

FY 2021

CONGRESSIONAL BUDGET JUSTIFICATION

WORKING CAPITAL FUND PROGRAMS

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WORKING CAPITAL FUND PROGRAMS

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AMOUNTS AVAILABLE FOR OBLIGATION						
(Dollars in Thousands)						
	FY 2019 Enacted		FY 2020 Enacted		FY 2021 Request	
	FTE	Amount	FTE	Amount	FTE	Amount
A. Appropriation	0	\$0	0	\$0	0	\$0
DOL Reimbursements	766	\$408,672	750	\$414,021	759	\$251,878
Unobligated Balances Carried Forward from Prior Year	0	\$28,973	0	\$27,771	0	\$0
Transfer from Expired/Unexpired Accounts	0	\$3,000	0	\$0	0	\$0
Recoveries	0	\$9,971	0	\$8,000	0	\$8,000
Technology Modernization Fund Transfer	0	\$2,500	0	\$0	0	\$0
Non-DOL Reimbursements	0	\$1,500	0	\$1,500	0	\$1,500
B. Gross Budget Authority	766	\$454,616	750	\$451,292	759	\$261,378
IT WCF Realignment	-130	-\$185,396	-130	-\$185,396	0	\$0
Shared Services Realignment (FAS)	73	\$13,074	73	\$13,074	0	\$0
Shared Services Realignment (HRS)	66	\$10,179	66	\$10,179	0	\$0
Unobligated Balances Carried Forward from Prior Year	0	-\$28,973	0	-\$27,771	0	\$0
Transfer from Expired/Unexpired Accounts	0	-\$3,000	0	\$0	0	\$0
Recoveries	0	-\$9,971	0	-\$8,000	0	-\$8,000
Technology Modernization Fund Transfer	0	-\$2,500	0	\$0	0	\$0
C. Obligational Authority	775	\$248,028	759	\$253,378	759	\$253,378
Unobligated Balances Carried Forward from Prior Year	0	\$28,973	0	\$27,771	0	\$0
Transfer from Expired/Unexpired Accounts	0	\$3,000	0	\$0	0	\$0
Recoveries	0	\$9,971	0	\$8,000	0	\$8,000
Technology Modernization Fund Transfer	0	\$2,500	0	\$0	0	\$0
D. Total Budgetary Resources	775	\$453,645	759	\$289,149	759	\$261,378
Unobligated Balance Carried Forward and FTE lapse	-16	-\$27,771	0	\$0	0	\$0
E. Total, Estimated Obligations	759	\$425,874	759	\$289,149	759	\$261,378

WORKING CAPITAL FUND PROGRAMS

SUMMARY OF CHANGES

(Dollars in Thousands)

	FY 2020 Enacted	FY 2021 Request	Net Change
Budget Authority			
General Funds	\$253,378	\$253,378	\$0
Total	\$253,378	\$253,378	\$0
Full Time Equivalents			
General Funds	759	759	0
Total	759	759	0

Explanation of Change	FY 2021 Change							
	FY 2020 Base		Trust Funds		General Funds		Total	
	FTE	Amount	FTE	Amount	FTE	Amount	FTE	Amount
Increases:								
A. Built-Ins:								
To Provide For:								
Costs of pay adjustments	759	\$101,501	0	\$0	0	\$563	0	\$563
Personnel benefits	0	\$40,885	0	\$0	0	\$0	0	\$0
One day less of Pay	0	\$0	0	\$0	0	\$0	0	\$0
Federal Employees' Compensation Act (FECA)	0	\$220	0	\$0	0	\$2	0	\$2
Benefits for former personnel	0	\$2	0	\$0	0	\$0	0	\$0
Travel and transportation of persons	0	\$1,434	0	\$0	0	\$0	0	\$0
Transportation of things	0	\$0	0	\$0	0	\$0	0	\$0
Rental payments to GSA	0	\$10,707	0	\$0	0	\$0	0	\$0
Rental payments to others	0	\$0	0	\$0	0	\$0	0	\$0
Communications, utilities, and miscellaneous charges	0	\$6,919	0	\$0	0	\$0	0	\$0
Printing and reproduction	0	\$65	0	\$0	0	\$0	0	\$0
Advisory and assistance services	0	\$35,055	0	\$0	0	\$0	0	\$0
Other services from non-Federal sources	0	\$17,583	0	\$0	0	\$0	0	\$0
Working Capital Fund	0	\$0	0	\$0	0	\$0	0	\$0
Other Federal sources (DHS Charges)	0	\$980	0	\$0	0	\$0	0	\$0
Other goods and services from Federal sources	0	\$14,810	0	\$0	0	\$0	0	\$0
Research & Development Contracts	0	\$0	0	\$0	0	\$0	0	\$0
Operation and maintenance of facilities	0	\$18,013	0	\$0	0	\$0	0	\$0
Operation and maintenance of equipment	0	\$1,483	0	\$0	0	\$0	0	\$0
Supplies and materials	0	\$1,246	0	\$0	0	\$0	0	\$0
Equipment	0	\$2,475	0	\$0	0	\$0	0	\$0
Insurance claims and indemnities	0	\$0	0	\$0	0	\$0	0	\$0

WORKING CAPITAL FUND PROGRAMS

Explanation of Change	FY 2021 Change							
	FY 2020 Base		Trust Funds		General Funds		Total	
	FTE	Amount	FTE	Amount	FTE	Amount	FTE	Amount
Land and Structures	0	\$0	0	\$0	0	\$0	0	\$0
Built-Ins Subtotal	759	+\$253,378	0	\$0	0	+\$565	0	+\$565
B. Programs:								
Total Increase	759	+\$253,378	0	\$0	0	+\$565	0	+\$565
Decreases:								
A. Built-Ins:								
To Provide For:								
One day less of Pay	0	\$0	0	\$0	0	-\$565	0	-\$565
Built-Ins Subtotal	0	\$0	0	\$0	0	-\$565	0	-\$565
B. Programs:								
Total Decrease	0	\$0	0	\$0	0	-\$565	0	-\$565
Total Change	759	+\$253,378	0	\$0	0	\$0	0	\$0

WORKING CAPITAL FUND PROGRAMS

SUMMARY BUDGET AUTHORITY AND FTE BY ACTIVITY (Dollars in Thousands)								
	FY 2019 Enacted		FY 2020 Enacted		FY 2021 Request		Diff. FY21 Request / FY20 Enacted	
	FTE	Amount	FTE	Amount	FTE	Amount	FTE	Amount
Financial and Administrative Services	355	159,320	355	164,490	355	164,490	0	0
General Funds	355	159,320	355	164,490	355	164,490	0	0
Field Services	226	42,512	226	40,870	226	40,870	0	0
General Funds	226	42,512	226	40,870	226	40,870	0	0
Human Resources	178	46,518	178	46,518	178	46,518	0	0
General Funds	178	46,518	178	46,518	178	46,518	0	0
Non-DOL Reimbursables	0	1,500	0	1,500	0	1,500	0	0
General Funds	0	1,500	0	1,500	0	1,500	0	0
Total	759	249,850	759	253,378	759	253,378	0	0
General Funds	759	249,850	759	253,378	759	253,378	0	0

NOTES: 2019 reflects actual FTE. FTE for all years reflect the Shared Services Realignment.

