

DOL FY 2024 Annual Performance Report



This report can be found at [About DOL](#).

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A Note about the Annual Performance Report during Transition of Presidential Administrations

This report provides a backward look at the Department of Labor's performance through September 30, 2024. As such, it aligns with the previous Administration's Strategic Plan and priorities. DOL is currently developing the FY 2026-2030 Strategic Plan, which will replace the current plan.

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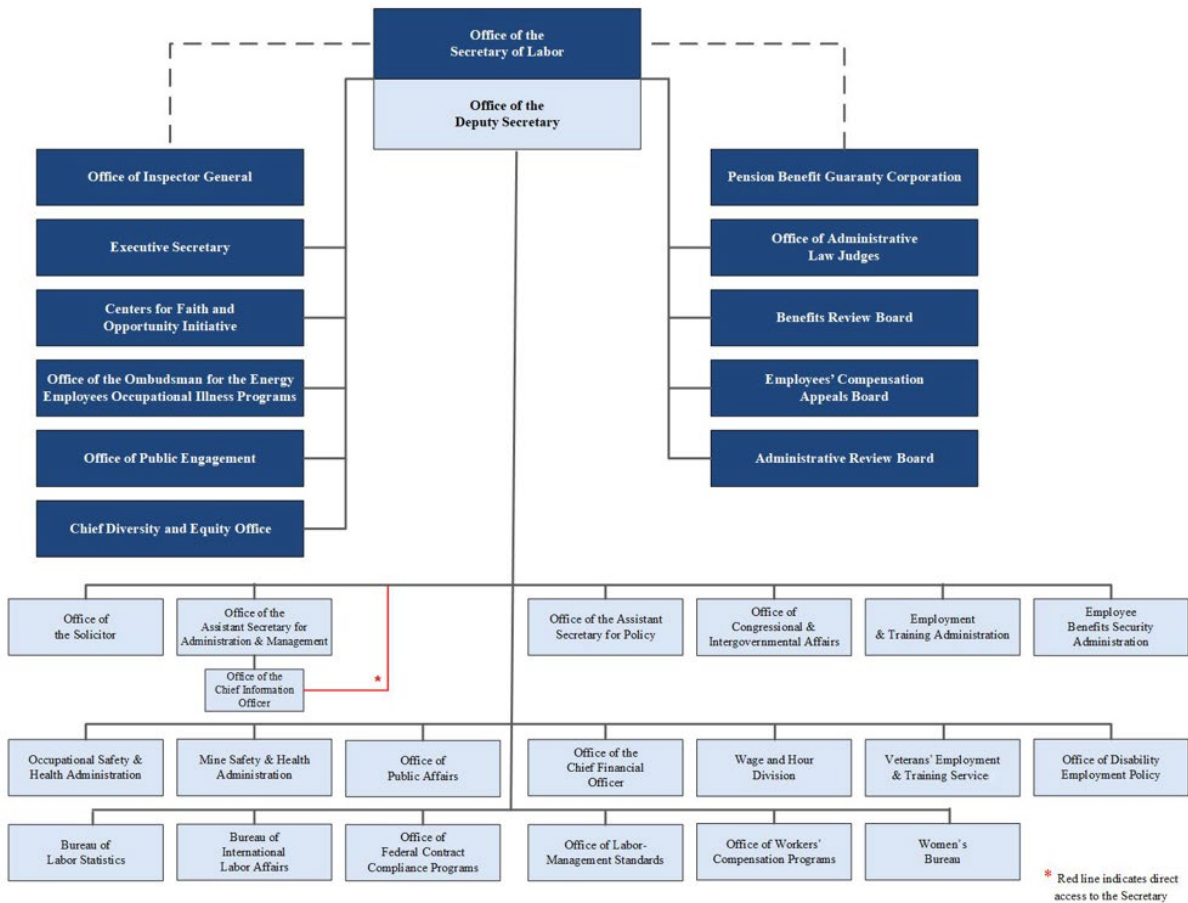
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Organizational Chart

This document explains how the Department of Labor (DOL) improves the lives of America’s workers through the management of its agencies and programs. As required by the Government Performance and Results Modernization Act of 2010 (GPRMA), it provides information on actual performance and progress in achieving the four strategic goals, one management goal, ten strategic objectives, and twenty performance goals identified in the DOL FY 2022-2026 Strategic Plan.

U.S Department of Labor Organizational Chart



How This Report Is Organized

Outlined below is the basic structure of this document, which provides an overview of each Strategic Goal and Objective¹ and each partner agency’s performance goal.

Strategic Goal Strategic Objective

Partner Agencies Driving this Objective







DOL agencies with performance goals contributing to the objective are listed along with an FY 2024 performance summary chart and selected performance highlights.

Partner Agency Performance Goal – Key Successes/Progress

Each DOL partner agency section presents performance information supported by a table with applicable measures, targets, and results². Where “baseline” appears in the target cell, no data were available for establishing a numerical target.

Performance Indicators

Measure	Target and Result	FY/PY 2020	FY/PY 2021	FY/PY 2022	FY/PY 2023	FY/PY 2024
	Target					
	Result					





















-  Result is below target
-  Result increased from the prior year and is trending in the right direction
-  Result increased from the prior year and is trending in the wrong direction
-  Result decreased from the prior year and is trending in the right direction
-  Result decreased from the prior year and is trending in the wrong direction
-  Result is equal to the previous year

¹ OMB Circular A-11, Part 6 defines a Strategic Goal as a statement of aim or purpose that the agency wants to achieve to advance its mission and address relevant national problems, needs, challenges, and opportunities. Strategic Objectives reflect the outcome or management impact the agency is trying to achieve and generally include the agency’s role.

² Some measures are “contextual”; i.e., they are important for management purposes but not for judging agency performance. Contextual measures do not have targets, but they may have projections, which are marked in the target cell as [p]. Similarly, [r] indicates that results have been revised since last reported, and [e] means the results in that cell are estimated.

FY 2022 – 2026 DOL Mission and Strategic Goals

Mission: To foster, promote, and develop the welfare of the wage earners, job seekers, and retirees of the United States; improve working conditions; advance opportunities for profitable employment; and assure work-related benefits and rights.

GOALS	OBJECTIVES	PERFORMANCE GOALS			
1. Opportunity and Equity for All	1.1 Advance training, employment, and return-to-work opportunities that connect workers to higher-wage jobs, especially in ways that address systemic inequities.	ETA 1.1 	VETS 1.1 	WB 1.1 	ODEP 1.1 
2. Ensure Safe Jobs, Essential Protections, and Fair Workplaces	2.1 Secure safe and healthful workplaces, particularly in high-risk industries.	OSHA 2.1 	MSHA 2.1 		
	2.2 Protect Workers' Rights	WHD 2.2 	OFCCP 2.2 	OLMS 2.2 	
	2.3 Improve the security of retirement, health, and other workplace-related benefits for America's workers and their families.	EBSA 2.3 			
	2.4 Strengthen labor rights, improve working conditions, promote racial and gender equity, and empower workers around the world.	ILAB 2.4 			
3. Improve Administration of and Strengthen Worker Safety Net Programs	3.1 Ensure timely and accurate income support when work is unavailable by strengthening benefits programs and program administration.	OWCP 3.1 	ETA/UI 3.1 		
4. Statistical Goal – Produce Gold-Standard Statistics and Analyses	4.1 Provide timely, accurate, and relevant information on labor market activity, working conditions, price changes, and productivity in the U.S. economy.	BLS 4.1 			
Management Goal: A Department Grounded in Innovation, Evidence, and Employee Engagement	M.1 Drive innovation in administrative, management, and financial services.	OASAM M.1 	OCFO M.1 		
	M.2. Strengthen the Department's commitment and capacity for evidence-based decision-making.	OASAM M.2 	OCFO M.2 	OASP M.2 	
	M.3 DOL as a Model Workplace	OASAM M.3 			

Agency Priority Goals

Agency Priority Goals (APGs)³ identify near-term improvements in outcomes, customer service, or efficiencies that advance progress toward longer-term strategic goals and objectives. They are two-year goals that reflect the top performance improvement priorities of agency leadership and the Administration, and therefore do not reflect the full scope of the agency mission.

Implementation and management of APGs require decisions about agency priorities, trade-offs, measurement, evidence, strategies, timing, and leadership that are reviewed at least quarterly to see that sufficient time, resources, and attention are allotted to addressing specific problems or opportunities related to the goal.

Please note these APGs and any supporting activities will be reconsidered under the next Presidential Administration's strategic planning process.

An Economy for All Workers

DOL will demonstrate concrete and sustained progress toward outcomes in the advancement of diversity, equity, inclusion, and accessibility through key strategies and priority measures and milestones.

Strengthening America's Safety Net for Workers

The Department will 1) increase intrastate first payments of unemployment benefits made within 21 days by at least ten percent towards the regulatory target of 87 percent and 2) reduce the estimated improper payment rate of unemployment benefits. The Department will also plan and offer new, innovative technical assistance and grants to strengthen Unemployment Insurance (UI) service delivery, fraud prevention, and equitable access.

³ More information about each goal is available on [Performance.gov/agencies/dol](https://www.performance.gov/agencies/dol).

STRATEGIC GOAL 1: Opportunity and Equity for All

OBJECTIVE

PERFORMANCE GOALS

1.1 Advance training, employment, and return-to-work opportunities that connect workers to higher-wage jobs, especially in ways that address systemic inequities.

ETA 1.1



VETS 1.1



WB 1.1



ODEP 1.1



Performance Goals



ETA 1.1

Create customer-focused workforce solutions that serve all workers, including underserved communities.



VETS 1.1

Provide veterans, service members, and military spouses with resources and tools to gain and maintain employment.



WB 1.1

Formulate policies and initiatives to promote the interests of working women.



ODEP 1.1

Develop evidence-based policies, practices, and tools to foster a more inclusive workforce to increase quality employment opportunities for individuals with disabilities.

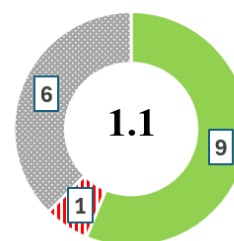
Strategic Objective 1.1

Advance training, employment, and return-to-work opportunities that connect workers to higher-wage jobs, especially in ways that address systemic inequities.

The American economy must work for all workers. The Employment and Training Administration (ETA), the Veterans' Employment and Training Service (VETS), the Women's Bureau (WB), and the Office of Disability Employment Policy (ODEP) oversee programs and develop policy as part of the nation's public workforce system, providing support to workers and employers. Collectively, these agencies' performance goals contribute to helping workers access quality jobs today and tomorrow, and to improving DOL's agility to evolve in an ever-changing environment.

FY 2024 Performance Summary

- Met Target
- Did Not Meet Target
- Not Yet Available



Performance Highlights

948,166

The number of apprentices served by ETA in FY 2024.

96.3%

Satisfaction with the facilitation of core workshops by VETS.

67

Policy & research deliverables to strengthen care infrastructure, improve job quality, and expand opportunities by WB.

311

Targeted technical assistance events to facilitate adoption of policies and expand opportunities for individuals with disabilities by ODEP.

EMPLOYMENT AND TRAINING ADMINISTRATION ([ETA](#))

ETA Performance Goal 1.1

Create customer-focused workforce solutions that serve all workers, including underserved communities.

Key Successes/Progress

ETA works to increase the amount of work-based learning such as apprenticeships and on-the-job training to ensure that job skills best meet industry needs. In Program Year 2023, the Work-Based Learning (WBL) outcome improved by 1.3 percent from the previous year's result of 46.6 percent to 47.9 percent.

The Office of Workforce Investment (OWI) surpassed its target to increase the representation of vulnerable populations (Workforce Innovation and Opportunity Act (WIOA) Adult program priority populations). In Program Year (PY) 2023, 45 states reported at least 75 percent of their participants coming from these populations, exceeding the target of 44 states. While the percentage of participants attaining a credential within one year of exit slightly declined from the previous year to 52.8 percent in PY 2023⁴, the result was driven by slightly lower results in Registered Apprenticeships (representing larger programs). Additionally, there were changes in the number of participants per program, resulting in fewer participants represented in programs with historically higher Credential Attainment rates, like WIOA Dislocated Worker.

In PY 2023, the Employment Rate 2nd Quarter After Exit was 70.6 percent, a slight decrease from the previous year. This outcome appears to be the result of shifts in the number of participants served by each program. In PY 2023, programs that tend to serve harder to serve populations (e.g., Reentry Employment Opportunities) comprised a larger percentage of this measure's denominator, while programs with historically higher employment rate outcomes served fewer participants (such as Trade Adjustment Assistance, which saw a roughly 50 percent decrease in its participants in this measure from 2022 to 2023, as the program tapers off). The Office of Apprenticeship (OA) surpassed its target by serving 948,166 apprentices in FY 2024. The Office of Foreign Labor Certification (OFLC) exceeded its target for percentage of complete H-2A employer applications resolved thirty (30) days before the date of need, finishing FY 2024 at 98.6 percent. This marks four consecutive years of continuous improvement.

In FY 2024, ETA continued to adjust funding opportunity announcements (FOAs) to increase federal funding access for more organizations, reviewed grants data to understand the impact of changes, and worked with the Chief Evaluation Office to inform a [third-party study](#) on strategies agencies can pursue to make grantmaking more equitable. ETA conducted more outreach to potential applicants, offered extended open periods on several FOAs, and offered smaller planning grants, alongside larger grants, to scale impact and expand the number of organizations able to deliver services. In FY 2024, ETA also took several steps to continue to increase access to grant opportunities through several FOAs. As one example, in FY 2024, ETA published the Workforce Opportunity for Rural Communities (WORC)

⁴ The measures reporting on a Program Year (PY) timeframe lag the fiscal year by nine months (e.g., PY 2023 – July 1, 2023, to June 30, 2024).

Strategic Goal 1

Round 6 Funding Opportunity Announcement and awarded \$48.9 million in grants across 18 states. These grants are designed to address the employment and training needs of the local workforce, in collaboration with community partners and aligned with existing economic and workforce development plans and strategies. Often awarded to community organizations without previous DOL grant experience, the WORC grants continue to create economic mobility and address historic inequities for underserved and underrepresented communities.

In FY 2024, ETA continued to engage with stakeholders that represent underserved communities. Engagements included participation in stakeholder activities and events with Historically Black Colleges and Universities (HBCUs) and other minority-serving institutions, community-based organizations, and tribal representatives. In November 2024, DOL launched the HBCU Registered Apprenticeship Collaborative. The initiative brings together leaders from institutions of higher education, the private sector, community organizations, State Apprenticeship Agencies and the Office of Apprenticeship to work together to increase information sharing, collaboration, and partnership building across the HBCU network. The HBCU Registered Apprenticeship Collaborative will leverage the HBCU experience and expertise to develop career pathways in new industries and ensure equitable access to Registered Apprenticeship.

ETA awarded almost \$51 million in grants to improve job quality, expand access to good jobs in critical sectors and prepare workers for good-paying jobs being created by the Biden Administration's Investing in America agenda. Funding from the second round of the Building Pathways to Infrastructure Jobs Grant Program and Critical Sectors Job Quality Grants Program supports 21 organizations serving 13 states and the District of Columbia.

In addition to expanding access to grant opportunities, ETA worked to ensure that existing grants provide broad access to services. [Yes, WIOA Can!](#) is an initiative to pursue bold and innovative actions to strengthen and expand access to the public workforce system. This initiative elevates state and local workforce stakeholders' innovative uses of WIOA funds to demonstrate the flexibilities that WIOA affords states and local areas. In FY 2024, ETA featured twelve examples of innovative uses, along with blogs, videos, and technical assistance to demonstrate how states and local areas have implemented new practices to expand workforce system access and promote job quality. In addition to showcasing these innovative strategies, ETA published [several sets of guidance](#) to highlight flexibilities within WIOA.

U.S. employers requested more than 1.6 million worker positions through the FLC programs in FY 2024. Despite rising application levels across the FLC programs, the Department resolved 98.6 percent of complete H-2A employer applications at least thirty (30) days before the date of need, exceeding its target of 97.0 percent.

Strategic Goal 1

ETA Performance Indicators

Measure	Target and Result	FY/PY 2020	FY/PY 2021	FY/PY 2022	FY/PY 2023	FY/PY ⁵ 2024
Percentage of exiters engaged in work-based learning opportunities, including apprenticeships (OWI/OJC/OTAA/OA)	Target	27.9%	42.0%	42.0%	48.0%	50.0%
	Result	41.1%	41.5%	46.6%	47.9%	TBD
Percentage of exiters attaining credentials within one year after exit (OWI/OJC/OTAA/OA)	Target	64.9%	64.9%	65.0%	65.2%	66.0%
	Result	59.8%	53.1%	55.4%	52.8%	TBD
Percentage of program participants employed in the second quarter after exit (OWI/OJC/OTAA)	Target	68.4%	68.4%	69.0%	73.0%	74.0%
	Result	61.8%	67.4%	71.7%	70.6%	TBD
Number of states at or above 75% of participants who come from vulnerable populations (WIOA Adult program priority populations)	Target	--	37	42	44	46
	Result	36	41	38	45	TBD
Total Annual Number of Apprentices Served (Rolling 4 Quarters)	Target	--	--	--	850,000	900,000
	Result	827,360	811,133	835,632	886,677	↑ 948,166
Percent of Complete H-2A Employer Applications Resolved 30 Days Before the Date of Need (OFLC)	Target	95.0%	97.0%	97.0%	97.0%	97.0%
	Result	96.8%	97.0%	97.6%	98.2%	↑ 98.6%

Sources: State and grantee reports submitted through the Workforce Integrated Performance System (WIPS), Registered Apprenticeship Partners Information Data System (RAPIDS), and Foreign Labor Application Gateway (FLAG) system.

⁵ The four measures with TBD in the results cells are reporting on a Program Year timeframe (12 months ending June 30). PY 2024 results will be reported in the FY 2025 APR.

VETERANS' EMPLOYMENT AND TRAINING SERVICE (VETS)

VETS Performance Goal 1.1

Provide veterans, service members, and military spouses with resources and tools to gain and maintain employment.

Key Successes/Progress

VETS tracks Jobs for Veterans State Grant (JVSG) and Homeless Veterans' Reintegration Program (HVRP) employment outcomes through the median earnings in the second quarter after exit indicator. JVSG recipients are served by Disabled Veteran Outreach Program (DVOP) specialists who provide individualized career services to veterans with qualifying employment barriers, eligible transitioning service members, and wounded, ill, or injured service members and their caregivers. The JVSG PY 2023 result for median earnings in the second quarter after exit was \$9,036. Since PY 2020, median wages have increased 30 percent. HVRP grant recipients provide a variety of services to serve the unique needs of veterans experiencing homelessness. The PY 2023 result for this measure in the HVRP was \$8,840. Since PY 2020, median wages have increased 17 percent. Additionally, HVRP served 15,974 participants and placed 63 percent of program exiters into employment with an average hourly wage of \$19.44 in PY 2023.

The Uniformed Services Employment and Reemployment Rights Act (USERRA) investigations ensure each complaint is investigated appropriately in terms of quality and timely completion. In FY 2024, VETS continued to monitor and report on its current statutory requirement measuring the percentage of cases closed within 90 days or within an extension of time agreed to by the claimant, resulting in an outcome of 99.8 percent for the year.

VETS offers a mandatory one-day Employment Fundamentals of Career Transition workshop, along with two elective courses. The agency reviews facilitator satisfaction survey results from the three core workshops. In FY 2024, the post-course survey result for facilitator satisfaction was 96.3 percent through the third quarter.

VETS Performance Indicators

Measure	Target and Result	FY/PY 2020	FY/PY 2021	FY/PY 2022	FY/PY 2023	FY/PY 2024
Median Earnings (2nd quarter after exit) for veterans served by DVOP	Target	\$6,500	\$6,500	\$6,600	\$7,000	\$9,000
	Result	\$6,957	\$7,998	\$8,784	\$9,036	TBD
HVRP Median Earnings 2nd Quarter After Exit	Target	\$4,200	\$7,000	\$7,100	\$7,500	\$9,000
	Result	\$7,540	\$8,216	\$8,650	\$8,840	TBD
Percent of USERRA cases completed within 90 days, or within any approved extensions	Target	--	--	100.0%	100.0%	100.0%
	Result	100.0%	99.8%	100.0%	99.8%	↓ 99.8%
Facilitator satisfaction through post-course survey	Target	--	90.0%	90.0%	90.0%	90.0%
	Result	--	96.0%	96.0%	96.6%	↑ 96.3%

Sources: Transition Assistance Participant Assessment, Workforce Integrated Performance System (Median Earnings 2nd Quarter After Exit measure), VETS-701 Technical Performance Reports (HVRP Median Earnings 2nd Quarter After Exit measure), Veterans' Case Management System (Closed Cases Quality measure).

Notes: The FY 2024 result for the facilitator satisfaction post-course survey measure is through the third quarter. The FY/PY 2023 Median Earnings (2nd quarter after exit) for veterans served by DVOP result does not include data from Wyoming due to reporting delays.

WOMEN’S BUREAU (WB)

WB Performance Goal 1.1

Formulate policies and initiatives to promote the interests of working women.

