

DEPARTMENT OF LABOR

PERFORMANCE PLAN

FY 2011

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DEPARTMENT OF LABOR

FY 2011 PERFORMANCE PLAN

Introduction

The FY 2011 budget request marks a transitional year in the development of the Department’s new strategic framework and performance goals. As part of this transition, agency budget submissions support the Secretary’s vision of *good jobs for everyone* as defined by five new strategic goals and 13 supporting outcome goals.

Job creation is a top Administration priority as it seeks to spur growth in the U.S. economy and job market. However, it is important to promote the creation of “good jobs,” and the Labor Department plays a vital role in this goal by serving as a champion for workers' rights, enforcing statutory protections that protect wages, working conditions, retirement security, and workers’ safety and health.

Specifically, “good jobs” are those that can support families by increasing incomes and narrowing wage gaps; jobs that are safe and secure and give people a voice at the workplace and at the table; jobs that are sustainable and innovative; jobs that export products, not paychecks; and, jobs that rebuild and restore a strong middle class.

The Department of Labor budget authority and full-time equivalent employees (FTE) requested in the FY 2011 President’s Budget are:

<i>FY 2011 DOL Request</i> <i>(Budget Authority in Billions)</i>			
	<u>FY 2010</u>	<u>FY 2011</u>	<u>Change</u>
Discretionary:			
Non-Recovery Act	\$14.3	\$14.0	-\$0.3
Mandatory:			
Non-Recovery Act	\$179.3	\$102.5	-\$76.8
Recovery Act	\$12.5	\$0.8	-\$11.7
Total	\$191.8	\$103.3	-\$88.5

Total			
Non-Recovery Act	\$193.6	\$116.5	-\$77.1
Recovery Act	\$12.5	\$0.8	-\$11.7
Total	\$206.0	\$117.2	-\$88.8

Full Time Equivalents (FTE) Non-Recovery Act	17,442	17,800	+358
Full Time Equivalents (FTE) Recovery Act	543	2	-541

Because agencies may support more than one strategic goal, they have been grouped into five programmatic categories: worker protection; employment and training; benefits; policy; and statistics. These sections provide an overview of agency mission and strategies.

The Performance Goals and Measures section provides representative performance goals by strategic and outcome goal for FY 2010 and FY 2011 that support the Secretary’s vision. This budget request is a transformative year for the Department and coincides with the development of DOL’s multi-year strategic plan. With shifts in priorities, strategies, and their associated measures, many of the new performance goals will be setting baselines and targets during this period. The Department recognizes the importance of linking organization and individual performance. Individual performance goals and objectives have been revised to reflect performance elements that support the Secretary’s vision and strategic goal framework.

The Department has also engaged consultation services to assist in validating, refining, and offering alternative goals and measures. DOL will continue to work toward establishing the best set of measures and targets that will allow the Department’s progress and results to be assessed as transparently as possible by the American people.

DOL agencies have a variety of missions with performance goals that are extensive and wide-ranging — this plan covers only key agency goals. Details and discussion of Agency performance can be found at their individual submissions.

This performance plan meets the Annual Performance Plan requirement under the Government Performance and Results Act of 1993 (GPRA).

High Priority Performance Goals

As part of developing the FY 2011 Budget and performance plan, the Department of Labor has also identified a limited number of high priority performance goals that will be a particular focus over the next two years. These goals are a subset of those used to regularly monitor and report performance.

- **Workplace Fatalities:** Reduce fatalities resulting from the most common causes by two percent in Occupational Safety and Health Administration-covered workplaces and by five percent in mining sites per year.
- **Wage Law Enforcement:** Increase the percent of prior violators who remain in compliance with the minimum wage and overtime provisions of the Fair Labor Standards Act (FLSA) to 75 percent in FY 2011 from 66 percent in FY 2009.
- **International Labor Rights and Livelihoods:** By the end of FY 2011, improve worker rights and livelihoods for vulnerable populations in at least eight developing country trading partners.
- **Workers' Compensation:** Create a model return-to-work program that continues to reduce lost production day rates by one percent per year and reduce injury and illness rates by at least four percent per year in FY 2010 and FY 2011.
- **Worker Job Training:** Increase opportunities for America's workers to acquire the skills and knowledge to succeed in a knowledge-based economy.
 - Increase by ten percent the number of WIA low-skilled adults, dislocated workers, disadvantaged youth (WIA Title I programs); and National Emergency Grant (NEG), Trade Adjustment Assistance (TAA) program, and Career Pathways program completers who receive training and attain a degree or certificate, from almost 200,000 in 2008 to 220,000 by July 2012.
 - Train over 120,000 Americans for green jobs by June 2012.

Good Jobs for Everyone — Strategic and Outcome Goals

Strategic Goal 1: Prepare workers for good jobs and ensure fair compensation.

- Increase workers' incomes and narrow wage and income inequality.
- 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.
- Help workers who are in low-wage jobs or out of the labor market find a path into middle class jobs.
- Help middle-class families remain in the middle class.
- Secure wages and overtime.

Strategic Goal 2: Ensure workplaces are safe and healthy.

- Secure safe and healthy workplaces, particularly in high-risk industries.

Strategic Goal 3: Assure fair and high quality work-life environments.

- Break down barriers to fair and diverse workplaces so that every worker's contribution is respected.
- Provide workplace flexibility for family and personal care-giving.
- Ensure worker voice in the workplace.

Strategic Goal 4: Secure health benefits and, for those not working, provide income security.

- Facilitate return to work for workers experiencing workplace injuries or illnesses who are able to work.
- Ensure income support when work is impossible or unavailable.
- Improve health benefits and retirement security for all workers.

Strategic Goal 5: Foster fair working conditions in the global marketplace.

- Assure that global markets are governed by fair market rules that protect vulnerable people including women and children, and provide workers a fair share of productivity and a voice in their work lives.

Worker Protection

Mine Safety and Health Administration (MSHA)

The Mine Safety and Health Administration protects the safety and health of the nation's miners under the provisions of the Federal Mine Safety and Health Act of 1977, as amended by the Mine Improvement and New Emergency Response (MINER) Act of 2006. MSHA's vision is to lead the way to zero accidents and fatalities and to put an end to occupational illness in mining through the enforcement of mandatory safety and health standards, mandated inspections which require four complete inspections annually at active underground mines and two complete inspections annually at active surface mines, and miner training and compliance assistance. MSHA contributes directly to the attainment of safe and healthy workplaces through its efforts to prevent injury, disease and death from mining.

MSHA contributes to the following Departmental goals in support of the Secretary's vision of *good jobs for everyone*:

- Outcome Goal 2.1—Secure safe and healthy workplaces, wages and overtime, particularly in high-risk industries
- Outcome Goal 3.3—Ensure worker voice in the workplace

Strategic Directions and Priorities:

- Targeting the most common causes of fatal accidents;
- Reducing health risks;
- Improve training of new and inexperienced miners and contractors;
- Targeting the most egregious and persistent violators;
- Improving impoundment safety;
- Improving MSHA and mining industry emergency response preparedness; and
- Protecting miners' rights against discrimination for reporting hazardous conditions.

Occupational Safety and Health Administration (OSHA)

The Occupational Safety and Health Administration was established by the Occupational Safety and Health Act of 1970 with the mission to assure, so far as possible, that every working man and woman in the American workplace has safe and healthful working conditions. OSHA ensures the safety and health of America's workers by setting and enforcing workplace safety and health standards; delivering effective enforcement; providing training, outreach, and education; and encouraging continual improvement in workplace safety and health. Through these efforts, OSHA aims to reduce the number of worker illnesses, injuries, and fatalities and contribute to the broader goals aimed at promoting economic recovery and the competitiveness of our nation's workers.

