

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. % FEDERALLY-MANDATED REPORTS THAT MEET DEADLINES.
2. PERCENTAGE OF APPRENTICES COMPLETING TRAINING AND ATTAINING CERTIFICATES.

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 PERSONS EMPLOYED THRU OCS.
2. NO. INSURED EMPLOYEES AS % OF TOTAL LABOR FORCE.
3. PERCENTAGE OF APPRENTICES COMPLETING TRAINING AND ATTAINING CERTIFICATE.

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. % ADULTS EMPLOYED 6 MOS AFTER PROGRAM.
2. % ADULTS EMPLOYED 12 MOS AFTER PROGRAM.
3. % ADULTS ATTAINING CREDENTIAL.
4. % DISLOCATED WORKER EMPLOYED 6 MOS AFTER PROGRAM.
5. PERCENT OF APPRENTICES COMPLETING TRAINING AND ATTAINING A CERTIFICATE.
6. % DISLOCATED WORKER EMPLOYED 12 MOS AFTER PROGRAM.
7. % DISLOCATED WORKER ATTAINING CREDENTIAL.
8. % YOUTH EDUCATED, TRAINED EMPLOYED 6 MOS AFT PRGRM.
9. % YOUTH EDUCATED TRAINED EMPLOYED 12 MOS AFT PRGM.
10. % YOUTHS ATTAINING CREDENTIAL.

TARGET GROUPS:

1. JOB APPLICANTS RECEIVING DLIR PLACEMENT ASSISTANCE.
2. ADULTS RECEIVING SERVICES.
3. ADULTS MEDIAN EARNINGS 6 MOS AFTER PROGRAM.
4. ADULT REQUESTING CREDENTIAL.
5. APPRENTICES IN APPRENTICESHIP TRAINING PROGRAMS.
6. DISLOCATED WORKER RECEIVING SERVICES.
7. DISLOCATED WORKER MEDIAN EARNINGS 6 MOS AFT PRGRM.
8. DISLOCATED WORKER REQUESTING CREDENTIAL.
9. YOUTH RECEIVING EDUCATION, TRAINING, EMPLOYMENT.
10. YOUTH REQUESTING CREDENTIAL.

PROGRAM ACTIVITIES:

1. # EMPLOYER ENGAGEMENT CONTACTS.
2. # RAPID RESPONSE ORIENTATIONS CONDUCTED.
3. # EMPLOYER JOB POSTING ON HIRE NET.
4. NO. OF APPRENTICESHIP PROGRAMS.

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. % PERSONS EMPLOYED THRU OCS.
2. % PERSONS PROVIDED FOOD THRU OCS.
3. PERCENT OF GIA FUNDS EXPENDED UNDER CONTRACTED AMOUNT.

TARGET GROUPS:

1. NUMBER OF NON-PROFIT ORGANIZATIONS CONTRACTED TO RECEIVE GIA FUNDS THROUGH OCS.
2. NUMBER OF PERSONS RECEIVING SERVICES THROUGH OCS.
3. 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 COMPETITIVE INTEGRATED EMPLOYMENT (CIE) BY PROVIDING THEM VOCATIONAL REHABILITATION SERVICES.

MEASURES OF EFFECTIVENESS:

1. PERCENTAGE OF ELIGIBILITY DETERMINATIONS MADE WITHIN 60 DAYS OF APPLICATION.
2. PERCENTAGE OF INDIVIDUALIZED PLANS FOR EMPLOYMENT (IPE) DEVELOPED WITHIN 90 DAYS OF ELIGIBILITY DETERMINATION.
3. AVERAGE TIME TO ACHIEVE COMPETITIVE INTEGRATED EMPLOYMENT (CIE).
4. AVERAGE COST PER INDIVIDUAL TO ACHIEVE COMPETITIVE INTEGRATED EMPLOYMENT (CIE).
5. PERCENTAGE OF EXITS EMPLOYED IN THE 2ND QUARTER AFTER EXIT.
6. PERCENTAGE OF EXITS EMPLOYED IN THE 4TH QUARTER AFTER EXIT.
7. AVERAGE MEDIAN EARNINGS FOR EXITS IN THE 2ND QUARTER AFTER EXIT.
8. PERCENTAGE ACHIEVED A MEASURABLE SKILLS GAIN (MSG) IN A PROGRAM YEAR AS MEASURED PRIOR TO EXIT.
9. PERCENTAGE ACHIEVED A CREDENTIAL DURING PARTICIPATION OR WITHIN 12 MONTHS AFTER EXIT AS MEASURED AFTER EXIT.

TARGET GROUPS:

1. NUMBER OF PERSONS WITH DISABILITIES WHO COULD BENEFIT FROM VOCATIONAL REHABILITATION.
2. NUMBER OF PERSONS WITH DISABILITIES WHO COULD BENEFIT FROM PRE-EMPLOYMENT TRANSITION SERVICES.

PROGRAM ACTIVITIES:

1. NUMBER OF APPLICATIONS PROCESSED.
2. NUMBER OF VOCATIONAL REHABILITATION PLANS DEVELOPED.
3. AVERAGE COST OF CAREER SERVICES PER PARTICIPANT SERVED.
4. AVERAGE COST OF TRAINING SERVICES PER PARTICIPANT SERVED.
5. NUMBER OF SUCCESSFUL JOB PLACEMENTS IN COMPETITIVE INTEGRATED EMPLOYMENT (CIE).
6. NUMBER OF STUDENTS WITH DISABILITIES (SWD) WHO RECEIVED PRE-EMPLOYMENT TRANSITION SERVICES.

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 NON COMPLIANT EMPLOYERS.
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.

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.

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-HEARINGS).
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 EMPLYRS 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 & APPEALS.
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 ACCOMODATION 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. # INVESTIGATON/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 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.

LEVEL III PROGRAM

02 03 01

LBR 161

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 CASES CLOSED INCURRENT FISCAL YEAR (ALL OPEN CASES).

TARGET GROUPS:

1. COLLECTIVE BARGAINING CASES.
2. CHP 396 - HIOSH CASES.

PROGRAM ACTIVITIES:

1. NUMBER OF CASES OPENED IN CURRENT FISCAL YEAR (89, 377, 396).
2. NUMBER OF PRIOR FISCAL YEAR'S CASES STILL OPEN (89, 377, 396).
3. NUMBER OF NOTICES ISSUED.
4. NUMBER OF ORDERS ISSUED.
5. # OF FINAL ORDERS/DECISIONS.

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. AVERAGE AGE OF RESOLVED CASES (MONTHS).
3. AVERAGE TIME FROM BRIEFS TO DECISION/ORDER (MONTHS).

TARGET GROUPS:

1. NUMBER OF APPEALS FILED.

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: 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: 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. PERCENT OF POSITIONS FILLED WITHIN 90 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.
1. NO. FED MANDATED FISCAL REPORTS ANNUALLY REQUIRED.
2. NO. OF POSITIONS FILLED.
3. NO. OF EMPLOYMENT ACTIONS REQUESTED.
4. NO. DATA PROCESSNG REQUESTS RECEIVED.
5. NO. OF CLASSIFICATION ACTIONS REQUESTED.

LEVEL II PROGRAM

02 05

PROGRAM TITLE: ASSISTANCE IN WORK RELATED MATTERS/BENEFITS

OBJECTIVE: TO ALLEVIATE ECONOMIC HARDSHIPS DURING PERIODS OF INVOLUNTARY UNEMPLOYMENT AND FROM WORK OR NONWORK-CONNECTED DISABILITY.

MEASURES OF EFFECTIVENESS:

1. NO. OF INSURED EMPLOYEES AS PERCENTAGE OF TOTAL LABOR FORCE.
2. PERCENTAGE OF NON-COMPLIANT EMPLOYERS.

LEVEL III PROGRAM

02 05 01

LBR 171

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.

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 NON-COMPLIANT EMPLOYERS.
2. PERCENT WORKERS' COMPENSATION DECISIONS WITHIN 60 DAYS OF HEARING.

TARGET GROUPS:

1. SUBJECT EMPLOYERS.
2. COVERED WORKERS - TDI & PHC.
3. COVERED WORKERS - 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 (TDI, PHC).
4. TOTAL CLAIMS - NEW (WORKERS' COMPENSATION).
5. DECISIONS (WORKERS' COMPENSATION).