Key Successes/Progress

Through a combination of grants, programming, community engagement activities, communications products, and sustained participation in a variety of intra- and inter-agency equity initiatives, WB has led efforts to bring greater gender and racial equity to the workforce and the skilled trades. In FY 2024, WB allocated \$8.65 million in grants to support women gaining access to infrastructure jobs and ensuring workplaces are free of gender-based violence and harassment. WB led the community-based component of DOL’s Investing in America strategy, providing technical assistance and capacity-building support to worker organizations, community-based organizations, elected officials, and other stakeholders to operationalize DOL’s Good Jobs Principles in cities across the U.S. In FY 2024, these efforts led to 548 strategic partnerships with organizations primarily serving underserved communities.

In FY 2024, WB produced 67 policy and research deliverables focused on strengthening America’s care infrastructure, improving job quality, and expanding economic opportunities for traditionally vulnerable worker populations, including older women, justice-involved women, and migrant women workers. These included a year-long research project analyzing equity in paid family and medical leave programs and a new round of data collection for the National Database of Childcare Prices, the most comprehensive federal source of childcare prices at the county level. By addressing occupational segregation, pay equity, and barriers to employment, WB has lifted thousands of women, particularly women of color, out of poverty and opened pathways to higher-paying jobs.

WB Performance Indicators

Measure	Target and Result	FY 2020	FY 2021	FY 2022	FY 2023	FY 2024
Number of strategic partnerships with organizations primarily serving underserved communities	Target	--	--	--	225[p]	250[p]
	Result	--	36	221	383	↑548
Number of policy & research deliverables	Target	15	17	32	40	45[e]
	Result	17	23	45	61	↑67

Sources: WB quarterly productivity reports

OFFICE OF DISABILITY EMPLOYMENT POLICY (ODEP)

ODEP Performance Goal 1.1

Develop evidence-based policies, practices, and tools to foster a more inclusive workforce to increase quality employment opportunities for individuals with disabilities.

Key Successes/Progress

In FY 2024, ODEP continued its critical role in shaping inclusive workforce policies and practices that lead to more quality employment opportunities for people with disabilities. ODEP achieves its mission through a range of activities, which include policy guidance, stakeholder engagement, technical assistance, implementation tools, collaborations with state intermediaries, and through grants and contracts that provide direct support to people with disabilities and generate evidence on best practices.

In FY 2024, ODEP produced 40 policy outputs, exceeding the target of 39, which include legislative recommendations, regulatory recommendations, formal policy guidance, and proposed policy directives. Additionally, ODEP developed 111 tools to provide educational or explanatory information to further the adoption of recommended practices.

ODEP continued to engage stakeholders and enhance policymaker involvement in identifying state-level challenges and providing guidance that addresses their specific needs. ODEP held 311 targeted technical assistance (TA) events to facilitate disability employment policy adoption and expand opportunities for individuals with disabilities, exceeding the planned 294. ODEP tracks how often information provided through its technical assistance center is helpful, achieving a 92 percent satisfaction rate in FY 2024.

ODEP also collaborated with state intermediaries to respond to disability employment policy requests through peer-to-peer exchanges, learning collaboratives, and communities of practice. To support competitive integrated employment (CIE) for individuals with mental health disabilities, ODEP produced valuable resources for states to align policies to promote CIE and supported employment, including for individuals with mental health conditions from underserved populations. In addition, ODEP provided ongoing assistance to National Provider Organizations (NPOs), helping them adopt policy frameworks for CIE and develop targeted work plans for implementation. To further boost participation in CIE, ODEP launched a new resource hub that consolidates guidance and best practices for individuals with disabilities, their families, providers, and employers. Finally, ODEP awarded the Equitable Transition Model grants to four states to enhance postsecondary outcomes for low-income youth with disabilities.

ODEP Performance Indicators

Measure	Target and Result	FY 2020	FY 2021	FY 2022	FY 2023	FY 2024
Number of policy outputs	Target	35	37	42	42	39
	Result	51	41	44	43	↓ 40
Number of implementation tools	Target	84	107	112	122	102
	Result	98	128	112	140	↓ 111
Number of Technical Assistance Events (Targeted)	Target	236	234	243	257	294
	Result	195	246	273	291	↑ 311
Percent of customers that find technical assistance center information useful	Target	85%	85%	90%	92%	92%
	Result	92%	98%	91%	92%	■ 92%

Sources: ODEP Data Management System

STRATEGIC GOAL 2: Ensure Safe Jobs, Essential Protections, and Fair Workplaces

OBJECTIVE

PERFORMANCE GOALS

2.1 Secure safe and healthful workplaces, particularly in high-risk industries.

OSHA 2.1



MSHA 2.1



2.2 Protect Workers' Rights.

WHD 2.2



OFCCP 2.2



OLMS 2.2



2.3 Improve the security of retirement, health, and other workplace-related benefits for America's workers and their families.

EBSA 2.3



2.4 Strengthen labor rights, improve working conditions, promote racial and gender equity, and empower workers around the world.

ILAB 2.4



Performance Goals



OSHA 2.1

Secure safe and healthful working conditions for America’s workers.



MSHA 2.1

Prevent fatalities, disease, and injury from mining, and secure safe and healthful working conditions for America’s miners.

Strategic Objective 2.1

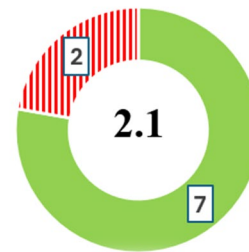
Secure safe and healthful workplaces, particularly in high-risk industries.

All workers have a right to a safe and healthful work environment. The Occupational Safety and Health Administration (OSHA) and the Mine Safety and Health Administration (MSHA) aim to increase workplace safety by strategically scheduling inspections and outreach in high-risk areas, in addition to completing mandated enforcement activity.

FY 2024 Performance Summary

■ Met Target

■ Did Not Meet Target



Performance Highlights

2,875

Inspections conducted under OSHA’s Heat National Emphasis Program (NEP), a 15 percent increase over FY 2023.

1,028

Inspections conducted under OSHA’s Silica NEP, exceeding the NEP’s annual goal by 43 percent.

187

Average age in days of pending OSHA whistleblower investigations, representing a six percent decrease from FY 2023.



MSHA issued a final rule reducing silica dust exposure, better protecting miners’ health from irreversible workplace illnesses.

6%

Decrease in MSHA’s 5-year rolling average of all injuries per 200,000 hours worked at coal and metal and nonmetal mines from FY 2023.

5%

Decrease in MSHA’s 5-year rolling average of fatal injuries per 200,000 hours worked at coal and metal and nonmetal mines from FY 2023.

OCCUPATIONAL SAFETY AND HEALTH ADMINISTRATION (OSHA)

OSHA Performance Goal 2.1

Secure safe and healthful working conditions for America's workers.

Key Successes/Progress

Embracing health and safety as a core value means fostering a culture that does not tolerate employers that disregard health and safety and whistleblower laws. In FY 2024, OSHA continued to improve in three key strategic areas including enforcement, training, and whistleblower protection.

In FY 2024, OSHA conducted 34,696 inspections, exceeding the target. Of these, 28,249 were safety inspections and 6,447 were health inspections. Although OSHA did not meet its target for health inspections, this represents a one percent increase over the number of inspections conducted in FY 2023.

In FY 2024, OSHA met its target of 34 percent of inspections conducted through emphasis programs specifically focused on reducing or eliminating employee exposure to fall, struck-by, caught-in, and electrical hazards in all workplaces.

In FY 2024, OSHA also increased enforcement in two emphasis programs for health hazards, heat stress and respirable silica. Under the Heat National Emphasis Program (NEP), OSHA's 2,875 inspections represented an increase of 15 percent over FY 2023. Agricultural employers utilizing seasonal, nonimmigrant laborers on H-2A visas were a focus of enforcement efforts, with the FY 2024 Heat NEP encompassing over 100 inspections of these employers. Under OSHA's Silica NEP for FY 2024, the 1,028 inspections conducted exceeded the NEP's annual goal by 43 percent. Part of this increase was due to OSHA's prioritization of inspections targeting fabricators and installers of engineered stone countertops with high silica content. That effort resulted in over 230 additional inspections in those industry sectors this year—i.e., a total of 268 inspections with \$3.86 million in initial penalties.

Safety training is a critical piece of OSHA's effort to prevent workplace fatalities, injuries, and illnesses. OSHA conducts training programs at the OSHA Training Institute (OTI) and administers the OTI Education Centers Program and the Outreach Training Program. OSHA also provides training through its compliance assistance efforts in support of agency regulatory, enforcement, and outreach initiatives. OSHA trained 1,537,039 people through OTI (excluding Harwood Grant trainees) and an additional 243,248 through compliance assistance efforts for a total 1,780,287 persons trained in FY 2024. This is a ten percent increase from the 1,619,892 trained in FY 2023.

In FY 2024, OSHA improved its progress in clearing out the backlog of whistleblower complaints and reducing the average age of pending whistleblower investigations. In FY 2023, the average age of pending investigations was 199 days, which decreased to 187 days in FY 2024—38 percent below the FY 2024 target of 300 days. The average time to complete the screening process for new complaints was five days, surpassing the FY 2024 target of eight days by 38 percent. OSHA achieved an 18 percent reduction in the backlog of whistleblower complaints in FY 2024, exceeding the annual target of five percent.

OSHA Performance Indicators

Measure	Target and Result	FY 2020	FY 2021	FY 2022	FY 2023	FY 2024
Safety Inspections	Target	16,523	24,810	25,120	27,032	27,477
	Result	17,558	19,948	25,388	28,114	↑ 28,249
Health Inspections	Target	4,131	6,203	6,280	6,758	6,869
	Result	4,116	4,407	6,498	6,135	↑ 6,447
Percent of inspections conducted through emphasis programs specifically focused on reducing or eliminating employee exposure to fall, struck-by, caught-in, and electrical hazards in all workplaces	Target	--	--	32%	33%	34%
	Result	31%	33%	32%	33%	↑ 34%
Number of people trained by OSHA	Target	1,058,728	1,209,920	1,329,000	1,401,000	1,375,000
	Result	1,371,943	1,371,488	1,378,581	1,619,892	↑ 1,780,287
Average age of pending whistleblower investigations.	Target	340	340	330	320	300
	Result	333	350	332	199	↓ 187
Average days to complete new complaint screening process. (Whistleblower)	Target	13.0	13.0	10.0	8.0	8.0
	Result	11.8	7.0	5.4	5.0	= 5.0

Sources: OSHA Information System and Integrated Management Information System

MINE SAFETY AND HEALTH ADMINISTRATION (MSHA)

MSHA Performance Goal 2.1

Prevent fatalities, disease, and injury from mining, and secure safe and healthful working conditions for America's miners.