WORKING CAPITAL FUND PROGRAMS

BUDGET AUTHORITY BY OBJECT CLASS					
(Dollars in Thousands)					
		FY 2019 Enacted	FY 2020 Enacted	FY 2021 Request	Diff. FY21 Request / FY20 Enacted
	Full-Time Equivalent				
	Full-time Permanent	759	759	759	0
	Total	759	759	759	0
	Total Number of Full-Time Permanent Positions	759	759	759	0
	Average ES Salary	\$170,109	\$171,810	\$173,528	\$1,718
	Average GM/GS Grade	12/7	12/7	12/7	0
	Average GM/GS Salary	\$95,177	\$96,128	\$97,090	\$962
	Average Salary of Wage Grade Positions	0	0	0	0
11.1	Full-time permanent	99,132	99,696	99,694	-2
11.3	Other than full-time permanent	307	307	307	0
11.5	Other personnel compensation	1,498	1,498	2,515	1,017
11.8	Special personal services payments	0	0	0	0
11.9	Total personnel compensation	100,937	101,501	102,516	1,015
12.1	Civilian personnel benefits	41,031	41,105	41,107	2
13.0	Benefits for former personnel	2	2	2	0
21.0	Travel and transportation of persons	1,434	1,434	1,434	0
22.0	Transportation of things	0	0	0	0
23.0	Rent, Communications, and Utilities	0	0	0	0
23.1	Rental payments to GSA	10,707	10,707	10,707	0
23.2	Rental payments to others	0	0	0	0
23.3	Communications, utilities, and miscellaneous charges	6,854	6,919	6,919	0
24.0	Printing and reproduction	65	65	65	0
25.1	Advisory and assistance services	33,733	35,055	35,055	0
25.2	Other services from non-Federal sources	17,583	17,583	17,089	-494
25.3	Other goods and services from Federal sources 1/	15,790	15,790	15,505	-285
25.4	Operation and maintenance of facilities	16,510	18,013	17,775	-238
25.5	Research and development contracts	0	0	0	0
25.7	Operation and maintenance of equipment	1,483	1,483	1,483	0
26.0	Supplies and materials	1,246	1,246	1,246	0
31.0	Equipment	2,475	2,475	2,475	0
32.0	Land and Structures	0	0	0	0
42.0	Insurance claims and indemnities	0	0	0	0
51.1	Benefits	0	0	0	0
	Total	249,850	253,378	253,378	0
	1/Other goods and services from Federal sources				
	Services by Other Government Departments	14,810	14,810	14,810	0
	DHS Services	980	980	980	0
	Services by DOL Agencies	0	0	-285	-285

NOTE: FTE for all years reflect the Shared Services Realignment.

WORKING CAPITAL FUND PROGRAMS

AUTHORIZING STATUTES

Public Law / Act	Legislation	Statute No. / US Code	Volume No.	Page No.	Expiration Date
Pub. L. 85-67	Working capital fund; establishment; availability; capitalization; reimbursement	Stat. 210 29 USC 563			June 29, 1957
Pub. L. 86-703	Working capital fund; establishment; availability; capitalization; reimbursement 1960 Amendment	Stat. 755 29 USC 563			Sept. 2, 1960
Pub. L. 91-204	Working capital fund; availability for personnel functions in regional administrative offices Labor-management dispute settlement expenses. Funds received for services rendered to any entity or person for use of Departmental facilities, including associated utilities and security services, shall be credited to and merged with this fund.	Stat. 26 29 USC 564			Mar. 5, 1970
Pub. L. 102-394	Working capital fund; comprehensive program of centralized services	Stat. 1798 29 USC 567			Oct. 6, 1992
Pub. L. 103-112	Working capital fund; establishment of an Investment in Reinvention Fund (IRF)	Stat. 1088 29 USC 563a			Oct. 21, 1993
Pub. L. 104-134	Working capital fund; amended statute to eliminate cap on carryover balances and increase unobligated balance transfer authority	Stat. 1321-211 1321-219 29 USC 564			Apr. 26, 1996
Pub. L. 115-245	Working capital fund; amended statute to eliminate cap on carryover balances and increase unobligated balance transfer authority	State. 3066 29 USC 563			Sep. 28, 2018

WORKING CAPITAL FUND PROGRAMS

OVERVIEW

Introduction

The Working Capital Fund (WCF) was established by Public Law 85-67 and amended by Public Laws 86-703, 91-204, and 115-245 to provide authority, without fiscal year limitation, for expenses necessary to provide certain services and activities on a centralized basis. Under the law, the WCF should be reimbursed in advance from funds available to bureaus, offices, and agencies within the Department for which centralized services are performed.

Some of the critical administrative functions that are currently financed through the WCF are the Department's information technology (IT) services, network services, security operations, service desk, and governance activities; IT operations and maintenance; Frances Perkins Building operations; human resources services; payroll operations; procurement; and invoice payment services. These centralized services are performed at rates that will return all expenses of operations in full, including reserves for accrued leave.

The Departmental components include in their budget requests an amount required to finance the WCF, which covers the services obtained from organizations financed through the WCF. This amount is subsequently advanced to the WCF after enactment of the Department's appropriation. WCF advances normally are obtained from DOL's agencies at the beginning of each quarter.

In FY 2021, the Department is committed continuing implementation of the President's Management Agenda (PMA), specifically Cross-Agency Priority (CAP) Goals 5 and 6, through its Enterprise-wide Shared Services Initiative. Beginning in FY 2018, the Department began development of an administrative services delivery model that is streamlined, consistent, efficient, and measurable – specifically in the areas of human resources (HR), information technology (IT), procurement and personnel security. Realignment of staff and modification of service delivery minimizes duplicative resources within the Department and allows mission agency staff to devote more time and resources to mission-related versus administrative work (i.e., moving from low value to high value work).

In the IT function, the majority of IT infrastructure is consolidated under the Department's Office of the Chief Information Officer (OCIO), but agency applications are largely managed by the mission agencies. This structure has created duplicative applications and platforms and allows for inconsistency within the Department's information security posture. The future state centralizes all IT applications under the CIO to improve oversight, find opportunities to consolidate and modernize application platforms, conduct IT contract rationalization activities, and implement additional enterprise-wide IT procurement vehicles to minimize Departmental costs.

In the current state procurement organizational structure, several agencies manage their own procurement services. This structure suffers from a lack of consistency, duplicative

WORKING CAPITAL FUND PROGRAMS

procurement activities, and an unbalanced workload across providers. The new structure will provide better oversight, allow for additional enterprise-wide procurement vehicles that strengthen the Department's federal buying power, and offer the opportunity to redeploy staff as needed to meet Departmental needs.