OSHA contributes to the following Departmental goal in support of the Secretary's vision of *good jobs for everyone*:

- Outcome Goal 2.1—Secure safe and healthy workplaces, particularly in high-risk industries

Strategic Directions and Priorities:

- Strengthen enforcement capabilities — target the most egregious and persistent violators.
- Strengthen regulatory capabilities.
- Increase OSHA’s presence in the workplace.
- Protect workers in high-hazard occupations.
- Protect worker populations that are vulnerable due to impediments related to communication including Spanish-speaking/non-English speaking workers – and disabled workers.
- Review and restructure penalties to ensure that penalties imposed are consistent with the seriousness of the violation and act as effective deterrence to violators.
- Maintain a strong outreach, education and technical assistance program.

Office of Federal Contract Compliance Programs (OFCCP)

The Office of Federal Contract Compliance Programs ensures that employers doing business with the Federal Government comply with the laws and regulations requiring a fair and diverse workplace, free of discrimination and harassment. OFCCP also ensures that Federal contractors meet contractual requirements mandated by the Federal Acquisition Regulation. OFCCP carries out its responsibilities by:

- Conducting compliance evaluations and complaint investigations of Federal contractor and subcontractor personnel policies and procedures.
- Obtaining Conciliation Agreements from contractors and subcontractors who are in violation of regulatory requirements.
- Monitoring contractors and subcontractors progress in fulfilling the terms of their agreements through periodic compliance reports.
- Forming linkage agreements between contractors and job training programs to help employers identify and recruit qualified workers.
- Recommending enforcement actions to the Solicitor of Labor.
- Offering technical assistance to Federal contractors and subcontractors to help them understand the statutory and regulatory requirements and review process.

OFCCP contributes to the following Departmental goal in support of the Secretary’s vision of *good jobs for everyone*:

Outcome Goal 3.1—Break down barriers to fair and diverse work places so that every worker’s contribution is respected.

Strategic Directions and Priorities:

- Revitalize enforcement capacity — a new enforcement strategy that focuses on corporate-wide accountability.
- Develop and conduct programmatic initiatives and litigation focused on the most persistent and egregious violators.
- Implement a stakeholder strategy that reaffirms commitments to equal employment opportunity and affirmative action by building coalitions and collaborative partnerships among Federal and State agencies, Federal contractor communities, community-based

- Strengthen compliance evaluations of compensation practices and discrimination of Federal contractors.
- Partner with national and community-based advocacy groups to educate workers on their equal employment opportunity rights and employer responsibilities.
- Continue development of proposed rule-making.
- Promoting and quantifying new job opportunities that stem from conciliation agreements with Federal contractors.
- Conduct construction reviews that resolve discrimination against women and minorities.

Office of Labor-Management Standards (OLMS)

The Office of Labor-Management Standards (OLMS) administers the Labor-Management Reporting and Disclosure Act of 1959, as amended (LMRDA) and related laws. These laws primarily establish safeguards for union democracy and union financial integrity and require public disclosure reporting by unions, union officers, union employees, employers, labor consultants and surety companies.

OLMS also administers employee protections under various Federally-sponsored transportation programs that require fair, equitable protective arrangements for transit employees when Federal funds are used to acquire, improve, or operate a transit system. These arrangements must be approved by the Department of Labor before Federal funds can be released to grantees.

OLMS contributes to the following Departmental goal in support of the Secretary’s vision of *good jobs for everyone*:

Outcome Goal 3.3—Ensure worker voice in the workplace

Strategic Directions and Priorities:

- Increase effectiveness by focusing audit resources on labor unions most likely to be in violation of the law.
- Increase timeliness in resolving union member election complaints.
- Improve public disclosure access by increasing the percentage of reports filed electronically.
- Increase the number of disclosure forms (Form LM-10s and LM-20s) filed that report activity made with the purpose of persuading employees with regard to their rights to organize and bargain collectively.
- Expand the Internet public disclosure service to improve transparency and public access to information reported by unions, union officers, union employees, employers, labor consultants and surety companies under the Act.
- Increase compliance assistance in an outreach effort and initiative in creating “systems changes” in labor unions.

Wage and Hour Division (WHD)

The Wage and Hour Division is responsible for administering and enforcing a number of laws that establish the minimum standards for wages and working conditions in the United States. These labor statutes provide basic protections for all workers and while they differ in scope, all of the statutes enforced by WHD are intended to protect and to promote the welfare of the nation's workforce, to provide opportunities for advancement, and to ensure fair compensation for work performed. The Fair Labor Standards Act (FLSA) minimum wage provisions and the prevailing wage laws provide a floor for the payment of fair wages, while the FLSA overtime provisions are intended to broaden work opportunities and promote employment. The Migrant and Seasonal Agricultural Worker Protection Act and the immigration programs establish working conditions intended both to protect the wages and the safety and health of vulnerable workers and to ensure that the labor force is not displaced by lower-paid foreign or migrant labor. The prevailing wage programs provide protection to local middle class workers who may be disadvantaged by competition from outside labor who offer their services at wages lower than those in the locality. The Family and Medical Leave Act was enacted to help workers balance family and work responsibilities, and the child labor provisions of the FLSA ensure the safe employment of young workers, encourage their educational endeavors, and provide a path to future employment.

WHD contributes to the following Departmental goals in support of the Secretary's vision of *good jobs for everyone*:

- Outcome Goal 1.1—Increase workers' incomes and narrow wage and income inequality
- Outcome Goal 1.5—Secure wages and overtime
- Outcome Goal 2.1—Secure safe and healthy workplaces, particularly in high-risk industries
- Outcome Goal 3.2—Provide workplace flexibility for family and personal care-giving

Strategic Direction and Priorities:

- Protecting the most vulnerable workers in the workplace — ensuring that they are employed in compliance with wage and hour laws.
- Promoting sustained and corporate-wide compliance among employers — making certain that employers, including the most persistent violators, are brought into and maintain compliance.
- Fostering a customer-oriented, quality-driven culture within WHD and boosting customer satisfaction among workers seeking WHD services and other entities that share the goals of improving the lives of working men, women, and children.
- Issuing prevailing wage determinations that are current and accurate.
- Pursuing regulatory initiatives that broadly support and advance the *good jobs for everyone* vision.

Employee Benefits Security Administration (EBSA)

The Employee Benefits Security Administration supports the Secretary's strategic vision of *good jobs for everyone* by protecting workers and their families' retirement and health benefits security through administration and enforcement of the Employee Retirement Income Security Act of 1974 (ERISA). This budget request will enable EBSA to implement an aggressive regulatory agenda and proactive enforcement, outreach and education programs that protect the most vulnerable populations while ensuring broad compliance with ERISA and related laws. EBSA is committed to protecting more than 150 million Americans covered by an estimated 708,000 private retirement plans, 2.5 million health plans, and similar numbers of other welfare benefit plans; as well as plan sponsors and members of the employee benefits community.

EBSA contributes to the following Departmental goal in support of the Secretary's vision of *good jobs for everyone*:

Outcome Goal 4.3—Improve health benefits and retirement security for all workers

Strategic Directions and Priorities:

- Continue a multi-faceted enforcement program that effectively targets the most egregious and persistent violators.
- Establish a strong regulatory framework supported by an aggressive regulatory agenda.
- Play a major role in the implementation of significant health reform legislation.
- Provide innovative outreach and education that assists workers to protect their pension and health benefits.
- Conduct a robust, well-integrated research program based on evidence and comprehensive analysis.
- Ensure innovation, evaluation, and improved implementation of human capital management programs.

Pension Benefit Guaranty Corporation (PBGC)

The Pension Benefit Guaranty Corporation (PBGC or the Corporation) was created by the Employee Retirement Income Security Act of 1974 (ERISA) to encourage the continuation and maintenance of private-sector defined benefit pension plans, provide timely and uninterrupted payment of pension benefits, and keep pension insurance premiums at a minimum. Defined benefit pension plans promise to pay a specified monthly benefit at retirement, commonly based on salary and years on the job.

PBGC insures basic pension benefits of nearly 44,000,000 American workers and retirees participating in 29,000 private sector defined benefit plans – providing benefit payments of about \$4,300,000,000 annually and management of more than \$63,000,000,000 in total assets. PBGC is responsible for administering two insurance programs – the single-employer program and the multi-employer program.

PBGC contributes to the following Departmental goal in support of the Secretary's vision of *good jobs for everyone*:

Outcome Goal 4.3—Improve health benefits and retirement security for all workers

Strategic Directions and Priorities:

- Safeguard the federal pension insurance system for the benefit of participants, plan sponsors, and other stakeholders.
- Provide exceptional service to customers and stakeholders.
- Exercise effective and efficient stewardship of PBGC resources.

Employment and Training

Employment and Training Administration (ETA)

The Employment and Training Administration provides high quality employment assistance, labor market information, job training, and income support through the administration of the following programs: programs authorized by the Workforce Investment Act of 1998 (WIA) for adults, dislocated workers, youth, and targeted populations; Trade Adjustment Assistance (TAA) authorized by the Trade Act of 1974, as amended; Employment Services authorized under the Wagner-Peyser Act; Unemployment Insurance (UI) authorized by the Social Security Act; Foreign Labor Certification activities authorized by the Immigration and Nationality Act; the Senior Community Service Employment Program authorized by the Older Americans Act; and Apprenticeship programs, authorized by the National Apprenticeship Act, as well as significant enhancements to many of these programs, and the new program of Competitive Grants for Worker Training and Placement in High Growth and Emerging Industry Sectors authorized under the American Recovery and Reinvestment Act of 2009 (Recovery Act).

The public workforce system has a vital role to play in our knowledge-based economy, contributing to our nation's global competitiveness and economic productivity by providing lifelong learning opportunities and a broad array of services. The downturn of the economy has posed substantial economic and workforce challenges to our nation, but the workforce system is responding to these challenges by becoming more flexible and innovative in order to get workers back to work quickly and support the workforce needs of employers in our recovering economy, particularly in high demand and emerging industry sectors. The workforce system provides critical services to a broad array of customers, including new customers at all skill levels – those who have lost their jobs and who will continue to need our support to meet their changing needs. These services include high-quality career counseling and case management, and assessments that identify transferable skills. ETA and the workforce system are committed to continuous improvement and testing new ideas and approaches that are rigorously evaluated.

ETA contributes to the following Departmental goals in support of the Secretary's vision of *good jobs for everyone*:

- Outcome Goal 1.1—Increase workers' incomes and narrow wage and income inequality
- Outcome Goal 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
- Outcome Goal 1.3—Help workers who are in low-wage jobs or out of the labor market find a path into middle class jobs
- Outcome Goal 1.4—Help middle-class families remain in the middle class
- Outcome Goal 1.5—Secure wages and overtime
- Outcome Goal 4.2—Ensure income support when work is impossible or unavailable

Strategic Directions and Priorities:

- Provide an innovative public workforce system capable of helping to enable future economic growth and advancing shared prosperity for Americans.
- Continue support of Green Jobs — supporting the creation and expansion of good green jobs by developing a skilled workforce for these industries.
- Increase services and training for workers in need.
- Enhance programs that provide opportunities to particularly vulnerable populations – WIA Youth and YouthBuild for disadvantaged youth, Native Americans and migrant and seasonal farmworkers, and One-Stop services for individuals with disabilities.
- Improve the effectiveness of services through innovative funding mechanisms and rigorous research and evaluation.
- Expand regional partnerships and collaboration.
- Promote sector strategies for high-demand industry sectors, including the nation’s investment in green jobs and health sector jobs as an effort to restart the economy.
- Forge meaningful partnerships with other Federal agencies.
- Continue to develop a workforce system that embodies a dual customer approach — meeting the needs of both workers and employers.

Office of Job Corps

The Office of Job Corps supports the administration and management of the Job Corps program, which helps at-risk youth who need and can benefit from intensive education and training services to become more employable, responsible, and productive citizens. The program currently operates in a group setting at 123 centers, both residential and non-residential, in 48 states, the District of Columbia and the Commonwealth of Puerto Rico. Job Corps will open another center in PY 2010 and is also building three new centers that will open in PY 2011 and PY 2012.

The program serves economically at-risk youth, aged 16-24, who must also be one or more of the following: basic skills deficient; a school dropout; homeless, a runaway, or a foster child; a parent; or an individual who requires additional education, vocational training, or intensive counseling and related assistance in order to participate successfully in regular schoolwork or to secure and hold employment. Job Corps serves more than 60,000 individuals per year; 75.6 percent of Job Corps enrollees are high school dropouts. Nearly 50 percent are unemployed at the time of enrollment, and 33.8 percent come from families on public assistance. High school dropouts between the ages of 16-24 are more likely than high school graduates to be unemployed, and data also indicates that 18 to 24 year-olds who did not complete high school have lower than average incomes.

Job Corps provides services through a comprehensive program including career-oriented training based on industry standards, contextual learning combining academic and career training, and a variety of integrated, real-world learning experiences. Students gain important new skills to increase their employability including job search skills, basic information technology, personal development and personal management skills. After graduation, to assist in job placement and

retention, students are provided an array of transitional support services such as assistance with securing housing, transportation, and child care.

The Office of Job Corps contributes to the following Departmental goals in support of the Secretary's vision of *good jobs for everyone*:

Outcome Goal 1.1—Increase workers' incomes and narrow wage and income inequality

Outcome Goal 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

Outcome Goal 1.3—Help workers who are in low-wage jobs or out of the labor market find a path into middle class jobs

Strategic Directions and Priorities:

- Focus all job training on high-growth industry sectors, and in-demand occupations.
- Align all training to meet industry certification, state licensing, and/or apprenticeship requirements.
- Ensure all education and training is rigorous and relevant, and prepares students for careers, postsecondary education and advanced training opportunities, and lifelong learning.
- Have high standards and expectations for all students, including low achievers, and those with disabilities and other special needs.
- Use evidence-based strategies and models as the basis for transformation.
- Create a system-wide learning culture where continuous improvement and innovation are fostered and rewarded.
- Employ cost-effective and efficient approaches.
- Employ systems and approaches that ensure transparency, accountability and continuous improvement.

Veterans' Employment and Training Service (VETS)

The Veterans' Employment and Training Service provides veterans and transitioning service members the resources and services to succeed in the workforce by maximizing their employment opportunities, protecting their employment rights, and meeting labor market demands with qualified veterans.

VETS helps veterans obtain positive employment outcomes through services provided at One-Stop Career Centers and other locations. Grants are provided to State Workforce Agencies (SWA) to support staff dedicated to serving Veterans, including those who require special assistance due to disabilities or other barriers to employment. VETS also provides funding, through the Homeless Veterans' Reintegration Program (HVRP) and Veterans' Workforce Investment Program (VWIP), to organizations that serve Veterans with employment barriers that warrant more comprehensive services.

VETS protects the employment and reemployment rights of veterans and members of the National Guard and Reserve Forces under the provisions of the Uniformed Services Employment

and Reemployment Rights Act (USERRA) program so that they can serve on active duty without harm to their employment status; and by assuring that veterans who seek Federal employment obtain the preferences agencies are required to apply.

VETS contributes to the following Departmental goals in support of the Secretary's vision of *good jobs for everyone*:

Outcome Goal 1.1—Increase workers' incomes and narrow wage and income inequality

Outcome Goal 1.3—Help workers who are in low-wage jobs or out of the labor market find a path into middle class jobs

Outcome Goal 3.1—Break down barriers to fair and diverse work places so that every worker's contribution is respected.

