants under the ARRA, OJT National Emergency Grants (NEG) Initiative, and Trade Adjustment Assistance (TAA) Community College Initiative.**

4. **Build partnerships with the HHS and other healthcare partners.**

GOAL 3

Increase opportunities in Registered Apprenticeship for under-represented populations.

In support of ETA's Operating Plan strategy to target hard to serve and disadvantaged populations; and the Secretary's goal of helping low-skilled, low-earning, under-represented workers, and workers who are in low-wage jobs or out of the labor market, OA will develop strategic partnerships with other agencies, organizations, internal and external stakeholders to help these individuals find a pathway into middle class jobs.

1. **Provide technical assistance to increase Quality of Pre-Apprenticeship Framework.**

   Comment [h1]: Should this be framework?

2. **Support connectivity between Registered Apprenticeship and youth programs, such as YouthBuild and Job Corps.**

3. **Support the WANTO Initiative.**

4. **Support ongoing collaboration between the workforce and Registered Apprenticeship Systems.**

<div align="center">

GOAL 4
Promote innovation and -partnerships throughout the National Apprenticeship System.

</div>

In support of the Secretary's goal to increase workers incomes and narrowing wage and income inequality, and the Assistant Secretary's goal to reinvigorate training, retraining, and employment opportunities, advance Registered Apprenticeship as a vital postsecondary education career pathway into middle class jobs.

1. **Support ongoing collaboration between the workforce and the Registered Apprenticeship Systems.**

2. **Strengthen connections between Registered Apprenticeship and the education Systems.**

3. **Apprenticeship programs use new frameworks.**

   o   Competency-based or hybrid approach for completion of apprenticeship;
   o   Interim Credentials;
   o   Ability to earn college credit; or
   o   Use of technology-based learning

<div align="center">

GOAL 5
Provide policy directions and program management for the National Apprenticeship System.

</div>

In providing leadership and strategic direction for the National Apprenticeship System, OA will provide policy directions and program management for partners and stakeholders as follows:

1. **Support National Office activities related to the development of Notice of Proposed Rulemaking (NPRM) to amend Apprenticeship's Equal Employment Opportunity (EEO) Regulations codified at Title 29 CFR part 30.**

2. **Provide guidance on implementation of revised regulation, Title 29 CFR part 29.**

3. **Effectively utilize information-technology, performance management and information management systems.**

4. **Support better and more effective management and customer service.**

<div align="center">

OA's National Goals in the ETA FY 2011 Operating Plan

</div>

	Total New Programs FY-11	Total CB/ HY/ IC/TBL Programs FY-11	High Growth, New & Emerging Programs FY-11	Quality Assurance Assessments	EEO Compliance Reviews	Earnings	Retention
Goals in ETA FY 2011 Operating Plan	600	150	300	1060	530	$19,210	69.6%

ATTACHMENT C

**FY 2011 REGIONAL ANNUAL PLAN
REPORTING FORMAT**

Region: # (Region Name)

Date:

Instructions: Provide brief narratives for each of the three sections [(I) Regional Profile, (II) Performance Indicators, and (III) Program Goals)] as requested below. Please insert appropriate information in Tables A through H, which are provided to help establish a complete plan. The other tables and graphs are provided as reference points, and do not require you to insert information.

I.   Regional Profile:

A. Jurisdiction - Submit a brief narrative on the following: number and names of all states in the region; number of OA states and number of offices. Include changes and/or challenges because of policy and/or activities by other workforce system entities, e.g., fee for services and direct- entry. Also, provide the number and names of SAAs, their jurisdiction type, and the department location of SAAs.

   Narrative:

Table A - OA Staff by Position and Registration/Servicing Agency

State	Registration Agency OA or SAA	Data Entry & Primary Service OA or SAA	Program Spec.	ATRS	Support Staff	Mgr.	Admin. Staff	Total Staff	Projected Staff	
									1/31/11	9/30/11
Reg Ofc.										
Grand Total	# OA States= # SAA States=	# OA States= # SAA States=								

B. OA Regional & Field Staff - OA/SAA staffing - OA/SAA activities/relationships
Provide brief narrative on the following: OA staff regional increases, attrition, promotions, and potential retirements (indicate states); number of SAA positions, staff changes, and/or other workforce entity or contractors/consultants performing SAA duties, as appropriate; status of SAA Reviews; and plans to work with any changes indicated in this item.

   Narrative:

Table B - Regional Workloads by Registration and Servicing (Agencies)

Servicing and Registration By OA & SAA	Number of ATRs	Total Apprentices	Average # Apprentices Per ATR	Total Programs	Average # Programs Per ATR	Total 5+ Programs	Average # Programs Per ATR
SAA Registers							
OA Registers							
SAA Primary Servicing							
OA Primary Servicing							
Region X Grand Totals							

Source for other data entries: xx/xx/xx (RAPIDS Date)

C. **Economy** - Provide brief narrative on the following: Predominant industries and occupations; high-growth industries/occupations, including identification of potential apprenticeable occupations; and potential for "green" apprenticeship programs; projected economic downturn and impact on apprenticeship programs and apprentices. Include information specific about Registered Apprenticeship in your region. Please reference table when discussing unemployment rates (include national rate) and trends.

Narrative:

Economic Data for Regions

Office of Apprenticeship States	Unemployment Rates (Seasonally Adjusted)			Civilian Labor Force (Seasonally Adjusted in Thousands)		
	Sept 2010	Sept 2009	Sept 2008	Sept 2010	Sept 2009	Sept 2008
Alabama	8.9	10.7	5.7	2,145	2,091	2,116
Alaska	7.7	8.3	6.6	358	362	363
Arkansas	7.7	7.5	5.5	1,378	1,370	1,340
California	12.4	12.1	7.8	18,314	18,187	18,244
Colorado	8.2	7.7	5.1	2,725	2,676	2,661
Georgia	9.9	10.1	6.8	4,837	4,738	4,665
Idaho	9	8.7	5.6	758	750	756
Illinois	9.9	10.8	6.8	6,644	6,601	6,637
Indiana	10.1	10.1	6.3	3,245	3,145	3,120
Iowa	6.7	6.4	4.7	1,681	1,675	1,674
Michigan	13	14.4	9	4,965	4,866	4,826
Mississippi	9.8	10	7.3	1,297	1,289	1,303
Missouri	9.3	9.7	6.6	3,046	3,026	2,986
Nebraska	4.6	4.8	3.5	994	981	974
New Hampshire	5.5	6.7	4.1	743	742	743
New Jersey	9.4	9.8	5.8	4,506	4,535	4,502
North Dakota	3.7	4.3	3.4	365	364	368
Oklahoma	6.9	6.9	3.8	1,755	1,777	1,757
South Carolina	11	12.2	7.6	2,153	2,176	2,153
South Dakota	4.4	4.7	3.3	447	446	443
Tennessee	9.4	10.8	7.2	3,052	3,005	3,048
Texas	8.1	8.1	5.2	11,688	11,991	12,139
Utah	7.5	6.7	4	1,367	1,355	1,354
West Virginia	9.1	8.7	4.4	805	794	776
Wyoming	6.8	7.3	3.4	294	294	292

Unemployment: Unemployment is defined by the Bureau of Labor Statistics (BLS) as people who do not have a job, have actively looked for work in the past four weeks, and are currently available for work. Also, people who were temporarily laid off and are waiting to be called back to that job are counted as unemployed.

Civilian Labor Force: Included are all persons in the civilian non-institutional population classified as either employed or unemployed. California (18.2 million) and Wyoming (292,000) had the largest and smallest labor force levels, respectively, in September 2010.

