

## **EMPLOYMENT PROGRAM**

### LEVEL I PROGRAM

02

PROGRAM TITLE: EMPLOYMENT

OBJECTIVE: TO ASSURE ALL WORKERS FULL AND EQUAL OPPORTUNITY TO WORK, DECENT WORKING CONDITIONS, FAIR TREATMENT ON THE JOB, EQUITABLE COMPENSATION, AND ASSISTANCE IN WORK-RELATED DIFFICULTIES.

#### MEASURES OF EFFECTIVENESS:

1. PERCENTAGE OF JOB APPLICANTS WHO FOUND JOBS.
2. % FEDERALLY-MANDATED REPORTS THAT MEET DEADLINES.

### LEVEL II PROGRAM

02 01

PROGRAM TITLE: FULL OPPORTUNITY TO WORK

OBJECTIVE: TO ENHANCE AN INDIVIDUAL'S OPPORTUNITY TO SEEK AND OBTAIN EMPLOYMENT BY FACILITATING THE DEVELOPMENT OF JOB SKILLS AND JOB PLACEMENT, AND TO PROTECT INDIVIDUALS AND FAMILIES FROM UNDUE ECONOMIC HARDSHIPS RESULTING FROM THE INVOLUNTARY LOSS OF JOBS.

#### MEASURES OF EFFECTIVENESS:

1. PERCENTAGE OF JOB APPLICANTS WHO FOUND JOBS.
2. NO. INSURED EMPLOYEES AS % OF TOTAL LABOR FORCE.
3. % ECONOMICALLY DISADVANTAGED PERSONS, IMMIGRANTS, REFUGEES WHO OBTAINED EMPLOYMENT THROUGH OCS PROGRAMS..
4. NO. OF PLACEMENT IN NON-TRADITIONAL EMPLOYMENT..

### LEVEL III PROGRAM

02 01 01

LBR 111

PROGRAM TITLE: WORKFORCE DEVELOPMENT

OBJECTIVE: TO PLAN, DIRECT, COORDINATE, AND IMPLEMENT A CUSTOMER-DRIVEN STATEWIDE WORKFORCE DEVELOPMENT SYSTEM THAT DELIVERS EMPLOYMENT AND TRAINING SERVICES TO JOB APPLICANTS, WORKERS, AND INDUSTRIES.

#### MEASURES OF EFFECTIVENESS:

1. PERCENTAGE OF JOB APPLICANTS WHO FOUND JOBS.
2. PERCENT OF MILITARY VETERAN JOB APPLICANTS WHO FOUND JOBS.
3. PERCENT OF APPRENTICES COMPLETING TRAINING AND ATTAINING A CERTIFICATE.

#### TARGET GROUPS:

1. JOB APPLICANTS RECEIVING DLIR PLACEMENT ASSISTANCE.
2. MILITARY VETERANS RECEIVING DLIR PLACEMENT ASSISTANCE.
3. APPRENTICES IN APPRENTICESHIP TRAINING PROGRAMS.

#### PROGRAM ACTIVITIES:

1. NO. OF JOB OPENINGS FROM EMPLOYERS.
2. NO. OF EMPLOYERS REQUESTING TO FILL JOB OPENINGS.

PROGRAM TITLE: WORKFORCE DEVELOPMENT COUNCIL

OBJECTIVE: TO DEVELOP AND IMPROVE A STATE WORKFORCE DEVELOPMENT SYSTEM THAT MOTIVATES AND SUPPORTS THE ECONOMIC AND SOCIAL SELF-SUFFICIENCY OF HAWAII'S COMMUNITIES AND RESIDENTS.

MEASURES OF EFFECTIVENESS:

1. PERCENT OF ADULTS PLACED IN JOBS FOLLOWING SKILLS TRAINING.
2. PERCENT OF YOUTH PLACED IN JOBS FOLLOWING TRAINING PROGRAM.
3. PERCENTAGE OF EMPLOYED ADULTS 6-9 MONTHS AFTER COMPLETION OF SKILLS TRAINING.
4. PERCENT OF EMPLOYEE DISLOCATED WORKERS 6-9 MONTHS AFTER COMPLETION OF SKILLS TRAINING.
5. PERCENT OF YOUTH EMPLOYED, IN THE MILITARY, OR POST-SECONDARY EDUCATION AFTER COMPLETION OF TRAINING PROGRAM.
6. PERCENT OF YOUTH WHO ATTAINED A DIPLOMA, GED, OR CERTIFICATE 6-9 MONTHS AFTER COMPLETION OF TRAINING PROGRAM.
7. NUMBER OF PLACEMENT IN NON-TRADITIONAL EMPLOYMENT.