Strategic Directions and Priorities:

- Support Disabled Veterans' Outreach Program specialists, Local Veterans' Employment Representatives, and Transition Assistance Program Employment Workshops through the Jobs for Veterans State Grants.
- Launch a new Jobs for Veterans State Grants program service delivery model to improve the quality and effectiveness of employment services.
- Enhance Transition Assistance Program (TAP) workshops to make them more accessible to spouses of separating Service Members, so that the entire military family can successfully transition to new jobs in new locations.
- Provide Homeless Veterans' Reintegration Program competitive grants to operators of employment programs that specialize in outreach, supportive services and training for homeless veterans, including homeless women veterans, to assist in their reintegration into the workforce.
- Provide training to Federal staff and Veterans service providers through the National Veterans' Employment and Training Services Institute.
- Award competitive grants through the Veterans' Workforce Investment Program that are geared toward focused training, re-training and employment opportunities for recently separated veterans to meet the needs of employers for qualified workers in high demand industries, particularly those occupations requiring a license or certification. The goal has been refined to provide services that will result in new skills and employment in Green Jobs as referenced in the Green Jobs Act of 2007.
- Collaborate with the Departments of Defense and Veterans Affairs and with State partners and Veterans' service organizations to implement USERRA and Federal Veterans' Preference enforcement activities.

Benefits

Office of Workers' Compensation Programs (OWCP)

The Office of Workers' Compensation Programs (OWCP) is comprised of four separate compensation programs which provide wage replacement, medical treatment, and vocational rehabilitation benefits and one division providing information technology support services.

- The Federal Employees' Compensation Act (FECA) program provides monetary wage-loss and medical compensation to civilian employees of the Federal Government injured at work, and to certain other designated groups.
- The Longshore and Harbor Workers' Compensation Act program provides similar benefits to injured private sector workers engaged in certain maritime and related employment.
- The Black Lung Benefits program provides monetary and medical benefits to totally disabled miners suffering from coal mine pneumoconiosis stemming from mine employment, and monetary benefits to their dependent survivors.
- The Energy Employees Occupational Illness Compensation Program Act (EEOICPA) provides benefits to employees or survivors of employees of the Department of Energy (DOE), contractors or subcontractors with DOE, who have been diagnosed with cancer due to exposure to radiation or toxic substances.
- The Division of Information Technology Management and Services (DITMS) provides information technology General Services Support (GSS) shared by the Wage and Hour Division (WHD), the Office of Federal Contract Compliance Programs (OFCCP), the Office of Workers' Compensation Programs (OWCP), and the Office of Labor Management Standards (OLMS).

Major workload activities in OWCP include: claims adjudication, benefit payment, disability case management, assisting in the re-employment of people with disabilities, medical bill processing, information services delivery, benefit fund management, and technical assistance to employers to ensure proper compliance with OWCP procedures and requirements including insurance/self-insurance and payment of benefits.

OWCP contributes to the following Departmental goals in support of the Secretary's vision of *good jobs for everyone*:

Outcome Goal 1.4—Help middle-class families remain in the middle class.

Outcome Goal 4.1—Facilitate return to work for workers experiencing workplace injuries or illnesses who are able to work and sufficient income and medical care for those who are unable to work

Outcome Goal 4.2—Ensure income support when work is impossible or unavailable.

OWCP activities and strategies support achievement of DOL outcomes. Earlier recovery from injury, shorter time away from work, and reduced lost production days are supported by OWCP's proactive disability claims management. OWCP uses early nurse intervention to coordinate medical treatment and provide reemployment assistance in new FECA cases. Permanently disabled claimants receive vocational rehabilitation assistance. Return to work will

be supported with a new performance goal to increase the percentage of injured Federal workers reemployed by Federal agencies and through continued reduction of LPD rates. New measures in the Longshore Program will focus on reducing the time between cessation of wages and beginning of compensation to injured workers. Timely delivery of medical services is ensured through centralized coordination and processing of requests from providers for treatment authorizations. Income support and medical care are ensured through proper claims adjudication and efficient case processing, effective mediation of disputed claims, and accurate and timely payment of benefits. Timely delivery of compensation payments also ensures that the economic position of workers with injuries will not be jeopardized by extended interruptions in income. OWCP has improved customer access to program information through its communications systems to be more responsive to customer service needs.

Strategic Directions and Priorities:

- Evaluate best practices that will improve FECA's proactive disability claims management.
- Expand resources to research new strategies and provide assistance to Federal employers to expand opportunities and the retention of reemployed injured workers.
- Proper claims adjudication, effective mediation in disputed claims, efficient case processing, and accurate and timely payment of benefits.
- Launch the "Protecting Our Workforce and Ensuring Re-employment (POWER)" initiative to bring a greater focus on the Federal Government as a model employer for workers injured on the job and returning to the workplace or for employing workers with disabilities.
- Propose legislation for FECA reform.
- Speed claims reporting and shorten the duration between injury and first payment of benefits in the Longshore program.
- Engage Coal Mine Workers' Compensation stakeholders with outreach and educational activities.
- Continue to evaluate program performance and effectiveness.
- Continue to enhance systems and develop integrated IT technology services to improve and support business processes.

Policy

Bureau of International Labor Affairs (ILAB)

The Bureau of International Labor Affairs (ILAB) supports the President's international agenda on labor matters, carries out international responsibilities for the Secretary of Labor, fulfills mandates from the Congress, and provides oversight and coordination of the Department's international activities.

ILAB works to improve working conditions and labor standards for workers around the world. Fostering fair working conditions in the global marketplace is an integral component of the Department of Labor's strategic goal "Good jobs for everyone". The Department recognizes the need to ensure that global markets are governed by fair market rules that protect vulnerable people, including women and children, and provide workers a fair share of their productivity and voice in their work lives. These objectives will contribute to achieving the Department's goals for U.S. workers, build the foundation for a sustained recovery of the global economy and contribute to a more balanced pattern of global trade in the future. Pursuing these objectives also will once again position the U.S. as a leader and pace-setter on international labor issues and demonstrate our commitment to assist governments that have the political will to foster better livelihoods and rights for their workforces.

In order to carry out these strategic objectives, responsibilities, and mandates, ILAB collaborates with other U.S. government agencies to formulate international economic, trade, and labor policies, including the formulation and implementation of the labor aspects of international trade and investment agreements; coordinates U.S. government participation in international organizations relative to labor issues; oversees and implements technical assistance programs; and conducts research and analysis and publishes reports on international labor issues.

ILAB contributes to the following Departmental goal in support of the Secretary's vision of *good jobs for everyone*:

Outcome Goal 5.1—Assure that global markets are governed by fair market rules that protect vulnerable people including women and children, and provide workers a fair share of productivity and a voice in their work lives.

Strategic Direction and Priorities:

- Implement new approaches to counter the root causes of child labor
- Improve the ability of workers in trading partner countries to work in good jobs, receive a fair share of their productivity, and enjoy a voice in their work lives
- Improve worker rights and livelihoods for vulnerable populations
- Improve its Monitoring and Enforcement of Trade Agreements to protect workers' rights

- Engage more extensively and substantively with other countries' labor ministries and with international and regional organizations.
- Coordinate the Department's participation in international labor organizations and the interagency trade and economic policy process

Office of Disability Employment Policy (ODEP)

The Office of Disability Employment Policy was established to bring a permanent focus within the U.S. Department of Labor and across the Federal government to the development, evaluation, and dissemination of policy strategies that address the significant barriers to employment faced by individuals with disabilities. Although many people with disabilities are prepared, willing, and able to work, they remain a largely untapped labor pool.

