

CIRCULAR 2000-01 Date: December 15, 1999

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| U.S DEPARTMENT OF LABOR/ EMPLOYMENT AND TRAINING ADMINISTRATION Apprenticeship Training, Employer and Labor Services (ATELS)/Bureau of Apprenticeship and Training (BAT) | Distribution: A-541 Hdqrs. Staff A-546 All Field Staff A-547 SD+RD+SAC; Lab. Com. | Subject: Code 503 Program Guidance Memorandum: Goals and Objectives for Fiscal Year (FY) 2000 |
| Symbols: TA: AV | | Action: Immediate |

Purpose: To provide all ATELS/BAT staff with the goals and objectives established for FY 2000. These goals and objectives are to be used in developing work plans, performance standards and performance measures.

Background: As the Employment and Training Administration (ETA) transitions to implement the provisions of the Workforce Investment Act (WIA), FY 2000 is expected to be another challenging year for BAT, now reorganized under the Apprenticeship Training, Employers and Labor Services (ATELS) Office. Under the guidance of the Senior Leadership Team, efforts are being made to develop a consistency in how apprenticeship activities are being tracked and reported. In collaboration with State Apprenticeship Councils/Agencies and other work force development system stakeholders, ATELS/BAT will continue to develop strategies during FY 2000 to track activities related to new and challenging initiatives.

Again, an important component of the FY 2000 planning is the Government Performance and Results Act (GPRA) of 1993 and its related requirements. This Act mandates the development of strategic plans which outline goals and the measures used to determine the *final* results of the agency's activities, the "**Outcome Goals**." Therefore, while GPRA defines an "**Outcome Goal**" as a description of the intended results of the program as measured by the difference it makes for the participants, some strategies may not lead to immediate results. As mandated by GPRA, ETA developed Strategic Plans for FYs 1999 - 2004, that resulted in Apprenticeship services being more fully integrated with other work force development programs and initiatives. Cross-cutting activities also will be a major focus for tracking and reporting.

This fiscal year, ATELS/BAT program priorities and objectives will be focused on the following general areas nationally, by region, and by state:

- ☛ Expand apprenticeship, including the Child Care Initiative.
- ☛ Improve equal employment opportunities.
- ☛ Improve program quality.
- ☛ Employer and labor services.

Reporting: It is important that all Regional offices report in a timely, consistent and accurate manner. At this time, all GPRA data items being tracked are available in the Apprenticeship Information Management System (AIMS) database. In preparation for the quarterly reports, all AIMS input should be entered into AIMS no later than the 5th day after the end of each quarter. OTIS has agreed to run the quarterly reports on the first weekend after the 5th day of the quarter. PGM/GPRA data and narrative reports should be electronically transmitted via E-mail to the National Office by the 20th day after the end of each quarter.

Use the attached format, FY 2000 Apprenticeship and Training Plan, for reporting purposes. Be advised that there may be addenda to this reporting format during the year.

NOTE: GPRA literature defines an “*Outcome Goal*” as a description of the intended results of the program as measured by the difference it makes for participants. Narratives should be clear, concise, and to the point and focus on the outcome of the related objectives/strategies. Remember, some strategies may not lead to immediate results. The focus of GPRA is on the final results of the strategies being pursued.

Action: ATELS/BAT staff at all levels are expected to become familiar with the goals and objectives provided in the attachment to this circular. In collaboration with local State Apprenticeship Agencies/Councils and other local work force development system stakeholders, Regional/State Directors will identify Regional/State-by-State baseline data on the number of program and apprentice, including women and minority, registrations and other measures/indicators for FY 2000. Regional and State FY 2000 Performance Standards should be based upon consideration of these goals and objectives and requirements in accordance with ETA’s Strategic Plan for FY 1999 - FY 2004. All State Directors are to share this document with their respective SAC and/or Labor Commissioner.

The ETA Strategic Plan has been provided to the Regional Directors and is available for staff review. Departmental, ETA and ATELS goals are listed in Attachments A., and B., respectively.

**Attachments: DOL and ETA’s Goals for FYs 1999 - 2004, Attachment A.
ATELS Goals for FY 2000, Attachment B.
FY 2000 PGM Reporting Format**

U.S. Department of Labor Strategic Goals FYs 1999 - 2004

The new Strategic Plan supports the Secretary's vision, facilitates increased coordination, and fosters greater cohesion within ETA and the Department and greater alignment with the different program offices in ETA. The three strategic goals already included in ETA's 2000 Annual Performance Plan are:

- ☞ A Prepared Workforce: Enhance Opportunities for America's Workforce.
- ☞ A Secure Workforce: Promote the Economic Security of Workers and Families.
- ☞ Quality Workplaces: Foster quality workplaces that are safe, healthy, and fair.

Each of these cross-cutting goals has associated outcome goals to track the Department's strategic goals. **ETA programs** are arrayed under these strategic goals and their respective outcome goals are:

A Prepared Workforce -

- ☞ Outcome Goal 1.1 - Increase employment, earnings and retention.
- ☞ Outcome Goal 1.2 - Increase the number of youth, including targeted youth, making a successful transition to a career path.

A Secure Workforce -

- ☞ Outcome Goal 2.2 - Improve the effectiveness of programs which provide or protect worker benefits.
- ☞ Outcome Goal 2.3 - Increase employment and earnings for dislocated workers.

Quality Workplaces -

- ☞ Outcome Goal 3.3 - Support greater balance between work and family.

ETA will be utilizing the Baldrige Criteria for Performance Excellence as the framework for aligning and accomplishing its outcome goals. The seven criteria are: leadership, strategic planning, customer and market focus, information and analysis, human resource focus, process management and business results.

Apprenticeship Training, Employer and Labor Services Goals FY 2000

Goals: In accordance with the ETA Strategic Plan, ATELS/BAT will focus on Outcome Goals 1.1, 1.2, and 3.3., which maximize employment opportunities, earnings and retention for adults and youth, maximize employers and labor participation; and support a greater balance between work and family. The goals for FY 2000 include:

☞ **Developing Annual Plans** that are consistent with the requirements of the ETA Strategic Plan for FY 1999 - 2004.

☞ **Goal I - Expand Apprenticeship:** Develop and track indicators that maximize employment opportunities by expanding program and apprentice registrations by 2 percent over the number of programs and apprentices which were registered during FY '99, using the 11-18-99 AIMS baseline data.

☞ **Goal II - Improve Equal Employment Opportunity:** BAT will conduct an aggressive technical assistance campaign, utilizing all available information/products, including those developed by the Diversity Team, to expand the percentage of women and minorities registered in FY '00 by 2% over the number of women and minorities registered during FY '99, utilizing the 11-18-99 AIMS baseline data.

☞ **Goal III - Improve Program Quality:** Improve the quality of training by identifying and targeting programs with work processes, related instruction, wage schedules and/or standards in need of revision, including those with a low rate of apprentice completions.

☞ **Goal IV - Employer and Labor Services:** Designated as a Regional Office function only. Establish a baseline of employer and labor organizations and cross cutting WIA services. Field staff will report activities in support of this goal.

☞ **Goal V - Support Program and Office Goals:** Develop an annual plan necessary to meet organizational objectives, using measures to determine if objectives are being achieved and goals are being met within budget constraints to improve effectiveness of operations.

☞ **Goal VI - Quality Principles/Customer Service:** Knows customer population and is aware of their needs. Monitors and takes actions to continuously improve quality and quantity of service, listening to and treating customers with respect and thereby creating a positive image of ATELS/BAT.

☞ **Goal VII - Leadership/Human Resources:** Provide leadership by presenting a clear vision of BAT's goals and direct associates' efforts on focusing on those efforts. Understand and implement human resources policies and programs, while demonstrating commitment to ATELS/BAT's EEO objectives.

☞ **Goal VIII - Works in Teams/Work Groups and Forms Partnerships:** Participate in internal and external teams/work groups with Local, State, Regional and/or National stakeholders and partners.