



WORKFORCE SYSTEM RESULTS

AS OF SEPTEMBER 30, 2003

EMPLOYMENT AND TRAINING ADMINISTRATION
UNITED STATES DEPARTMENT OF LABOR



WORKFORCE

SYSTEM RESULTS

The Employment and Training

Administration (ETA) is pleased to present a review of the public workforce system's performance information as of September 30, 2003. This review provides a snapshot of the results of ETA programs and their progress in achieving goals of helping people find jobs and connecting workers to employers. It serves as a starting point for further inquiry and analysis of program performance.

In general, this review presents program outcomes and results for the most recent quarter compared to the same quarter in the prior year. It begins with a look at the larger labor market, examines ETA success in achieving the goals it has established, and then reviews key performance indicators and outcomes for each program. Finally, the Glossary of Performance Measures provides the definitions for each performance measure by program.

Our Mission...to contribute to the more efficient functioning of the U.S. labor market by providing high quality job training, employment, labor market information, and income maintenance services primarily through state and local workforce development systems.

Elaine L. Chao
Secretary of Labor

Emily Stover DeRocco
Assistant Secretary, U.S. Department of Labor,
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NATIONAL EMPLOYMENT INDICATORS

National Employment Indicators

	Time Period	Number	Rate
Total Labor Force¹	September 2003	146,545,000	100.0%
	September 2002	143,277,000	100.0%
Employed¹	September 2003	137,573,000	93.9%
	September 2002	135,185,000	94.4%
Unemployed¹	September 2003	8,973,000	6.1%
	September 2002	8,092,000	5.6%
New Initial UI² Claims	September 2003	954,749	N/A
	September 2002	951,464	N/A
Number of First UI Payments	September 2003	632,559	N/A
	September 2002	632,759	N/A
Average Duration of UI (weeks)	September 2003	19.8	N/A
	September 2002	18.8	N/A

¹ Source: Bureau of Labor Statistics

² Unemployment Insurance

Summary of Results

Since September 2002, the total labor force has grown over two percent, and the total number employed has increased by over two million people. Although there were gains in employment, the unemployment rate has also risen; it increased by 0.5 percentage points between September 2002 and September 2003. New UI claims were up slightly over the past year, while the number of first UI payments remained constant. The average length of time that recipients received UI payments increased by one week compared to the same period last year.

The Registered Apprenticeship, Trade Adjustment Assistance, and Unemployment Insurance programs operate on a fiscal year basis, so the quarter ending September 30, 2003 represented the end of program and fiscal year 2003 for these ETA programs. Featured below are some year-end highlights and successes of these programs.

Registered Apprenticeship

In July 2003, efforts began to develop a large-scale apprenticeship system to improve the productivity of American IT workers, lower the cost of hiring and training for American employers, and provide a structured approach to IT career development throughout the national workforce investment system.

Projected five-year accomplishments of this initiative include:

- Nearly 384,000 IT workers will have become registered apprentices;
- 6,700 employers will have become registered on-the-job learning providers;
- IT employers and the public workforce system will be integrated into the National Information Technology Apprenticeship System.

Trade Adjustment Assistance

- In the past year the length of time it takes to process a petition for certification as a trade-impacted worker was reduced from 103 days to 38 days; it is now substantially in compliance with the statutory timeframe allowed.
- The Alternative Trade Adjustment Assistance (ATAA) program for older workers authorized by the Trade Reform Act of 2002 was implemented on August 6, 2003. This program helps trade-impacted workers who are over 50 years of age find other work within 26 weeks of separation with a wage supplement of up to half the difference between their old and new salaries, in lieu of retraining. The maximum amount of wage supplement payable is \$10,000 over a two-year period, and workers must earn less than \$50,000 per year in the new employment to qualify for the program.
- As of October 1, 2003, states are funded for TAA training costs on a formula basis; planning targets for each state will be made available at the beginning of each fiscal year.

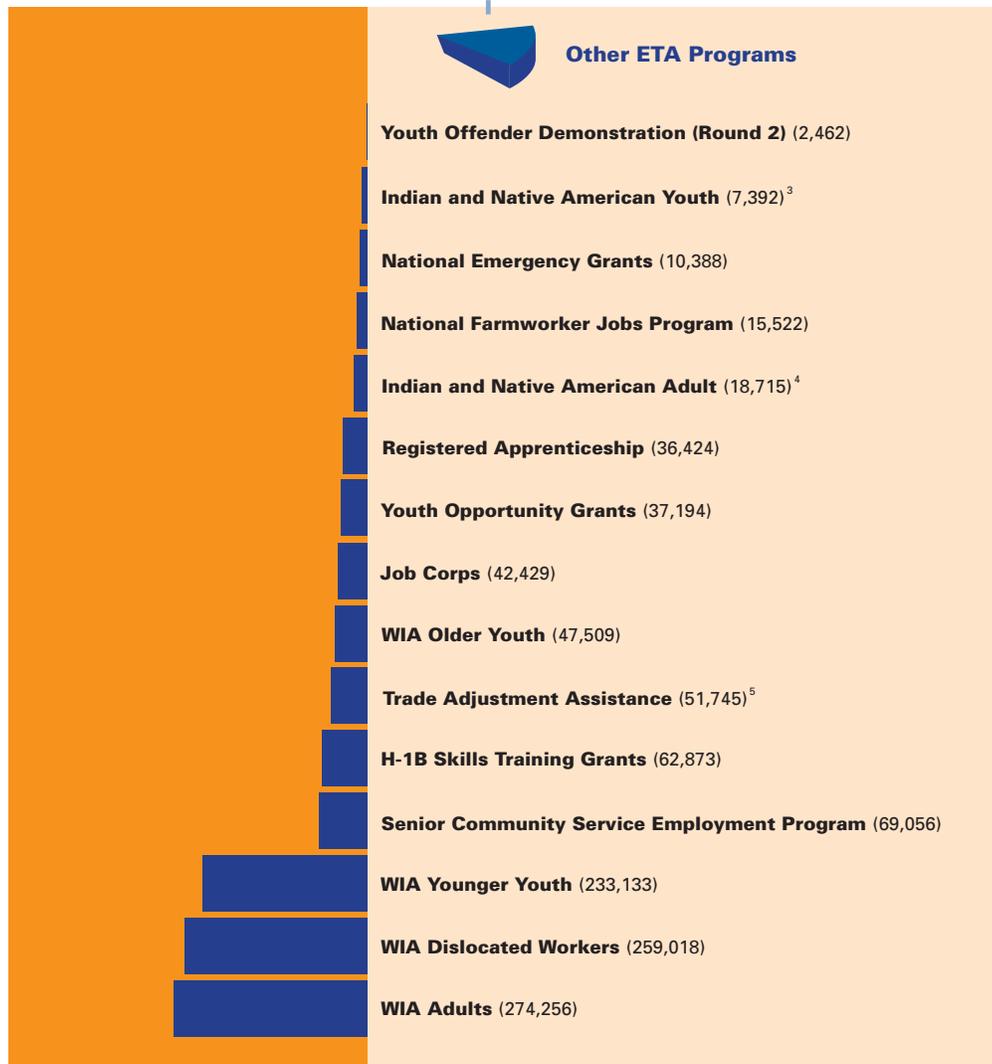
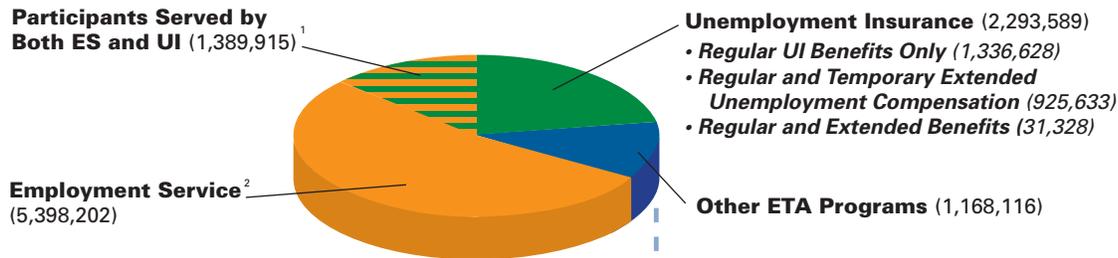
Unemployment Insurance

Number of Regular Claims	FY 2003	10,304,489
	FY 2002	10,465,067
Amount of Regular Benefits Paid	FY 2003	\$42,393,000,000
	FY 2002	\$41,780,000,000
Number of Extended Claims	FY 2003	3,873,700
	FY 2002	3,124,203
Amount of Extended Benefits Paid	FY 2003	\$11,254,000,000
	FY 2002	\$8,139,000,000

Fiscal year 2003 was a second year of extremely high claim loads for the UI system. About 10.3 million persons received \$42 billion in regular benefits, and nearly 3.9 million of them also received over \$11 billion in extended (Extended Benefits or Temporary Extended Unemployment Compensation) benefits. Although claims and payments in the regular program remained at about the same level as the year before, the number of beneficiaries of extended benefits rose by 24% from fiscal year 2002, and the benefits paid grew by 38%.

PEOPLE SERVED BY PROGRAM

As of the quarter ending September 30, 2003, ETA programs served nearly nine million people. As indicated in the pie chart below, the Employment Service (ES) and the Unemployment Insurance (UI) systems reach the largest numbers of people, and around 60 percent of UI claimants were also registrants of the ES. ETA's targeted programs, described below as "Other ETA Programs," provided more comprehensive services to over one million people.



¹ Of the approximately 2.3 million Unemployment Insurance claimants, 60% were registered with the Employment Service. Both the number of UI claimants and the number of ES registrants include the approximately 1.4 million listed as the number of "Participants Served by Both ES and UI."

² Under current ES data reporting standards, this figure includes only new participants from the July 1 through September 30, 2003 quarter, and not carry-over participants from previous quarters.

³ This figure reflects the semi-annual period April 1, 2003 through September 30, 2003.

⁴ This figure reflects the annual period July 1, 2002 through June 30, 2003.

⁵ This figure is an approximation based on previous quarters.

Fiscal Year 2003 Appropriations

In general, the following resources are used to operate legislatively authorized workforce investment programs. Although this report generally presents quarterly results, the figures below represent annual appropriations.

Apprenticeship ¹	\$20,699,000
H-1B Program Activities ²	\$97,625,000
Indian and Native Americans Adult Program ³	\$47,180,679
Job Corps (Operations) ⁴	\$1,385,800,000
National Emergency Grants	\$276,188,048
National Farmworker Jobs Program ⁵	\$72,213,541
Senior Community Service Employment Program	\$442,306,200
Trade Adjustment Assistance ⁶	\$259,250,000
Trade Adjustment Assistance Training	\$222,100,000
NAFTA Training	\$37,150,000
Unemployment Insurance (UI)	\$2,641,253,328
Wagner-Peyser Act/Employment Service (ES)	\$791,556,222
WIA Adult	\$898,778,000
WIA Dislocated Workers	\$1,155,152,447
Youth Offender Demonstration ⁷	\$54,642,500
Youth Opportunity Grants	\$44,210,750
Youth Activities ⁸	\$990,423,822
Indian and Native American Youth Program ⁸	\$10,881,976
WIA Youth (Older and Younger)	\$979,541,846
TOTAL	\$9,177,279,537

¹ Registered Apprenticeship programs are funded by employers and do not receive specific program appropriations. The resources listed above support Federal staff who provide technical assistance for Registered Apprenticeship programs.

² This amount represents H-1B visa fees collected from employers which are projected to be warranted to DOL in FY 2003 for H-1B program activities.

³ The total appropriation is \$55,636,000; \$8,455,321 was transferred to the Department of Interior/Bureau of Indian Affairs for those Indian and Native American grantees participating in the demonstration under Public Law 102-477.

⁴ The total appropriation is \$1,513,170,925; \$127,370,925 of this total is an appropriation for construction.

⁵ The total appropriation is \$77,330,066; \$5,116,525 is set aside for housing grants and technical assistance.

⁶ The total appropriation is \$625,250,000; this total includes \$315,000,000 for TAA benefits and \$51,000,000 for NAFTA benefits.

⁷ The total appropriation is \$54,642,500; the Round Two Youth Offender Demonstration grant, for which participant and performance outcomes are reported in this review, was funded at \$8,200,000.

⁸ The total Youth Activities appropriation is \$994,458,727; the total Indian and Native American Youth Program appropriation is \$14,916,881, of which \$4,034,905 was transferred to the Department of Interior/Bureau of Indian Affairs for those Indian and Native American grantees participating in the demonstration under Public Law 102-477.

GOVERNMENT PERFORMANCE AND RESULTS ACT GOALS

The Government Performance and Results Act of 1993 (GPRA) was designed to improve the American people's confidence in the capability of the Federal Government by holding Federal agencies accountable for achieving program results. Federal managers will ensure that program performance indicators and objectives are met and information about program results and service quality is made available to the public. These pages contain performance indicators, arrayed by program, which display the key results ETA programs work to achieve. By working toward these goals, ETA programs contribute to achieving the Department-wide strategic goals of creating a prepared and secure workforce. The results displayed are for the quarter ending September 30, 2003.

	Goal	Results as of 9/30/2003
Customer satisfaction with services received from workforce investment activities in connection with the One-Stop delivery system		
Participant satisfaction	71	63
Employer satisfaction	69	72
Foreign Labor Certification		
Process employer labor condition applications for H-1B professional/specialty temporary program within 7 days	95%	99%
Indian and Native American Adults Program ¹		
Entered employment rate	56%	52%
Positive outcomes at program exit	86%	83%
Indian and Native American Youth Program ²		
Attainment of at least two goals under established program activities	61%	69%
Attainment of a H.S. diploma, GED, or improvement of basic skills by at least two grade levels	66%	83%
Job Corps		
Employment/education retention rate	65%	62%
Graduate average hourly wage at 6-months ³	\$8.27	\$9.05
Attainment of high school diploma ⁴	20%	47%
National Farmworker Jobs Program (Adults)		
Entered employment rate	64%	83%
Earnings gains	\$2,965	\$4,413
Registered Apprenticeship		
Increase in number of new apprentices established in FY 2002	Increase from 78,700 to 133,909 (or 75% increase)	130,615
Number of new programs in new and emerging industries	Increase from 266 to 359 (or 35% increase)	359
Senior Community Service Employment Program (Older Workers)		
Placement into unsubsidized employment	37%	6% ⁵
Trade Adjustment Assistance (TAA)		
Entered employment rate	78%	62%
Employment retention rate	90%	86%
Earnings replacement rate	90%	73%
Unemployment Insurance		
Percent of intrastate payments made timely	91%	89%
Detection of recoverable overpayments	59%	56%
Entered employment rate for UI claimants	Baseline Under Development	
Percent of employer tax liability determinations made timely	80%	84%

GOVERNMENT PERFORMANCE AND RESULTS ACT GOALS

	Goal	Results as of 9/30/2003
Wagner-Peyser Act/Employment Service (ES)		
Entered employment rate	58%	63%
Employment retention rate	72%	First Data Available 05/15/04
Total number of job openings listed with State Workforce Agencies and on America's Job Bank	10,426,835 ⁶	3,247,419 ⁵
Total number of job searches conducted on America's Job Bank	Baseline Under Development	43,134,703 ⁵
Total number of resume searches conducted on America's Job Bank	Baseline Under Development	1,860,883 ⁵
WIA Adult Program		
Entered employment rate	71%	69%
Employment retention rate	82%	83%
Earnings change	\$3,475	\$3,094
WIA Dislocated Worker Program		
Entered employment rate	78%	80%
Employment retention rate	88%	90%
Earnings replacement rate	98%	90%
WIA Youth Program		
Entered employment rate (Older Youth)	65%	68%
Employment retention rate (Older Youth)	78%	79%
Diploma attainment rate (Younger Youth)	52%	61%
Youth Opportunity Grants		
Entered employment rate (Older Youth)	65%	50%
Employment retention rate (Older Youth)	78%	75%
Diploma attainment rate (Younger Youth)	52%	58%

¹ These results are for the annual period July 1, 2002 through June 30, 2003.