Sources:
- Unemployment Rates by State: Bureau of Labor Statistics (BLS), Local Area Unemployment Statistics (LAUS) http://data.bls.gov/map/servlet/map.servlet.MapToolServlet?survey=la

- Civilian Labor Force by State: Bureau of Labor Statistics (BLS), Local Area Unemployment Statistics (LAUS) http://www.bls.gov/lau/ststdsadata.txt

Unemployment rates by State, seasonally adjusted, September 2010

unemployment rate(%)
10.0 to 60.0
7.0 to 9.9
6.0 to 6.9
5.0 to 5.9
4.0 to 4.9
3.0 to 3.9
0.0 to 2.9
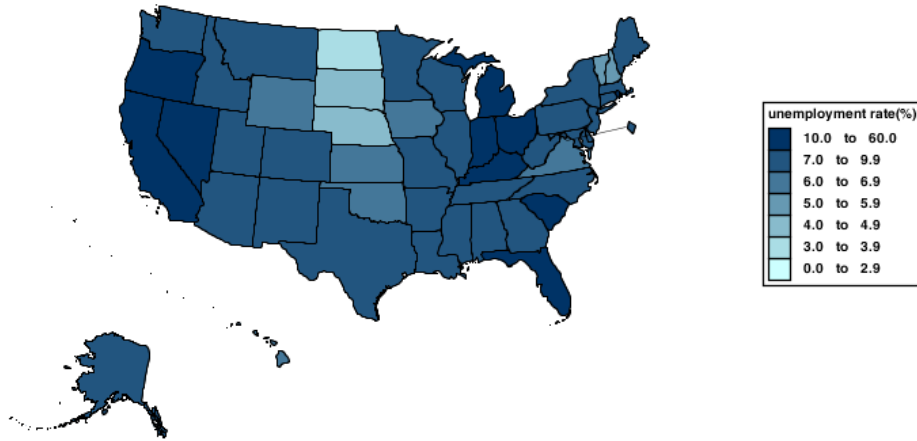
Unemployment rates by State, seasonally adjusted, September 2009

unemployment rate(%)
10.0 to 60.0
7.0 to 9.9
6.0 to 6.9
5.0 to 5.9
4.0 to 4.9
3.0 to 3.9
0.0 to 2.9

Unemployment rates by State, seasonally adjusted, September 2008
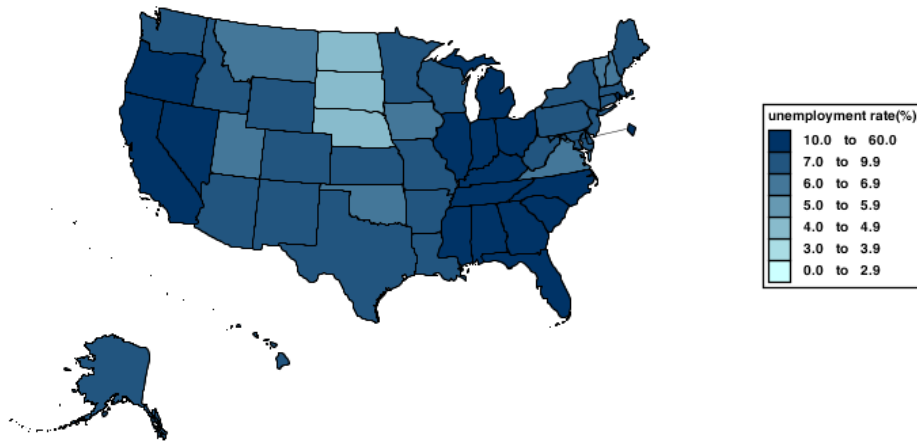
unemployment rate(%)	
10.0 to 60.0	
7.0 to 9.9	
6.0 to 6.9	
5.0 to 5.9	
4.0 to 4.9	
3.0 to 3.9	
0.0 to 2.9	
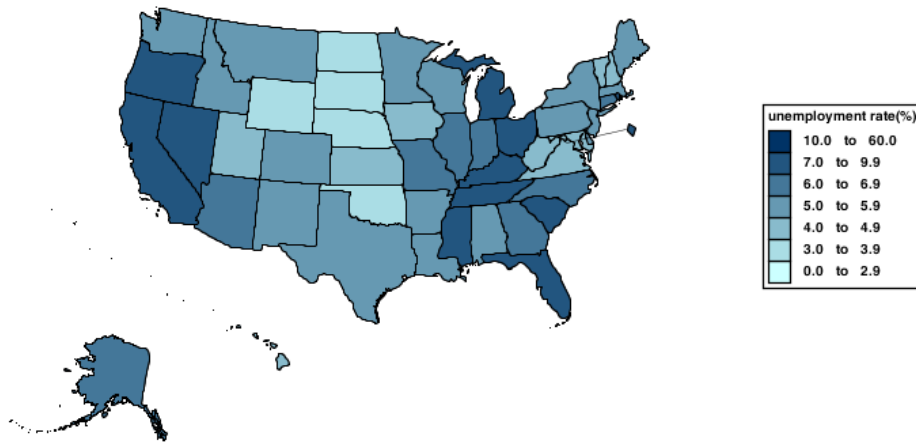
2008 to 2010 National Civilian Labor Force, Seasonally Adjusted
16 Years and Over - in Thousands
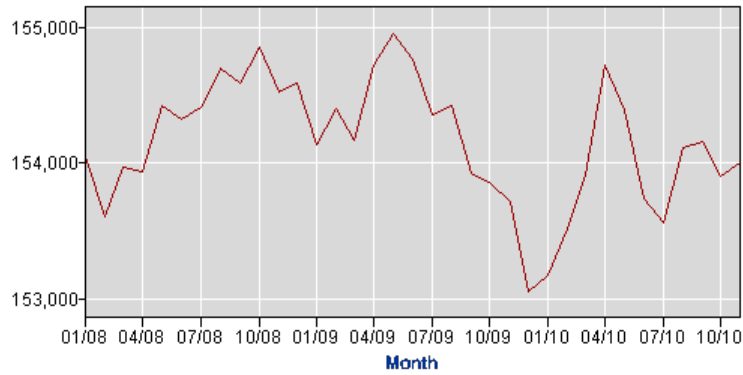
II. Performance Indicators

**Instructions:** Brief narratives or information in tables are not necessary for this section of the FY 2011 Regional Annual Plan. However, Regional Directors are to review and be familiar with the table below since these indicators will be used to measure OA's FY 2011 accomplishments. Additionally, this section includes preliminary notifications of requirements for performance indicators in the mid-year and end-of-year reports.

OA FY 2011
National Federal Targets

Performance Indicator	Total New Programs FY-11	Total CB/ HY/ IC/TBL Programs FY-11	High Growth, New & Emerging Programs FY-11	Quality Assurance Assessments	EEO Compliance Reviews	Earnings*	Retention**
Goals in ETA FY 2011 Operating Plan	600	150	300	1060	530	$19,210	69.6%

Source: ETA FY 2011 Operating Plan

* Average earnings in the second and third quarters after exit, which demonstrates results for ETA Performance Goal 1.1 - Increase the average earnings of individuals served through the Workforce Investment Act, Job Corps, Trade Adjustment Assistance, Registered Apprenticeship, and Community Service Employment for Older Americans Programs.

** Percent of participants employed in the first quarter after exit, which demonstrates results for ETA Performance Goal 1.3 - Providing workers with the resources necessary to increase their likelihood of obtaining middle class jobs.

- Although field staff are not directly accountable for the earnings and retention performance indicators, field data input in the Registered Apprenticeship Partners Information Data System (RAPIDS) is critical for accurate calculations and reporting. Therefore, field staff's data input is mandatory and should be complete, current, and reliable.

- Field staff should also carefully review National Office reports regarding these two indicators to assess and ensure that the information extracted from RAPIDS is reliable.

- In the E-mail transmittals for the submission of the mid-year and end-of-year reports associated with these FY 2011 Regional Annual Plans, Regional Directors will indicate in the transmittal that the data and information have been reviewed for completeness, accuracy, and reliability.

III. Program Goals in OA's FY 2011 Performance Agreement

FY 2011 Regional Annual plans should describe and delineate the strategies and key processes to meet each of the five Program Goals listed in OA's FY 2011 Performance Agreement. The mid-year and end-of-year reports should show the activities completed and the results obtained for the five program goals listed below.

See FY 2011 Regional Performance Management Plans for details on the elements listed below each of the five Program Goals.

GOAL 1

Improving performance, quality, and oversight of the National Apprenticeship System.

In support of the Secretary's goal to breakdown barriers to fair and diverse workplaces, and the Assistant Secretary's goal for better and more effective management, OA will conduct and enhance its core functions of the of apprenticeship programs and apprentices; collecting, analyzing and reporting information; and providing high levels of technical assistance and customer service to potential and existing program sponsors. OA will emphasize enforcement activities to ensure compliance by program sponsors.

1. Plan for Program Reviews

- Complete Table C indicating the number of EEO reviews to be completed by quarter.

- As part of the remaining 5 – year plan developed in FY-2010, regional plans will ensure 90% of all programs registered as of September 30, 2009 are reviewed prior to the beginning of FY 2015.

Table C - Regional FY 2011 Program Reviews by Quarters per the 5-Year Plan

State	No. Tech Staff	FY 2011 Targets	# Q1 Reviews	# Q2 Reviews	# Q3 Reviews	# Q4 Reviews	Total
Total							

2. Conduct EEO Compliance Reviews

- Region will conduct _____ compliance reviews during FY 2011 following the regional plan by completing Table D below indicate the number of EEO reviews to be completed by quarter.

- Compliance Reviews will be entered into RAPIDS within 30 days of conducting the on-site reviews.

- Compliance reviews indicating less than adequate results will be supported by written documentation identifying specific recommendations of steps needed for improvement.

Table D - FY 2011 Regional EEO Compliance by Quarters

State	No. Tech Staff	OA 5+ Programs FY 2011	FY2011 Target	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Total
Total								

3. Conduct Quality Assurance Assessment Reviews

- Region will conduct _____ Quality Assurance Assessments during FY 2011 following the regional plan by completing Table E below indicate the number of Quality Assurance Assessment reviews to be completed by quarter.

- Quality Assurance Assessments will be entered into RAPIDS within 30 days of conducting the on-site assessment.

- Letters providing the results of the Quality Assurance Assessment will be issued to the respective program sponsors within 45 days of the completion of the on-site assessment.

Table E - Regional FY 2011 Quality Assurance Assessments by Quarters

State	No. Tech Staff	FY 2011 Targets	# Q1 Targets	# Q2 Targets	# Q3 Targets	# Q4 Targets	Total
Total							

4. Conduct Reviews of Provisionally Registered Programs

- Indicate number of provisional compliance reviews needed per quarter to meet the 90% target.

- Letters providing results of these reviews will be issued to 90% of the respective program sponsors within 45 days of the completion of the on-site review.

- Update the status recorded in RAPIDS.

Table F - Regional FY 2011 Provisionally Registered Programs to be Reviewed by Quarters

States	# Q1	# Q2	# Q3	# Q4	Total

GOAL 2

Continue to promote the National Apprenticeship System and expand Registered Apprenticeship into new High Growth Industries such as green jobs and healthcare.

To support the Secretary's goal of assuring skills and knowledge that prepare workers to succeed in a knowledge-based economy, expand Registered Apprenticeship in high-growth and emerging industry sectors like healthcare, transportation and energy and promote "Green" jobs that can support economic recovery and reemployment efforts.

1. **Conduct Program Promotional Efforts to Increase number of Registered Apprenticeship Programs**

    - Prepare annual (regional, state, and local) performance standards to conduct education and outreach to support the expansion of Registered Apprenticeship.

    - Assists grantees in implementing local apprenticeship programs, as required by their grants.

    - Provide new or revised National Guidelines for Apprenticeship Standards.

    - Identify a minimum of three (3) apprenticeable occupations promotional targets.

2. **Conduct Program Promotional Efforts to Increase number of Registered Apprenticeship Programs in High Growth Industries including "Green" jobs and healthcare.**

    - Identify high growth and emerging industry sectors and apprenticeable occupations to be targeted for expansion.

    - Assists grantees in implementing local apprenticeship programs, as required by their grants.

    - Provide new or revised National Guidelines for Apprenticeship Standards.

    - Identify a minimum of three (3) apprenticeable occupations promotional targets.

3. **Support for and Leveraging of ETA workforce investments including grantees under the ARRA, OJT NEGs, and TAA Community College Initiative**

    - Identify opportunities for federal, state and local partnerships that can leverage ETA investments by the second quarter.

    - Provide apprenticeship or pre-apprenticeship in their grant applications, to promote, develop or enhance Registered Apprenticeship programs and explain the pre-apprenticeship framework, (if applicable).

4. **Build Partnerships with the HHS and Other Healthcare Partners**

    - Contact and promote building partnerships with state HHS agencies, local healthcare providers and stakeholders.

    - Provide the appropriate technical assistance to promote the development of Registered Apprenticeship programs in the healthcare industry.

Table G - New Program Promotional Activities by Industry
Number of Promotional Activities Planned

	Plan Total	Q1 (# & State)	Q2 (# & State)	Q3 (# & State)	Q4 (# & State)	(# of Green)	Total Results
Advanced Mfg							
Aerospace							
Automotive							
Biotechnology							
Energy							
Financial Services							
Geospatial Technology							
Homeland Security							
Health Care							
Hospitality							
Information Technology							
Nanotechnology							
Retail Trade							
Transportation							

Provide brief narrative on key strategies and processes to be utilized for promotional activities that address items 1, 2, 3, and 4 in this Program Goal 2.

GOAL 3

Increase Opportunities in Registered Apprenticeship for Under-Represented Populations.

In support of ETA's Operating Plan strategy to target hard to serve and disadvantaged populations; and the Secretary's goal of helping low-skilled, low-earning, under-represented workers, and workers who are in low-wage jobs or out of the labor market. OA will develop strategic partnerships with other agencies, organizations, internal and external stakeholders to help these individuals find a pathway to middle class jobs.

1. **Provide Technical Assistance to Increase Quality of Pre-Apprenticeship Framework**

   - Prepare policy guidance and technical assistance materials developed by the National Office for the pre-apprenticeship framework to Registered Apprenticeship stakeholders and the workforce systems.

   - If applicable, provide technical assistance on the pre-apprenticeship framework developed and authorized by the Office of Apprenticeship.

   - If applicable, identify planned activities related to the support to the National efforts of the General Service Administration's pre-apprenticeship contracts awarded under the Recovery Act.

2. **Support Connectivity between Registered Apprenticeship and Youth Programs, such as YouthBuild and Job Corps**

- Prepare a three-year plan to conduct outreach to YouthBuild sites and Job Corps Centers and identify the outreach presentation/meetings on Registered Apprenticeship.

3. **Support the WANTO Initiative**

   - Continue promoting and conducting outreach to Registered Apprenticeship sponsors in support of grants awarded for WANTO projects.

   - Support the WANTO grantees in providing technical assistance.

4. **Describe planned efforts to support related activities designed to increase opportunities for under-represented populations including individuals with disabilities, veterans, dislocated workers and other populations**

   - Provide technical training to expand opportunities for a wide range of under-represented populations with special needs.

   Provide a brief narrative on key strategies and processes that the Region will use to increase opportunities in Registered Apprenticeship for under-represented populations, particularly through the efforts with the proposed pre-apprenticeship quality framework, YouthBuild, Job Corps, WANTO grants, as addressed in items 1, 2, 3, and 4 for Program Goal 3:

GOAL 4

Promote Innovation and Partnerships throughout the National Apprenticeship System.

In support of the Secretary's goal to increase workers incomes and narrowing wage and income inequality, and the Assistant Secretary's goal to reinvigorate training, retraining, and employment opportunities, advance Registered Apprenticeship as a vital postsecondary education career pathway into middle class jobs.

1. **Describe planned activities in support of Ongoing Collaboration/Integration between the Workforce and Registered Apprenticeship Systems**

   - Describe planned activities in support of the plan developed in collaboration with the OA Regional Director, State Director and Office of Regional Management (ORM) staff; develop a state specific plan to promote expanded partnerships and collaborations between the workforce and the Registered Apprenticeship Systems.

   Regional Plan Narrative:

   - Describe plans related to regional participation in one conference call/meeting with the state team to evaluate results by the end of the third quarter, if applicable.

2. **Indicate planned strategies related to Strengthen Connections between Registered Apprenticeship and Education Systems**

    - Describe planned activities that support the ETA initiative to partner with the community colleges system by providing outreach and technical assistance to grantees and partners utilizing Registered Apprenticeship. Support efforts to encourage Registered Apprenticeship sponsors to provide opportunities for all apprentices to earn college credits.

    - Highlight the level and type of connectivity between Registered Apprenticeship sponsors and post-secondary education by updating the list of community colleges and post-secondary education institutions with articulation agreements or direct affiliations with programs sponsors from the baseline list updated in 2010 by the end of third quarter.

3. **Apprenticeship Programs Use New Frameworks**

    - In states serviced by OA, describe planned activities that will results in 25% of the programs registered or revised in FY 2011 to incorporate one of the following components from the revised regulatory framework into their standards, as appropriate:

      o Competency-based or hybrid approach for completion of apprenticeship;
      o Interim Credentials;
      o Ability for apprentices to earn college credits; or
      o Use of technology-based learning.

Table H –Element of 21st Century Apprenticeship in Newly Registered Programs

Number of new programs to register embodying at least one of the following elements:					
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Total
Competency-based approach					
Hybrid approach					
Interim credentialing					
Use of technology-based learning					
Total					

Describe Strategies:

GOAL 5

Provide policy directions and Program Management for the National Apprenticeship System.

In providing leadership and strategic direction for the National Apprenticeship System, OA will provide policy directions and program management for partners and stakeholders as follows:

1. **Support National Office activities related to the development of NPRM to amend Apprenticeship's Equal Employment Opportunity (EEO) Regulations codified at Title 29 CFR part 30**

   - Regional and state staff will notify a minimum of 25% of apprenticeship sponsors and stakeholders about the NPRM within two weeks of publication in the Federal Register.

2. **Provide guidance on Revised Regulation on Title 29 CFR part 29**

   - Participate in one webinar, provide policy and guidance to major stakeholders and 25% of the apprenticeship program sponsors on the revised regulation and direct them to the Community of Practice and OA websites for continuing updates.

   - Provide technical assistance to "Advancing Apprenticeship" grantees within the region ready to register revisions or new standards for local programs as required by the grant by end of the third quarter.

3. **Effectively Utilize Information-Technology, Performance Management and Information Management Systems**

   - OA staff will promote the use of the Apprenticeship Electronic Registration (AER) for new apprentices registered in RAPIDS to 80% of program sponsors that do not utilize AER, and 90% of all new program sponsors in OA states in FY 2011.

   - Ensure validity and/or correction of RAPIDS data issues as provided or requested by the national office with 90% accuracy.

   - Monitor Apprentice Overdue Rate (OVD) and maintain this rate at no greater than 15%. If overdue rate exceeds 15%, staff will provide documentation of sponsor contact made relative to their overdue apprentices.

   - Identify and contact 80% of programs in state workloads with no apprentice activity in the last year with the objective of either rejuvenating or canceling identified programs. All program cancellations will be executed in accordance with Title 29 CFR part 29.8 and Circular 95-03.

   - Following the establishment of OA's Personally Identifiable Information (PII) and Records Management Standard Operating Procedures (SOPs), within 30 days staff will implement and follow these SOPs.

4. **Support Better and More Effective Management and Customer Service**

- 90% of all correspondence will be responded to within 30 days.

- All FOIA requests will be forwarded to the Regional Disclosure Officer (Regional Director) within 2 working days of receipt.

- Travel budgets will be managed effectively and in accordance with ETA's travel policy.

- All required reports i.e. Weekly Activity Report, Mid-Year report, End-of-Year report, Monthly Travel report, Ad hoc National Office requests, etc., will be completed and the necessary documentation associated with these reports will be submitted to the State Director and/or Regional Office as directed within the due dates established with 90% on time accuracy.

- All mandatory training, i.e. COOP Awareness, Records Management for Everyone, Information Systems Security Awareness, Safeguarding All Personally Identifiable Information, etc., will be completed and the required documentation associated with these courses will be submitted to the State Director and/or Regional Office as directed within the due date established with 90% on time accuracy.

Provide a brief narrative on key strategies and processes that the Region will use to address items 1, 2, 3, and 4 for Program Goal 5: