

EMPLOYMENT AND TRAINING ADMINISTRATION

ORGANIZATION NAME

Office of National Programs

ORGANIZATION LOCATION

Reports to the Assistant Secretary of ETA through the Deputy Assistant Secretary for National Programs

MISSION

To contribute to:

Implementing a national workforce system that provides America's workers, including youth that have recently entered or are about to enter the workforce, with the information, advice, job search assistance, income maintenance, and training they need to get and keep good jobs, which involves employers and labor in defining the needs of the system, and which provides employers with skilled workers;

Managing strategically in order to ensure high performance by program operators, greater public accountability, service quality and customer satisfaction; and

Working collaboratively with partners and stakeholders in business, labor and State and local government to build ownership of the system by all users.

by:

Providing leadership in the design, development and administration of E&T services for Foreign Labor Certification, Indian and Native Americans (INA), Migrant and Seasonal Farmworkers (MSFW), Older Workers (OW) and programs for persons with disabilities.

Developing strategic plans and budgets; regulatory interpretation and policy guidance; performance management and continuous improvement systems and initiatives; technical assistance strategies; and customer service strategies to promote achieving results and customer satisfaction.

FUNCTIONS

- (1) Develops strategic plans, policies, legislative proposals, budgets, and resource allocations for the operation of comprehensive services to special targeted programs in the workforce investment system.

- (2) Develops regulations, procedures, guidance, and provides interpretations of requirements for services to INAs, MSFWs, OWs and persons with disabilities in the workforce investment system.
- (3) Designs, develops and administers E & T services for INAs, MSFWs, OWs, and individuals with disabilities.
- (4) Designs, develops and administers pilots, demonstration, evaluation, and research projects to test new service and delivery options for national program customer groups.
- (5) Develops policy guidance and procedures for performance management and continuous improvement approaches for special targeted E & T services; analyzes performance for services to adults; and develops appropriate action in response to performance data, outside audit and evaluation.
- (6) Develops and implements customer focused technical assistance (TA) for each division, based on performance assessments and identified needs in collaboration with Regional Offices (RO), as applicable.
- (7) Champions National Programs within the comprehensive E & T system and builds partner and stakeholder relationships to align and leverage resources to enhance services to customers.
- (8) Responds to inquiries related to national programs.
- (9) Represents the interests of INAs, MSFWs, OWs, persons with disabilities, and U.S. workers who may be qualified for jobs that are the subject of employers' foreign labor certification requests on ETA, DOL, and interagency crosscutting workgroups and contributes to the overall management and effectiveness of the agency.
- (10) Represents DOL and its interest in E&T services on interagency groups focused on Federal services to INAs, MSFWs, OWs, persons with disabilities, and U.S. workers who may be qualified for jobs that are the subject of employers' foreign labor certification requests.
- (11) Provides national leadership and policy guidance to carry out the responsibilities of the Secretary of Labor under the

Immigration and Naturalization Act, as amended.