² These results are for the semi-annual period April 1, 2003 through September 30, 2003.

³ This is a new GPRA measure. Its goal was established based on PY 2001 outcomes.

⁴ Measures percentage increase over PY 2002 outcomes.

⁵ This result represents one quarter's worth of data toward the annual goal.

⁶ This goal is a 1% increase over the total number of job openings listed in PY 2002 (10,323,559).

Summary of Results

ETA programs continue to provide effective job training and employment assistance in a difficult economic environment, and have demonstrated progress in meeting their GPRA goals for improving the employment outcomes of program participants. The majority of ETA programs are either meeting their GPRA goals, or have improved their performance results from the previous year.

Overall, the youth programs are succeeding in helping youth increase their skills, earn diplomas, and find and retain employment. The WIA and Indian and Native American youth programs are surpassing their GPRA goals. While not quite meeting its employment/education retention goal, Job Corps' performance results have improved markedly from the previous year against more challenging goals.

The adult programs are having less consistent success in improving the employment outcomes of program participants. Under the current difficult economic conditions, most programs are not meeting their goals for earnings gains or replacement earnings. However, the adult programs are making better progress in helping individuals get and keep jobs, with many programs meeting these GPRA goals or improving performance from the previous year.

ADULT PROGRAM RESULTS

National Farmworker Jobs Program (NFJP)

The NFJP helps migrant and seasonal farmworkers, who often experience seasonal unemployment and underemployment, to sustain themselves or to acquire job skills for different careers.

Trade Adjustment Assistance (TAA)

The TAA program assists individuals who have become unemployed as a result of increased imports from, or shifts in production to, foreign countries. A goal is to help trade-affected workers return to suitable employment. The TAA program was amended by the TAA Reform Act of 2002. The outcomes shown here reflect services delivered under the TAA program and the North American Free Trade Agreement-Transitional Adjustment Assistance (NAFTA-TAA) program prior to the reform.

Wagner-Peyser Act / Employment Service (ES)

The Wagner-Peyser Act funds the U.S. ES, which provides high quality job seeker and employer labor exchange services and information.

WIA Adult Program

The Adult Program under title I of the Workforce Investment Act (WIA) provides workforce investment activities that increase the employment, retention, earnings and occupational skill attainment of the participants. The program aims to improve the quality of the workforce, reduce welfare dependency, and enhance the productivity and competitiveness of the nation's economy.

WIA Dislocated Worker Program

The Dislocated Worker Program under title I of WIA is tailored to assist experienced workers who have been laid off. The program offers employment and training assistance for workers affected by shutdowns or downsizing.

Senior Community Service Employment Program (SCSEP)

The SCSEP is the country's only grant program designed specifically to serve low-income older workers aged 55 or older by providing work at community and government agencies.

During the quarter ending September 30, 2003, ETA selected national grantees to operate the Senior Community Service Employment Program for a 12-month period. Through a competitive process, four new grantees were added. A total of 69 state, national, and territory grantees operate this program.

Indian and Native American Adult Program

The Indian and Native American Program supports employment and training activities for American Indian, Alaska Native, and Native Hawaiian individuals.

Summary of Results

The data displayed on the next page show that NFJP participants received an average earnings increase of \$4,413 for the quarter ending September 30, 2003, a \$784 increase over the same period in 2002. The NFJP also recorded a 10-percentage point increase in the retention rate, while the entered employment rate dropped slightly, from 86% in 2002 to 83% in 2003. Employment, earnings, and retention outcomes in the TAA program declined for the quarter ending September 30, 2003, compared to the previous year.

The percentage of workers entering employment after leaving the WIA Adult and Dislocated Worker programs has remained relatively unchanged. The average six-month earnings gain for WIA Adults is down from the level attained in the previous year (\$3,094 compared to \$3,437), and WIA Dislocated Workers replaced a lower percentage of their pre-dislocation wages. Retention in employment for exiters from both programs has increased slightly compared to last year (83% compared to 82% for Adults and 90% compared to 88% for Dislocated Workers).

Placement rates for SCSEP are up from 5% last year to 6% for the same quarter this year. Service levels (the number of people who were served by the program during the program year divided by the number of "authorized positions") for the program are down somewhat, falling from 113% to 108%. This could be attributable to the fact that the 2002 results reflect a sample population rather than the full population served. Outcomes for adults served through the Indian and Native American program have remained stable for entry into employment; however, the employment enhancement rate and the positive termination rate are both up two percentage points compared to last year at this time.

ADULT PROGRAM RESULTS

Outcomes Reported as of 9/30/2003 and 9/30/2002

		Employment	Earnings	Retention
NFJP	2003	83%	\$4,413 ¹	79%
	2002	86%	\$3,629 ¹	69%
TAA	2003	62%	73% ²	86%
	2002	66%	80% ²	89%
Wagner-Peyser Act/ Employment Service (ES)	2003	63%	Not a measure for ES	Data available 05/15/04
	2002	Not Available	Not measures for ES	Data available 05/15/04
WIA Adult Formula	2003	69%	\$3,094 ¹	83%
	2002	70%	\$3,437 ¹	82%
WIA Dislocated Worker Formula	2003	80%	90% ²	90%
	2002	79%	102% ²	88%

		Placement Rate	Service Level
SCSEP	2003	6%	108%
	2002	5%	113%

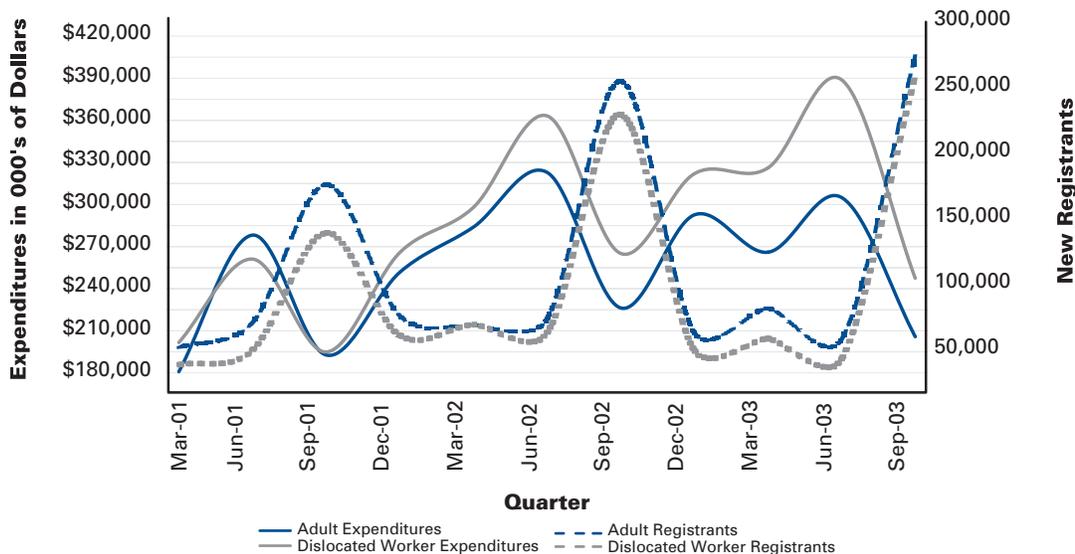
		Employment	Employability Enhancement	Positive Termination
Indian and Native American Adults Program³	2003	52%	51%	83%
	2002	52%	49%	81%

¹ Average earnings change

² Earnings replacement rate

³ These results are for the annual period July 1 through June 30.

Net Expenditures and Registrants by Quarter for the WIA Adult and Dislocated Worker Programs



Source: State Expenditure Reports and WIA Quarterly Performance Reports

H-1B Technical Skills Training Program

The H-1B Technical Skills Training Program has the long term goal of raising the skill levels of domestic workers in order to fill specialty occupations presently being filled by temporary workers admitted to the United States under the provisions of the H-1B visa.

Registered Apprenticeship Program

The National Apprenticeship System is a Federal/State partnership that jointly operates a registered apprenticeship program. Registered Apprenticeship combines on-the-job learning with practical and theoretical related instruction provided by various educational institutions and sponsors to prepare workers for job opportunities in several industries.

National Emergency Grants (NEG)

National Emergency Grants are discretionary funds distributed at states' request to assist and retrain workers affected by plant closings and other drastic events.

There are four NEG project types:

Regular, which encompasses plant closures, mass layoffs, and multiple layoffs in a single community.

Disaster, which includes all eligible FEMA-declared natural and manmade disaster events.

Trade-WIA Dual Enrollment, which provides supplemental funding to ensure that a full range of services is available to trade-impacted individuals eligible under the Trade Adjustment Assistance program provisions of the Trade Act of 2002.

Trade Health Insurance Coverage Assistance, which provides specialized health coverage, support services, and income assistance to targeted individuals defined in the Trade Adjustment Assistance Reform Act of 2002.

Summary of Results

As presented on the following page, the number of workers being trained through H-1B Technical Skills Training Grants as of the quarter ending September 30, 2003, increased significantly from the same period last year (19,218 compared to 11,376). This increase is partially due to the award of additional grants. Over twice as many people have completed training for the most recent period compared to last year, and High-Tech/Information Technology continues to be a major focus of training provided under the grants.

Of the 130,615 people who joined apprenticeship programs over the last quarter, approximately 67,000 or 51% were registered in programs administered by federal field staff, while the remaining were registered by state-coordinated programs. Roughly two-thirds (44,853) of the new apprentices joined the Construction industry while Communications/Transportation, Health Services, and the other New and Emerging Industries (including Aerospace, Energy, Information Technology) represented the second largest contingent with 11,979 apprentices. The Manufacturing Industry also registered a large number of new apprentices. Those that had apprenticeships in the Military have been counted as Cross-Industry Apprentices.

ADULT PROGRAM RESULTS

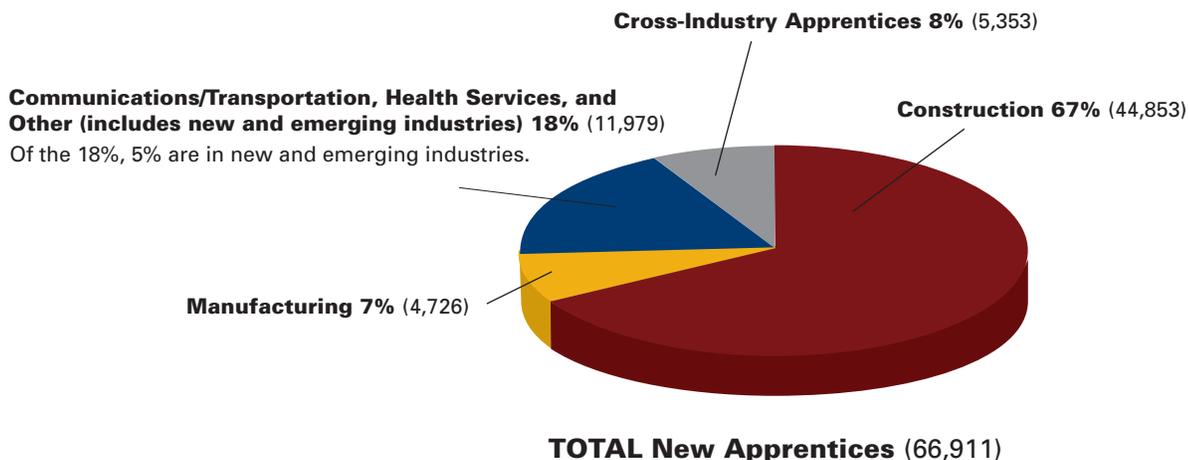
H-1B Technical Skills Training Grants

Grant Funding through 9/30/2003¹: \$245,002,887	
Total Grants¹	99
Start-up	5
Operational	64
Ended	30
Project Focus¹	
High-Tech/Information Technology	74
BioTech	4
Health Care	28

Training		
Total to be Trained	2003	62,873
	2002	51,511
Total in Training	2003	19,218
	2002	11,376
Training Completed	2003	38,065
	2002	16,927

¹ Grant funding, number of grants and focus information is cumulative since March 31, 2000.

New Apprentices by Industry



National Emergency Grants

During the first quarter of PY 2003 ETA awarded ten NEG grants totaling \$40.6 million and covering 10,338 dislocated workers. The ten grants consisted of five regular projects, three trade/dual enrollment projects, one natural disaster project, and one project

for Department of Defense civilians and military spouses. ETA also distributed 17 Health Care Infrastructure Grants totaling \$1.7 million and two NEG Health Care Bridge Grants which amounted to \$4.7 million and assisted 3,774 workers.

ADULT PROGRAM RESULTS

Unemployment Insurance

The Unemployment Insurance program, a federal-state partnership, helps laid-off workers through the transitional period between jobs by providing temporary income support.

qualified, and available to perform the job. In addition, the program ensures that the employment of the foreign worker does not adversely affect the wages and working conditions of U.S. workers who are similarly employed.

Permanent Foreign Labor Certification Program

The Permanent Foreign Labor Certification Program allows employers to hire foreign workers permanently, when there are not sufficient numbers of U.S. workers who are able, willing,

H-2B Temporary Nonimmigrant Program

The H-2B Nonimmigrant Program permits employers to hire foreign workers to come to the U.S. and perform temporary non-agricultural work, which may be one-time, seasonal, peak load or intermittent.

Work Incentive Grants

Work Incentive Grants are provided to state and local workforce investment entities to increase and improve delivery of services to customers with disabilities through One-Stop career centers to enhance career placement.

Quarterly Highlights:

Forty-two new grants were awarded in June 2003, for a total of 65 active Work Incentive Grants in the first quarter of PY 2003. In addition, 14 cooperative agreements were implemented to establish over 100 Disability Program Navigator positions in selected states associated with a joint Department of Labor/Social Security Administration initiative utilizing, in part, Work Incentive Grant funds.

A majority of the active Work Incentive Grants were in a start-up phase during the quarter ending September 30, 2003. ETA worked extensively during the period to coordinate state implementation, including development of a training conference for Navigators and a joint

ETA/Office of Disability Employment Policy grantee conference for other grantees. Additional activities supported by grants included:

- Working with Workforce Investment Boards and One-Stop operators on the hiring and incorporation of Navigators into the workforce system, including formalizing position descriptions and establishing Memoranda of Understanding with local areas.
- Coordinating across state disability-related grant initiatives impacting the employment of persons with disabilities, such as state Medicaid buy-in programs, housing and Olmstead grants that a number of states have received as part of multiple Federal projects emanating from President Bush's New Freedom Initiative.
- Conducting outreach to the employer community to facilitate information on tax credits when hiring or accommodating people with disabilities, information resources on job accommodations, and other tools to promote hiring opportunities.

Summary of Results

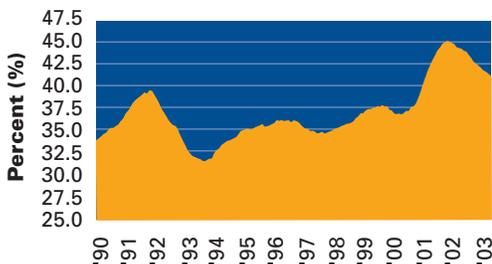
The graphs that follow indicate a decrease in the 12-month UI reciprocity rate over the past year, meaning that a greater percentage of unemployed persons receive UI payments. The exhaustion rate has increased from 41% in September 2002 to 43.7% in September 2003. Compared to last year, a higher percentage of UI recipients' previous earnings are being restored by UI payments.

The number of new applications for Permanent Labor Certification received by the ETA Regional Offices during fiscal year 2003 increased by 628 applications compared to the same period in 2002. The balance of applications on hand, which measures the number of applications that are pending processing by the Regional Offices, increased by approximately 13,000 applications. This increase was partly due to the long-lasting effect of section 245(i) of the Immigration and Nationality Act being temporarily reinstated in fiscal year 2001. This reinstatement created an influx of around 235,000 applications over and above the normal annual amount during 2001. The number of new applications received and processed by the Regional Offices for H-2B Temporary Labor Certification increased by over 1,000 applications in fiscal year 2003. The balance of applications on hand rose by 114 applications in fiscal year 2003, largely due to an increase in employer demand for H-2B non-agricultural workers.

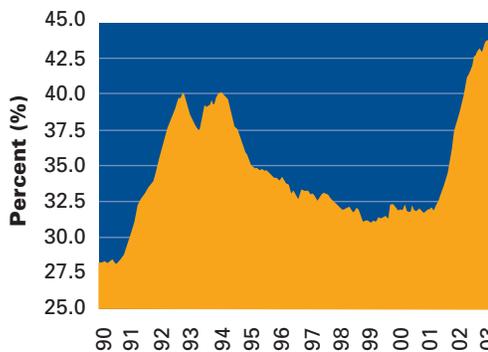
ADULT PROGRAM RESULTS

Unemployment Insurance

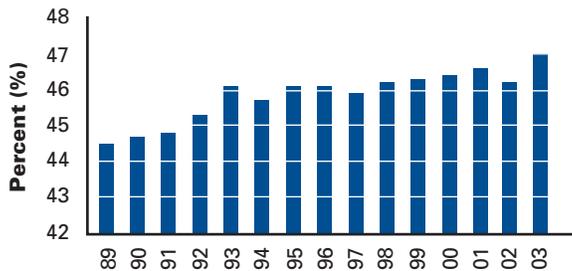
Reciency Rate (12-Month Average)



Exhaustion Rate (12-Month Average)



Wage Replacement Rate



The 2003 wage replacement rate is as of September 30, 2003. All other rates are reported for December of the year listed.

The Reciency Rate shows what fraction of the unemployed receives UI payments.

The Exhaustion Rate shows what fraction of UI beneficiaries reaches the end of their benefit entitlement before finding work.

The Wage Replacement Rate shows what percent of the UI recipients' previous earnings were restored by UI payments.

Permanent Foreign Labor Certification ¹ Outcomes Reported as of 9/30/2003 and 9/30/2002

Regional Office Activity		
New applications received	2003	87,006
	2002	86,378
Applications completed	2003	93,195
	2002	106,990
Balance on hand	2003	49,047
	2002	36,121

H-2B Temporary Nonimmigrant Program Outcomes Reported as of 9/30/2003 and 9/30/2002

Regional Office Activity		
New applications received	2003	8,933
	2002	7,805
Applications completed	2003	8,246
	2002	7,232
Balance on hand	2003	688
	2002	574

¹ Counts shown are cumulative from October 1 through September 30.

YOUTH PROGRAM RESULTS

Job Corps

Job Corps is a national, primarily residential training program serving disadvantaged youth ages 16 through 24. The 118 Job Corps centers nationwide provide an integrated, comprehensive array of services that include academic, vocational, and life skills training; career planning and work-based learning; health care; and post-program placement and transitional support.

Indian and Native American Youth Program

The Indian and Native American Youth Program supports employment and training activities for American Indian, Alaska Native, and Native Hawaiian individuals between the ages of 14 and 21.

Youth Opportunity Grants

Youth Opportunity Grants are designed to increase levels of high school graduation, college enrollment, and employment for youth ages 14-21 living in designated high-poverty communities.

WIA Youth

Youth programs under title I of WIA serve eligible low-income youth between the ages of 14-21 who face barriers to employment, including those who have deficiencies in basic skills or meet one or more of these criteria: homeless, a runaway, pregnant, parenting, an offender, school dropout, or a foster child. The programs also serve youth with disabilities and others who may require additional assistance to complete an educational program or to secure and hold employment.

Youth Offender Demonstration Project

In 1999, the Employment & Training Administration initiated the multi-phased Youth Offender Demonstration Project to increase employability and employment of 14-24 year-old youth offenders, gang members, and youth at risk of court or gang involvement. Demonstration findings are designed to uncover institutional change that, if replicated in local areas, will assist youth offenders and youth at risk of court or gang involvement to reenter the labor market. The Demonstration has been implemented in three consecutive rounds of grants. The first round was completed December 31, 2002. The second round of Youth Offender Demonstration grants, which were awarded in June 2001, is in the last phase of its 30-month period of performance and is scheduled for completion in December 2003. The final demonstration reports for the second round technical assistance and evaluation are scheduled to be

available in early 2004. A third round of these grants is currently underway. Selected cumulative totals as of September 30, 2003 are as follows:

Round Two of the Youth Offender Demonstration Project

- 2,462 youth are enrolled in the Round Two Youth Offender Demonstration Project grants.
- 84% of youth recruited (2,934) have enrolled in the projects.
- 36% (893) of enrollees are in Federal Job Training, Other (Non-Federally Funded) Job Training, or Apprenticeships.
- 21% (524) of Round Two enrollees have entered employment.
- 74% (1,833) of Round Two enrollees are in school.

Summary of Results

Job Corps showed slightly improved outcomes in the quarter ending September 30, 2003, compared to the same quarter in 2002. While 1,100 fewer students were served, the graduate job training placement wage and the high school diploma attainment rate both increased.

When comparing the quarter ending September 30, 2002, to the same period in 2003, the WIA youth programs generally experienced stability or improvement across their measures. One exception is reflected by the decrease in the average earnings change over six months for Older Youth exiters, which decreased by \$284 between the two periods.

The Indian and Native American program achieved improvements in the six-month period ending September 30, 2003, compared to the same period in 2002. In particular, high-school dropouts who received services through this program achieved higher rates of educational attainment (83% compared to 63% for the previous period). The number of long term placements achieved by Youth Opportunity grants increased by over 50% in the quarter ending September 30, 2003, compared to the same period in 2002.

YOUTH PROGRAM RESULTS

Outcomes Reported as of 9/30/2003 and 9/30/2002

		Employment	Earnings	Retention
Job Corps	2003	89%	\$8.12 ¹	62%
	2002	87%	\$8.02 ¹	60%
WIA Older Youth	2003	68%	\$2,960 ²	79%
	2002	61%	\$3,244 ²	78%

		Diploma Attainment	Skill Attainment	Retention
WIA Younger Youth	2003	61%	76%	58%
	2002	51%	76%	53%

		Attainment of 2 or More Goals	Educational Attainment for Dropouts
Indian and Native American Youth Program³	2003	69%	83%
	2002	62%	63%

		Long Term Placements	Placed or in Progress	Skill Attainment
Youth Opportunity Grants	2003	4,682	72%	72%
	2002	3,028	73%	Not Available

¹ Average hourly earnings

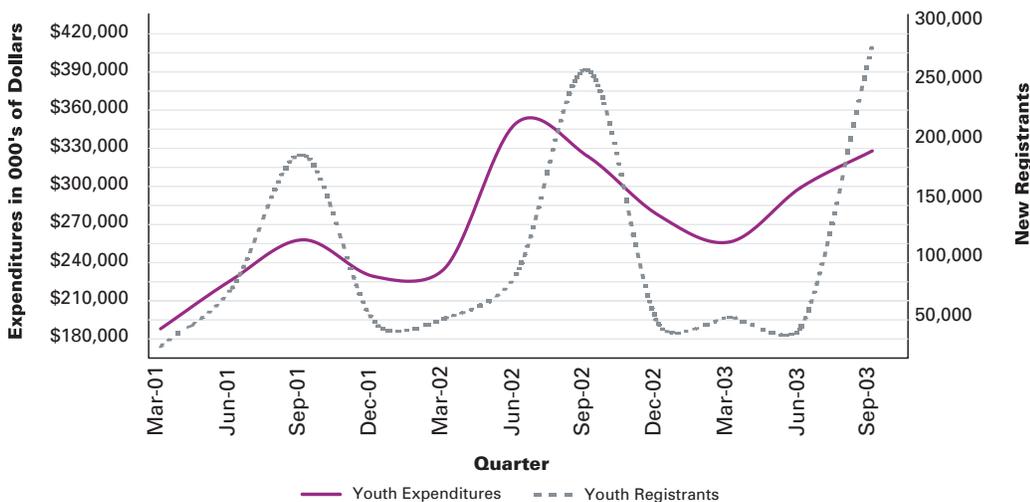
² Average earnings change

³ These data compare the six-month period from April 1 to September 30 of each year.

Additional Job Corps Program Outcomes

Number of Students Served	2003	42,429
	2002	43,306
Graduate Job Training Placement Wage	2003	\$8.71
	2002	\$8.65
Attainment of High School Diplomas	2003	16%
	2002	11%
Hispanic Participation	2003	17%
	2002	17%

Net Expenditures and Registrants by Quarter for the WIA Youth Program (Older and Younger)



Source: State Expenditure Reports and WIA Quarterly Performance Reports

The Business Relations Group (BRG) serves America's workers and employers by creating partnerships between the workforce system and business. Using innovative approaches, it helps business and industry better access the services of the state and local workforce investment system and works collaboratively with state and local partners to make the workforce system "demand driven." The major initiatives of the BRG are Partnerships for Jobs and the High-Growth Job Training Initiative.

Partnerships for Jobs

The Partnerships for Jobs Initiative brokers the connection of large, multi-state businesses to the resources of the 1,900 One-Stop Centers nationwide to meet their workforce needs, from hiring to assistance with downsizing. The initiative helps these partners learn about state and local training resources provided through the workforce system. Other workforce challenges that partners look to the workforce system to help address include increasing employee retention and connecting with older workers, veterans, Native Americans, and migrant and seasonal farm worker populations. The BRG has forged relationships with 19 national business partners:

Accomplishments

- To date, the nineteen (19) national business partners have hired approximately 15,000 individuals from the public workforce system.
- A nationwide event around Toys "R" Us' need for 45,000 seasonal employees was held in late September 2003.
- Meetings between One-Stops and Diamond Triumph Auto Glass, Inc.'s local branch managers were held in August 2003.
- The BRG educated Express Personnel's branch human resources managers about the services of the public workforce system in September 2003.
- Meetings connecting local HR personnel and One-Stop Career Center staff for Adecco (four locations), Citigroup (one location), and Hospital Corporation of America (two locations) were held in July and August 2003.
- Partnerships were begun with Adecco, Good Samaritan Society, and Werner Enterprises.

Current National Business Partners

- Adecco *
- Allstate Insurance
- Bank of America
- Citigroup
- CVS
- Diamond Triumph Auto Glass, Inc.
- Express Personnel *
- Good Samaritan Society *
- Hospital Corporation of America (HCA)
- The Home Depot
- IBM
- Jiffy Lube
- Manpower
- Petco
- Saks Incorporated
- Swift Transportation
- Toys "R" Us
- Verizon
- Werner Enterprises *

* New partners as of the most recent quarter.

The High-Growth Job Training Initiative

The High-Growth Job Training Initiative creates collaborative relationships among public and private sector partners with the goal of leveraging the publicly funded workforce system to more effectively prepare new and incumbent workers with the general and industry-specific knowledge and skills demanded by employers. This initiative works to demonstrate that the workforce system can more efficiently serve businesses' workforce needs, while also helping workers find good jobs at good wages, by becoming more demand-driven. Through this initiative, the BRG has connected representatives from the public workforce system (including educators, trainers, the community and technical college system and the public workforce system) with employers, industry leaders, and business associations from across 12 high-growth industries, so that these partners better understand one another's needs and capabilities. By sharing their workforce needs, employers, and the industries they represent, are connected to public-system partners that can help address these needs.

The twelve high-growth industries that the BRG has identified include: advanced manufacturing, automotive services, biotechnology, construction, energy, financial services, geospatial technology, health care, hospitality, information technology, retail, and transportation.

There are four key outcome goals that are designed to support the High-Growth Job Training Initiative. The following is a sample of activities that were conducted by the BRG during the past quarter to support these outcomes:

Outcome One: Targeted investment of workforce development resources and support for private and public sector partnerships to ensure the development of workers' skills in demand occupations based on industry need.

- BRG helped to develop and distribute a set of high-growth industry profiles that show significant upward trends in economic growth and hiring in key industries. These profiles were distributed at a variety of venues (industry forums; Workforce Innovations; Career Voyages website, etc.) to provide the workforce system access to key industry and occupational information to help inform decisions made when placing people in training programs and preparing them for jobs.
- BRG conducted four executive forums with the health care industry and a workforce development forum with the geospatial technology industry to better understand the workforce challenges these industries face and to share with representatives from these industries how the public workforce investment system can help address these challenges.
- BRG supported investments in the development and testing of industry-driven models for worker preparation, training, apprenticeship, credentialing, and career ladder development within the high-growth industries.

Outcome Two: Increased integration of community and technical college efforts with business and the public workforce system activities to meet the skills training needs of high-growth industries.

- BRG explored and identified opportunities with business leaders to effectively utilize the community and technical college system as a primary delivery vehicle for industry-led training models designed to address critical workforce issues facing targeted high-growth industries.

- BRG partnered with the American Association of Community Colleges to strengthen the connection between the community college system, the public workforce system and businesses to ensure that community colleges help meet the skills training needs of high-growth industries.
- BRG provided ongoing technical support, including general grants management and guidance on grant program development and implementation, to ten high-growth industry grantees that actively partner with community and technical colleges involved in curriculum development.

Outcome Three: Increased opportunities for employers to use registered apprenticeship training as a skills development methodology, combining on-the-job training and academics, to ensure a pipeline of skilled workers.

- BRG held discussions with high-growth industry representatives to help describe to them the benefits of apprenticeship training.
- BRG awarded four grants to develop registered apprenticeship training where it had not previously existed in the geospatial technology, health care, information technology, and manufacturing industries. The BRG also brought some of these grantees together to facilitate cross-industry development of curriculum for these programs.

Outcome Four: Providing workers with paths to career enhancing opportunities in high-growth occupations.

- BRG contributed information to the Career Voyages website (www.careervoyages.gov) to help educate workers on targeted high-growth industries and demand occupations.
- BRG is assisting the development of a set of successful practices and models that local One-Stop Career Centers can replicate in order to provide workers with careers in targeted high-growth industries.

ETA INTERNET-BASED ASSISTANCE

The CareerOneStop Portal

The CareerOneStop Portal, www.careeronestop.org, provides a single point of access to the content of the national electronic tools by customer and topic area. These tools consist of:

America's Job Bank, www.ajb.org, an electronic labor exchange where employers can post their jobs and search for resumes and job seekers can search for jobs and post their resumes, all without charge.

America's CareerInfoNet, www.acinet.org, a site that offers a wide array of current and accurate career and labor market information, as well as an array of career planning tools.

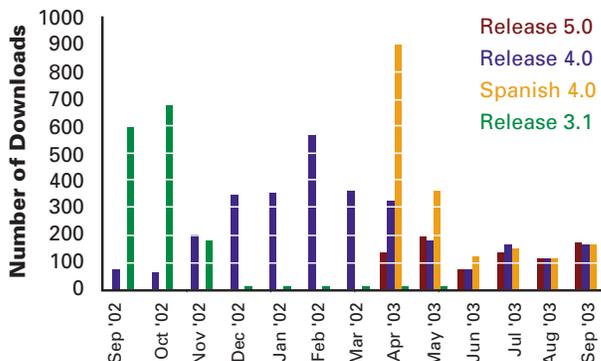
America's Service Locator, www.servicelocator.org, a tool that directs citizens to available workforce services and

information at the federal, state and local level; it is the link between the "clicks" of virtual service delivery and the "bricks" of the physical One-Stop system.

O*NET OnLine, <http://online.onetcenter.org>, a site that provides detailed information on occupational characteristics and skill requirements and provides the common occupational language that serves as the underpinnings of the CareerOneStop, as well as the workforce information system as a whole.

O*NET Analysis

O*NET Database Downloads



America's Job Bank

Job Postings (AJB-Originated)

Quarter ending 9/30/2003	1,766,015
Quarter ending 9/30/2002	1,148,664

New Employer Registrations

Quarter ending 9/30/2003	12,119
Quarter ending 9/30/2002	10,169

Summary of Results

The number of job openings posted by America's Job Bank (AJB) and the number of new employer registrations with the site both increased in the first quarter of Program Year 2003 compared to the same quarter in Program Year 2002. This appears to suggest that businesses are beginning to increase the number of employment opportunities in their establishments to further fuel the economic recovery.

In the past quarter, visits to the O*NET Web sites exceeded 200,000 per month for the first time and page views reached an all-time high of 1.5 million. In addition to access to information from O*NET OnLine, the other primary dissemination method for O*NET information is through vendors and developers who download and incorporate the O*NET database into their own products or systems, such as career information delivery systems, career exploration assessment instruments, etc. During the past quarter, the total number of downloads has remained fairly constant for all versions of the program at 325 to 500 downloads per month. Decreases in database download activity are normal and expected since most developers obtain the latest release of the O*NET database soon after it is made available. Therefore, the download counts usually decline after an initial release until the next new release, scheduled for approximately every 6 months. Release 5.0 downloads don't follow this trend because it is a 'development' database; most vendors prefer to use O*NET production databases in their products, and are awaiting release of the next production version (O*NET 5.1) in November 2003.

GLOSSARY OF PERFORMANCE MEASURES

Q = quarter

Indian and Native American Adults

Employability Enhancement Rate

As a rate, the total number of terminees who obtained an employability enhancement (whether or not they entered employment), divided by the total number of terminees enrolled in the program year.

Entered Employment Rate

The number of terminees who entered unsubsidized employment at termination divided by the total number of terminees.

Positive Termination Rate

As a rate, those who either entered unsubsidized employment at termination or attained an employability enhancement, divided by all terminees enrolled in the program year.

Indian and Native American Youth

Attainment of Two or More Goals

The total number of youth participants enrolled in the Grantee's Supplemental Youth Services Program who attained at least two of the thirteen goals listed in the legislation divided by the total number of Supplemental Youth Services participants enrolled during the report period.

Educational Attainment for Dropouts

The number of dropouts who have obtained a high school diploma, GED, or increased their literacy and numeracy by two grade levels divided by the total number of dropouts.

Job Corps

Attainment of High School Diplomas

The percentage of students who attain a high school diploma while enrolled in Job Corps.

Earnings

The average hourly wage of graduates initially placed in a job or the military.

Entered Employment Rate

The percentage of graduates who are initially placed in a job, the military, and/or an education program.

Graduate Job Training Placement Wage

The average hourly wage of vocational completers initially placed in training-related jobs or the military.

Hispanic Participation

The percentage of enrollees that are Hispanic.

Retention Rate

The percentage of graduates who are placed in a job, the military, and/or an education program at six months after initial placement.

National Farmworker Jobs Program (NFJP)

Earnings Gain

For those NFJP participants who were placed in unsubsidized employment, the "Earnings Gain" is the average increase to annualized income from employment during the six-month period following placement, compared to the annualized income earned from employment during the six month period prior to NFJP enrollment.

Entered Employment Rate

The number of migrant and seasonal farmworkers who enter unsubsidized employment divided by the sum of the number who receive intensive or training services and have exited the program (during the program year).

Retention Rate

The number who are employed at any time within the last 90 days of the six-month-follow-up date divided by the number of migrant and seasonal farmworkers placed in unsubsidized employment.

Senior Community Service Employment Program (SCSEP)

Placement Rate

The number of participants during the report period who were placed in unsubsidized employment divided by the number of authorized grantee community service positions. Placement in unsubsidized employment may be either part-time or full-time.

Service Level

The count of participants during the report period divided by the total number of authorized grantee community service positions.

Trade Adjustment Assistance (TAA)

Earnings Replacement Rate

Of those dislocated workers who are employed in Q1 after exit: Total Post-Program Earnings (earnings in Q2 + Q3 after exit) divided by Pre-Dislocation Earnings (earnings in Q2 and Q3 prior to dislocation).

Entered Employment Rate

The number of dislocated workers who have entered employment by the end of Q1 after exit divided by the number of dislocated workers who exit during the quarter.

Retention Rate

Of those who are employed in Q1 after exit: the number of dislocated workers who are employed in Q3 after exit divided by the number of dislocated workers who exit during the quarter.

Unemployment Insurance (UI)

Percent of Intrastate Payments Made Timely

The percentage of intrastate UI benefit first payments issued within 14 days following the first compensable week in states with a waiting week, and 21 days in non-waiting week states.

Detection of Recoverable Overpayments

The amount of overpayments (dollars) established through state operations as a percent of the estimated amount states can detect and establish for recovery.

Entered Employment Rate

The percent of persons receiving an intrastate first payment in a given quarter who had earnings in the next quarter and the quarter after that. This measure is currently being tested.

Percent of Employer Tax Liability Determinations Made Timely

The percent of new employer determinations made within 90 days of the end of the quarter in which employers became liable to pay unemployment taxes.

Wagner-Peyser Act/Employment Service (ES)

Entered Employment Rate

The number of registered job seekers who, in Q1 or Q2 following the registration quarter, earned wages from a new employer divided by the total number of registered job seekers minus the number of registered job seekers whose only wages earned in Q1 and Q2 following registration were exclusively with the same employer from which wages were earned in the quarter prior to the registration quarter.

Employment Retention Rate

The number of registered job seekers who retained employment for two quarters after entering employment with a new employer in Q1 or Q2 following the registration quarter divided by the total number of registered job seekers who entered employment with a new employer in the first or second quarter following the registration quarter.

Workforce Investment Act Adult Program

Entered Employment Rate

Of those who are not employed at registration: the number of adults who have entered employment by the end of Q1 after exit divided by the number of adults who exit during the quarter.