Key Successes/Progress

In FY 2024, MSHA implemented several key programs intended to reduce injuries and fatalities. These include impact inspections, the [“Stand Down to Save Lives”](#) campaign, promotion of its Miner Safety & Health App, enforcement of a final rule on surface mobile equipment, and formation of a Fatal Accident Prevention Committee. On July 17, 2024, MSHA began enforcing the Surface Mobile Equipment Rule to reduce accidents involving mobile equipment. The rule requires operators to develop tailored safety programs with input from miners and their representatives. MSHA has already issued several citations under the rule and held stakeholder meetings in each district to ensure compliance.

In FY 2024, the five-year rolling average of all injuries decreased six percent to 1.87, better than the target of 1.99. The five-year rolling average of reportable injuries associated with powered haulage equipment decreased six percent to 0.168, better than the target of 0.169. While falling short of the target of 0.0091, the five-year rolling average of fatal injuries decreased five percent from FY 2023 to 0.0125.

MSHA published a final rule that will reduce overexposure to respirable crystalline silica, a known carcinogen, and a cause of illness and death among miners. Coal mine operators must comply with the final rule by April 14, 2025, and metal/nonmetal mine operators, by April 8, 2026. MSHA made available compliance assistance and miner education resources related to the final rule such as outreach materials, including Frequently Asked Questions, fact sheets on silica, respiratory protection, and medical surveillance.

On March 6, 2024, MSHA unveiled an online platform to help miners and their families navigate the process of finding healthcare providers, facilities, and related resources. The “Health Resource Locator Tool” includes care options tailored specifically to miners, including National Institute for Occupational Safety and Health-certified B Readers, black lung clinics, buprenorphine providers, audiologists and speech-language pathologists, drug and alcohol treatment facilities, federally qualified health centers, mental health facilities, and Veterans Administration healthcare facilities.

MSHA's outreach focuses on ensuring miners are aware of their rights and that the agency “has their back.” This includes the right to request MSHA inspections for dangerous conditions, exercise Part 90 rights, receive Part 46 or Part 48 training, identify a miners' representative to accompany inspections, file hazardous conditions complaints, and submit discrimination and retaliation complaints within 30 days. By the end of FY 2024, 71 participants were enrolled in the Part 90 program.

MSHA Performance Indicators

Measure	Target and Result	FY 2020	FY 2021	FY 2022	FY 2023	FY 2024
5-year rolling average of reportable injuries associated with powered haulage equipment per 200,000 hours worked	Target	0.171	0.164	0.169	0.169	0.169
	Result	0.171	0.172	0.171	0.178	↓ 0.168 [e]
5-year rolling average of fatal injuries per 200,000 hours worked	Target	0.0100	0.0091	0.0091	0.0091	0.0091
	Result	0.0095	0.0107	0.0111	0.0132	↓ 0.0125 [e]
5-year rolling average of all injuries per 200,000 hours worked	Target	2.13	1.99	1.99	1.99	1.99
	Result	2.08	2.03	1.97	1.99	↓ 1.87 [e]

Sources: Injury data – Mine operators’ and non-exempt contractors’ Mine Accident, Injury, and Employment reports and MSHA’s Standardized Information System.

Notes: MSHA’s fatality and injury rates reflect the number of fatalities or injuries per 200,000 hours worked during the prior five-year period. The FY 2024 results are estimates and subject to revision as additional data becomes available regarding the number of injuries and reportable hours.

Performance Goals



WHD 2.2

Enforce labor standards and ensure workers in the U.S. are paid the wages they have earned.



OFCCP 2.2

Promote equitable and diverse workplaces for America's federal contractor employees.



OLMS 2.2

Promote union financial integrity, transparency, and democracy.

Strategic Goal 2

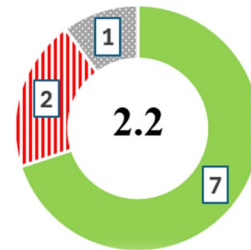
Strategic Objective 2.2

Secure safe and healthful workplaces, particularly in high-risk industries.

All workers have the right to be paid properly and treated equitably. The Wage and Hour Division (WHD), the Office of Federal Contract Compliance Programs (OFCCP), and the Office of Labor-Management Standards (OLMS) promote fair pay, worker rights, and equal opportunity, and serve as the voice of America's workforce. These agencies enforce laws and provide compliance assistance that address worker pay and leave, equal rights, and labor-management transparency. Together, these agencies protect tens of millions of employees in millions of workplaces across the country.

FY 2024 Performance Summary

- Met Target
- ▨ Did Not Meet Target
- ▣ Baselined / Contextual



Performance Highlights

77%

Of WHD compliance actions conducted through strategic initiatives.

33%

Of investigations under the Fair Labor Standards Act (FLSA) met or surpassed an impact score of 30 or more.

4,700

WHD outreach events, 92 percent of which were designed for larger audiences and aligned with strategic initiatives.

\$22.5M

Recovered for 12,756 affected class members through OFCCP compliance evaluations of contractors and addressing complaints.

40K

Workers engaged at 553 OFCCP education and outreach events focused on workers' rights.

83%

OLMS resolution rate of violations through voluntary compliance, exceeding its target of 73 percent for FY 2024.

WAGE AND HOUR DIVISION (WHD)

WHD Performance Goal 2.2

Enforce labor standards and ensure workers in the U.S. are paid the wages they have earned.

Key Successes/Progress

In FY 2024, WHD carried out strategic initiatives guided by cross-cutting goals to address egregious, systemic forms of child labor, to provide protections for workers misclassified as independent contractors, to protect workers from retaliation and exploitation, and recover wages for all workers. These efforts were also guided by the overarching goals of advancing equity and building stakeholder partnerships in ways that strengthen outcomes for workers and improve industry compliance. Through this focus, WHD expanded outreach efforts to stakeholders working in historically underserved and marginalized communities. Strategic initiatives are carried out through evidence-based, worker-focused strategies in agriculture, food services, residential construction, health care, building services (e.g., janitorial, guard services, and landscaping), warehousing and transportation, and government contracts. In addition to its enforcement efforts, WHD educated employers, workers, and other stakeholders on a range of compliance topics, including workers' rights, how to prevent violations, common violations, and industry best practices.

Performance results in FY 2024 demonstrated the agency's focus on carrying out impactful strategies through strategic initiatives. WHD conducted most compliance actions (77 percent) through strategic initiatives. Thirty-three percent (33 percent) of investigations under the Fair Labor Standards Act (FLSA) met or surpassed a threshold FLSA index score of 30 or more. The FLSA index captures the magnitude and egregiousness of violation findings, and since FY 2021, the percent of cases meeting or exceeding that threshold has increased by 83 percent (18 percent in FY 2021). WHD conducted more than 4,700 outreach events in FY 2024, with 92 percent of those events being designed to reach a larger audience and carried out as part of strategic initiatives. As a result, WHD engaged more than 609,000 participants through outreach events in FY 2024. In FY 2024, 80 percent of back wages due were paid to workers, falling below the targeted 85 percent due to challenges with employers and fund disbursement.

WHD Performance Indicators

Measure	Target and Result	FY 2020	FY 2021	FY 2022	FY 2023	FY 2024
Percent of outreach events of a target audience size associated with strategic initiatives	Target	--	--	--	60%	78%
	Result	--	--	--	79%	↑ 92%
Percent of compliance actions associated to a strategic initiative	Target	--	--	65%	67%	70%
	Result	--	--	73%	72%	↑ 77%
Percent of FLSA compliance actions (excluding conciliations) with a severity score of 30 or more	Target	Baseline	20%	21%	25%	30%
	Result	20%	18%	26%	30%	↑ 33%
Percent of back wages paid to workers	Target	--	--	79%	82%	85%
	Result	--	--	86%	85%	↓ 80%

Sources: Wage and Hour Investigative Support and Reporting Database

Notes: Results are not entered for the fiscal years when WHD did not have these measures.

OFFICE OF FEDERAL CONTRACT COMPLIANCE PROGRAMS (OFCCP)

OFCCP Performance Goal 2.2

Promote equitable and diverse workplaces for America's federal contractor employees.

Key Successes/Progress

In FY 2024, OFCCP continued its commitment to tackling long-standing employment practices that create barriers to opportunity and perpetuate inequality in our social and economic systems for underrepresented workers. By conducting compliance evaluations of contractors and addressing complaints, OFCCP works to address systemic barriers to employment opportunity in hiring, compensation, and promotion. OFCCP settled 33 discrimination cases totaling \$12.1 million in monetary recoveries for 9,679 victims of discrimination and negotiated 407 job opportunities. The agency recovered an additional \$10.4 million in salary adjustments for 3,077 affected class members during conciliation agreement monitoring, bringing the total FY 2024 monetary recoveries amount to \$22.5 million for 12,756 affected individuals. OFCCP also hosted 553 education and outreach events focused on workers' rights, roughly 65 percent of all outreach events hosted by OFCCP. Nearly 40,000 workers attended these events.

OFCCP prioritizes the timely completion of compliance evaluations and has implemented several strategies to close cases more quickly and to more efficiently identify and prioritize cases involving systemic barriers to equal opportunity. However, cases that involve discrimination are complex and involve multiple parties to reach a resolution. OFCCP completed Supply and Service cases that involved discrimination in about 3.7 years (1,356 median days), which is above the target of 1,200 median days. OFCCP found discrimination in three percent of the 771 supply and service compliance evaluations completed in FY 2024.

OFCCP rigorously investigates complaints alleging employment discrimination at federal contractor workplaces. In FY 2024, OFCCP received 2,384 complaints from workers, and 89 percent of closed complaints were processed within the standard timeframe of 15 days for data perfection and either 120 days (if there are no findings) or 180 days (if conciliation is required) for investigated complaints. In FY 2024, OFCCP implemented a pre-complaint inquiry process and updated its Information Technology (IT) system. These updates increased efficiency of the process by enabling complaint data to be directly uploaded, tracked, and reported through the system in real time.

OFCCP Performance Indicators

Measure	Target and Result	FY 2020	FY 2021	FY 2022	FY 2023	FY 2024
Median Days to Process Supply Service Compliance Evaluations with Discrimination Violations, Prior to Enforcement Referral	Target	730	730	950	1,200	1,200
	Result	1,809	1,150	1,294	1,189	↑ 1,356
Median Days to Process Construction Compliance Evaluations with Discrimination Violations, Prior to Enforcement Referral	Target	--	--	Baseline	Baseline	Baseline
	Result	--	--	--	--	--
Percent of Education and Outreach Events Focused on Workers' Rights	Target	--	--	Baseline	50%	50%
	Result	--	--	49%	58%	↑ 65%
Percent of Complaints Processed Within Standard Timeframe	Target	90%	90%	88%	--	90%
	Result	86%	83%	89%	--	89%

Sources: Compliance Management System (CMS) and Complaints Tracking Log

Notes: Although the median days increased in FY 2024, OFCCP views it as a positive since it is a result of resolving four older cases

OFFICE OF LABOR-MANAGEMENT STANDARDS (OLMS)

OLMS Performance Goal 2.2

Promote union financial integrity, transparency, and democracy.