TARGET GROUPS:

1. ADULTS RECEIVING DLIR WIOA TRAINING PROGRAM ASSISTANCE.
2. YOUTH RECEIVING DLIR WIOA TRAINING PROGRAM ASSISTANCE.
3. ADULT PUBLIC ASSISTANCE RECIPIENTS RECEIVING INTENSIVE OR TRAINING SERVICES.
4. ADULT INDIVIDUALS WITH DISABILITIES PLACED IN JOBS FOLLOWING TRAINING PROGRAM.

PROGRAM ACTIVITIES:

1. NUMBER OF EMPLOYER ENGAGEMENT CONTACTS.
2. NUMBER OF RAPID RESPONSE ORIENTATIONS CONDUCTED.
3. NUMBER OF ON THE JOB TRAINING OPENING DEVELOPED WITH EMPLOYERS.

PROGRAM TITLE: UNEMPLOYMENT INSURANCE PROGRAM

OBJECTIVE: TO ALLEVIATE ECONOMIC HARDSHIPS THAT RESULT FROM LOSS OF WAGE INCOME DURING PERIODS OF INVOLUNTARY UNEMPLOYMENT.

MEASURES OF EFFECTIVENESS:

1. NO. INSURED EMPLOYEES AS % OF TOTAL LABOR FORCE.
2. NO. PROMPT PAYMENTS MADE AS % TOTAL NO. PAYMENTS.
3. NO. ACCEPTABLE NON-MONETARY DETERMINATIONS AS % TOTAL NON-MONETARY DETERMINATIONS.
4. NO. ACCEPTABLE APPEALS DECISIONS AS % TOTAL DECISIONS.
5. NO. PROMPT STATUS DETERMINATIONS AS % TOTAL STATUS DETERMINATIONS.
6. NO. AUDITS PERFORMED AS % TOTAL EMPLOYERS.
7. NO. EMPLOYERS DELINQUENT FOR TAXES AS % TOTAL EMPLOYERS.

TARGET GROUPS:

1. NO. OF INSURED UNEMPLOYED INDIVIDUALS (WKLY AVE).
2. NO. OF SUBJECT EMPLOYERS.
3. NO. OF SELF-FINANCED NON-PROFIT ORGANIZATIONS.

PROGRAM ACTIVITIES:

1. INITIAL OR NEW CLAIMS (ALL PROGRAMS).
2. CONTINUED CLAIMS (ALL PROGRAMS) (1000'S).
3. CLAIMS ADJUDICATION - ALL PROG (NON-MONETARY DET).
4. STATUS DETERMINATIONS.
5. EMPLOYER AUDITS.
6. TAX PAYMENT PROCESSING.
7. WAGE RECORDS (1000S).
8. INSURED UNEMPLOYMENT RATE.
9. TOTAL UNEMPLOYMENT RATE.

LEVEL III PROGRAM

02 01 04

LBR 903

PROGRAM TITLE: OFFICE OF COMMUNITY SERVICES

OBJECTIVE: TO FACILITATE AND ENHANCE THE DEVELOPMENT, DELIVERY AND COORDINATION OF EFFECTIVE PROGRAMS FOR THE ECONOMICALLY DISADVANTAGED, IMMIGRANTS, AND REFUGEES, TO ACHIEVE ECONOMIC SELF-SUFFICIENCY.

MEASURES OF EFFECTIVENESS:

1. NUMBER OF ECONOMICALLY DISADVANTAGED PERSONS, IMMIGRANTS, REFUGEES WHO OBTAINED EMPLOYMENT THROUGH OCS PROGRAMS.
2. NUMBER OF PERSONS PROVIDED FOOD THROUGH OCS PROGRAMS.
3. PERCENT OF GIA FUNDS EXPENDED UNDER CONTRACTED AMOUNT.

TARGET GROUPS:

1. NUMBER OF ECONOMICALLY DISADVANTAGED PERSONS, IMMIGRANTS, REFUGEES IN HAWAII.
2. NUMBER OF NON-PROFIT ORGANIZATIONS CONTRACTED TO RECEIVE GIA FUNDS THROUGH OCS.
3. NUMBER OF PERSONS RECEIVING SERVICES THROUGH OCS.
4. NUMBER OF PERSONS PROVIDED EMPLOYMENT SERVICES THROUGH OCS.

PROGRAM ACTIVITIES:

1. NUMBER OF FEDERAL GRANTS AWARDED TO THE OCS.
2. DOLLAR AMOUNT OF FEDERAL GRANTS AWARDED TO THE OCS (\$MILLIONS).
3. NUMBER OF FEDERALLY-FUNDED CONTRACT ADMINISTERED BY OCS.
4. NUMBER OF STATE-FUNDED CONTRACTS ADMINISTERED BY THE OCS.
5. DOLLAR AMOUNT OF STATE CONTRACTS ADMINISTERED BY OCS (\$MILLIONS).

LEVEL III PROGRAM

02 01 06

HMS 802

PROGRAM TITLE: VOCATIONAL REHABILITATION

OBJECTIVE: TO ENABLE THOSE WITH PHYSICAL AND MENTAL DISABILITIES TO ACHIEVE GAINFUL EMPLOYMENT BY PROVIDING THEM VOCATIONAL REHABILITATION SERVICES.

MEASURES OF EFFECTIVENESS:

1. NUMBER RECEIVING SERVICES AS % NEEDING SERVICES.
2. NUMBER PLACED AS % RECEIVING SERVICES DURING YEAR.
3. AVERAGE TIME TO ACHIEVE GAINFUL EMPLOYMENT.
4. AVERAGE COST PER INDIVIDUAL TO ACHIEVE EMPLOYMENT.
5. AVERAGE WEEKLY EARNINGS AS % OF EARNINGS PRIOR TO SERVICE.

TARGET GROUPS:

1. # PERSONS WITH DISABILITIES WHO COULD BENEFIT FROM VOCATIONAL REHABILITATION.

PROGRAM ACTIVITIES:

1. NUMBER OF APPLICATIONS PROCESSED.
2. NUMBER OF VOCATIONAL REHABILITATION PLANS DEVELOPED.
3. NUMBER IN REHABILITATION PROGRAMS.
4. NUMBER OF SUCCESSFUL JOB PLACEMENTS.

LEVEL II PROGRAM

02 02

PROGRAM TITLE: ENFORCEMENT OF LABOR LAWS

OBJECTIVE: TO ASSURE AND PROTECT THE RIGHTS OF JOBSEEKERS AND WORKERS RELATED TO FAIR AND EQUITABLE TREATMENT FOR HIRING, ON-THE-JOB MATTERS, SAFE AND HEALTHFUL WORKING CONDITIONS, AND UNDUE ECONOMIC HARDSHIPS RESULTING FROM WORK OR NON-WORK RELATED INJURY OR ILLNESS.

MEASURES OF EFFECTIVENESS:

1. % OF SUBJECT EMPLOYERS IN COMPLIANCE.
2. ACCIDENT, INJURY/ILLNESS RATE PER 100 EMPLOYEES.
3. COMPLAINT RATE (PER 100,000 LABOR FORCE - WAGES).

LEVEL III PROGRAM

02 02 01

LBR 143

PROGRAM TITLE: HAWAII OCCUPATIONAL SAFETY AND HEALTH PROGRAM

OBJECTIVE: TO ENSURE EVERY EMPLOYEE SAFE AND HEALTHFUL WORKING CONDITIONS; AND THE SAFE OPERATION AND USE OF BOILERS, PRESSURE SYSTEMS, AMUSEMENT RIDES, ELEVATORS, AND KINDRED EQUIPMENT.

MEASURES OF EFFECTIVENESS:

1. ACCIDENT, INJURY/ILLNESS RATE PER 100 EMPLOYEES.
2. WORKDAYS LOST PER 100 EMPLOYEES.
3. WORK-RELATED FATALITIES PER 100,000 EMPLOYEES.
4. AVERAGE WORKERS' COMPENSATION COSTS.
5. % OF ELEVATORS INSPECTED.
6. % OF BOILER AND PRESSURE VESSELS INSPECTED.
7. % OF HOISTING MACHINE OPERATORS ADVISORY BOARD (HMOAB) APPLICATIONS PROCESSED WITHIN 48 HOURS OF RECEIPT.
8. % OF HOISTING MACHINE OPERATORS ADVISORY BOARD (HMOAB) INFORMATION RESPONDED WITHIN 24 HOURS.

TARGET GROUPS:

1. COVERED CIVILIAN WORK FORCE EXCEPT FED/MARITIME.
2. COVERED EMPLOYERS EXCLUDING FEDERAL AND MARITIME.
3. NO. ELEVATORS, BOILERS, ETC. IN STATE.
4. HOISTING MACHINE OPERATORS ADVISORY BOARD (HMOAB) CERTIFIED WORKERS.

PROGRAM ACTIVITIES:

1. NO. OF SAFETY/HEALTH COMPLIANCE INSPECTIONS.
2. # SAFETY/HEALTH COMPLIANCE ASSISTANCE CONSULTATION.
3. NO. FATALITY/CATASTROPHE INVESTIGATIONS FOR SAFETY/HTH.
4. NO. DISCRIMINATION INVESTIGATIONS FOR SAFETY/HTH.
5. NO. OF SAFETY AND HEALTH HAZARDS CORRECTED.
6. NO. OF ELEVATOR/ETC. INSPECTIONS.
7. NO. OF BOILER AND PRESSURE VESSEL INSPECTIONS.
8. NO. OF COMPLAINTS SATISFIED WITH TIMELY RESPONSES.
9. NO. OF HOISTING MACHINE OPERATORS ADVISORY BOARD (HMOAB) NEW/RENEW APPLICAITONS PROCESSED.

10. NO. OF HOISTING MACHINE OPERATORS ADVISORY BOARD (HMOAB) STATE REGULATIONS SURVEYED IN THE UNITED STATES.

LEVEL III PROGRAM

02 02 02

LBR 152

PROGRAM TITLE: WAGE STANDARDS PROGRAM

OBJECTIVE: TO ASSURE WORKERS OF THEIR LAWFUL RIGHTS AND BENEFITS RELATED TO WAGES, SAFEGUARD AGAINST UNLAWFUL EMPLOYMENT PRACTICES, AND PROMOTE VOLUNTARY COMPLIANCE BY EDUCATING AND ASSISTING EMPLOYERS.

MEASURES OF EFFECTIVENESS:

1. COMPLAINT RATE (PER 100,000 LABOR FORCE - WAGES).
2. COMPLAINT RATE (PER 100,000 LABOR FORCE-WORK INJURY).
3. % OF WAGE FINDINGS WITHIN 100 DAYS OF COMPLAINT.
4. % OF WORKER INJURY TERMINATION DECISION WITHIN 100 DAYS OF HEARING.
5. % OF MONETARY VIOLATIONS /100 EMPLOYERS INVESTIGATED.
6. % OF CHAPTER 104 FINDINGS WITHIN 195 DAYS OF COMPLAINT.
7. CHILD LABOR VIOLATION RATE (PER 10,000 MINORS).
8. PERCENTAGE OF SATISFIED CUSTOMERS.

TARGET GROUPS:

1. TOTAL NUMBER OF EMPLOYERS.
2. TOTAL NUMBER OF LABOR FORCE (THOUSANDS).
3. TOTAL NUMBER OF COMPLAINTS (WAGES).
4. TOTAL NO. OF COMPLAINTS (WORK INJURY TERMINATION).
5. TOTAL NUMBER OF MINORS (14 - 17 YEARS).

PROGRAM ACTIVITIES:

1. INVESTIGATIONS COMPLETED.
2. CERTIFICATES ISSUED.
3. COMPLAINT AND APPEAL HEARINGS.
4. ENROLLEES AT EDUCATIONAL WORKSHOPS.

LEVEL III PROGRAM

02 02 03

LBR 153

PROGRAM TITLE: HAWAII CIVIL RIGHTS COMMISSION

OBJECTIVE: TO SAFEGUARD AND ASSURE THE RIGHTS OF THE PUBLIC AGAINST DISCRIMINATORY PRACTICES DUE TO RACE, COLOR, RELIGION, AGE, SEX, MARITAL STATUS, NATIONAL ORIGIN, ANCESTRY, OR HANDICAPPED STATUS IN EMPLOYMENT, HOUSING, AND PUBLIC ACCOMMODATIONS THROUGH ENFORCEMENT OF ANTI-DISCRIMINATION LAWS AND PROVIDING PUBLIC EDUCATION AND OUTREACH.

MEASURES OF EFFECTIVENESS:

1. % EMPLOYMENT DISCRIMINATION INVESTIGATION COMPLETED WITHIN 1 YR.
2. % FAIR HOUSING DISCRIMINATION INVESTIGATION COMPLETED WITHIN 150 DAY.
3. % PUBLIC ACCOMMODATION DISCRIMINATION INVESTIGATION COMPLETED WITHIN 1YR.
4. % STATE SERVICES DISCRIMINATION INVESTIGATION COMPLETED WITHIN 1 YR.

TARGET GROUPS:

1. NO. EMPLOYMENT DISCRIMINATION COMPLAINTS FILED ANNUALLY.
2. NO. FAIR HOUSING DISCRIMINATION COMPLAINTS FILED ANNUALLY.
3. NO. PUBLIC ACCOMMODATION DISCRIMINATION COMPLAINTS FILED ANNUALLY.
4. NO. STATE SERVICES DISCRIMINATION COMPLAINTS FILED ANNUALLY.

PROGRAM ACTIVITIES:

1. # INVESTIGATION/CLOSING EMPLOYMENT DISCRIMINATION CASES 368-3,HRS.
2. # INVESTIGATION/CLOSING FAIR HOUSING DISCRIMINATION CASES 368-3,HRS.
3. #INVESTIGATION/CLOSING ACCOMMODATION DISCRIMINATION CASES 368-3,HRS.
4. #INVESTIGATION/CLOSING STATE SERVICES DISCRIMINATION CASE 368-3,HRS.

LEVEL III PROGRAM

02 02 04

LBR 183

PROGRAM TITLE: DISABILITY COMPENSATION PROGRAM

OBJECTIVE: TO ALLEVIATE THE ECONOMIC HARDSHIPS RESULTING FROM THE LOSS OF WAGE INCOME DUE TO WORK OR NONWORK-CONNECTED DISABILITY AND PROVIDE VOCATIONAL REHABILITATION OPPORTUNITIES AND INCENTIVES FOR INDUSTRIALLY-INJURED WORKERS.

MEASURES OF EFFECTIVENESS:

1. PERCENT OF SUBJECT EMPLOYERS IN COMPLIANCE.
2. PERCENT OF VOCATIONAL REHABILITATION PARTICIPANTS RETURNING TO WORK (WORKERS' COMPENSATION).
3. PERCENT WORKERS' COMPENSATION DECISIONS WITHIN 60 DAYS OF HEARING.
4. PERCENT OF HEARINGS SCHEDULED WITHIN 21 WEEKS.
5. PERCENT OF DECISIONS REVERSED BY THE LABOR AND INDUSTRIAL RELATIONS APPEALS BOARD.

TARGET GROUPS:

1. SUBJECT EMPLOYERS.
2. COVERED WORKERS - TEMPORARY DISABILITY INSURANCE (TDI) & PREPAID HEALTH CARE (PHC).
3. COVERED WORKERS - WORKERS' COMPENSATION (WC).
4. WORKERS REQUIRING SERVICES - WORKERS' COMPENSATION (WC).

PROGRAM ACTIVITIES:

1. INVESTIGATIONS (WORKERS' COMPENSATION, TEMPORARY DISABILITY INSURANCE, PREPAID HEALTH CARE).
2. AUDITS (WORKERS' COMPENSATION, TEMPORARY DISABILITY INSURANCE, PREPAID HEALTH CARE).
3. PLANS REVIEW (TEMPORARY DISABILITY INSURANCE, PREPAID HEALTH CARE).
4. TOTAL CLAIMS - NEW (WORKERS' COMPENSATION).
5. HEARINGS (WORKERS' COMPENSATION).
6. DECISIONS (WORKERS' COMPENSATION).

LEVEL II PROGRAM

02 03

PROGRAM TITLE: LABOR ADJUDICATION

OBJECTIVE: TO PROVIDE PROMPT RESPONSE, EQUITABLE TREATMENT, AND ADMINISTRATIVE REDRESS OF GRIEVANCES TO PARTIES APPEALING DECISIONS AS PROVIDED BY THE WORKERS' COMPENSATION AND OTHER LABOR LAWS, AND TO RESOLVE DISPUTES IN COLLECTIVE BARGAINING FOR EMPLOYEES.

MEASURES OF EFFECTIVENESS:

1. % OF APPEALS RESOLVED IN 15 MONTHS.

PROGRAM TITLE: HAWAII LABOR RELATIONS BOARD

OBJECTIVE: TO ADMINISTER CHAPTERS 89 AND 377, HAWAII REVISED STATUTES, IN A NEUTRAL QUASI-JUDICIAL CAPACITY TO PROMOTE HARMONIOUS AND COOPERATIVE LABOR-MANAGEMENT RELATIONS, AND RESOLVE DISPUTES IN COLLECTIVE BARGAINING FOR EMPLOYEES.

MEASURES OF EFFECTIVENESS:

1. PERCENT OF CHAPTER 89/377 CASES CLOSED BY SETTLEMENT.
2. PERCENT OF CHAPTER 89/377 CASES CLOSED BY PRE-HEARING MOTIONS.
3. PERCENT OF CHAPTER 89/377 CASES CLOSED BY DECISIONS.
4. PERCENT OF CHAPTER 396 CASES CLOSED BY SETTLEMENT.
5. PERCENT OF CHAPTER 396 CASES CLOSED BY PRE-HEARING MOTIONS.
6. PERCENT OF CHAPTER 396 CASES CLOSED BY DECISIONS.

TARGET GROUPS:

1. PUBLIC EMPLOYERS - CHAPTER 89/377 CASES.
2. PUBLIC EMPLOYEE UNIONS - CHAPTER 89/377 CASES.
3. PUBLIC EMPLOYEES (IN THOUSANDS) CHAPTER 89/377 CASES.
4. PUBLIC EMPLOYERS - CHAPTER 396 CASES..
5. PRIVATE EMPLOYERS - CHAPTER 396 CASES.

PROGRAM ACTIVITIES:

1. NUMBER OF NEWLY FILED CHAPTER 89/377 CASES.
2. NUMBER OF NEWLY FILED CHAPTER 396 CASES.
3. NUMBER OF CIRCUIT COURT AND SUPREME COURT APPEALS.

PROGRAM TITLE: LABOR AND INDUSTRIAL RELATIONS APPEALS BOARD

OBJECTIVE: TO PROVIDE FAIR TREATMENT FOR INDIVIDUALS IN THE PROMPT, JUST AND INEXPENSIVE REVIEW OF APPEALS FROM WORKERS' COMPENSATION AND OCCUPATIONAL SAFETY AND HEALTH (BOILER/ELEVATOR) DECISIONS OF THE DIRECTOR OF LABOR AND INDUSTRIAL RELATIONS.

MEASURES OF EFFECTIVENESS:

1. % OF APPEALS RESOLVED IN 15 MONTHS.
2. % OF BOARD DECISIONS UPHeld BY APPELLATE COURT.

TARGET GROUPS:

1. NUMBER OF APPEALS FILED.
2. NUMBER OF APPELLATE COURT DECISIONS IN FISCAL YEAR.

PROGRAM ACTIVITIES:

1. NUMBER OF PRE-HEARING CONFERENCES HELD.
2. NUMBER OF SETTLEMENT/STATUS CONFERENCES HELD.
3. NUMBER OF HEARINGS HELD.
4. NUMBER OF MOTION HEARINGS HELD.

PROGRAM TITLE: EMPLOYMENT SECURITY APPEALS REFEREES' OFFICE

OBJECTIVE: TO PROVIDE JUDICIAL REVIEW ON APPEALS FROM DETERMINATIONS AND REDETERMINATIONS FOR UNEMPLOYMENT COMPENSATION BENEFITS

MEASURES OF EFFECTIVENESS:

1. % APPEALS DECISIONS ISSUED WITHIN 30 DAYS OF APPEAL REQUEST.
2. % APPEALS DECISIONS ISSUED WITHIN 45 DAYS OF APPEAL REQUEST.
3. AVERAGE AGE OF CASES WITHIN 30 DAYS IS FED COMPLIANT.

TARGET GROUPS:

1. NUMBER OF APPEAL REQUESTS FILED.

PROGRAM ACTIVITIES:

1. NUMBER OF APPEALS DECISIONS ISSUED.

PROGRAM TITLE: OVERALL PROGRAM SUPPORT

OBJECTIVE: TO ENHANCE THE EFFECTIVENESS AND EFFICIENCY WITH WHICH THE OBJECTIVES OF THE PROGRAM ARE ACHIEVED BY PROVIDING EXECUTIVE DIRECTION, PROGRAM PLANNING AND ANALYSIS, OTHER PROGRAM SUPPORT, AND ADMINISTRATIVE SERVICES.

MEASURES OF EFFECTIVENESS:

1. % FEDERALLY-MANDATED REPORTS THAT MEET DEADLINES.
2. % VENDOR PAYMENTS MADE WITHIN 30 DAYS.

PROGRAM TITLE: RESEARCH AND STATISTICS

OBJECTIVE: TO ENHANCE PROGRAM EFFECTIVENESS AND EFFICIENCY, AND CONTRIBUTE TO GENERAL ECONOMIC POLICYMAKING BY GATHERING, ANALYZING AND REPORTING MANPOWER, EMPLOYMENT AND RELATED ECONOMIC DATA.

MEASURES OF EFFECTIVENESS:

1. % FEDERALLY-MANDATED REPORTS THAT MEET DEADLINES.
2. USER SATISFACTION WITH CAREER EXPLORATING TOOL(1-100).

TARGET GROUPS:

1. NO. OF ON-LINE USERS ON R&S INTERNET SITES.
2. NUMBER OF ON-LINE USERS OF CAREER EXPLORATING TOOL.

PROGRAM ACTIVITIES:

1. NO. MANDATED REPORTS PRODUCED FOR INTERNAL & EXTERNAL AGENCIES.
2. NO. ONLINE/HARDCOPY PUBLICATIONS ARTICLES & REPORT.
3. NO. OF OUTREACH AND EDUCATION FORUMS CONDUCTED.
4. NO. OF OUTREACH AND EDUCATIONAL ACTIVITIES CONDUCTED.



PROGRAM TITLE: GENERAL ADMINISTRATION

OBJECTIVE: TO ENHANCE PROGRAM EFFECTIVENESS AND EFFICIENCY BY FORMULATING POLICIES, DIRECTING OPERATIONS AND PERSONNEL, AND PROVIDING OTHER ADMINISTRATIVE AND HOUSEKEEPING SERVICES.

MEASURES OF EFFECTIVENESS:

1. % VENDOR PAYMENTS MADE WITHIN 30 DAYS.
2. % FED-MANDATED FISCAL REPORTS THAT MEET DEADLINES.
3. % INTERNAL VACANCY ANNOUNCEMENT RECRUITMENTS COMPLETED WITHIN 60 DAYS.
4. % DATA PROCESSING REQUESTS COMPLETED.
5. % EMPLOYMENT RELATED ACTIONS COMPLETED WITHIN 5 DAYS.
6. % OF CLASSIFICATION RELATED ACTIONS COMPLETED WITHIN 30 DAYS.

TARGET GROUPS:

1. NUMBER OF EMPLOYEES (DEPARTMENT).
2. NUMBER OF PROGRAM AND ATTACHED AGENCIES.

PROGRAM ACTIVITIES:

1. NUMBER OF PURCHASE ORDERS PROCESSED.
2. NUMBER OF PCARD TRANSACTIONS PROCESSED.
3. NO. FED-MANDATED FISCAL REPORTS ANNUALLY REQUIRED.
4. NO. OF POSITIONS FILLED.
5. NO. OF EMPLOYMENT ACTIONS REQUESTED.
6. NO. OF TRAINING REQUESTS PROCESSED.
7. NO. DATA PROCESSNG REQUESTS RECEIVED.
8. NO. OF CLASSIFICATION ACTIONS REQUESTED.