Employment Retention Rate at Six Months

Of those who are employed Q1 after exit: the number of adults who are employed in Q3 after exit divided by the number of adults who exit during the quarter.

Average Earnings Change in Six Months

Of those who are employed in Q1 after exit: the total post-program earnings (earnings in Q2 + Q3 after exit) minus pre-program earnings (earnings in Q2 + Q3 prior to registration) divided by the number of adults who exit during the quarter.

Workforce Investment Act Customer Satisfaction Measures

Employer Satisfaction

The weighted average of employer ratings on each of the three American Customer Satisfaction Index (ACSI) questions regarding overall satisfaction are reported on a 0-100 point scale. The score is a weighted average, not a percentage.

Participant Satisfaction

The weighted average of participant ratings on each of the three American Customer Satisfaction Index (ACSI) questions regarding overall satisfaction are reported on a 0-100 point scale. The score is a weighted average, not a percentage.

Workforce Investment Act Dislocated Worker Program

Entered Employment Rate

The number of dislocated workers who have entered employment by the end of Q1 after exit divided by the number of dislocated workers who exit during the quarter.

Employment Retention Rate at Six Months

Of those who are employed in Q1 after exit: the number of dislocated workers who are employed in the Q3 after exit divided by the number of dislocated workers who exit during the quarter.

Earnings Replacement Rate in Six Months

Of those who are employed in Q1 after exit: the total post-program earnings (earnings in Q2 + Q3 after exit) divided by the pre-dislocation earnings (earnings in Q2 + Q3 prior to dislocation).

Workforce Investment Act Older Youth Program

Entered Employment Rate

Of those who are not employed at registration and who are not enrolled in post-secondary education or advanced training in Q1 after exit: the number of older youth who have entered employment by the end Q1 after exit divided by the number of older youth who exit during the quarter.

Employment Retention Rate at Six Months

Of those who are employed in Q1 after exit and who are not enrolled in post-secondary education or advanced training in Q3 after exit: the number of older youth who are employed in Q3 after exit divided by the number of older youth who exit during the quarter.

Average Earnings Change in Six Months

Of those who are employed in Q1 after exit and who are not enrolled in post-secondary education or advanced training in the third quarter after exit: the total post-program earnings (earnings in Q2 + Q3 after exit) minus pre-program earnings (earnings in Q2 + Q3 prior to registration) divided by the number of older youth who exit during the quarter.

Workforce Investment Act Younger Youth Program

Diploma or Equivalent Rate

Of those who register without a diploma or equivalent: the number of younger youth who attained a secondary school diploma or equivalent by the end of Q1 after exit divided by the number of younger youth who exit during the quarter (except those still in secondary school at exit).

Skill Attainment Rate

Of all in-school youth and any out-of-school youth assessed to be in need of basic skills, work readiness skills, and/or occupational skills: the total number of basic skills goals attained by younger youth plus number of work readiness skills goals attained by younger youth plus number of occupational skills goals attained by younger youth divided by the total number of basic skills goals plus the number of work readiness skills plus the number of occupational skills goals set.

Retention Rate

The number of younger youth found in one of the following categories in Q3 following exit – post-secondary education, advanced training, employment, military service, or qualified apprenticeships – divided by the number of younger youth who exit during the quarter (except those still in secondary school at exit).

Youth Opportunity Grants

Long Term Placements

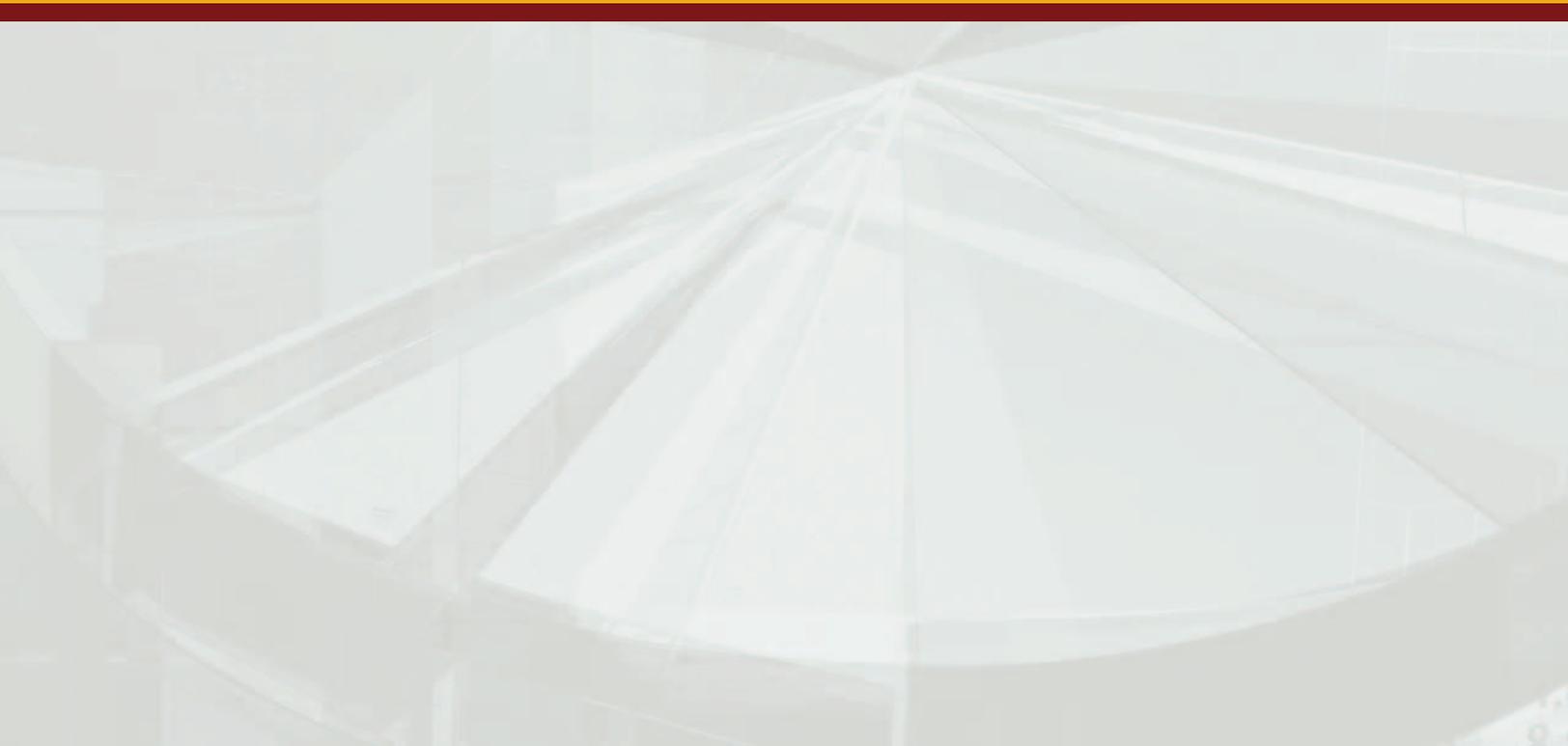
The total number of placements in long-term outcomes. Placement types include long-term unsubsidized employment, secondary or post-secondary education, and long-term occupational skills training (including vocational/technical school, CBO/proprietary training, pre-apprenticeship training, and Job Corps).

Placed or in Progress

Percentage of youth within the quarter who are either in a long-term placement or still progressing in the program. Progressing is defined by participation in a program element within the last three months.

Skill Attainment

Of all youth who are assessed to be in need of basic, work readiness, and/or occupational skills: the total number of attained basic skills plus number of attained work readiness skills plus the number of attained occupational skills, divided by the number of basic skills goals plus the number of work readiness skills goals plus the number of occupational skills goals.





EMPLOYMENT AND TRAINING ADMINISTRATION
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