Key Successes/Progress

In FY 2024, OLMS continued its commitment to strong unions and empowered workers, protections for organizing and collective bargaining, and worker equity through union representation and other means. OLMS continues to work on a regulatory action seeking to expand reporting of expenses made by an employer to persuade employees to reject unionization and collective bargaining.

OLMS uses a risk-based audit targeting model to identify unions where criminal activity may be present by identifying anomalies in union financial reports and using other targeting strategies. For many years, the effectiveness of this methodology has been measured by the percent of audits resulting in the opening of a “fallout” criminal case. Improved targeting techniques are now ingrained throughout the agency. As a result, OLMS retired its fallout goal in FY 2023 and started a new compliance audit program goal in FY 2024. OLMS’ goal is to increase the resolution of violations uncovered through the Compliance Audit Program by obtaining voluntary compliance. This measure intends to increase interactions with the unions, improve customer relations, and reduce administrative time from unnecessarily opening and tracking violations under other programs. With a target of attaining a 73 percent resolution rate, through strong collaboration and compliance assistance provided during the audits, OLMS ended the fiscal year obtaining an 83 percent resolution rate of violations through voluntary compliance.

Employers and labor relations consultants must report activities concerning agreements or arrangements to persuade employees concerning their rights to organize and bargain collectively or surveil employees or a labor organization in connection with a labor dispute involving the employer. In FY 2024, OLMS created a tip line for interested parties to report employers or labor relations consultants that are involved in persuader activity and should be filing. OLMS ramped up its efforts to publicize reporting requirements and the tip line and created an online portal to more efficiently receive and process tips regarding employer/consultant activities. OLMS received 116 tips, which secured 69 employer/consultant reports.

In FY 2024, the average number of days to resolve union officer election complaints decreased 10 percent from FY 2023, a significant achievement, but fell just short of the target of 65 days. OLMS developed enforcement strategies to protect vulnerable workers, focusing on reducing ethnic and racial wage gaps by sharing insights on union benefits and fostering equity through private labor-management partnerships. OLMS also researched areas of high poverty with a high density of minority workers. OLMS assessed unionization levels, union activity, and anti-union activity in that area. If reports were owed but had not been filed, OLMS targeted investigations of those employers and consultants with the intent of providing additional information and transparency to marginalized and low-income employees.

OLMS Performance Indicators

Measure	Target and Result	FY 2020	FY 2021	FY 2022	FY 2023	FY 2024
Percent of audit violations resolved voluntarily	Target	--	--	--	--	73.0%
	Result	--	--	--	--	83.3%
Average number of days to resolve union officer election complaints	Target	68.0	67.0	66.0	65.0	65.0
	Result	64.9	66.0	55.2	73.7	↓66.3

Sources: Office of Labor-Management Standards electronic Labor Organization Reporting System and internal data tracked by the OLMS Division of Enforcement.

Performance Goal

Strategic Goal 2



EBSA 2.3

Improve the security of retirement, health, and other workplace-related benefits for America's workers and their families.

Strategic Objective 2.3

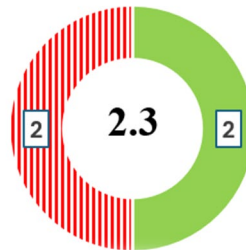
Improve the security of retirement, health, and other workplace-related benefits for America's workers and their families.

Workers must be confident in their retirement and health benefit plans. The Employee Benefits Security Administration's (EBSA) mission is to ensure the security of the retirement, health, and other workplace related benefits of America's workers and their families. The agency's enforcement program uses a wide variety of approaches to accomplish its mission, such as voluntary compliance programs, civil and criminal litigation, regulations and guidance, and research-based analysis. EBSA protects over 156 million American workers, retirees, and families covered by private retirement, health, and welfare benefit plans.

FY 2024 Performance Summary

■ Met Target

■ Did Not Meet Target



Performance Highlights

194,094

Inquiries resolved by Benefits Advisors through EBSA's participant assistance program.

\$544.1M

Recovered by Benefits Advisors for 71,692 participants.

\$11,463

EBSA's monetary recoveries per staff day spent on health cases.

EMPLOYEE BENEFITS SECURITY ADMINISTRATION (EBSA)

EBSA Performance Goal 2.3

Improve the security of retirement, health, and other workplace-related benefits for America's workers and their families.

Key Successes/Progress

In FY 2024, EBSA completed priority rulemaking to protect the retirement savings of millions of workers. The agency made significant progress in implementing the SECURE 2.0 Act, which builds on the original SECURE Act of 2019 by introducing reforms aimed at increasing retirement savings, simplifying plan administration, and expanding access to workplace retirement plans. EBSA issued a proposed regulation to facilitate the transfer of retirement savings when changing jobs and provided guidance on emergency savings accounts linked to individual retirement plans. The agency submitted a report to Congress on pension risk transfers and offered enhanced performance benchmarks to help workers evaluate asset allocation funds. EBSA also conducted a tri-agency study to assess how effective current retirement plan reporting and disclosure requirements are under the Employee Retirement Income Security Act (ERISA) and the Internal Revenue Code. Additionally, the agency rolled out comprehensive disclosure requirements for participants considering lump-sum payments and educated them on the potential impacts of these choices.

EBSA also increased its focus on protecting the interests of workers and their families in promised health benefits. Individuals under age 65 overwhelmingly receive their health benefits from the private employer-sponsored plans that EBSA regulates, and EBSA completed important regulatory projects aimed at enhancing their protections. For example, EBSA took the lead in issuing new regulations and reforms aimed at promoting parity in the provision of mental health benefits. The tri-agency regulations (Labor, HHS, and Treasury) are designed to ensure that claimants for mental health and substance use disorder benefits do not face special burdens and impediments when seeking promised benefits. Similarly, EBSA committed extensive resources to enforcing the rights of claimants to mental health benefits. For example, in FY 2024, experienced investigators dedicated nearly 16 percent of their available investigative time to addressing mental health non-qualified treatment limitation (NQTL) cases. Specifically, EBSA focused on issues that restrict access to mental health and substance use disorder (MH/SUD) care. EBSA worked directly with service providers to remove these limitations and expand coverage for patients requiring mental health or substance abuse care, positively impacting thousands of plans and participants. As a result, EBSA exceeded its FY 2024 target for health monetary recoveries per major case staff day by 18 percent.

In FY 2024, EBSA recovered \$741.9 million for participants and beneficiaries through enforcement actions. EBSA also obtained 324 non-monetary corrections in civil cases and recovered \$44.3 million through its Voluntary Fiduciary Correction Program and \$53.5 million through its Abandoned Plan Program.

In FY 2024, EBSA exceeded, by three percentage points, its timeliness goals for the pursuit of delinquent employee contribution, abandoned plan, bonding, Health-Part 7 violation, and other reporting and disclosure non-fiduciary breach cases closed or referred for litigation in the fiscal year within 18

Strategic Goal 2

months of case opening. This result reflects EBSA’s emphasis on resolving cases as efficiently and thoroughly as possible despite existing resource constraints.

EBSA has continued to reduce civil case openings overall due to competing priorities and reduced staffing. In FY 2024, EBSA did not meet its monetary recovery goals for major cases per staff day for Terminated Vested Participant Project (TVPP) or Pension and Non-Health Welfare. The agency anticipated this result, as after the agency reduced its targeting of new TVPP cases, issued compliance assistance documents to the public regarding missing participants, and continued to shift resources to categories of cases and activities that generate important results that are less readily quantifiable, such as health cases that eliminate illegal plan terms, increase access to mental health benefits, and comply with ERISA’s requirements, but do not result in large recoveries of retrospective relief. EBSA is developing new investigative techniques and trainings to enhance its investigative work in pension and health cases, and to ensure that investigators pursue new categories of cases. Developing these novel issues takes more time than when EBSA conducts investigations where they have a deep experience pool to rely on.

EBSA is committed to delivering results while providing quality customer service through its participant assistance program. In FY 2024, Benefits Advisors resolved 194,094 inquiries and recovered \$544.1 million for 71,692 participants. EBSA measures the quality of these interactions using independent polling customer satisfaction surveys and monitors live exchanges with the public to ensure accurate information is provided. In FY 2024, EBSA conducted 2,157 outreach events with a total audience of 33,157,514 individuals. Additionally, EBSA conducted 1,002 events, reaching over 29 million individuals living in underserved communities.

EBSA Performance Indicators

Measure	Target and Result	FY 2020	FY 2021	FY 2022	FY 2023	FY 2024
Major Cases - Pension and Non-Health Welfare Monetary Recoveries per Major Cases Staff Day	Target	--	--	--	\$40,947	\$39,500
	Result	--	--	--	\$46,435	↓ \$21,684
Major Cases - Health Monetary Recoveries per Major Case Staff Day	Target	--	--	--	\$9,921	\$9,700
	Result	--	--	--	\$7,798	↑ \$11,463
Percent of Delinquent Employee Contribution, Abandoned Plan, Bonding, Health-Part 7 Violation, and Other Reporting and Disclosure Non-Fiduciary Breach Cases Closed or Referred for Litigation in the Fiscal Year within 18 Months of Case Opening	Target	76%	76%	76%	76%	76%
	Result	84%	81%	76%	78%	↑ 79%

Strategic Goal 2

Measure	Target and Result	FY 2020	FY 2021	FY 2022	FY 2023	FY 2024
Major Case Monetary Recoveries per TVPP Major Case Staff Day	Target	--	--	--	\$193,406	\$183,000
	Result	--	--	--	\$99,155	↓ \$92,996

Sources: Enforcement Management System

Performance Goal



ILAB 2.4

Strengthen labor rights, improve working conditions, promote racial and gender equity, and empower workers around the world.

Strategic Goal 2

Strategic Objective 2.4

Strengthen labor rights, improve working conditions, promote racial and gender equity, and empower workers around the world

The Bureau of International Labor Affairs (ILAB) safeguards dignity at work, both at home and abroad – by strengthening global labor standards, enforcing labor commitments among trading partners, promoting racial and gender equity, and combating international child labor, forced labor, and human trafficking. ILAB accomplishes this goal through trade enforcement, policy engagement, technical assistance, and research and reporting.

FY 2024 Performance Summary

■ Met Target



Performance Highlights

86%

Of high-engagement trading partner countries or multilateral institutions implemented actions to improve protection of labor rights.

156

Trade partner countries where labor rights, including child labor and forced labor, were systematically monitored and analyzed.

1,900

Suggested actions for countries to take to eliminate child labor included in ILAB's Trade and Development Act Report.

BUREAU OF INTERNATIONAL LABOR AFFAIRS (ILAB)

ILAB Performance Goal 2.4

Strengthen labor rights, improve working conditions, promote racial and gender equity, and empower workers around the world

Key Successes/Progress

In FY 2024, ILAB made significant progress in implementing the President's Trade Agenda, through the publication of international policy documents reflecting U.S. labor interests and economic research products, as well as through advances in combatting child labor and forced labor, and efforts to promote equity.

In cooperation with the United States Trade Representative, ILAB continued to have success implementing the labor provisions of the United State-Mexico-Canada Agreement (USMCA) in FY 2024. Potential violations to the USMCA agreement can be reported to DOL, and in FY 2024, DOL received 1,591 hotline tips and 190 tips through the 1-800 line, of which 106 resulted in investigations. ILAB reviews Rapid Response Labor Mechanism (RRM) petitions, which permits the U.S. Government to take expedited enforcement actions against individual factories that appear to be denying workers the right of freedom of association and collective bargaining (under Mexican law). In FY 2024, 14 RRM petitions resulted in remedial action, and two petitions went to a panel for decision. USMCA technical assistance funding expired on December 31, 2023, and the expiration of this funding will impact ILAB's ability to implement future technical assistance in support of the USMCA.

ILAB tracks the percentage of high-engagement trading partner countries or multilateral institutions that take actions to improve labor rights to understand how well those engagements are driving change. In FY 2024, 86 percent of these partners implemented actions to improve protection of labor rights, including through law or enforcement, which exceeded the target of 84 percent. Of the 37 high-engagement trade partner countries that acted in FY 2024, 28 countries supported the elimination of child labor and forced labor, 15 countries supported freedom of association and collective bargaining, 21 countries supported the improvement of acceptable conditions of work, and 15 countries supported the elimination of discrimination in employment. ILAB contributed to the negotiation of new trade agreements, including labor commitments under the U.S.-Taiwan Initiative on 21st Century Trade, and began implementation of labor provisions under the recently concluded Indo-Pacific Economic Framework for Prosperity's Supply Chain Agreement.

In addition, ILAB systematically monitors and analyzes labor rights, including child and forced labor, in trade partner countries. In FY 2024, ILAB exceeded its target of 154 for this measure, having monitored and analyzed 156 trade partner countries.

ILAB also develops economic research products to assess international labor issues. In FY 2024, ILAB exceeded the targeted number of research products (target 25; result 39) with products focused on labor market and trade topics in countries of high interest to ILAB. ILAB published a redesigned Trade and Development Act Report, which included nearly 1,900 suggested actions for countries to take to eliminate child labor. In addition, ILAB enhanced its Sweat & Toil smartphone app with new information on child labor and forced labor from ILAB's reports and used anonymized metrics to identify how users are interacting with the app and improve user experience. ILAB also updated its

Strategic Goal 2

Better Trade Tool to include enhanced search, updated data, and a new global data dashboard to highlight the risk of child labor and forced labor in global supply chains. ILAB continued working with expert consultants to disseminate research on promoting worker voice through policy interventions and technical assistance programs under the Multilateral Partnership for Organizing, Worker Empowerment, and Rights (M-POWER) initiative.

In FY 2024, ILAB published the latest edition of the List of Goods Produced by Child or Forced Labor (TVPRA List), which included a record number of additions (72 products) and removals (four products). The TVPRA List also included 43 downstream goods produced with the use of child labor, forced labor, or both in the production of their inputs. In addition, ILAB published nine supply chain reports on its website, which focus on child labor and forced labor risks within supply chains in several sectors and countries, including fish in Thailand, sugarcane in the Dominican Republic, and tobacco in Malawi.

Many of ILAB’s efforts are advanced through providing cooperative agreements, cost increases, and professional service contracts, which also provide an opportunity utilize an equity lens to increase reach to underserved communities and create new opportunities for small businesses. In FY 2024, ILAB incorporated an equity lens in 78 percent of these awards.

ILAB Performance Indicators

Measure	Target and Result	FY 2020	FY 2021	FY 2022	FY 2023	FY 2024
Number of trade partner countries in which labor rights, including child labor and forced labor, are systematically monitored and analyzed.	Target	154	154	154	147	154
	Result	154	154	155	154	↑ 156
Percent of high-engagement trading partner countries or multilateral institutions that implement actions to improve protection of labor rights, including through law or enforcement.	Target	--	--	80%	82%	84%
	Result	74%	87%	84%	87%	↓ 86%

Sources: Staff monitoring, enforcement, and engagement records, labor attaché records, grantee Technical Progress Reports, project monitoring and internal records, embassy reporting, administrative records and ILAB’s annual Trade and Development Act Report.

STRATEGIC GOAL 3: Improve Administration of and Strengthen Worker Safety Net Programs

OBJECTIVE

PERFORMANCE GOALS

OWCP 3.1 ETA/UI 3.1

3.1 Ensure timely and accurate income support when work is unavailable by strengthening benefits programs and program administration.



Performance Goals



OWCP 3.1

Increase the efficiency and accuracy with which OWCP provides workers' compensation benefits for certain qualified workers who are injured or become ill on the job and improve return-to-work outcomes for injured workers.



ETA/UI 3.1

Support states' timely and accurate benefit payments for unemployed workers.

Strategic Goal 3

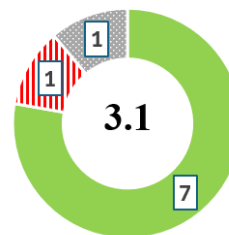
Strategic Objective 3.1

Ensure timely and accurate income support when work is unavailable by strengthening benefits programs and program administration

America's economy must have a strong safety net to support unemployed, injured, and ill workers. The Employment and Training Administration's Unemployment Insurance programs focus on supporting unemployed workers and employers. The Office of Workers' Compensation Programs (OWCP) focuses on workers who were injured or became ill on the job. These programs leverage evidence-based strategies and strengthen the oversight of new and/or existing programs to accelerate delivery of benefits, reemployment, and return-to-work outcomes for workers.

FY 2024 Performance Summary

- Met Target
- ▨ Did Not Meet Target
- ▣ Baselined / Contextual



Performance Highlights

81.6%

Rate of OWCP's return-to-work outcomes for injured federal workers during the initial 45-day post-injury period for traumatic injuries.

92%

OWCP's Black Lung pending decisions resolved by the end of the fiscal year, surpassing the 88 percent target.

96.85%

OWCP's Energy Program sampled Part B and Part E initial claims rated as being accurate, exceeding the target of 91 percent.

152

ETA's American Rescue Plan Act projects completed to improve state UI programs.

41

ETA's UI transformation strategies completed or in-progress to strengthen UI operations.

7%

ETA's reduction in the improper payment rate since FY 2022.

OFFICE OF WORKERS' COMPENSATION PROGRAMS (OWCP)

OWCP Performance Goal 3.1

Increase the efficiency and accuracy with which OWCP provides workers' compensation benefits for certain qualified workers who are injured or become ill on the job and improve return-to-work outcomes for injured workers.

Key Successes/Progress

OWCP provides workers' compensation benefits for workers injured or ill on the job. OWCP implements four statutory federal workers' compensation programs that provide monetary, medical, and return-to-work benefits for work-related injuries and illnesses including, but not limited to federal employees, coal mine workers, nuclear weapons workers, longshore and harbor workers, contractors serving overseas, and certain other designated employee groups. The agency adjudicates claims, administers the benefit funds authorized for these purposes, and provides oversight of claims resolutions by responsible parties.

The Black Lung program exceeded the target of 88 percent for the measure, "Percent of Black Lung claims pending at the start of the fiscal year that are resolved by the end of the fiscal year," by issuing decisions on 92 percent of claims pending at the beginning of the fiscal year. Additionally, the program built on performance over the past five years and completed Proposed Decision and Orders following completion of all claim development for all Responsible Operator Merit Claims within 23 days, exceeding the target of 30 days. In FY 2024, the Black Lung program made efforts to reduce improper payments by reviewing and analyzing medical bills, Do Not Pay matching, and routine audits.

The Longshore program received 94.5 percent of First Reports of Injury for non-Defense Base Act cases within 20 days, exceeding the target of 93.0 percent. The program conducted outreach activities on the importance of timely filing and encouraged the use of electronic submissions.

The Energy program continued to conduct quality assurance and supervisory sampling to review the quality of individual cases throughout the year and implemented corrective actions where appropriate. The quality assurance analysts also conducted the annual Payment Processing Review. In FY 2024, the program rated 96.85 percent of sampled Part B and Part E initial claims as being accurate, exceeding the target of 91 percent.

The Federal Employees' Compensation Act program continued to ensure that the workforce receives timely benefits through a modern and efficient workers' compensation system. In FY 2024, the rate of return-to-work outcomes was 81.60 percent for injured federal workers during the initial 45-day post-injury period for traumatic injuries, exceeding the target of 70.51 percent and significantly improving upon the Government's FY 2020 baseline performance.

In FY 2024, OWCP continued to be a High-Impact Service Provider. The Energy program continued to submit quarterly reports, conducted an annual assessment, and developed an Action Plan and Customer Journey Map. Additionally, the program continued ongoing surveys and mailed three paper surveys to expand customer experience data collection. To better address claimant needs, the Energy program

Strategic Goal 3

created infographics, translated key documents into Spanish, and added audio recordings in Navajo that provide information about the program to OWCP’s website.

OWCP Performance Indicators

Measure	Target and Result	FY 2020	FY 2021	FY 2022	FY 2023	FY 2024
Rate of return-to-work outcomes for injured federal workers during the initial 45-day post-injury period for traumatic injuries	Target	--	--	69.12%	69.81%	70.51%
	Result	--	--	84.93%	79.02%	↑ 81.60%
Percent of Employer’s First Report of Injury filed within 20 days: non-Defense Base Act cases	Target	88.0%	88.0%	92.0%	92.5%	93.0%
	Result	90.0%	91.0%	93.5%	93.5%	↑ 94.5%
Average number of days to complete Proposed Decision and Order following completion of all claim development for all Responsible Operator Merit Claims	Target	40	40	34	32	30
	Result	30	35	24	22	↑ 23
Percent of Black Lung claims pending at the start of the fiscal year that are resolved by the end of the fiscal year	Target	--	Baseline	86%	87%	88%
	Result	--	Baseline	91%	92%	= 92%
Percent of sampled Part B and Part E initial claims rated as being accurate	Target	--	90.00%	90.00%	90.50%	91.00%
	Result	--	92.00%	95.14%	96.01%	↑ 96.85%

Sources: Integrated Federal Employee’s Compensation System, OWCP Workers’ Compensation System, Black Lung Program Automated Support Package, and Energy Compensation System.