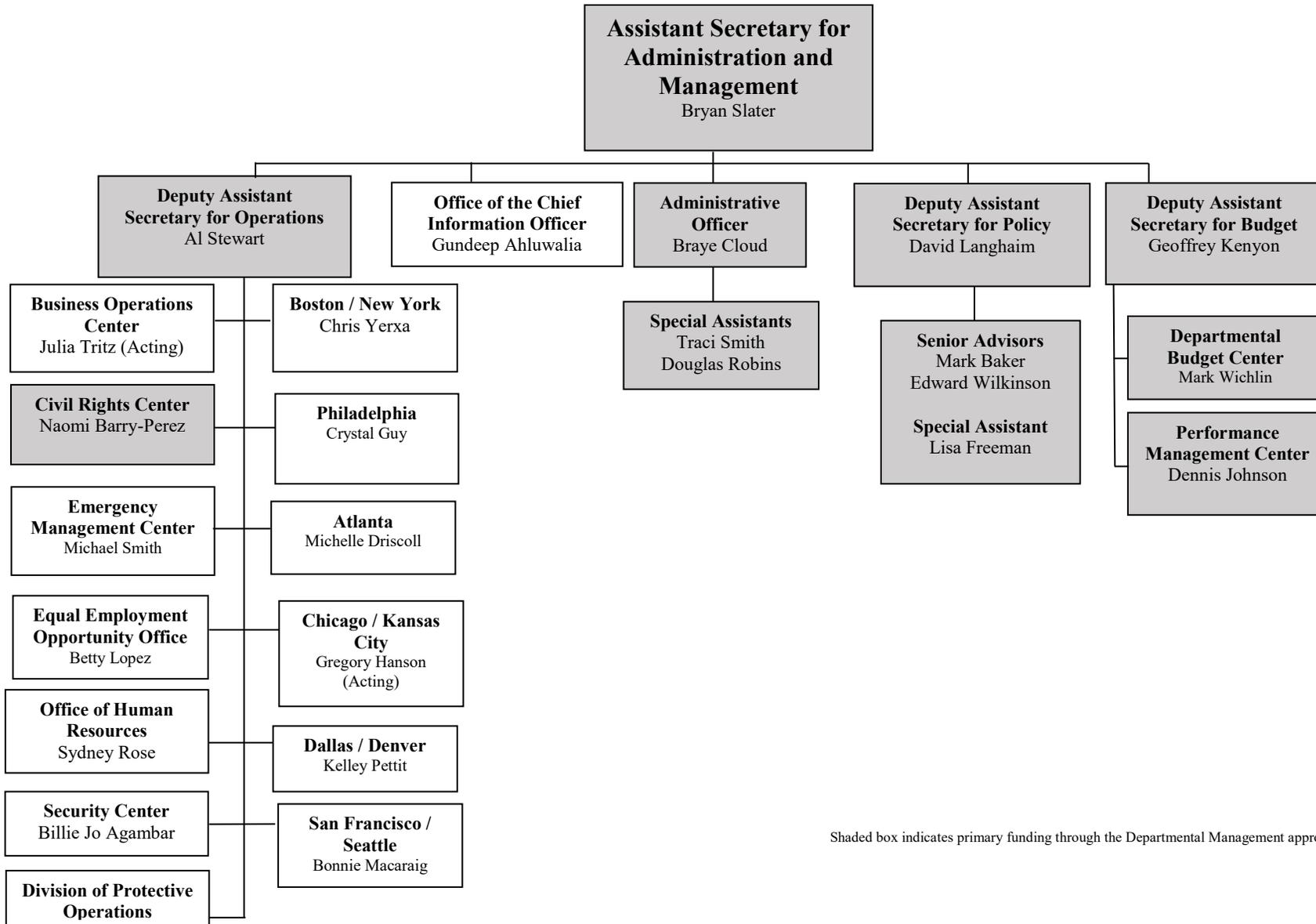
In HR and personnel security, the status quo structure across multiple agencies also suffers from a lack of consistency and an unbalanced workload. The new structure will improve the quality of HR and personnel security processes through standardization and oversight, improved accountability for delivery of services through implementation of enhanced performance metrics, and increased economies of scale.

To support this initiative and broader PMA implementation, the Department's FY 2021 budget request includes two significant changes:

- *Shared Services FTE realignment:* The FY 2021 President's Budget reflects Shared Services implementation by showing the realignment of FTE and personnel compensation and benefits resources from agency budgets to the WCF. Agency appropriations will not be adjusted; resources will be realigned from object classes for personnel compensation and benefits to object class 25.3, Other goods and services from Federal sources. Resource estimates for non-personnel costs are not included at this time. These estimates are preliminary and as the Department continues to collaboratively develop and execute Shared Services plans, the estimates will be revised.
- *IT Working Capital Fund:* In line with the Modernizing Government Technology Act, the Department continues to evaluate ways to ensure IT financing supports IT modernization. The Department appreciates the Office of Management and Budget's support for the IT financing reforms proposed in recent years, including the successful request in FY 2019 to increase the authority to transfer unobligated balances. The Department has determined that establishing a separate IT Working Capital Fund will support implementation of the IT Strategic Plan and the Shared Services initiative. A separate IT Working Capital Fund will support transparency for all internal and external stakeholders, support OCIO in allocating costs for agency-specific investments, and provide OCIO with additional flexibility. This proposal is discussed in detail in the "IT Working Capital Fund" budget chapter.

WORKING CAPITAL FUND PROGRAMS

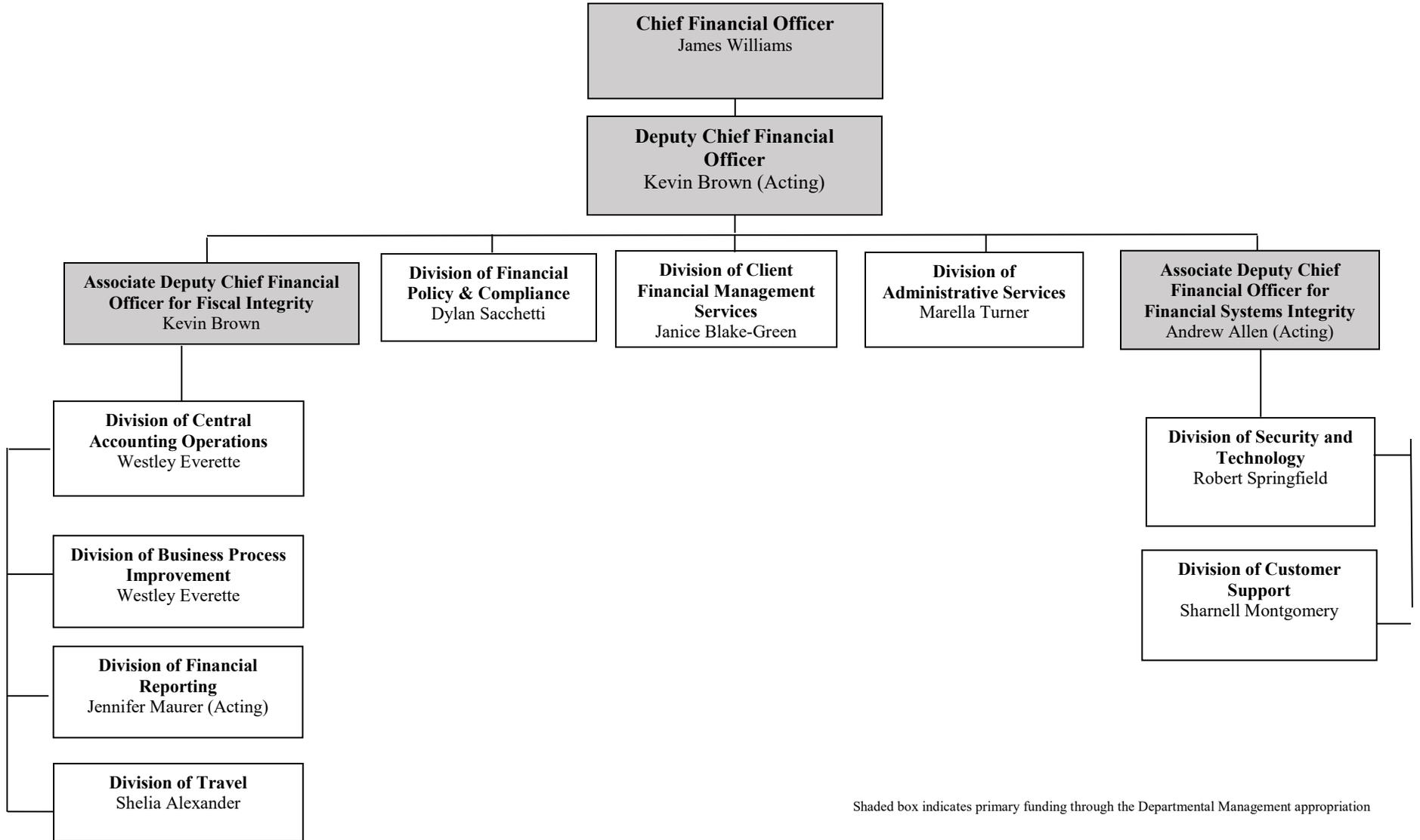
OFFICE OF ASSISTANT SECRETARY FOR ADMINISTRATION AND MANAGEMENT



Shaded box indicates primary funding through the Departmental Management appropriation

WORKING CAPITAL FUND PROGRAMS

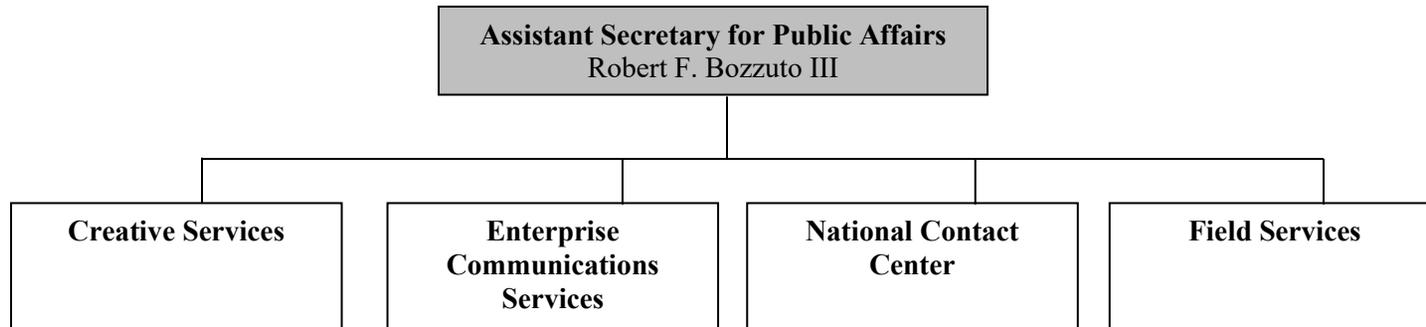
OFFICE OF THE CHIEF FINANCIAL OFFICER



Shaded box indicates primary funding through the Departmental Management appropriation

WORKING CAPITAL FUND PROGRAMS

OFFICE OF PUBLIC AFFAIRS



Shaded box indicates primary funding through the Departmental Management appropriation

FINANCIAL AND ADMINISTRATIVE SERVICES

BUDGET AUTHORITY BEFORE THE COMMITTEE				
(Dollars in Thousands)				
	FY 2019 Enacted	FY 2020 Enacted	FY 2021 Request	Diff. FY21 Request / FY20 Enacted
Activity Appropriation	159,320	164,490	164,490	0
FTE	355	355	355	0

NOTE: FTE for all years reflect the Shared Services Realignment.

NOTE: FY 2019 reflects actual FTE. Authorized FTE for FY 2019 was 299.

Introduction

The Financial and Administrative Services (FAS) activity in the Working Capital Fund (WCF) provides a program of centralized services for the Department of Labor. The budget reflects the comparative transfer of FTE to reflect the implementation of the Shared Services initiative for procurement and personnel security.

Office of the Assistant Secretary for Administration and Management

The Office of the Assistant Secretary for Administration and Management (OASAM) provides the infrastructure and support that enables DOL agencies to perform the Department’s mission. Within this budget activity, OASAM administers DOL business operations and procurement, human resources, information technology, security, emergency management, reasonable accommodations and many other administrative functions. OASAM achieves its mission through service centers that are functionally organized, including: the Business Operations Center, the Civil Rights Center, the Departmental Budget Center, the Emergency Management Center, and the Security Center. Funding for the Human Resources Center and Field Services is provided in other activities in the WCF budget. In FY 2021, the Department is proposing to realign resources for the Office of the Chief Information Officer to an IT Working Capital Fund.

In the FAS-funded activities, OASAM will address the Agency Priority Goal to transition from multiple administrative service providers to one for each functional area with a central reporting authority. Functional areas include: DOL human resources, information technology, procurement, and personnel and physical security functions. OASAM will also support Administration efforts in CAP Goal 5 – Sharing Quality Services.

Business Operations Center

The Business Operations Center (BOC) provides a wide range of services in support of Department programs, including procurement oversight and management; acquisition services; small and disadvantaged business utilization; suspension and debarment; cost determination; records management; employee safety and health; library and information services; mail management; facilities management and real property management; sustainability management; fleet management; personal property management; and general administrative and sustainability support and operations and maintenance of the Frances Perkins Building (FPB), the Department’s National Headquarters. BOC will manage the implementation of the procurement component of the Shared Services initiative, as well as the enterprise-wide Electronic Records

FINANCIAL AND ADMINISTRATIVE SERVICES

Management solution. FTE and resources for personnel compensation and benefits will be realigned from ETA, MSHA, and BLS, as well as from the WCF Field Services activity to implement the Shared Services model for procurement.

Civil Rights Center

The Civil Rights Center (CRC) administers the Department's Reasonable Accommodations Resource Center – an activity funded through the WCF – which provides reasonable accommodation related information and assistive technology services for people with disabilities.

Departmental Budget Center

The Departmental Budget Center manages budget formulation for the WCF and Departmental E-Business Suite (DEBS), an automated programming, budgeting, execution, and performance tool, which supports budget and performance management analysis and deliverables.

Emergency Management Center

The Emergency Management Center (EMC) leads the Department's emergency management programs. EMC ensures the safety and security of DOL personnel and the integrity of the DOL's National Office, DOL agency, and regional office continuity plans; establishes the National Office operational framework and the infrastructure necessary for the Department to manage and fulfill its interagency responsibilities under the National Planning Frameworks; and manages and staffs the DOL Emergency Operations Center (EOC).

Security Center

The Security Center (SC) provides leadership on all matters relating to physical, personnel, and classified information security for the Department of Labor. SC provides guidance to ensure a safe and secure workplace and is responsible for the protection of life and property at the national office, regional offices, field offices, and all DOL owned facilities. SC develops and implements security policy and the protection of employees, visitors, personal property, classified information, and the Insider Threat and Counterintelligence Programs. The SC oversees the HSPD-12 Program, Physical Access Control. SC will manage the implementation of the personnel security component of the Shared Services initiative. FTE and resources for personnel compensation and benefits will be realigned from MSHA and BLS, as well as from the OASAM regional offices funded in the Field Services activity.

Office of the Chief Financial Officer

The Office of the Chief Financial Officer (OCFO) ensures DOL's compliance with the Chief Financial Officers (CFO) Act. Accordingly, OCFO directs the financial management system, ensures high standards of fiscal integrity, and leads the Department's efforts on the annual financial external audit and Agency Financial Report (AFR). OCFO leads efforts to examine, identify, and implement administrative cost reduction initiatives and improve efficiencies across DOL. OCFO also manages the financial execution of the Working Capital Fund and e-Travel, an end-to-end travel management solution that allows for a more efficient and streamlined approach to travel management operations. OCFO will also support Administration efforts in CAP Goal 5 – Sharing Quality Services.

FINANCIAL AND ADMINISTRATIVE SERVICES

Office of Public Affairs

The Office of Public Affairs (OPA) develops and maintains the Department's web-based, digital/social media, audiovisual, public contact center, and other communication platforms. Furthermore, within this budget activity, OPA provides regional public affairs activities.

Executive Secretariat

The Executive Secretariat oversees correspondence control and the Department's management support unit.

Five-Year Budget Activity History

As funds are not directly appropriated to Working Capital Fund, a Five-Year History Table is not included.

FY 2021

In FY 2021, \$164,490,000 is provided for FAS activities, supporting 355 FTE. FAS-funded centers in OASAM will continue implementation of an enterprise-wide shared services model in the areas of procurement, space management, and personnel and physical security. OASAM will implement this model by pursuing a collaborative, phased approach with DOL partners and clients through early and frequent communications; leveraging best practices and organizational efficiencies; and identifying and capturing savings. OASAM projects improvements in performance across these functions. The Department projects that the FAS-funded shared services model in the areas of procurement and security will be fully operational by the end of FY 2020. The Office of Human Resources and the Office of the Chief Information Officer, funded in the Human Resources Services and the Information Technology Working Capital Fund, will also continue implementation of an enterprise-wide shared services model in their functional areas.

OCFO will continue implementation of the centralization of the debt management process. By centralizing the debt management process, agencies within DOL will be able to shift time, effort, and resources currently spent on administrative services to core missions in support of the American people. Debt management centralization will increase DOL's debt collection rates, which will strengthen the financial integrity and fiscal stewardship of DOL.

FY 2020

In FY 2020, \$164,490,000 is provided for FAS activities, supporting 355 FTE. OASAM will prioritize implementation of the shared services model in procurement and personnel security. OCFO will prioritize the initiative to centralize the debt management process.

FY 2019

\$159,320,000 was provided for FAS activities in FY 2019. This funding level supported 355 FTE. In FY 2019, FAS-funded centers continued to support critical management functions, including management of the Department's financial system of record, procurement, and other business operations activities while planning and beginning implementation of the shared services model.

FINANCIAL AND ADMINISTRATIVE SERVICES

WORKLOAD AND PERFORMANCE SUMMARY					
		FY 2019 Enacted		FY 2020 Enacted	FY 2021 Request
		Target	Result	Target	Target
Financial and Administrative Services					
Strategic Goal Management - Optimize the Department of Labor's Enterprise Services Opportunities					
Strategic Objective M.0 - Optimize the Department of Labor's Enterprise Services' Opportunities					
OASAM- WCF-SC-01	Personal Identity Verification (PIV): Average number of days to submit a background security investigation request to OPM	14	11	14	14
Strategic Objective OASAM M.3 - Maximize DOL's federal buying power through effective procurement management.					
OASAM- WCF-BOC-17	Number of new DOL enterprise-wide procurement vehicles	3	6	3	2
OASAM- WCF-BOC-18a	Category Management: Cumulative Spend Through Best in Class Solutions (in millions)	\$225.0	\$218.2	\$200.0	TBD
OASAM- WCF-BOC-19a	Category Management: Cumulative Common Spend Under Management (in millions)	\$648.0	\$618.7	\$700.0	TBD
Strategic Goal ALL - All Strategic Goals					
Strategic Objective ALL.1 - All Strategic Objectives					
OPA-WCF-2	Number of website enhancements completed	500	669	500	500
OPA-WCF-3	Trouble Tickets resolved on First Contact with the customer	80.00%	99.95%	80.00%	80.00%
OPA-WCF-4	Average Speed of Response (seconds)	30	37	30	30

FINANCIAL AND ADMINISTRATIVE SERVICES

WORKLOAD AND PERFORMANCE SUMMARY					
		FY 2019 Enacted		FY 2020 Enacted	FY 2021 Request
		Target	Result	Target	Target
OASAM- WCF-CRC-34	Reasonable Accommodation: The percentage of time CRC purchases equipment, services, or assistive technology (using DOL's Centralized Accommodation Fund) within 60 business days (after it has been determined that a purchase is needed)	80%	100%	85%	85%
Office of the Chief Financial Officer (OCFO)					
Strategic Goal Management - Optimize the Department of Labor's Enterprise Services Opportunities					
Strategic Objective OCFO M.4 - Safeguard fiscal integrity, and promote the effective and efficient use of resources.					
Financial Stewardship					
1.1.2	Number of material weaknesses eliminated.	1	1	--	--
Financial Performance, Operations, and Systems					
3.1.5	Percentage of payments made without incurring prompt payment interest.	95.00%	99.90%	95.00%	95.00%
3.1.7	Interest paid on vendor invoices (%)	0.0200%	0.0000%	0.0200%	0.0200%
3.M.1	Percent of discretionary appropriations canceled after the five-year period of obligation authority has expired	1.95%	1.69%	1.90%	1.85%
Other Measures					
OCFO- WCF- OCFO- 3	Percent of network and application services uptime - NCFMS	99.00%	99.00%	99.00%	99.00%

Legend: (r) Revised (e) Estimate (base) Baseline -- Not Applicable TBD - To Be Determined [p] - Projection

FINANCIAL AND ADMINISTRATIVE SERVICES

Detailed Workload Performance Narrative

Office of the Assistant Secretary for Administration and Management (OASAM)

Business Operations Center (BOC)

In FY 2020 and 2021, BOC will support OASAM's APG by transitioning multiple procurement providers to one centralized procurement function within the Department. BOC will also continue to work with agencies across the Department to ensure that contract actions are awarded in a timely manner. BOC will also support the Category Management CAP Goal by promoting and enforcing contracting activities use of OMB designated Solutions: Tier 1 (Mandatory-Use Agency-Wide Solutions), Tier 2 (Multi-Agency Solutions), and Tier 3 (Best-in-Class (BIC) Solutions). Use of these solutions will increase DOL's spend that is actively managed according to category management principles and facilitate smart decision making to buy similar goods and savings through best value solutions. Based upon Category Management principles and OMB's annually assigned spend under management (SUM) and BIC goals, several measures are being tracked, including the number of new DOL enterprise-wide procurement vehicles, resulting in the following targets: one for FY 2018, and three for FY 2019, three in FY 2020 and two in FY 2021. In FY 2019, BOC met 100% of the FY 2019 OMB Category Management target for the cumulative percent of addressable spend through BIC solutions. Additionally, DOL exceeded the FY 2019 Category Management target for the cumulative percent reduction in unmanaged spend by shifting 36.2% of "unmanaged" spend to "managed" spend far exceeding the established 10% OMB goal for "tier 0" (unmanaged spend) contract reduction. BOC was very close to meeting the FY 2019 OMB Category Management target for SUM with performance of 97.3%. BOC is awaiting guidance from OMB on the FY 2020 and FY 2021 targets. BOC will continue to support the CAP goal and improve management of major acquisitions by strengthening talent capabilities; using modern and innovative acquisition flexibilities; and tracking investments using program management principles.

Civil Rights Center (CRC)

In FY 2020 and 2021, the Reasonable Accommodation Resource Center (RARC) will further develop its web presence to promote services and solutions on CRC's public website by developing additional resources, including a fact sheet on the role of CRC and the Workplace Equality Compliance Officers in the reasonable accommodation process, a list of frequently asked questions, and success stories.

In FY 2020 and FY 2021, CRC will purchase equipment, services, or assistive technology within 60 business days (after it has been determined that a purchase is needed) 85% of the time.

Security Center (SC)

SC supports OASAM's APG by implementing an enterprise-wide Physical Access Control System and centralizing the Departmental personnel security function. SC will continue to lead the Department's compliance with important security measures on the background security investigations and the issuance of Personal Identity Verification (PIV) cards. SC will ensure the

FINANCIAL AND ADMINISTRATIVE SERVICES

Department meets OPM mandates for background investigations and successfully meets demand for PIV cards. SC will maintain an average time of 14 days to submit a background security investigation to OPM between FY 2020 and FY 2021.

Office of the Chief Financial Officer (OCFO)

The New Core Financial Management Systems (NCFMS) supports critical functions within the Department. In FY 2019, NCFMS network and applications service uptime was 99 percent. OCFO will continue its efforts to ensure that the NCFMS network and applications service up time remain at 99 percent in FY 2020 and FY 2021. In FY 2020 and FY 2021, OCFO will ensure that vendor invoices are paid timely and maintain the Department's low rate of 0.02 percent of interest paid on vendor invoices. This target was exceeded in FY 2019. OCFO also exceeded its target of 95 percent by making 99.69 percent of payments without incurring prompt payment interest. In FY 2020 and FY 2021, OCFO will continue to ensure that the percentage of payments made without incurring prompt payment interest is at least 95 percent.

In FY 2019, the Department received its 23rd unmodified opinion on its consolidated financial statements. For the first time in the history of the Department, there were no material weaknesses or significant deficiencies.

In FY 2018, the OCFO established a new measure of spending efficiency - the "percent of discretionary appropriations cancelled after the five year period of obligation authority has expired" - which provides the percent of discretionary funds appropriated that were not obligated or disbursed for the purpose of accomplishing DOL's mission. OCFO exceeded the target of 2 percent in FY 2018 with a result of 1.32 percent. In FY 2019, OCFO exceeded its target of 1.95 percent by achieving a result of 1.69 percent. The target for this measure is 1.90 percent in FY 2020 and 1.85 percent in FY 2021.

Office of Public Affairs (OPA)

OPA will continue to lead in providing timely and accurate information to the public through the DOL.gov website and National Contact Center operations. This includes continuing to respond to phone calls to the contact center in a timely manner and striving to resolve trouble tickets on first contact. In FY 2019, OPA's average response time was 37 seconds. OPA will target a 30 second average response time in FY 2020 and FY 2021. In FY 2019, OPA resolved 99.95% percent of trouble tickets on first contact. OPA will target a resolution rate of 85 percent in FY 2020 and FY 2021.

In addition, continuous improvements to the DOL.gov platform will be tracked via Drupal website hosting platform development tasks. These tasks include website enhancements, security enhancements or bug fixes that are recorded, prioritized, coded and released on a set schedule, improving the quality of DOL.gov and creating a better website hosting platform for other agency websites. OPA completed 669 website enhancements in FY 2019 and targets completing 500 website enhancements in FY 2020 and FY 2021.

FINANCIAL AND ADMINISTRATIVE SERVICES

FINANCIAL AND ADMINISTRATIVE SERVICES

BUDGET ACTIVITY BY OBJECT CLASS					
(Dollars in Thousands)					
		FY 2019 Enacted	FY 2020 Enacted	FY 2021 Request	Diff. FY21 Request / FY20 Enacted
11.1	Full-time permanent	51,223	52,677	52,675	-2
11.3	Other than full-time permanent	40	40	40	0
11.5	Other personnel compensation	1,057	1,057	1,295	238
11.8	Special personal services payments	0	0	0	0
11.9	Total personnel compensation	52,320	53,774	54,010	236
12.1	Civilian personnel benefits	22,157	22,724	22,726	2
13.0	Benefits for former personnel	2	2	2	0
21.0	Travel and transportation of persons	750	750	750	0
22.0	Transportation of things	0	0	0	0
23.0	Rent, Communications, and Utilities	0	0	0	0
23.1	Rental payments to GSA	5,472	5,472	5,472	0
23.2	Rental payments to others	0	0	0	0
23.3	Communications, utilities, and miscellaneous charges	6,493	6,558	6,558	0
24.0	Printing and reproduction	62	62	62	0
25.1	Advisory and assistance services	33,721	35,302	35,302	0
25.2	Other services from non-Federal sources	9,698	9,698	9,698	0
25.3	Other goods and services from Federal sources 1/	7,704	7,704	7,704	0
25.4	Operation and maintenance of facilities	16,510	18,013	17,775	-238
25.5	Research and development contracts	0	0	0	0
25.7	Operation and maintenance of equipment	1,397	1,397	1,397	0
26.0	Supplies and materials	977	977	977	0
31.0	Equipment	2,057	2,057	2,057	0
42.0	Insurance claims and indemnities	0	0	0	0
	Total	159,320	164,490	164,490	0
	1/Other goods and services from Federal sources				
	Services by Other Government Departments	7,594	7,594	7,594	0
	DHS Services	110	110	110	0

FINANCIAL AND ADMINISTRATIVE SERVICES

CHANGES IN FY 2021

(Dollars in Thousands)

Activity Changes

Built-In

To Provide For:

Costs of pay adjustments	\$205
Personnel benefits	0
One day less of Pay	-207
Federal Employees' Compensation Act (FECA)	2
Benefits for former personnel	0
Travel and transportation of persons	0
Transportation of things	0
Rental payments to GSA	0
Rental payments to others	0
Communications, utilities, and miscellaneous charges	0
Printing and reproduction	0
Advisory and assistance services	0
Other services from non-Federal sources	0
Working Capital Fund	0
Other Federal sources (DHS Charges)	0
Other goods and services from Federal sources	0
Research & Development Contracts	0
Operation and maintenance of facilities	0
Operation and maintenance of equipment	0
Supplies and materials	0
Equipment	0
Insurance claims and indemnities	0

Built-Ins Subtotal **\$0**

Net Program **\$0**

Direct FTE **0**

	Estimate	FTE
Base	\$164,490	355
Program Increase	\$0	0
Program Decrease	\$0	0

FIELD SERVICES

BUDGET AUTHORITY BEFORE THE COMMITTEE				
(Dollars in Thousands)				
	FY 2019 Enacted	FY 2020 Enacted	FY 2021 Request	Diff. FY21 Request / FY20 Enacted
Activity Appropriation	42,512	40,870	40,870	0
FTE	226	226	226	0

NOTE: FTE for all years reflect the Shared Services Realignment.

NOTE: FY 2019 reflects actual FTE. Authorized FTE for FY 2019 was 250.

Introduction

The Field Services activity provides a broad range of management and administrative services that support DOL agencies to successfully perform their missions, including administrative services; emergency management; financial services; human resources services; and safety and health services. OASAM has regional offices in Boston, Philadelphia, Atlanta, Chicago, Dallas, and San Francisco. The Department’s agencies rely on OASAM to serve as the focal point in their regional and field offices to ensure continuity of administrative operations. OASAM also serves as the liaison in the major regional cities to other Departments, serving as part of the Federal Executive Boards. The OASAM regional offices support the OASAM Agency Priority Goal to by transitioning administrative services to centralized functions. In FY 2020, all procurement, human resources, and personnel security FTE will be realigned from the regional offices to the national office to support this initiative. All IT FTE were realigned in FY 2019. In addition to core responsibilities for emergency management, financial services, and safety and health, the regional offices will focus on reducing the Department’s space use through consolidations and co-locations.

FY 2021

In FY 2021, \$40,870,000 is provided for Field Services. This will support 226 FTE. In FY 2021, OASAM’s regional offices will provide support for staff located in the field, allowing programmatic staff to focus on their core work, and support continued implementation of an enterprise-wide shared services model.

FY 2020

\$40,870,000 is provided for Field Services activities in FY 2020. This funding level will support 226 FTE. High-priority activities include support for shared services implementation and provide core administrative support in the areas of emergency management, financial services, safety and health, and space management.

FY 2019

In FY 2019, \$41,512,000 was provided for Field Services activities. This funding level supported 226 FTE. High-priority activities include supporting shared services implementation and the streamlining of IT service delivering with OCIO.

FIELD SERVICES

WORKLOAD AND PERFORMANCE SUMMARY				
	FY 2019 Enacted		FY 2020 Enacted	FY 2021 Request
	Target	Result	Target	Target
Field Services				
Strategic Goal Management - Optimize the Department of Labor's Enterprise Services Opportunities				
Strategic Objective M.0 - Optimize the Department of Labor's Enterprise Services' Opportunities				
OASAM- WCF-Region- 05	Interest paid on vendor invoices (%)		0.02%	0.00%
	0.02%	0.00%	0.02%	0.02%

Legend: (r) Revised (e) Estimate (base) Baseline -- Not Applicable TBD - To Be Determined [p] - Projection

FIELD SERVICES

Detailed Workload Performance Narrative

In FY 2021, the OASAM regional offices will continue improvement of the Department's customer service initiative and conduct quarterly Administrative Officer meetings as a mechanism to increase communications and outreach with DOL agency customers. OASAM regions will target 0.02 percent paid in interest on vendor invoices FY 2020 and FY 2021.

FIELD SERVICES

BUDGET ACTIVITY BY OBJECT CLASS					
(Dollars in Thousands)					
		FY 2019 Enacted	FY 2020 Enacted	FY 2021 Request	Diff. FY21 Request / FY20 Enacted
11.1	Full-time permanent	23,438	22,469	22,469	0
11.3	Other than full-time permanent	26	26	26	0
11.5	Other personnel compensation	306	306	800	494
11.8	Special personal services payments	0	0	0	0
11.9	Total personnel compensation	23,770	22,801	23,295	494
12.1	Civilian personnel benefits	12,073	11,580	11,580	0
21.0	Travel and transportation of persons	292	292	292	0
22.0	Transportation of things	0	0	0	0
23.1	Rental payments to GSA	3,795	3,795	3,795	0
23.3	Communications, utilities, and miscellaneous charges	350	350	350	0
24.0	Printing and reproduction	0	0	0	0
25.1	Advisory and assistance services	0	-180	-180	0
25.2	Other services from non-Federal sources	519	519	25	-494
25.3	Other goods and services from Federal sources 1/	1,109	1,109	1,109	0
25.4	Operation and maintenance of facilities	0	0	0	0
25.7	Operation and maintenance of equipment	63	63	63	0
26.0	Supplies and materials	163	163	163	0
31.0	Equipment	378	378	378	0
32.0	Land and Structures	0	0	0	0
42.0	Insurance claims and indemnities	0	0	0	0
51.1	Benefits	0	0	0	0
	Total	42,512	40,870	40,870	0
1/Other goods and services from Federal sources					
	DHS Services	821	821	821	0
	Services by Other Government Departments	288	288	288	0

FIELD SERVICES

CHANGES IN FY 2021

(Dollars in Thousands)

Activity Changes

Built-In

To Provide For:

Costs of pay adjustments	\$56
Personnel benefits	0
One day less of Pay	-56
Federal Employees' Compensation Act (FECA)	0
Travel and transportation of persons	0
Transportation of things	0
Rental payments to GSA	0
Communications, utilities, and miscellaneous charges	0
Printing and reproduction	0
Advisory and assistance services	0
Other services from non-Federal sources	0
Other Federal sources (DHS Charges)	0
Other goods and services from Federal sources	0
Operation and maintenance of facilities	0
Operation and maintenance of equipment	0
Supplies and materials	0
Equipment	0
Insurance claims and indemnities	0
Land and Structures	0

Built-Ins Subtotal **\$0**

Net Program **\$0**

Direct FTE **0**

	Estimate	FTE
Base	\$40,870	226
Program Increase	\$0	0
Program Decrease	\$0	0

HUMAN RESOURCES SERVICES

BUDGET AUTHORITY BEFORE THE COMMITTEE				
(Dollars in Thousands)				
	FY 2019 Enacted	FY 2020 Enacted	FY 2021 Request	Diff. FY21 Request / FY20 Enacted
Activity Appropriation	46,518	46,518	46,518	0
FTE	178	178	178	0

NOTE: FTE for all years reflect the Shared Services Realignment.

NOTE: FY 2019 reflects actual FTE. Authorized FTE for FY 2019 was 110.

Introduction

Human Resources Services provides resources for the Office of Human Resources’ (OHR) operational activities. OHR provides leadership, guidance, and technical expertise in all areas related to human resources (HR) for the Department of Labor. HRC provides policy and guidance in such areas as recruitment, pay, benefits, development of staff, management of human resource/personnel systems, succession planning, workforce flexibilities, and diversity and inclusion. OHR oversees accountability reviews and implements accountability processes to improve efficiency, effectiveness, and compliance with laws and regulations.

OHR focuses on strategic human capital planning, staffing, and developing and retaining a high-quality diverse workforce that meets the mission requirements and program priorities of the Department. OHR also develops human resource programs, provides Departmental leadership, and directs HR services for staffing, classification, performance management, training and development, and pay administration. OHR also assists DOL managers in executive resources management, provides advisory services relating to organizational design, performs related program analysis and evaluation, and manages human resources information systems.

OHR also provides direct HR support to managers and employees with regard to classification and position management, staffing and recruitment, personnel records management, retirement, and benefits processing.

In the HRS-funded activities, OHR will address the Agency Priority Goal to implement an enterprise-wide shared services model for DOL in the area of HR by transitioning multiple HR providers to one centralized HR function. In FY 2021, FTE and resources for personnel compensation and benefits will be realigned from ETA, MSHA, and BLS, as well as from the WCF Field Services activity to implement this model.

Five-Year Budget Activity History

As funds are not directly appropriated to Working Capital Fund, a Five-Year History Table is not included.

HUMAN RESOURCES SERVICES

FY 2021

In FY 2021, \$46,518,000 will be provided for HRS activities. This will support 178 FTE. In FY 2021, the shared services model for the HR function will be fully operational and OHR will focus on continuous process improvement to meet the goals of shared services.

FY 2020

\$46,518,000 is provided for HRS activities in FY 2020. This funding level will support 178 FTE. High-priority activities include supporting shared services implementation. A realigned HR service delivery model will create greater consistency in the delivery of HR products and services across the Department; reduce overall HR costs; gain efficiency in HR service delivery through economies of scale; and improve efficiency and effectiveness of HR service delivery. The implementation of an effective shared services solution for HR service delivery will permit DOL program agencies to focus time and resources on mission-oriented outcomes.

The shared services model will also improve the quality of DOL human resources operations, services and products. Under the centralized and technical leadership provided by OHR, HR services will be consistently and regularly monitored and evaluated against Departmental HR priorities. OHR will prioritize and deploy key leadership decisions to address ongoing and emerging HR needs and to continue to reduce HR compliance risks. The shared services model will provide more capacity and agility to respond to HR challenges. The Department projects that the shared services model in the HR function will be fully operational by the end of FY 2020.

FY 2019

In FY 2019, \$46,518,000 was provided for HRS activities. This funding level supported 178 FTE. In FY 2019, OHR's top priority was the planning for and implementation of enterprise-wide shared services delivery.

HUMAN RESOURCES SERVICES

WORKLOAD AND PERFORMANCE SUMMARY				
	FY 2019 Enacted		FY 2020 Enacted	FY 2021 Request
	Target	Result	Target	Target
Human Resources				
Strategic Goal Management - Optimize the Department of Labor's Enterprise Services Opportunities				
Strategic Objective OASAM M.1 - Improve human resources efficiency, effectiveness, and accountability.				
OASAM- WCF-OHR-01	Average number of days to hire SES employee from closing date of vacancy announcement	90	86	90
OASAM- WCF-OHR-04	Average Time to Hire (DOL)*	80	106	80
OASAM- WCF-OHR-09	Hiring Manager Satisfaction Index Score (DOL)*	85%	72%	85%

Legend: (r) Revised (e) Estimate (base) Baseline -- Not Applicable TBD - To Be Determined [p] - Projection

HUMAN RESOURCES SERVICES

Detailed Workload Performance Narrative

OHR will support the Agency Priority Goal to implement an enterprise-wide shared services model for DOL in the area of HR and supports CAP Goal 5 – Sharing Quality Services. OHR will evaluate DOL’s HR service delivery model to identify opportunities to improve strategic human capital planning; create greater consistency in the delivery of HR products and services across DOL; and improve efficiency and effectiveness of HR operations, services, and processes. DOL hired new employees on average in 106 days in FY 2019 and will target 80 days in FY 2020 and FY 2021. DOL will set targets of 90 days for average days to hire SES employee from the closing date of the vacancy announcement in FY 2020 and FY 2021. DOL will also aim to improve hiring manager satisfaction to 85% in FY 2020 and FY 2021.

OHR also supports CAP Goal 3 – People Workforce of the Future by working toward improving employee performance management and engagement; reskilling and redeploying human capital resources; and enabling simple and strategic hiring practices. These actions will enhance alignment and strategic management of the workforce in order to be more effective and efficient at providing services to the public.

HUMAN RESOURCES SERVICES

BUDGET ACTIVITY BY OBJECT CLASS					
(Dollars in Thousands)					
		FY 2019 Enacted	FY 2020 Enacted	FY 2021 Request	Diff. FY21 Request / FY20 Enacted
11.1	Full-time permanent	24,471	24,550	24,550	0
11.3	Other than full-time permanent	241	241	241	0
11.5	Other personnel compensation	135	135	420	285
11.9	Total personnel compensation	24,847	24,926	25,211	285
12.1	Civilian personnel benefits	6,801	6,801	6,801	0
21.0	Travel and transportation of persons	392	392	392	0
23.1	Rental payments to GSA	1,440	1,440	1,440	0
23.3	Communications, utilities, and miscellaneous charges	11	11	11	0
24.0	Printing and reproduction	3	3	3	0
25.1	Advisory and assistance services	12	-67	-67	0
25.2	Other services from non-Federal sources	5,866	5,866	5,866	0
25.3	Other goods and services from Federal sources 1/	6,977	6,977	6,692	-285
25.4	Operation and maintenance of facilities	0	0	0	0
25.7	Operation and maintenance of equipment	23	23	23	0
26.0	Supplies and materials	106	106	106	0
31.0	Equipment	40	40	40	0
	Total	46,518	46,518	46,518	0
	1/Other goods and services from Federal sources				
	DHS Services	49	49	49	0
	Services by Other Government Departments	6,928	6,928	6,928	0
	Services by DOL Agencies	0	0	-285	-285

HUMAN RESOURCES SERVICES

CHANGES IN FY 2021

(Dollars in Thousands)

Activity Changes

Built-In

To Provide For:

Costs of pay adjustments	\$49
Personnel benefits	0
One day less of Pay	-49
Travel and transportation of persons	0
Rental payments to GSA	0
Communications, utilities, and miscellaneous charges	0
Printing and reproduction	0
Advisory and assistance services	0
Other services from non-Federal sources	0
Other Federal sources (DHS Charges)	0
Other goods and services from Federal sources	0
Operation and maintenance of facilities	0
Operation and maintenance of equipment	0
Supplies and materials	0
Equipment	0

Built-Ins Subtotal **\$0**

Net Program **\$0**

Direct FTE **0**

	Estimate	FTE
Base	\$46,518	178
Program Increase	\$0	0
Program Decrease	\$0	0