

U.S. Department of Labor Employment and Training Administration Office of Apprenticeship (OA) Washington, D.C. 20210	Distribution: A-541 Headquarters A-544 All Field Tech A-547 SD+RD+SAA+; Lab.Com 	Subject: Program Guidance Memorandum: Goals and Objectives for Fiscal Year (FY) 2012 Code: 943
Symbols: DPAMS/AV		Action: Immediate

PURPOSE: To inform the OA staff of the requirements for developing the FY 2012 Regional Annual Plans that will describe and delineate the strategies to achieve results for accomplishing OA's Program Goals 1, 2, 3, 4, and 5. The FY 2012 Program Guidance Memorandum consists of the following:

- OA's FY 2012 Performance Agreement and Goals (see Attachment A); and
- Regional Annual Plan Reporting Format (see Attachment B).

BACKGROUND: The FY 2011-2016 Strategic Plan presented by Secretary of Labor Hilda Solis outlines how DOL will carry out its mission of *Good Jobs for Everyone*. ETA's employment and training programs, including Registered Apprenticeship, help achieve DOL Strategic Goal 1, Prepare workers for good jobs and ensure fair compensation. The FY 2010-2016 Strategic Plan can be accessed on the DOL Web site at: <http://www.dol.gov/sec/stratplan/StrategicPlan.pdf>.

Attachment A references OA's FY 2012 Performance Agreement and Program Goals 1, 2, 3, 4, and 5 which support and are consistent with DOL's Strategic Plan and ETA's strategic goals. This fiscal year Registered Apprenticeship will be participating in ETA's high priority goal of exiter's credential attainment. Also, OA staff will promote and engage potential and/or current sponsors by continuing to expand Registered Apprenticeship opportunities, especially in high growth and/or emerging industries. Each Regional Director will determine the mix of high growth and other emerging industries to target for the expansion of Registered Apprenticeship based on specific regional economic needs. OA staff will also continue to further integrate Registered Apprenticeship with the workforce system providing information about the modernization of Registered Apprenticeship and how both OA and the workforce system will benefit.

ACTION: All OA staff will follow the guidance contained in this bulletin to plan, undertake activities, and report results for FY 2012. Regional Offices should refer to Attachment B for the format and required elements of the FY 2012 Regional Annual Plan. Regional Annual Plans should be sent via electronic mail to the National Office by February 10, 2012, to Greg Wilson (wilson.greg1@dol.gov) and Anna Velez (velez.anna@dol.gov).

NOTE: This bulletin is being sent via electronic mail.

Attachments: A: OA FY 2012 Performance Agreement and Program Goals; and
B: Reporting Format for FY 2012 Regional Annual Plans

OFFICE OF APPRENTICESHIP FY 2012 PERFORMANCE AGREEMENT AND GOALS

The National Office developed OA's FY 2012 Performance Agreement and Program Goals 1, 2, 3, 4, and 5 to demonstrate how the Office of Apprenticeship will support DOL's Strategic Plan and ETA's strategic goals.

GOAL 1

Improve performance, quality, and oversight of the National Apprenticeship System.

In support of the Secretary's goal to breakdown barriers to fair and diverse workplaces, and ETA's strategic goals to improve program management, OA will conduct and enhance its core functions of registering apprenticeship programs and apprentices; collecting, analyzing and reporting information; and providing high levels of technical assistance and customer service to potential and existing program sponsors.

NOTE: OA will emphasize enforcement activities to ensure compliance by program sponsors.

1. Conduct EEO Compliance Reviews.

- Complete Compliance Reviews on **585 programs** with five or more apprentices.

2. Conduct Quality Assurance Assessments.

- Complete Quality Assurance Assessments on **1,168 programs**.

3. Conduct Reviews of Provisionally Registered Programs.

- Complete Provisionally Registered Reviews on **475 programs**.

GOAL 2

Continue to promote the National Apprenticeship System and expand Registered Apprenticeship into new high growth industries such as healthcare, advanced manufacturing, transportation, energy, and information technology.

To support the Secretary's goal of assuring skills and knowledge that prepare workers to succeed in a knowledge-based economy, and ETA's strategic goal to increase the availability of quality training programs in green and emerging fields which lead to credentials, expand Registered Apprenticeship in high growth and emerging industry sectors mentioned above that can support economic recovery and reemployment efforts.

1. **Conduct promotional efforts to Increase number of Registered Apprenticeship programs.**
2. **Conduct promotional efforts to Increase the number of Registered Apprenticeship programs in high growth Industries including energy and healthcare.**
3. **Support for and leveraging of ETA workforce investments including grantees, where appropriate, under the Green Jobs Innovation Fund (GJIF), Health Professional Opportunities Grants (HPOGs), On-the-Job Training (OJT) National Emergency Grants (NEGs), and other sector specific investments and strategies by providing technical assistance relative to the National Apprenticeship System.**
4. **Build partnerships with the Department of Health and Human Services (HHS) and other healthcare partners**

GOAL 3

Increase opportunities in Registered Apprenticeship for under-represented populations.

In support of ETA's strategic goal to target hard to serve and disadvantaged populations; and the Secretary's goal of helping low-skilled, low-earning, under-represented workers, and workers who are in low-wage jobs or out of the labor market, OA will develop strategic partnerships with other agencies, organizations, internal and external stakeholders to help these individuals find a pathway to middle class jobs.

1. **Provide technical assistance to increase quality of pre-apprenticeship programs.**
2. **Support connectivity between Registered Apprenticeship and youth programs, such as YouthBuild and Job Corps.**
3. **Support the Women's Apprenticeship and Nontraditional Occupations (WANTO) Initiative.**
4. **Support efforts to increase opportunities for under-represented populations including individuals with disabilities, veterans, dislocated workers and other populations.**

GOAL 4

Promote Innovation and Partnerships throughout the National Apprenticeship System.

In support of the Secretary's goal to increase workers' incomes and narrowing wage and income inequality, and ETA's strategic goal to promote workforce innovation, advance Registered Apprenticeship as a vital postsecondary education career pathway into middle class jobs.

1. **Support ongoing collaboration between the Workforce and the Registered Apprenticeship systems.**

2. **Strengthen connections between Registered Apprenticeship and Education Systems.**
3. **Registered Apprenticeship programs use 21st century framework.**

GOAL 5

Provide policy directions and program management for the National Apprenticeship System.

In providing leadership and strategic direction for the National Apprenticeship System, OA will provide policy direction and program management for partners and stakeholders as follows:

1. **Support National Office activities related to the development of Notice of Proposed Rulemaking (NPRM) to amend Apprenticeship’s Equal Employment Opportunity (EEO) Regulations codified at Title 29 CFR Part 30, if applicable.**
2. **Provide guidance on revised final rule, Labor Standards for Registration of Apprenticeship programs (Title 29 CFR Part 29).**
3. **Effectively utilize information technology, performance management and information management systems.**
4. **Support better and more effective management and customer service.**

ETA will be evaluating OA’s quarterly performance and publishing the results according to the targets in the table below.

OA’s FY 2012 National Goals

	Total New Programs	*Total CB/HY/ IC/TBL Programs 10% of New Programs	EEO Compliance Reviews	Quality Assurance Assessments	Provisional Program Reviews	Earnings	Retention
ETA FY 2012 Goals	662 Qtr 1 =20% Qtr 2 =25% Qtr 3 =25% Qtr 4 =30%	66 (Target if only New Programs)	585 Qtr 1 =20% Qtr 2 =25% Qtr 3 =25% Qtr 4 =30%	1,168 Qtr 1 =20% Qtr 2 =25% Qtr 3 =25% Qtr 4 =30%	475 Qtr 1 =20% Qtr 2 =25% Qtr 3 =25% Qtr 4 =30%	\$19,352	63.6%

*10% of New or Revised Programs

**FY 2012 REGIONAL ANNUAL PLAN
REPORTING FORMAT**

Region: # (Region Name)

Date:

**Table A1 – SAA Staffing
FY 2012**

Note: In Table A1, Insert information only if available. There is no requirement to contact SAA counterparts to provide or verify the information.

SAA	Job Title	Staff			
		Permanent	# of Staff	Appointed	# of Staff

Source:

Narrative:

- B. OA Regional & Field Staff - OA/SAA staffing - OA/SAA activities/relationships**
Provide brief narrative on the following: OA staff increases, attrition, promotions, and potential retirements (indicate states); status of SAA Reviews; and plans to work with any changes indicated in this item.

Narrative: Only provide very brief states' narratives.

Table B – Regional Workloads by Registration and Servicing Agencies

Servicing & Registration by OA &/or SAA States	ATRs		Total Apprentices	Average Apprentices Per ATR		Total Programs	Average Programs Per ATR		Total 5+ Programs	Average 5+Programs Per ATR	
	#	% of each Total		#	% of each Total		#	% of each Total		#	% of each Total
SAA Registers											
OA Registers											
Register Total											
SAA Registers											
OA Registers											
Servicing Total											

Note: SAAs = State Apprenticeship Agencies that report in RAPIDS as well as those that provide stick count data.

Source:

- C. **Economy** –Only provide, regional and, as applicable, *very brief* states’ narratives on the following: Predominant industries and occupations; high growth industries and occupations, including identification of potential apprenticeable occupations; and potential for “green” apprenticeship programs; projected economic downturn and impact on apprenticeship programs and apprentices. Include information specific about Registered Apprenticeship in your region. Use Table C, Industries at a Glance, to depict a summary snapshot of the regional state-by-state breakout of the outlook for industries. Also reference Table D, Economic Data for Regions.

Table D - Economic Data for Regions

Office of Apprenticeship States	Unemployment Rates (Seasonally Adjusted)			Civilian Labor Force (Seasonally Adjusted in Thousands)		
	Sept 2009	Sept 2010	Sept 2011	Sept 2009	Sept 2010	Sept 2011
Alabama	10.4	9.1	9.8	2,162	2,113	2,161
Alaska	8.1	7.9	7.5	359	361	367
Arkansas	7.6	7.8	8.3	1,350	1,353	1,351
California	12.0	12.5	11.9	18,146	18,145	18,067
Colorado	8.5	8.8	8.3	2,706	2,675	2,681
Georgia	10.3	10.2	10.3	4,740	4,680	4,730
Idaho	8.3	9.5	9.0	750	758	758
Illinois	10.8	9.8	10.0	6,577	6,642	6,619
Indiana	10.6	9.9	8.9	3,146	3,245	3,129
Iowa	5.9	6.2	6.0	1,661	1,671	1,660
Kentucky	11.0	10.2	9.7	2,079	2,081	2,095
Michigan	14.1	11.9	11.1	4,831	4,769	4,691
Mississippi	10.2	10.1	10.6	1,294	1,312	1,350
Missouri	9.7	9.6	8.7	3,042	3,004	3,041
Nebraska	5.0	4.5	4.2	977	974	995
New Hampshire	6.7	5.8	5.4	743	742	742
New Jersey	9.6	9.3	9.2	4,520	4,484	4,521
North Dakota	4.2	3.9	3.5	368	370	376
Oklahoma	7.2	6.9	5.9	1,753	1,749	1,738
South Carolina	11.7	10.9	10.9	2,167	2,159	2,169
South Dakota	5.0	4.6	4.6	442	444	447
Tennessee	10.7	9.4	9.8	3,038	3,052	3,117
Texas	8.0	8.2	8.5	11,947	12,152	12,300
Utah	7.4	7.6	7.4	1,376	1,360	1,341
West Virginia	8.5	9.3	8.2	793	778	776
Wyoming	7.5	6.7	5.8	297	292	291

Unemployment: Unemployment is defined by the Bureau of Labor Statistics (BLS) as people who do not have a job, have actively looked for work in the past four weeks, and are currently available for work. Also, people who were temporarily laid off and are waiting to be called back to that job are counted as unemployed.

Civilian Labor Force: Included are all persons in the civilian non-institutional population classified as either employed or unemployed.

Sources:

- Unemployment Rates by State: Bureau of Labor Statistics (BLS), Local Area Unemployment Statistics (LAUS) <http://data.bls.gov/map/servlet/map.servlet.MapToolServlet?survey=la>
- Civilian Labor Force by State: Bureau of Labor Statistics (BLS), Local Area Unemployment Statistics (LAUS) <http://www.bls.gov/lau/ststdsadata.txt>

Narrative:

II. Performance Indicators:

Instructions: Brief narratives or information in tables are not necessary for this section of the FY 2012 Regional Annual Plan. However, Regional Directors are to review and be familiar with the table below since these indicators will be used to measure OA's FY 2012 accomplishments. Additionally, this section includes preliminary notifications of requirements for performance indicators in the mid-year and end-of-year reports.

**Table E – OA National Federal Targets
FY 2012**

Performance Indicator	Total New Programs	*Total CB/ HY/ IC/TBL Programs	High Growth, New & Emerging Programs	EEO Compliance Reviews	Quality Assurance Assessments	Earnings**	Retention***
ETA FY 2012 Goals	600	66 (Target if only New Programs)	300	265 Mid-Yr	530 Mid-Yr	\$19,210	69.6%
				530 End of Yr	1,060 End of Yr		

*10% of New or Revised Programs

** Average earnings in the second and third quarters after exit, which demonstrates results for ETA Performance Goal 1.1 - Increase the average earnings of individuals served through the Workforce Investment Act, Job Corps, Trade Adjustment Assistance, Registered Apprenticeship, and Community Service Employment for Older Americans Programs.

*** Percent of participants employed in the first quarter after exit, which demonstrates results for ETA Performance Goal 1.3 - Providing workers with the resources necessary to increase their likelihood of obtaining middle class jobs.

- Although field staff are not directly accountable for the earnings and retention performance indicators, field data input in the Registered Apprenticeship Partners Information Data System (RAPIDS) is critical for accurate calculations and reporting. Therefore, field staff's data input is mandatory and should be complete, current, and reliable.
- Field staff should also carefully review National Office reports regarding these two indicators to assess and ensure that the information extracted from RAPIDS is reliable.
- In the E-mail transmittals for the submission of the mid-year and end-of-year reports associated with these FY 2011 Regional Annual Plans, Regional Directors will indicate in the transmittal that the data and information have been reviewed for completeness, accuracy, and reliability.

III. Program Goals in OA’s FY 2012 Performance Agreement

FY 2012 Regional Annual plans should describe and delineate the strategies and key processes to meet each of the five Program Goals listed in OA’s FY 2012 Performance Agreement. The mid-year and end-of-year reports should show the activities completed and the results obtained for the five program goals listed below.

See FY 2012 Regional Performance Management Plans for details on the elements listed below for each of the five Program Goals.

GOAL 1

Improving performance, quality, and oversight of the National Apprenticeship System.

In support of the Secretary’s goal to breakdown barriers to fair and diverse workplaces, and ETA’s strategic goals to improve program management, OA will conduct and enhance its core functions of apprenticeship programs and apprentices; collecting, analyzing and reporting information; and providing high levels of technical assistance and customer service to potential and existing program sponsors. OA will emphasize enforcement activities to ensure compliance by program sponsors.

1. Plan for Equal Employment (EEO) Compliance and Quality Assurance (QA) Program Reviews.

As part of the remaining five–year plan developed in FY-2010, regional plans will ensure 90 percent of all programs registered as of September 30, 2009 are reviewed for EEO and QA prior to the beginning of FY 2015. Use Table F to track progress on the five-year plan.

**Table F - Five-Year Plan for EEO and QA Program Reviews
for Number of Programs Registered (9/30/09)**

S E C T O R	5-Yr. Plan	2010 Plan			2011 Plan			2012 Plan			2013 Plan			2014 Plan			
		90% of Programs	# Reg Target	Results	% 5-Yr Plan	# Reg Target	Results	% 5-Yr Plan	# Reg Target	Results	% 5-Yr Plan	# Reg Target	Results	% 5-Yr. Plan	# Reg Target	Results	% 5-Yr Plan
QA																	
EEO																	

Source:

Complete Table F4 below to indicate the number of Quality Assurance Assessment reviews to be completed by quarter.

Table F4 - Provisionally Registered Program Reviews

# Programs Registered in Region Since 10/01/11	Reviews Needed to Meet 90% Target	Qtr 1 Results	Qtr 2 Results	Qtr 3 Results	Qtr 4 Results	FY-2012 Total
# FY 2011 Remainder:						
# FY 2012:						
Region						

Source:

Describe overall regional, and as applicable to states, key strategies and processes to meet each of the items in Program Goal 1.

Narrative:

GOAL 2

Continue to promote the National Apprenticeship System and expand Registered Apprenticeship into new high growth Industries such as healthcare, advanced manufacturing, transportation, energy, and information technology.

To support the Secretary’s goal of assuring skills and knowledge that prepare workers to succeed in a knowledge-based economy and ETA’s strategic goal to increase the availability of quality training programs in green and emerging fields which lead to credentials, expand Registered Apprenticeship in high growth and emerging industry sectors mentioned above that can support economic recovery and reemployment efforts.

1. Conduct promotional efforts to increase the number of Registered Apprenticeship programs.

- Develop an annual (regional, state, and local) promotional plan to conduct education and outreach to support the expansion of Registered Apprenticeship.
- Identify a minimum of two apprenticeable occupations promotional targets.

2. Conduct promotional efforts to Increase the number of Registered Apprenticeship programs in high growth industries including energy and healthcare.

- Develop an annual plan to identify high growth and emerging industry sectors and apprenticeable occupations to be targeted for expansion.
- Identify a minimum of two high growth apprenticeable occupations for targeted promotional efforts.

Table G - New Program Promotional Activities by Industry

Promotional Activities Planned:

	Plan Total	High Growth Occupations	Q1 (# & State)	Q2 (# & State)	Q3 (# & State)	Q4 (# & State)	Total Results	#/% High Growth Occupations of Total Results
Advanced Mfg								
Aerospace								
Automotive								
Biotechnology								
Energy								
Financial Services								
Geospatial Technology								
Homeland Security								
Health Care								
Hospitality								
Information Technology								
Nanotechnology								
Retail Trade								
Transportation								

3. **Support for and leveraging of ETA workforce investments including grantees, where appropriate, under the Green Jobs Innovation Fund (GJIF), Health Professional Opportunities Grants (HPOGs), OJT NEGs, and other sector specific investments and strategies by providing technical assistance relative to the National Apprenticeship System.**

Select grantee(s) in the Region from the categories below and insert information in the table(s) as applicable.

- Are there GJIF grantees in the Region? *(Double click on box and choose "Checked.")* No Yes
If Yes, complete the table below.

Table H1 - GJIF Grantees in the Region

GJIF Grantees:XXX

Name	State

- Are there HPOG grantees in the Region? *(Double click on box and choose "Checked.")* No Yes
If Yes, complete the table below.

Table H2 - HPOG Grantees in the Region

HPOG Grantees:XXX

Name	State

- Are there OJT NEG grantees in the Region? *(Double click on box and choose "Checked.")* No Yes
If Yes, complete the table below.

Table H3 - OJT Grantees in the Region

OJT Grantees:XXX

Name	State

- Promote the development of registered apprenticeship programs in the healthcare industry.

Describe overall regional, and as applicable to states', key strategies and processes to meet each of the items in Program Goal 2.

Narrative:

GOAL 3

Increase Opportunities in Registered Apprenticeship for Under-Represented Populations.

In support of ETA’s strategic goals to target hard to serve and disadvantaged populations; and the Secretary’s goal of helping low-skilled, low-earning, under-represented workers, and workers who are in low-wage jobs or out of the labor market, OA will develop strategic partnerships with other agencies, organizations, internal and external stakeholders to help these individuals find a path to middle class jobs.

1. Provide technical assistance to increase quality of pre-apprenticeship programs.

- Distribute policy guidance and technical assistance materials developed and provided by national office for the pre-apprenticeship framework to registered apprenticeship stakeholders and the workforce systems by the end of the second quarter of FY 2012.
- Provide training on the pre-apprenticeship framework developed and authorized by the Office of Apprenticeship to 25 percent of sponsors that receive Compliance Reviews and Quality Assurance Assessments by the end of the fourth quarter.

2. Support connectivity between Registered Apprenticeship and youth programs, such as YouthBuild and Job Corps.

- Continue to conduct outreach to YouthBuild sites and Job Corps Centers, if in your assigned geographic area, to connect them to Registered Apprenticeship program sponsors. Thirty percent of all U.S. Department of Labor funded YouthBuild sites and Job Corps Centers will receive outreach presentation/meetings on Registered Apprenticeship.

Table J - YouthBuild (YB) Sites and Job Corp (JC) Centers Three Years’ Plan

States	# of YB Sites as of 10/1/10	# of JC Centers as of 10/1/10	2011 Target	2012 Target	2013 Target	Target Total
Region Total						

**Table J1 - YouthBuild and Job Corps Centers: Outreach/Presentation Meetings
FY 2012**

30% YouthBuild Sites			Result	U at	XX%	M at	XX%	E at	XX%
30% Corps Centers			Result	U at	XX%	M at	XX%	E at	XX%
Entity's Name	YouthBuild				Job Corps				
	O	P	Result	O	P	Result	O	P	Result
Outreach = O; Presentation = P. (Mark applicable column with an X.)									

Under 30 %= U; Met 30 %= M; Exceeded 30 % = E.

3. Support Women’s Apprenticeship and Nontraditional Occupations (WANTO) Initiative.

- Promote and conduct outreach to registered apprenticeship sponsors in support of grants awarded for Women in Apprenticeship and Nontraditional Occupations (WANTO) projects awarded in Program Year (PY) 2011 and PY 2012, if in your assigned geographic area.
- Are there WANTO grants in the Region? (Double click on box and choose “Checked.”) No Yes
If yes, complete tables below.

Table K – Promotion and Outreach to Program Sponsors in Support of WANTO Grants

WANTO Grantees: **XX**

Grantee’s Name	State	PY		P	O	Registered Apprenticeship Sponsor’s Name
		2011	2012			
Promotion = P; Outreach = O. (Mark Applicable Column with an X.)						

Program Year = PY

- Provide technical assistance and support to WANTO grantees within your region.

Table K1 – Technical Assistance to WANTO Grantees

WANTO Grantee's Name	State	Type of Technical Assistance Provided

4. Support efforts to increase opportunities for under-represented populations including individuals with disabilities, veterans, dislocated workers and other populations.

- Support efforts to expand opportunities for a wide range of under-represented populations including but not limited to individuals with disabilities, veterans, dislocated workers and other populations.

Describe overall regional, and as applicable to states', key strategies and processes that the Region will use to increase opportunities in Registered Apprenticeship for under-represented populations, particularly through the efforts with the proposed pre-apprenticeship quality framework, YouthBuild, Job Corps, and WANTO grants, to meet each of the items in Program Goal 3.

Narrative:

GOAL 4

Promote Innovation and Partnerships throughout the National Apprenticeship System.

In support of the Secretary's goal to increase workers incomes and narrowing wage and income inequality and ETA's strategic goals to promote workforce innovation, advance Registered Apprenticeship as a vital postsecondary education career pathway into middle class jobs.

1. Support ongoing collaboration between the workforce and Registered Apprenticeship systems.

- Support the plan developed in collaboration with the OA Regional Director, State Director and Office of Regional Management (ORM) staff, develop a state specific plan to promote expanded partnerships and collaboration between the WIA System and Registered Apprenticeship activities.
- Support, develop and/or implement strategies by the end of the second quarter to support follow-up activities and provide technical assistance to state and/or local teams formed as a result of the Regional Action Clinics held in FY 2009, FY 2010, and FY 2011.
- Participate in one conference call/meeting with the state team, where applicable, to evaluate results by the end of the third quarter.

2. Strengthen connections between Registered Apprenticeship and education systems.

- Support the ETA initiative to partner with community college system/consortium by providing outreach and technical assistance to grantees and partners utilizing registered apprenticeship. Support efforts to encourage Registered Apprenticeship sponsors to provide opportunities for all apprentices to earn college credit, particularly by encouraging Registered Apprenticeship articulation with college credit.
- Highlight the level and type of connectivity between Registered Apprenticeship sponsors and post-secondary education by updating the list of community colleges and post-secondary education institutions with articulation agreements or direct affiliations with programs sponsors from the baseline list updated in 2010 by the end of the Third Quarter in FY 2012.

3. Apprenticeship Programs Use New Frameworks.

- In states serviced by OA, ten percent of the programs registered or revised in FY 2012 will incorporate one of the following components from the revised regulatory framework into their standards, as appropriate:
 - Competency-based (CB) or Hybrid (H) approach for completion of apprenticeship;
 - Interim Credentials (IC);
 - Ability to earn college credit (ECC); or
 - Use of technology-based learning (TBL).

**Table L - Element of 21st Century Apprenticeship
in New or Revised Registered Programs
FY 2012**

Approach	#		#	State	#		#	State	#		#	State	#		#	State	#		#	State	
	Total New	State			Total Revised	State			Total New	State			Total Revised	State			Total New	State			Total Revised
10% of Programs Registered or Revised				Result				U at	X%	M at	XX%	E at	XX%								
CB Hybrid IC ECC TBL Total	Qtr 1				Qtr 2				Qtr 3				Qtr 4				Total				

Under 10 %= U; Met 10 %= M; Exceeded 10 % = E.

Describe overall regional, and as applicable to states, key strategies and processes to meet each of the items in Program Goal 4.

Narrative:

GOAL 5

Provide policy directions and Program Management for the National Apprenticeship System.

1. The Notice of Proposed Rulemaking (NPRM) to amend Apprenticeship's Equal Employment Opportunity (EEO) Regulations codified at Title 29 CFR Part 30 is published as a Federal Register Notice.

- Regional and state staff will notify a minimum of 25 percent of apprenticeship sponsors and stakeholders about the NPRM within two weeks of publication in the Federal Register, if applicable.

2. Provide guidance on the revised final rule, Title 29 CFR part 29.

- Ensure that all new and revised local standards incorporate the requirements of the revised regulation (29 CFR Part 29) and updated "boiler plate" language in bulletins.
- Assist in the implementation of State Apprenticeship Agencies (SAA) revised regulations, where appropriate, by providing technical assistance and assisting in corrective action activities, if needed.

3. Effectively utilize information technology, performance management, and information management systems.

- Where applicable, encourage SAA states not currently using RAPIDS to utilize RAPIDS as their primary data system and upload their dis-aggregated data.
- Ensure validity and/or correction of RAPIDS data issues as provided or requested by the national office with 90 percent accuracy.
- Monitor Apprentice Overdue Rate (OVD) and maintain this rate at no greater than 15%. If overdue rate exceeds 15 percent, staff will provide documentation of sponsor contact made relative to their overdue apprentices.

- Follow the Department and OA's established policies on Personally Identifiable Information (PII) and Records Management.

4. Support Better and More Effective Management and Customer Service.

- On a quarterly basis, provide a minimum of one success story including a signed release form to the Regional Office to highlight successful participants and program outcomes. These highlights should be no more than one page in length—photographs are welcome, but not required.
- Ninety percent of all correspondence will be responded to within 30 days.
- All FOIA Requests will be forwarded to the Regional Disclosure Officer (Regional Director) within two working days of receipt.
- Travel budgets will be managed effectively and in accordance with ETA's Travel Policy.
- All required reports i.e., Bi-Weekly Activity Report, Mid-Year Report, End of Year Report, Monthly Travel Report, ad hoc national office requests, etc., will be completed and the necessary documentation associated with these reports will be submitted to the state director and/or regional office as directed within the due date established with 90 percent on time accuracy.
- All mandatory training i.e., COOP Awareness, Record Management for Everyone, Information Systems Security Awareness, Safeguarding All Personally Identifiable Information, etc., will be completed and the required documentation associated with these courses will be submitted to the state director and/or regional office as directed within the due dates established with 90 percent on time accuracy.

Describe overall regional, and as applicable to states, key strategies and processes to meet each of the items in Program Goal 5.

Narrative: