

**State of Alaska**  
**FY2002 Governor's Operating Budget**  
**Performance Measures**

Department of Labor and Workforce Development

## Department of Labor and Workforce Development

### Key Performance Measures for FY2002

**Measure: The number of work-related injuries in high-hazard industries, including seafood processing, logging and construction.**

*(Developed jointly with Legislature in FY2000.)*

**Current Status:**

According to the most recent information available, in 1998 there were 10.8 lost-work-day (LWD) incidents per 100 full-time workers in logging (reduced from 16.4 in 1997), 6.1 per 100 in construction (5.7 in 1997), 19.1 per 100 in seafood processing (23.3 in 1997). LWD information for 1999 will be available December 12, 2000.

**Benchmark:**

Being developed.

**Background and Strategies:**

Inherently unsafe working conditions and settings, inclement weather and seasonal workers all contribute to high injury rates in these industries.

The department will increase routine enforcement inspections, give priority to requests by these industries for consultations, and increase safety and health training to employers and employees to reduce the injury rate.

**Measure: Increase to 33% the number of registered clients who enter employment after receiving service through an Alaskan Job Center.**

*(Revised from Legislature's FY2002 version.)*

**Current Status:**

For FY2000, 28.5 percent of served clients have entered employment.

**Benchmark:**

The benchmark was established at 29.4 % by averaging the last two completed fiscal years (1999 and 2000). This measure is economy driven which partly explains the drop in numbers in FY2000. The percentage was lower in FY2000 (28.5%) than in FY1999 (30.3%), but making this a performance measure will result in our adopting new, additional strategies and applying further resources to the goal.

**Background and Strategies:**

Staff-assisted service is demonstrated to greatly increase the probability of a registered client entering employment. Emphasis will be placed on the following strategies:

- Staff-assisted job search support, such as referrals, resume writing, case management, interviewing techniques and other workshops and activities that will help clients enter employment;
- Record services provided in the statewide management information system;
- Outreach to employers; and
- Marketing services to communities.

**Measure: The increase in wages of clients who are served by the Vocational Rehabilitation Division.**  
(Developed jointly with Legislature in FY2002.)

**Current Status:**

In FY2000, 522 Alaskans with disabilities were placed in jobs earning an average of \$20,084.

**Benchmark:**

The four-year average (FY95-FY98) earnings for individuals with disabilities who had successful vocational outcomes were \$17,700 per year.

**Background and Strategies:**

Individuals with disabilities continually encounter substantial barriers to employment. These barriers include the lack of accessible housing, accessible transportation, education and training opportunities, communication options e.g. reader services for blind individuals or sign language interpreters for deaf individuals, health services, assistive technology and devices, and others.

The employability of individuals must be increased through services that enable them to live independently, enjoy self-determination, make meaningful choices, contribute to society, pursue meaningful careers, and to be fully included in all aspects of society.

Strategies planned to increase the average wage will include:

- Training individuals with disabilities to pursue career opportunities rather than just entry level employment;
- Working with businesses and employers to create good jobs with good benefits for people with disabilities by supporting targeted local economic development projects; and
- Benefits counseling to people with disabilities on Social Security to get them into the workforce without losing health care benefits.

**Measure: Increase the number of adults, impacted by the Western Alaska Fisheries disaster, who receive job training assistance.**  
(Not yet addressed by Legislature.)

**Current Status:**

In FY 2000, 250 participants in disaster areas were enrolled in dislocated worker services.

**Benchmark:**

The Balance of State Workforce Investment Board has negotiated a 65% entered employment rate for dislocated workers.

**Background and Strategies:**

A three-year cycle of disastrously low returns of salmon to the Western Alaska area has contributed to a significant downturn in the economy and widespread job loss in an area with some of the state's highest unemployment.

- The Alaska Human Resource Investment Council will pursue a policy in support of rural services through allocation of Workforce Investment Act statewide project funds.
- The Alaska Human Resource Investment Council will evaluate the Workforce Investment Act formula allocation for possible increases in financial resources for adults and dislocated workers in rural Alaska.
- The Balance of State Workforce Investment Board will allocate a greater portion of Workforce Investment Act resources to regions serving communities affected by the Western Alaska Fisheries Disaster.
- The Alaska Workforce Investment Office will seek appropriate financial and performance waivers from the U.S. Department of Labor to allow easier access to Workforce Investment Act resource in rural Alaska.

**Status of FY2001 Performance Measures**

	<i>Achieved</i>	<i>On track</i>	<i>Too soon to tell</i>	<i>Not likely to achieve</i>	<i>Needs modification</i>
<ul style="list-style-type: none"> <li>● The percentage of employers who place orders with the Alaska Job Centers.</li> <li>● The numbers of work related injuries in high hazard industries, including seafood processing, logging and construction.</li> <li>● The increase in wages of clients who are served by the Vocational Rehabilitation Division.</li> <li>● Ensure demographic and economic data accuracy and availability.</li> </ul>			X		X

## Employment Services

### Key Performance Measures for FY2002

**Measure: Increase to 33 percent the number of registered clients who enter employment after receiving service through an Alaska Job Center.**  
*(Not yet addressed by Legislature.)*

**Current Status:**

For FY2000, 28.5 percent of served clients have entered employment.

**Benchmark:**

The benchmark was established at 29.4 percent by averaging the last two completed fiscal years (1999 and 2000). This measure is economy driven which partly explains the drop in numbers in FY2000. The percentage was lower in FY00 (28.5%) than in FY99 (30.3%), but making this a performance measure will result in our adopting new, additional strategies and applying further resources to the goal.

**Background and Strategies:**

Staff-assisted service is demonstrated to greatly increase the probability of a registered client entering employment. Emphasis will be placed on the following strategies:

1. Provision of staff-assisted job search support, such as referrals, resume writing, case management, interviewing techniques and other workshops and activities that will help clients enter employment;
2. Tracking of services provided in the statewide management information system;
3. Outreach to employers; and
4. Marketing services to communities.

### Status of FY2001 Performance Measures

	<i>Achieved</i>	<i>On track</i>	<i>Too soon to tell</i>	<i>Not likely to achieve</i>	<i>Needs modification</i>
● Increase to 26 percent the number of employers with an active employer tax account who place job orders with the Alaska Job Centers.				X	

## Unemployment Insurance

### Key Performance Measures for FY2002

**Measure: Maintain or exceed the benchmark of 95 percent timeliness of the first payment to unemployment insurance claimants.**

*(Revised from Legislature's FY2001 version.)*

**Current Status:**

In FY2000, 97 percent of first payments were issued within 35 days following the end of the first compensable week.

**Benchmark:**

The federal performance measure is prompt payment of unemployment insurance (UI) benefits, with 93 percent of first payments issued within 35 days following the end of the first compensable week. In FY2002, the benchmark is being raised to 95 percent.

**Background and Strategies:**

To monitor the promptness of UI benefit payments, first payment time lapse measures the number of days from the week ending date of the first compensable week in the benefit year to the date the payment is made. This includes payments made by direct deposit, mail and in-person or those used to offset prior overpayments.

Strategies planned to ensure first payment timeliness include:

- Continue development of UI Intranet to improve resources used by front line staff.
- Enhance technology to improve timeliness of data transfer for ex-service members.
- Expedite electronic out-of-state wage information requests and transfers to facilitate timely payment of benefits.

**Measure: Maintain or exceed the level of customer satisfaction, with 90 percent of survey respondents rating overall service as adequate or better.**

*(Not yet addressed by Legislature.)*

**Current Status:**

Conducted in June 2000, the most recent survey of claimants resulted in 98 percent responding that overall service was adequate or better.

**Benchmark:**

Being developed.

**Background and Strategies:**

Randomly survey unemployment insurance claimants to monitor satisfaction with benefits program and services received.

Strategies planned to ensure high level of customer satisfaction include:

- Continue biannual customer satisfaction survey to measure level of service and to explore avenues for expansion of services.
- Provide "Customer Service in a Telephonic Environment" training for front line staff and reduce Customer Service Representative response time in providing telephonic service to claimants.

**Status of FY2001 Performance Measures**

	<i>Achieved</i>	<i>On track</i>	<i>Too soon to tell</i>	<i>Not likely to achieve</i>	<i>Needs modification</i>
<ul style="list-style-type: none"> <li>Maintain or exceed the benchmark of 95 percent timeliness of the first payment to unemployment insurance claimants.</li> </ul>		X			

## Job Training Programs

### Key Performance Measures for FY2002

**Measure: Increase the employment percentage goal to 65 percent placement into full time, unsubsidized jobs of eligible WIA Adult Job Training participants. 80 percent will retain work for at least six months.**  
*(Revised from Legislature's FY2001 version.)*

**Current Status:**

For FY01 and FY02 the employment goals for Adult WIA participants will be measured against the Federal U.S. Department of Labor negotiated performance standards under the WIA. Historically, Alaska's program employment percentage has been 60.8 percent of WIA Adult participants placed into full time unsubsidized jobs. Of this 60.8 percent, 75.5 percent have retained work for at least 6 months.

**Benchmark:**

For FY01, the national employment percentage average of Adult WIA participants placed into full time unsubsidized jobs is 71 percent. Of this 71 percent, 78 percent have retained work for at least 6 months. The USDOL performance standards are committed to continuous improvement, with a goal of a 1 percent increase each year.

**Background and Strategies:**

The Workforce Investment Act of 1998 requires that all States and their programs receiving Federal funds must develop measurable performance outcomes.

Alaska has developed appropriate job training, placement and retention strategies under the WIA State Unified Plan, to enable staff and selected service providers to successfully serve Alaska's unemployed and underemployed workers. Since 1999, the USDOL, Employment and Training Administration requires that each state negotiate a reasonable percent of increase in employment goals for the years FY 00, 01, and 02. Each state would choose a benchmark year and the aim would be to increase the goals attained annually.

## Adult Basic Education

### Key Performance Measures for FY2002

**Measure: Increase the education percentage goal to 25% of Adult Basic Education clients who get a GED, find or retain a job, advance to higher education /vocational training, or advance in educational levels.**  
*(Not yet addressed by Legislature.)*

**Current Status:**

For FY 00, 01, and 02 the percentage of full-time Adult Basic Education clients will be measured against the FY 99 average benchmark of 19 percent. The goal is a 2 percent increase each year in each of the following positive outcomes:

- 1) Obtaining a GED;
- 2) Finding or retaining employment;
- 3) Advancing to higher education or vocational training; or
- 4) Advancing in one or more educational levels.

**Benchmark:**

The FY99 average benchmark is 19 percent, which was derived from the statewide number of full-time Adult Education clients who achieved one of the positive outcomes. Of the total number of FY99 clients enrolled, 29 percent earned a GED, 10 percent found or retained a job, 8 percent advanced to higher education or vocational training, and 31 percent advanced two educational levels.

**Background and Strategies:**

Title II, Adult Education and Family Literacy of the Workforce Investment Act of 1998 requires that Adult Education programs receiving Federal funds must develop positive outcomes in the categories listed above.

Since 1998 the U.S. Department of Education, Office of Vocational and Adult Education (OVAE) requires that each state negotiate a reasonable percent of increase in measurable outcomes for the years FY 00, 01, and 02. Each state would choose a benchmark year and the aim would be to increase the goals attained by 2 percent annually.

All local Adult Education programs in Alaska met in Anchorage twice in FY98 to develop a set of student performance standards which included the measurable outcomes. These standards were reviewed and sanctioned by the State Board of Education (ABE was located in Department of Education in FY98) and OVAE. They have since been revised to accommodate changes brought about by the Workforce Investment Act.

After the negotiation process with OVAE in FY98 and FY99, the National Reporting System (NRS) requirements changed significantly in FY00. This resulted in an incongruity of comparable outcomes. The first time data will be available for a reliable comparison is at the end of FY01 when the data will be compared with FY00.

**Management Services**

**Status of FY2001 Performance Measures**

	<i>Achieved</i>	<i>On track</i>	<i>Too soon to tell</i>	<i>Not likely to achieve</i>	<i>Needs modification</i>
● The cost of the division compared to personnel costs for the department.		X			
● The number of late penalties incurred for payroll or vendor payments.		X			

**Commissioner's Office**

**Status of FY2001 Performance Measures**

	<i>Achieved</i>	<i>On track</i>	<i>Too soon to tell</i>	<i>Not likely to achieve</i>	<i>Needs modification</i>
● The percentage of divisions in the department that meet assigned measures.		X			
● The number of financial audit exceptions resolved.		X			

**Fishermens Fund**

**Status of FY2001 Performance Measures**

	<i>Achieved</i>	<i>On track</i>	<i>Too soon to tell</i>	<i>Not likely to achieve</i>	<i>Needs modification</i>
● The average time taken for completion of a Fishermen's Fund claim.		X			

**Workers' Compensation**

**Status of FY2001 Performance Measures**

	<i>Achieved</i>	<i>On track</i>	<i>Too soon to tell</i>	<i>Not likely to achieve</i>	<i>Needs modification</i>
● The average time taken from a compensation hearing request until the date on which the hearing is scheduled.			X		
● The number of workplace injuries.			X		

**Second Injury Fund**

**Status of FY2001 Performance Measures**

	<i>Achieved</i>	<i>On track</i>	<i>Too soon to tell</i>	<i>Not likely to achieve</i>	<i>Needs modification</i>
<ul style="list-style-type: none"> <li>The average time taken between filing a Second Injury Fund petition and the issuance of a decision.</li> </ul>		X			

## Labor Standards and Safety

### Status of FY2001 Performance Measures

	<i>Achieved</i>	<i>On track</i>	<i>Too soon to tell</i>	<i>Not likely to achieve</i>	<i>Needs modification</i>
● The number of on-site enforcement inspections.		X			

## Wage and Hour Administration

### Status of FY2001 Performance Measures

	<i>Achieved</i>	<i>On track</i>	<i>Too soon to tell</i>	<i>Not likely to achieve</i>	<i>Needs modification</i>
● The number of wage claims settled and the amount collected.		X			

**Mechanical Inspection**

**Status of FY2001 Performance Measures**

	<i>Achieved</i>	<i>On track</i>	<i>Too soon to tell</i>	<i>Not likely to achieve</i>	<i>Needs modification</i>
● The number of boiler and pressure vessel inspections completed.		X			

**Vocational Rehabilitation**

**Status of FY2001 Performance Measures**

	<i>Achieved</i>	<i>On track</i>	<i>Too soon to tell</i>	<i>Not likely to achieve</i>	<i>Needs modification</i>
<ul style="list-style-type: none"> <li>● The percentage of clients who return for services under a new Individual Plan for Employment within one year after receiving services from the division that resulted in employment.</li> </ul>		X			
<ul style="list-style-type: none"> <li>● The percentage of eligible Alaskans requesting services who are served by the division.</li> </ul>		X			