ODEP will focus on bringing together Federal agencies, private and public sector employers, labor organizations, and other stakeholders to develop policy solutions that will expand physical and programmatic access to One-Stop Career Centers and the workforce system in general; improve employer organizational practices and make workplaces more inclusive; and increase access to the employment supports that are crucial to an individual's success throughout the employment process, and especially to a job seeker or worker with a disability.

ODEP contributes to the following Departmental goal in support of the Secretary's vision of *good jobs for everyone*:

Outcome Goal 3.1—Break down barriers to fair and diverse workplaces so that every worker's contribution is respected

Strategic Directions and Priorities:

- Leverage incentives and reduce disincentives to securing “good jobs for everyone.”
- Increase Federal workforce participation and make the government a model employer.
- Ensure the availability of and access to universally usable workplace technology.
- Increase and improve access to Workforce Investment Act (WIA) programs.
- Reduce discrimination, ensure civil rights protections, and promote affirmative hiring programs and authorities.
- Improve return-to-work outcomes.
- Increase integrated employment at minimum wage or above and access to employment benefits.
- Transition returning wounded and injured service members to “good jobs
- Improve employment outcomes for diverse populations, including women, minorities and transition age youth.
- Validate and replicate evidence-based disability employment policy and effective practices.

Women's Bureau (WB)

The Women's Bureau is the only Federal office exclusively concerned with serving and promoting the interests of women in the workforce. The Bureau conducts research, projects, outreach, and evaluations on issues of importance to working women, and provides information about women in the labor force to stakeholders and customers.

The Bureau assists women across generations and socio-economic groups in their efforts to participate in a sustainable green economy by attaining higher-paying, career ladder jobs by linking women, community organizations, employers, and training providers with support services to facilitate women's success in non-traditional and emerging fields. Additionally, the Bureau promotes workplace flexibility as a tool to help workers navigate their personal and family care responsibilities, provides information on employment rights, and helps women acquire and maintain better wages, benefits, and retirement security, with a special emphasis on women veterans who are homeless and women with disabilities, as well as women in low-income, disadvantaged, and underserved communities.

WB contributes to the following Departmental goals in support of the Secretary's vision of *good jobs for everyone*:

- Outcome Goal 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
- Outcome Goal 1.3—Help workers who are in low-wage jobs or out of the labor market find a path into middle class jobs
- Outcome Goal 5.1—Assure that global markets are governed by fair market rules that protect vulnerable people, including women and children, and provide workers a fair share of their productivity and voice in their work lives

Strategic Directions and Priorities:

- Develop and share resources and information with employers, unions, and working women on fair pay and negotiating for better wages and benefits.
- Collaborate with other DOL agencies on initiatives to decrease occupational segregation — one of the leading causes of income inequality.
- Help prepare women across generations and socio-economic groups for the emerging green jobs sector and other non-traditional occupations.
- Help ensure that women acquire the skills and knowledge needed to become or remain employed in occupations that are characterized by family-supporting wages and opportunities for advancement.
- Collaborate with other Federal agencies, workforce professionals, non-profits, and women's organizations to increase awareness of training, employment, and entrepreneurship opportunities in “green” and non-traditional industries.
- Assist green jobs training programs in recruiting more women and that the women in these programs, as well as those working in the field, have adequate support systems.
- Promote workplaces that are free of discrimination and harassment through publications and a broad-based multi-media campaign on employment rights, including the rights of pregnant women, mothers, women with disabilities, and women veterans.

- Build on the lessons learned from its successful Flex-Options project and continue to promote workplace flexibility.
- Build on the Wi\$eUp project to promote financial literacy and education, especially among the U.S.'s Spanish-speaking population.
- Place special emphasis on women veterans who are homeless and women with disabilities.
- Collaborate with DOL's International Labor Affairs Bureau to support the development of labor practices that improve the lives of women workers around the globe.
- Collaborate with BLS to explore ways to improve the collection of data on parental leave, child care responsibilities, family leave insurance program usage, and other data related to the intersection of work and family responsibilities.

Office of the Solicitor (SOL)

The Office of the Solicitor (SOL) provides the Secretary and all agencies of the Department of Labor with high quality legal enforcement and support services that improve the effectiveness of the Department in achieving the outcome goals that support the Secretary's vision of "Good Jobs for Everyone." SOL's strategic goals are designed to ensure:

- That the Department maintains an effective litigation strategy that advances Departmental goals.
- That DOL regulations achieve agency policy objectives and comply with all legal requirements; and
- That DOL actions are based on sound legal advice.

SOL's enforcement litigation and other legal services support each of the Department's five Strategic Goals, as well as all of the Department's Outcome Goals.

Statistics

Bureau of Labor Statistics (BLS)

BLS directly supports Secretary Solis' vision of *Good Jobs for Everyone* by producing timely, accurate, and relevant statistics reflecting labor market activity, working conditions, and price changes in the economy. Statistics produced by BLS support the formulation of economic and social policy affecting virtually all Americans. By providing data for analysis and decision-making, BLS supports the following Outcome Goals for *Good Jobs for Everyone*:

Outcome Goal 1.1—Increase workers' incomes and narrow wage and income inequality;

Outcome Goal 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;

Outcome Goal 2.1—Secure safe and healthy workplaces, particularly in high-risk industries;

Outcome Goal 3.2—Provide workplace flexibility for family and personal care-giving;

Outcome Goal 3.3—Ensure worker voice in the workplace; and

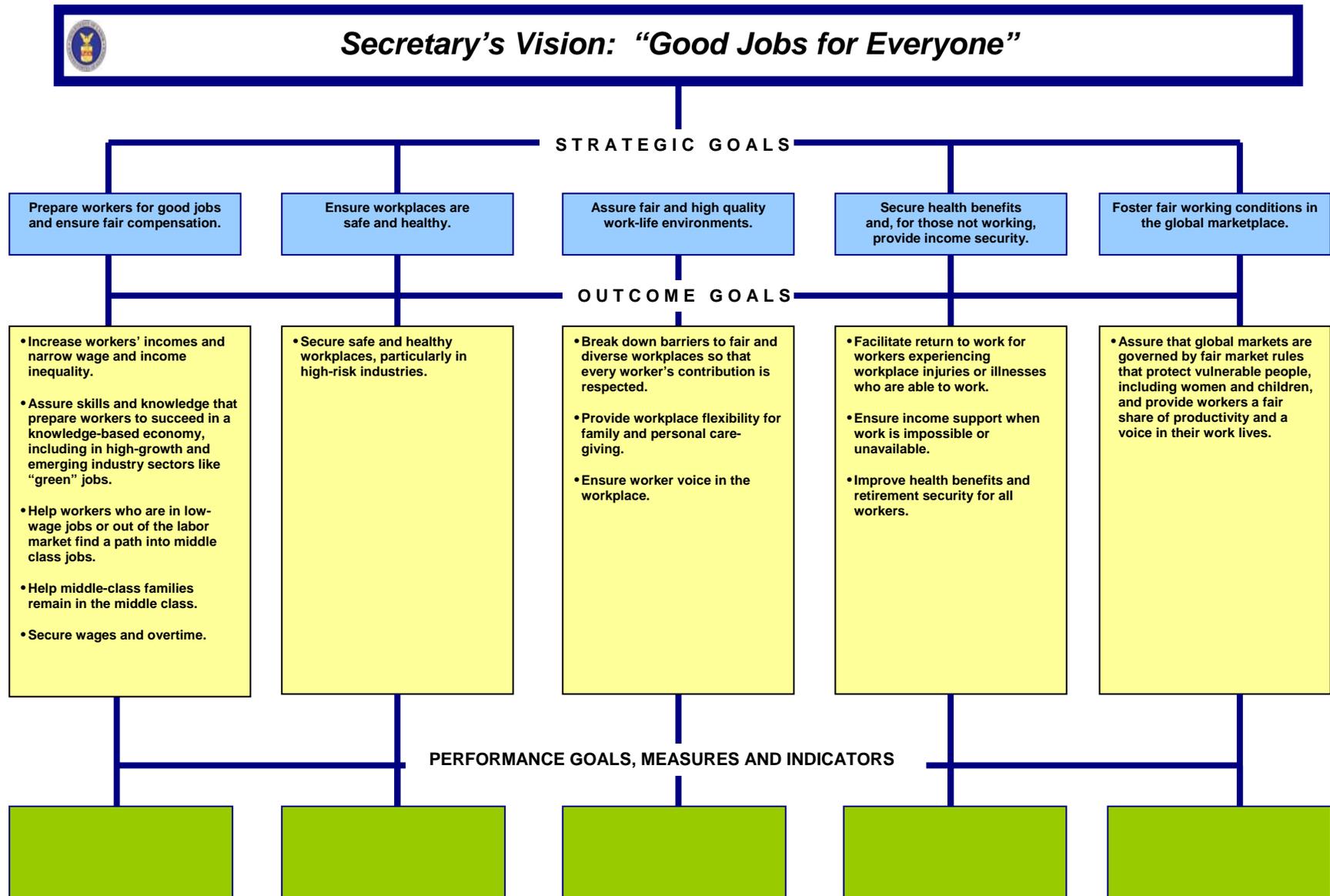
Outcome Goal 4.3—Improve health benefits and retirement security for all workers.

Strategic Directions and Priorities:

- BLS serves the general public, the U.S. Congress, other Federal agencies, State and local governments, business, and labor who need up-to-date, high-quality statistical information to formulate policy, negotiate purchasing agreements, and plan for the future.
- BLS continuously strives to improve its data products by analyzing and evaluating new economic survey methods, new technologies, and new survey design and collection approaches in order to better serve the American public.
- In 2011, BLS will expand the Occupational Employment Statistics sample to collect data annually from a subset of establishments, making possible year-to-year comparisons of occupational trends in employment and wages.
- Additionally, in 2011, BLS will reduce the variance to the Consumer Price Index (CPI) by increasing the number of CPI commodity and services price quotes collected by 50 percent. BLS also will conduct research on how to improve or replace the current survey for identifying the sample of retail outlets that are used to initiate and reprice items in the CPI.
- Also in 2011, BLS will modernize the Consumer Expenditure (CE) Survey, improving the quality of data generated by the current survey and the accuracy of its inputs into the CPI. Further, BLS will modify the CE Survey to support the Census Bureau in its development of a new statistical poverty measure, using CE data, to supplement the current official measure.

The BLS performance goals and measures that support the Secretary's Outcome Goals are available in the 2011 Congressional Budget Justification (CBJ) in the Summary of Performance, pages 75-108.

Strategic Goal Framework



Performance Goals and Measures

Strategic Goal 1: Prepare workers for good jobs and ensure fair compensation

Outcome Goal 1.1—Increase workers' incomes and narrow wage and income inequality

ETA Increase the average earnings of individuals served through the Workforce Investment Act, Trade Adjustment Assistance, and Community Service Employment for Older Americans Programs.	Results	Targets		
	PY 2008	PY 2009	PY 2010	PY 2011
Average earnings in the second and third quarters after exit (six months average) (WIA-Adult)	\$14,649	\$13,741	\$13,848	\$14,205
Average earnings in the second and third quarters after exit (six months average) (WIA-Dislocated Workers)	\$16,167	\$15,542	\$15,618	\$15,869
Average earnings in the second and third quarters (six months average) (WIA INAP)	\$9,780	\$9,174	\$9,245	\$9,484
Average earnings in the second and third quarters (six months average) (CSEOA or SCSEP)	\$6,795	\$6,374	\$6,423	\$6,589
	FY 2009	FY 2010	FY 2011	
Average earnings in the second and third quarters after exit (six months average) (TAA)	\$15,087	\$13,172	\$13,391	

Job Corps Increase placement of Job Corps students in employment and education.	Results	Targets		
	PY 2008	PY 2009	PY 2010	PY 2011
Percent of Job Corps participants entering employment or enrolling in post secondary education and/or advanced training/ occupational skills training in the first quarter after exit	66%	75%	76%	77%
Average wage of participants at initial placement	Baseline	\$8.85	\$8.95	\$9.10
Average wage of placed graduates	Baseline	\$9.02	\$9.10	\$9.25

VETS	Results	Targets		
	PY 2008	PY 2009	PY 2010	PY 2011
Entered Employment Rate (EER) for all veterans receiving services through One-Stop Career Centers	58.7%	55.6%	56.0%	57.2%
Employment Retention Rate (ERR) for all veterans receiving services through One-Stop Career Centers	80.6%	77.8%	78.2%	79.4%
Average Earnings for all veterans receiving services through One-Stop Career Centers	\$16,583	\$14,536	\$14,660	\$15,707

WHD Issue prevailing wage determinations that are current and accurate.	Results	Targets	
	FY 2009	FY 2010	FY 2011
Percent of Davis-Bacon wage rates based on survey data that are three years old or less	N/A	Baseline	TBD

Outcome Goal 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

ETA

Increasing skill attainment, certification and work preparedness of individuals served through a range of programs to prepare them to compete in a knowledge-based economy featuring emerging industries such as green jobs.

	Results	Targets		
	PY 2008	PY 2009	PY 2010	PY 2011
Percent of participants entering employment or enrolling in post-secondary education, the military or advanced training/occupational skills training in the first quarter after exit (WIA-Youth)	60.6%	58.0%	58.3%	59.3%
Percent of participants who earn a diploma, GED, or certificate by the end of the third quarter after exit (WIA-Youth)	53.9%	47.9%	48.5%	50.8%
Percent of participants who earn a diploma, GED, or certificate by the end of the third quarter after exit (YouthBuild)	N/A	Baseline	TBD	TBD
Total Completed Training (Green Jobs Innovation Fund)	N/A	Baseline	TBD	TBD
Number of participants receiving certifications (Career Pathways)	26,938	26,938	26,938	26,938

Job Corps

Provide student with the credentials and competitive skills they need to pursue challenging careers in high growth and emerging industry sectors

	Results	Targets		
	PY 2008	PY 2009	PY 2010	PY 2011
Average wage of graduates placed in an occupation or industry related to their training	Baseline	\$9.45	\$9.55	\$9.70

WB:

Prepare workers for good jobs that ensure fair compensation

	Results	Targets	
	FY 2009	FY 2010	FY 2011
Number of entities using/adopting WB resources to increase outreach in high-growth and emerging industry sector training and employment occupations for women (new project in 2010)	N/A	Baseline	TBD

Outcome Goal 1.3—Help workers who are in low-wage jobs or out of the labor market find a path into middle class jobs

ETA

Providing workers with the resources necessary to increase their likelihood of obtaining and retaining middle class jobs.

	Results	Targets		
	PY 2008	PY 2009	PY 2010	PY 2011
Percent of participants employed in the first quarter after exit (entered employment) (WIA-Adult)	68.1%	65.5%	65.8%	66.8%
Percent of participants employed in the first quarter after exit (entered employment) (WIA-DW)	67.6%	66.3%	66.5%	67.0%
Percent of participants employed in the first quarter after exit (entered employment) (WIA-INAP)	62.6%	60.2%	60.5%	61.4%
Percent of participants employed in the first quarter (entered employment) (National Farmworkers Jobs Program (NFJP))	80.3%	72.2%	77.6%	78.8%
Percent of participants employed in the first quarter (entered employment) (Employment Service)	59.7%	56.5%	56.9%	58.1%
	FY 2009	FY 2010	FY 2011	
Percent of participants employed in the first quarter after exit (entered employment) (Registered Apprenticeship)	70.2%	66.5%	67.0%	

Job Corps

Improve educational achievements of Job Corps students to better prepare them for middle class jobs.

	Results	Targets		
	PY 2008	PY 2009	PY 2010	PY 2011
Percent of students who attain a GED, high school diploma, or certificate while enrolled in the program	55%	55%	56%	57%
Percent of students who achieve literacy or numeracy gains of one or more Adult Basic Education (ABE) levels	58%	58%	59%	60%

VETS

	Results	Targets		
	PY 2008	PY 2009	PY 2010	PY 2011
Entered Employment Rate (EER) for disabled veterans receiving services through One-Stop Career Centers	55.8%	51.4%	51.8%	53.0%
Employment Retention Rate (ERR) for disabled veterans receiving services through One-Stop Career Centers	79.7%	76.9%	77.3%	79.1%
Average earnings for disabled veterans receiving services through One-Stop Career Centers	\$16,873	\$14,743	\$15,047	\$16,094
Number of disabled veterans receiving intensive services	N/A	Baseline	TBD	TBD
Number of disabled veterans placed in WIA training	N/A	Baseline	TBD	TBD

WB: Helping women who are in low-wage jobs or out of the labor market find a path into middle class jobs	Results	Targets	
	FY 2009	FY 2010	FY 2011
Number of targeted Federal, state, local agencies, and service providers adopting strategies for serving women veterans (new project in 2010)	N/A	Baseline	TBD

Outcome Goal 1.4—Help middle-class families remain in the middle class

ETA Ensuring that those workers adversely affected by foreign and domestic economic conditions can remain in the middle class.	Results	Targets		
	PY 2008	PY 2009	PY 2010	PY 2011
Percent of participants employed in the first quarter after exit still employed in the second and third quarters after exit (retention) (WIA-Dislocated Workers)	86.0%	84.0%	84.2%	85.0%
Percent of participants employed in the first quarter after exit still employed in the second and third quarters after exit (retention) (Employment Services)	79.6%	76.6%	77.0%	78.2%
	FY 2009	FY 2010	FY 2011	
Percent of participants still employed in the second and third quarters after exit (retention) (Registered Apprenticeship)	83.2%	81.4%	80.6%	
Percent of participants still employed in the second and third quarters after exit (retention) (TAA)	89%	83.3%	83.9%	

OWCP Reduce the economic consequences of work-related injury or illness.	Results	Targets	
Performance Indicators:	FY 2009	FY 2010	FY 2011
Average number of days to process Energy Program Part B initial claims	113	120	118
Average number of days to process Energy Program Part E initial claims	159	160	158
Percent of Final Decisions in Part B and Part E in the Energy Program processed within 180 days (hearing cases) and 75 days (all other cases)	92%	89%	90%

Outcome Goal 1.5—Secure wages and overtime

WHD Ensure that vulnerable workers are employed in compliance and secure sustained and verifiable employer compliance, particularly among the most persistent violators.	Results	Targets	
	FY 2009	FY 2010	FY 2011
Percent of employers who remain in compliance with the minimum wage and overtime provisions of the FLSA following a full FLSA investigation	66%	70%	75%
Percent of workers employed in compliance in high-risk industries (janitorial and construction).	N/A	Baseline	TBD

ETA Maintaining oversight to ensure that employers are compliant with wage and overtime laws with respect to certified foreign laborers.	Results	Targets	
	FY 2009	FY 2010	FY 2011
Percent of resolved permanent applications selected for integrity review and found in compliance (OFLC)	N/A	60%	61%
H-2A applications with no pending state actions processed within 15 days of receipt and 30 days from the date of need (OFLC)	48%	53%	57%

Strategic Goal 2: Ensure workplaces are safe and healthy

Outcome Goal 2.1—Secure safe and healthy workplaces, particularly in high-risk industries

MSHA Secure safe and healthy workplaces particularly in high risk industries	Results	Targets	
	FY 2009	FY 2010	FY 2011
Performance Indicators:			
Five-year rolling average fatal injury incidence rate (rate = mining industry fatal injuries per 200,000 hours worked)	.0180	.0171	.0162
Percent of inspector Designated Occupation (DO) respirable coal mine dust samples exceeding the applicable standard(reduction taken from lowest of target/result)	7.78%	7.62%	7.47%
Percent of noise exposures in coal mines above the citation level	4.02%	3.94%	3.86%
Percent of Metal and Nonmetal Mines conducting their own silica dust surveys and noise evaluations for miners	--	Baseline	TBD

OSHA Secure safe and healthy workplaces particularly in high risk industries	Results	Targets	
	FY 2009	FY 2010	FY 2011
Number of construction fatalities associated with the four leading causes of workplace death under OSHA's jurisdiction – falls, electrocutions, caught in or between, and struck by	N/A	Baseline 571	2% reduction
Number of general industry fatalities associated with the four leading causes of workplace death under OSHA's jurisdiction – falls, electrocutions, caught in or between, and struck by	N/A	Baseline 743	2% reduction
Number of hazards abated associated with hearing loss in manufacturing	N/A	Baseline 239	3% increase
Number of hazards abated associated with illnesses in general industry and construction	N/A	Baseline 17,072	3% increase
Number of hazards abated associated with workplace amputations	N/A	Baseline 8,901	3% reduction

WHD Ensure basic safety and health protections for young workers and farmworkers.	Results	Targets	
	FY 2009	FY 2010	FY 2011
Percent of H-2A agricultural workers who are employed in compliance with the laws administered and enforced by WHD	N/A	Baseline	30% increase

Strategic Goal 3: Assure fair and high quality work-life environments

Outcome Goal 3.1—Break down barriers to fair and diverse workplaces so that every worker's contribution is respected

OFCCP	Results	Targets	
	FY 2009	FY 2010	FY 2011
Number of cases of Executive Order discrimination resolved	N/A	80	100
Number of investigations in individual Vietnam Era Veterans' Readjustment Assistance Act (VEVRAA) and disability discrimination cases	N/A	10	15
Compliance rate for all other equal employment opportunity requirements*	84.4%	90%	90%
*"All other" refers to the technical requirements necessary to comply with EO laws, such as developing and maintaining an affirmative action plan.			

VETS	Results	Targets		
	PY 2008	PY 2009	PY 2010	PY 2011
Number of female Homeless Veterans Reintegration Program participants	N/A	Baseline	TBD	TBD

ODEP Reduce barriers to fair and diverse workplaces for workers with disabilities	Results	Targets	
	FY 2009	FY 2010	FY 2011
Policy Outputs	39	32	41
Formal Agreements	17	22	27
Effective Practices	15	23	24
ODEP continues to work collaboratively with its partners within DOL and across the Federal government to identify and create baselines in FY 2010 for outcome goals that will address its role in supporting Good Jobs for people with disabilities. Identifying the results of policy change takes years. Thus, ODEP will use a look-back model which uses a continuum of short-term (output), intermediate, long-term and strategic outcome measures. The long-term and strategic outcome measures will require the agency to “look-back” to assess its impact on the systems serving all workers, including those with disabilities.			

Outcome Goal 3.2—Provide workplace flexibility for family and personal care-giving

WHD Promote flexible workplace policies through enforcement of the Family Medical Leave Act (FMLA).	Results	Targets	
	FY 2009	FY 2010	FY 2011
Percent of FMLA complainants who rate WHD’s service as “good” or “very good”	N/A	baseline	+10%

Outcome Goal 3.3—Ensure worker voice in the workplace

MSHA Improve the Timeliness of Discrimination Complaint Investigations	Results	Targets	
	FY 2009	FY 2010	FY 2011
Performance Indicators:			
Percent of investigations of miner discrimination complaints that are completed within 60 days of receipt	68%	75%	80%
Percent of investigations of miner requests for temporary reinstatement that are completed within 20 days of receipt	39%	50%	60%

OLMS Ensure union financial integrity, democracy, and transparency	Results	Targets	
	FY 2009	FY 2010	FY 2011
Number of “persuader” LM-10 and LM-20 reports received	N/A	baseline	+15%
Percent of disclosure reports filed electronically	N/A	18.5%	19.5%

Number of days to resolve union officer election complaints	70	84	80
Percent of audits resulting in a criminal investigation	12.1%	12.5%	13%

Strategic Goal 4: Secure health benefits and, for those not working, provide income security

Outcome Goal 4.1—Facilitate return to work for workers experiencing workplace injuries or illnesses who are able to work

<u>OWCP</u> Assist in the recovery and re-employment of injured workers.	Results	Targets	
	FY 2009	FY 2010	FY 2011
Lost Production Day rate (per 100 employees) for Non-Postal government agencies	35.8	35.4	35
Percent of Federal employees with work-related injuries or illnesses coming under FECA’s Quality Case Management and Vocational Rehabilitation Programs	80.6	81.4	83
Meet Communications Goals (Increase automation for the receipt of claims from Federal agencies; Reduce caller hold times; Respond to calls timely; and Respond to more calls on the same day.)	5 of 6	3 of 4	4 of 4
Average number of days between the date of injury and Longshore’s receipt of the Employer’s First Report of Injury in Defense Base Act cases	113	90	81

Outcome Goal 4.2—Ensure income support when work is impossible or unavailable

<u>ETA</u> Facilitating timely and accurate payments to unemployed workers	Results	Targets	
	FY 2009	FY 2010	FY 2011
Payment Timeliness: Percent of all intrastate UI first payments made within 14 days in states with a waiting week and 21 days in states with no waiting week	82.9%	85.9%	86.0%
Detect Overpayments: Percent of the amount of estimated UI overpayments that states detect and establish for recovery	52.9%	52.8%	53.1%

<u>OWCP</u> Ensure timely and accurate adjudication of income and medical benefits.	Results	Targets	
	FY 2009	FY 2010	FY 2011
Performance Indicators:			
Percent of Wage-Loss Claims received timely from non-Postal Federal agencies	57%	60%	64%
Average number of days between onset of disability and date of first payment of Longshore	132	112	101

compensation in Defense Base Act cases			
Average number of days to process Black Lung claims	201	200	199

Outcome Goal 4.3—Improve health benefits and retirement security for all workers

EBSA Improve health benefits and retirement security for all workers.	Results		
	FY 2009	FY 2010	FY 2011
Performance Indicators			
Percentage of corrected fiduciary violation in civil cases investigated.	----	67%	67%
Percentage of referrals for criminal prosecution accepted by federal, state, or local prosecutors.	----	67%	67%
ESOP and civil MEWA/health fraud compliance reviews (Compliance rate)	----	Baseline	----
Conduct Employee Contribution Project (ECP) look back reviews and establish an ECP recidivism rate	----	Baseline	----
Participant assistance program customer satisfaction index	----	----	Baseline
Note: The new FY 2010 performance measures reflect an interim step for longer-term strategic planning with respect to FY 2011-2015. EBSA is considering various performance measures that may better serve its program during development of the DOL FY 2011-2015 Strategic Plan. For example, EBSA is exploring, amongst other possible performance indicators, whether a relationship exists between reporting compliance (Form 5500) and plan management that may lead to establishing long-term performance indicators.			

PBGC	Results		
	FY 2009	FY 2010	FY 2011
Customer Satisfaction score for premium filers	72	71	72
Customer Satisfaction score for responding to trustee plan participant callers	82	80	81
Customer Satisfaction score for retirees receiving benefits from PBGC	88	85	85
Average time (years) to complete issuing all benefit determinations in a plan	NA	Baseline	3.1
*Note: In FY 2010, PBGC will change the measure from the average time it takes to issue benefit determinations (BDs) to participants to average time it takes to complete issuing all BDs in a plan. This promotes an equal treatment of all plans and more efficient handling of participants.			

Strategic Goal 5: Foster fair working conditions in the global marketplace.

Outcome Goal 5.1—Assure that global markets are governed by fair market rules that protect vulnerable people including women and children, and provide workers a fair share of productivity and a voice in their work lives

ILAB — High Priority Performance Goal 3 Improve worker rights and livelihoods for vulnerable populations in at least eight developing country trading partners by FY 2011.	Results	Targets	
	FY 2009	FY 2010	FY 2011
Number of children prevented or withdrawn from exploitive child labor.	144,890	97,400	82,700*
Number of countries with increased capacities to address child labor as a result of DOL-funded child labor elimination projects.	36	23	23
Percent change in numbers of workers voluntarily joining trade unions and engaging in collective bargaining in countries where these rights had previously been suppressed.		Baseline**	TBD
Percent change in minimum wage and average wages in targeted sectors (such as manufacturing and agriculture) in countries where ILAB undertakes programs or policy initiatives.		Baseline**	TBD
Percent change in labor market participation rate for groups that had been subject to discrimination in countries where ILAB undertakes programs/initiatives to address the problem.		Baseline**	TBD
Number of countries with FTA or trade preference programs that have improved functioning of labor ministries as a result of ILAB technical assistance or policy initiatives.		Baseline**	TBD
*This target takes into account actual targets for projects funded in FY 2007 and earlier. For projects funded in FY 2008 and beyond, the targets are estimates based on funding levels, ILAB's existing cost efficiency ratio of 177 children withdrawn or prevented for each \$100,000 funded, and other factors. Targets for indicator 1 do not take into account funding level in FY 2011 due to the fact that project funds are not typically obligated until the end of the fiscal year. FY 2011 targets therefore only take into account projects funded in FY 2010 and earlier.			
**Starting in FY 2010, ILAB will undertake innovative and targeted programs and policies initiatives to improve worker rights and livelihoods in targeted countries. Baselines and targets for the new performance measures will be established in FY 2010. These measures reflect the new strategic, outcome, and high priority goals for ILAB.			

WB: Foster fair working conditions in the global marketplace	Results	Targets	
	FY 2009	FY 2010	FY 2011
Percent of technical assistance adopted and implemented in official documents on international treaties and policies related to working women	N/A	Baseline	TBD

Misclassification Initiative

The FY 2011 budget includes a multi-agency initiative to strengthen and coordinate Federal and State efforts to enforce statutory prohibitions, identify, and deter misclassification of employees as independent contractors. The initiative requests \$25 million, comprised of:

- *Wage and Hour Division.* \$12 million and 90 FTE are requested to focus on misclassification during targeted WHD investigations.
- *Employment and Training Administration.* \$11.25 million and 2 FTE are requested for competitive grants to States to increase their capacity to focus on misclassification and reward the States that are most successful (or improved) at detecting and prosecuting employers that fail to pay their fair share of taxes due to misclassification.
- *Solicitor of Labor.* \$1.6 million and 10 FTE are requested to pursue misclassification litigation, including multi-State litigation to coordinate enforcement with States and leverage their groundbreaking work.
- *Occupational Safety and Health Administration.* \$150 thousand is requested to modify training curriculum and investigation guidelines to allow inspectors to identify potential employee misclassification and share information with WHD.

In addition, the budget proposes legislation to ensure the proper classification of employees by: (1) shifting the burden of proof to employers to demonstrate that their employees are classified correctly, (2) closing the loophole created by Section 530 of the Revenue Act of 1978, and (3) making misclassification a violation of the Fair Labor Standards Act, with appropriate penalties.