EMPLOYMENT AND TRAINING ADMINISTRATION, OFFICE OF UNEMPLOYMENT INSURANCE (ETA/UI)

ETA Performance Goal 3.1

Support states' timely and accurate benefit payments for unemployed workers.

Key Successes/Progress

ETA's work to improve the UI program as an [Agency Priority Goal \(APG\)](#), has succeeded in improving UI service delivery and fraud prevention. ETA made significant progress in the performance of the UI program in FY 2024 including a reduction in the Improper Payment Rate (IPR) from 14.83 percent in FY 2023 to 14.41 percent in FY 2024. Additionally, the timeliness of first payments improved from 69.10 percent in FY 2023 to 72.40 percent⁶ in FY 2024, and the lower authority appeals promptness improved from 33.4 percent in FY 2023 to 36.5 percent⁷ in FY 2024. This overall progress reflects meaningful advancements in UI program performance.

Throughout FY 2024, ETA continued to provide support to states as they accomplished significant progress on various projects funded by the American Rescue Plan Act (ARPA), with 49 of the 52 states receiving ARPA grants completing 152 projects, including integrity/fraud prevention projects, projects identified through Tiger Team engagements in 36 states, and 46 states completing at least one customer experience/equitable access improvement project. ETA also captured information from these activities to develop technical assistance resources, tool kits, and trainings to support the UI system overall.

On April 5, 2024, ETA published a comprehensive UI transformation plan, [Building Resilience, A Plan for Transforming the UI Program](#), which sets forth a vision to respond to the lessons of the pandemic and identifies 53 strategies to improve the UI program. ETA has completed 20 of the identified strategies and began work on another 21. The strategies focus on seven action areas: Adequately funding UI administration; Delivering high-quality customer service; Building resilient and responsive state IT systems; Bolstering state UI programs against fraud; Ensuring equitable access to robust benefits and services; Rebuilding and stabilizing the long-term funding of state UI benefits; and Strengthening reemployment and connections to suitable work.

In July 2024, ETA announced the availability of Treasury's Do Not Pay Data Sources to state UI agencies through the UI Integrity Data Hub to further support states in preventing and detecting improper payments and strengthening UI program integrity. By the end of FY 2024, fifteen states were live with the National ID Verification Offering, choosing to implement online identity verification (General Services Administration's Login.gov) and/or in-person identity verification (U.S. Postal Service) to further strengthen their fraud prevention and detection efforts.

⁶ Due to a quarter lag in data, the FY 2024 result reported for first payment timeliness is through June 30, 2024.

⁷ Due to a quarter lag in data, the FY 2024 result reported for lower authority appeals promptness is through June 30, 2024.

In FY 2024, ETA published two training modules for states to address equitable access in the UI program: *Equitable Access and Integrity* (comprised of six lessons) and *Equitable Access in Agency Processes* (comprised of five lessons). These online training resources build on the FY 2023 Fundamentals of Equitable Access in UI training and were developed in partnership with the National Association of State Workforce Agencies. Both modules provide strategies and suggestions for how state agencies can improve UI integrity and agency operations through an emphasis on ensuring equitable access to benefits for all customers.

In FY 2024, ETA awarded \$378 million in Reemployment Services and Eligibility Assessment (RESEA) funding to 52 RESEA states and territories supporting evidence-based strategies and interventions to help UI claimants return to work. Additionally, in FY 2024, ETA gathered data to develop targets for the new RESEA reemployment performance measure.

ETA/UI Performance Indicators

Measure	Target and Result	FY 2020	FY 2021	FY 2022	FY 2023	FY 2024
First Payment Timeliness (Unemployment Insurance) ⁸	Target	87.00%	87.00%	63.20%	66.40%	70.25%
	Result	67.00%	60.40%	61.20%	69.10%	↑ 72.40%[e] ⁹
Improper Payment Rate (Unemployment Insurance) ¹⁰	Target	10.61%	9.00%	14.00%	17.50%	15.00%
	Result	9.17%	18.71%	21.52%	14.83%[r]	↓ 14.41% ¹¹

⁸ The FYs 2020-2024 results for First Payment Timeliness were significantly impacted due to the unprecedented increase in claim volume and other factors related to the impact of COVID. While states mobilized quickly to implement new temporary pandemic-related UI programs, because of years of low administrative funding, reductions in staff, outdated technology and a lack of resources, states were poorly positioned to provide quality services to the extraordinary number of claimants filing for unemployment compensation. This resulted in longstanding operational and technological weaknesses in state UI systems and created backlogs continuing into FY 2024. In addition, and as a result of the level of identity fraud impacting the program since the pandemic, most states have added identity verification processes early in the claims taking process which impact the timeliness measure. The 87 percent target for First Payment Timeliness is the acceptable level of performance that states are expected to meet and is in regulation (see Standard for Benefit Payment Promptness — Unemployment Compensation at 20 CFR part 640).

⁹ Due to a quarter lag in data, the FY 2024 result reported for this measure is through June 30, 2024.

¹⁰ The Improper Payment Rate reported in the FY 2023 Annual Performance Report (16.47 percent) incorrectly included “unknown payments” in the rate calculation. The Improper Payment Rate includes overpayments and underpayments but not unknown payments. The rate for FY 2023 is corrected to 14.83 percent to ensure consistency and an accurate comparison to the other rates depicted in this row.

¹¹ Targets and results for this measure are for the 12-month periods ending June 30. The result reported for the Improper Payment Rate is the FY 2024 Annual Result.

Strategic Goal 3

Measure	Target and Result	FY 2020	FY 2021	FY 2022	FY 2023	FY 2024
Lower Authority Appeals Promptness (Unemployment Insurance). ¹²	Target	89.0%	90.5%	60.0%	30.0%	45.0%. ¹³
	Result	74.0%	22.5%	22.1%	33.4%	36.5%[e]. ¹⁴
Reemployment Rate in the 2nd Quarter after Program Exit Quarter for RESEA Participants (Unemployment Insurance) (annual measure)	Target	--	--	Base	Base	Base. ¹⁵
	Result	--	--	--	--	--

Sources: First Payment Timeliness: ETA 9050 report; Improper Payment Rate: Benefit Accuracy Measurement (BAM) survey; Lower Authority Appeals Promptness: ETA 9054 report; Reemployment Rate in the 2nd Quarter after Program Exit Quarter for RESEA Participants: WIOA Individual Performance Record Data.

¹² The FYs 2020-2024 results for Lower Authority Appeals Promptness were significantly impacted due to the unprecedented increase in claim volume and other factors related to the impact of COVID. As a result, the FY 2023 and FY 2024 targets were revised accordingly as states work to meet the Acceptable Level of Performance (ALP) for Lower Authority Appeals Promptness. The ALP that states are expected to meet is 60 percent and is in regulation (see Standard for Appeals Promptness — Unemployment Compensation at 20 CFR part 650).

¹³ The FY 2024 annual target reported is for the period ending September 30, 2024. The target for the period ending June 30, 2024, however, was 40.0 percent.

¹⁴ Due to a quarter lag in data, the FY 2024 result reported for this measure is through June 30, 2024.

¹⁵ ETA's Office of Unemployment Insurance announced in December 2020, a new reemployment measure - Reemployment Rate in the 2nd Quarter after Program Exit Quarter for RESEA Participants (Unemployment Insurance). During FY 2023, ETA developed and tested several regression-based models to identify appropriate performance targets. The testing and development of these models were delayed because the required outcome data inherently lags a few quarters, and it was necessary to capture several quarters of data not influenced by the pandemic. In FY 2024, ETA selected the final model and will implement the new measure to be tracked and monitored in FY 2025.

STRATEGIC GOAL 4: Statistical Goal – Produce Gold-Standard Statistics and Analyses

OBJECTIVE

PERFORMANCE GOAL

BLS 4.1

4.1 Provide timely, accurate, and relevant information on labor market activity, working conditions, price changes, and productivity in the U.S. economy.



Performance Goal

Strategic Goal 4

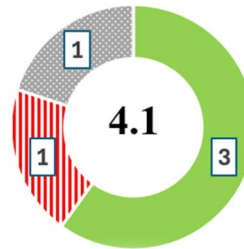
Strategic Objective 4.1

Provide timely, accurate, and relevant information on labor market activity, working conditions, price changes, and productivity in the U.S. economy

The Bureau of Labor Statistics (BLS) is the principal federal statistical agency responsible for measuring labor market activity, working conditions, price changes, and productivity in the economy. Its mission is to collect, analyze, and disseminate some of the nation's most sensitive and important economic data to support public and private decision-making.

FY 2024 Performance Summary

- Met Target
- ▨ Did Not Meet Target
- ▣ Baselined / Contextual



Performance Highlights

99%

Of Principal Federal Economic Indicators released on schedule.

100%

Of the time, the BLS public website was available for data dissemination.

16M

Average monthly page views on the BLS website.

BUREAU OF LABOR STATISTICS (BLS)

BLS Performance Goal 4.1

Provide timely, accurate, and relevant information on labor market activity, working conditions, price changes, and productivity in the U.S. economy.

Key Successes/Progress

BLS produces various estimates and indexes, including the Consumer Price Index (CPI), which is the nation's principal gauge of inflation, and the Employment Situation, which comprises the Current Employment Statistics (CES) and Current Population Survey (CPS). CES measures employment, hours, and earnings by industry and geography from the payroll records of employers. CPS, a monthly household survey, provides a comprehensive body of information on the employment and unemployment experience of the nation's population, classified by age, sex, race, Hispanic ethnicity, and a variety of other characteristics. In FY 2024, BLS achieved its objectives of producing accurate and relevant data for its Principal Federal Economic Indicators (PFEIs), improving on the results from FY 2023. BLS also substantially achieved its objective of producing timely PFEIs by releasing 83 out of 84 releases on schedule, a result of 99 percent for FY 2024.

On average, BLS publishes over 3.5 million series, indexes, and other data products across its programs annually. In FY 2024, BLS data series, along with other information on the website, were viewed on the BLS website nearly 16 million times on average per month. The BLS public website was available for data dissemination 100 percent of the time. BLS also strives to ensure that customers are satisfied with their ability to access material on the website. In FY 2024, BLS implemented the General Services Administration customer satisfaction measurement tool, Touchpoints, to the BLS website. BLS began collecting baseline data in April 2024 and will set targets for the Mission Achievement measure for the second half of FY 2025.

Strategic Goal 4

BLS Performance Indicators

Measure	Target and Result	FY 2020	FY 2021	FY 2022	FY 2023	FY 2024
Percentage of timeliness targets achieved for the PFEIs	Target	100%	100%	100%	100%	100%
	Result	100%	100%	100%	100%	↓ 99%
Percentage of accuracy targets achieved for the PFEIs	Target	100%	100%	100%	100%	100%
	Result	100%	95%	100%	95%	↑ 100%
Percentage of relevance targets achieved for the PFEIs	Target	100%	100%	100%	100%	100%
	Result	86%	100%	71%	86%	↑ 101%
Percentage of time the BLS public website is available for data dissemination. ¹⁶	Target	--	99.50%	99.50%	99.50%	99.50%
	Result	--	99.98%	100.00%	99.90%	↑ 100.00%
Customer satisfaction with the BLS website through the Verint Experience Index (Mission Achievement). ¹⁷	Target	75	75	76	--	--
	Result	75	76	75	--	--

Sources: For most cross-cutting measures, internal BLS documents. For the Availability measure, the BLS internal Quarterly Uptime Summary.

¹⁶ Beginning in FY 2021, BLS tracks and highlights the availability of its data by reporting the percentage of time the BLS public website is available for data dissemination. The target of $\geq 99.50\%$ reflects the BLS commitment to ensure that BLS data are available on the website for stakeholders when they need them.

¹⁷ Until May 2022, BLS used the Verint ForeSee Customer Satisfaction Index to measure customer satisfaction. In FY 2024, BLS implemented the General Services Administration customer satisfaction measurement tool, Touchpoints, to the BLS website. BLS began collecting baseline data in April 2024 and will set targets for the second half of FY 2025 and FY 2026.

MANAGEMENT GOAL: A Department Grounded in Innovation, Evidence, and Employee

OBJECTIVE

PERFORMANCE GOALS

M.1 Drive innovation in administrative, management, and financial services.

OASAM
M.1



OCFO M.1



M.2. Strengthen the Department's commitment and capacity for evidence-based decision-making.

OASAM
M.2



OCFO M.2

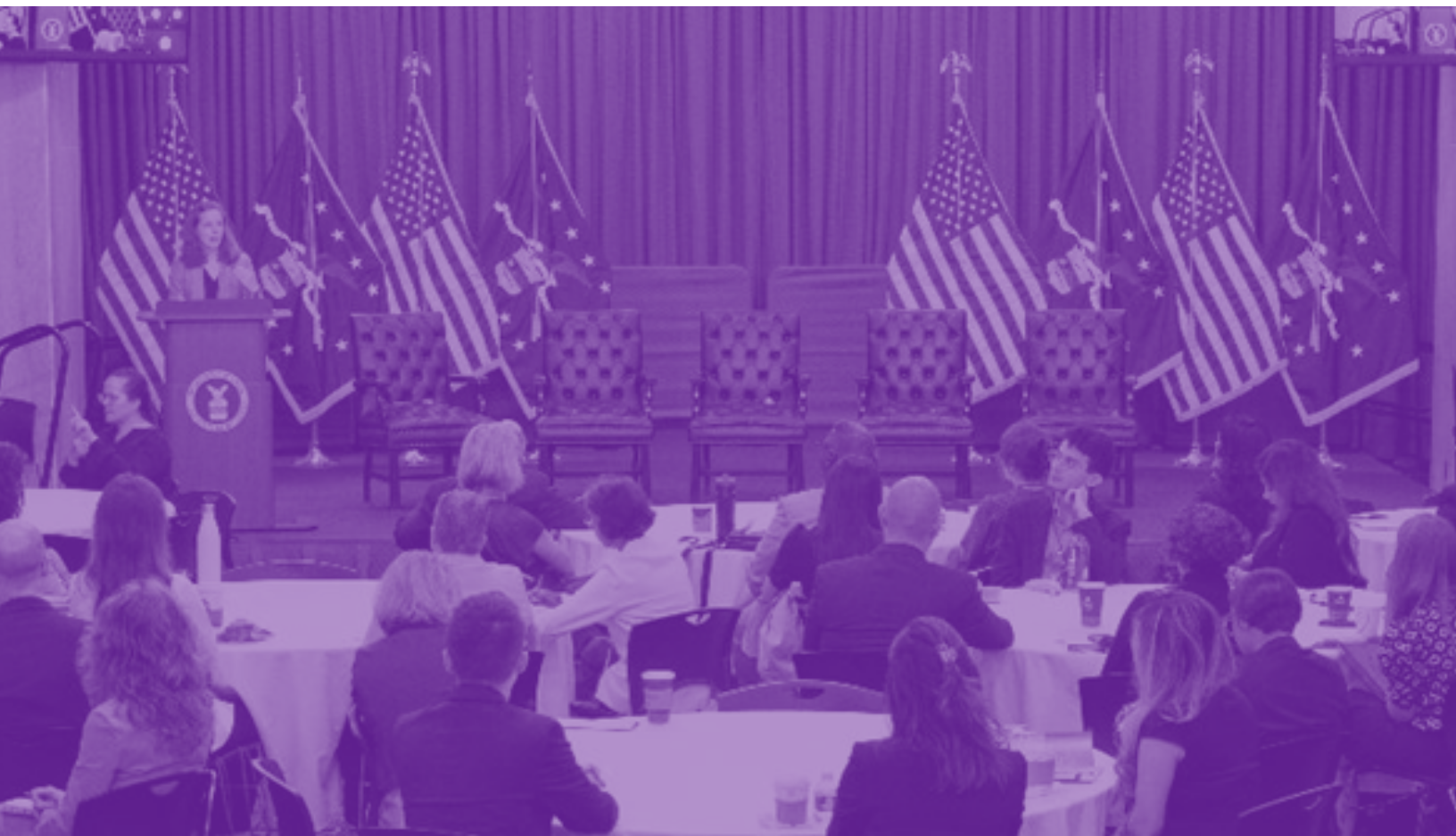


OASP M.2



M.3 DOL as a Model Workplace

OASAM
M.3



Performance Goals



OASAM M.1

Optimize the Department of Labor’s enterprise services.



OCFO M.1

Promote fiscal integrity and the effective and efficient use of resources through innovation.

Management Objective M.1

Drive innovation in administrative, management, and financial services.

Administration, management, and financial services are the backbone of DOL, providing the critical infrastructure required to support its core mission work. Ensuring these services are operating efficiently allows for more resources to go toward the programs that impact America’s workers. The Office of the Assistant Secretary for Administration and Management (OASAM) and the Office of the Chief Financial Officer (OCFO) are focusing on improving service delivery through modern, streamlined processes and IT infrastructure.

FY 2024 Performance Summary

■ Met Target

■ Did Not Meet Target



Performance Highlights

203

DOL applications with Simplified Sign-On capability, exceeding the target of 180.

“A”

DOL’s rating in five of the six Federal Information Technology Acquisition Reform Act (FITARA) Scorecard categories.

600

Staff trained on the upgrading of the New Core Financial Management System (NCFMS).

OFFICE OF THE ASSISTANT SECRETARY FOR ADMINISTRATION AND MANAGEMENT (OASAM)

OASAM Performance Goal M.1

Optimize the Department of Labor's enterprise services.

Key Successes/Progress

In FY 2024, OASAM implemented the new Office of Field Operations (OFO) organization, which consolidated the six regional OASAM offices into one structure. This transformation was a critical step toward improving efficiency and better meeting the evolving needs of customers and stakeholders. This shift has resulted in significant cost savings, notable improvements in processes, and enhanced service delivery.

OASAM's Office of the Senior Procurement Executive (OSPE) manages procurement services for DOL, which enables the efficient and effective procurement of goods and services, resulting in reduced procurement time, reduced cost, best value, and improved quality of goods and services procured. OSPE continues to use its proven department-wide small business approach to meet and exceed its small business goals, which include contracts to small businesses, small-disadvantaged businesses, and small women-owned businesses. Many of these are minority-owned businesses. In FY 2024, DOL exceeded its small business goals.

Historically, DOL's spend across category management categories has been negatively affected by the high percentage of Job Corps spend relative to DOL's total spend. Currently, there are no government-wide Best-in-Class (BIC) vehicles available for Job Corps Center requirements, which negatively affected DOL's ability to achieve its BIC goal. DOL fell just under the targeted percent of BIC spend with a result of 14.3 percent. In FY 2024, OSPE worked closely with the Office of Management and Budget (OMB) to successfully reclassify certain Job Corps contracts as Tier 1 Spend Under Management (SUM) contracts, which resulted in a significant increase in DOL's SUM results for FY 2024 when compared to FY 2023. DOL exceeded its SUM goal of 65 percent with a result of 84.1 percent.

Throughout FY 2024, OASAM's Office of the Chief Information Officer (OCIO) continued proactive bandwidth utilization monitoring and circuit upgrades and continued to upgrade to newer Metro Ethernet technology. OCIO is tasked with ensuring maximum network availability and exceeded its target of 99.9 percent with a result of 99.97 percent scheduled network availability.

In FY 2024, DOL improved its score and is one of 13 agencies to receive an overall 'A' on the [Federal Information Technology Acquisition Reform Act \(FITARA\) Scorecard](#), with a score of 18.0. DOL received an 'A' rating in five of the six FITARA categories. OCIO has continued to prioritize cybersecurity and proactively identified improvements to DOL's cybersecurity framework. OCIO exceeded the target sending all Open Plan of Action and Milestones (POA&Ms) reports timely, and meeting the planned finish date for all POA&Ms.

Management Goal

In FY 2024, OCIO continued legacy information systems modernizations, which included enhanced cybersecurity consistent with Executive Order 14028, and Simplified Sign-On (SSO) capabilities. As of the end of FY 2024, OCIO has 203 DOL applications with SSO capability, exceeding the target of 180 by 13 percent.

In FY 2024, the Centralized Office of Language Assistance (COLA) continued supporting DOL agencies as they developed agency-specific language access plans aimed to promote equitable access to their activities, programs, and services to individuals with limited English proficiency (LEP).

OASAM Performance Indicators

Measure	Target and Result	FY 2020	FY 2021	FY 2022	FY 2023	FY 2024
Percent of contracts awarded to small businesses (SB)	Target	35.00%	37.75%	37.80%	37.85%	37.90%
	Result	40.21%	43.44%	41.18%	39.35%	↑ 44.21%
Percent of contracts awarded to small disadvantaged businesses (SDB)	Target	5.00%	5.00%	28.00%	28.90%	30.00%
	Result	27.07%	31.44%	29.95%	30.09%	↑ 33.36%
Percent of contracts awarded to small women owned businesses (WO)	Target	5.00%	5.00%	5.00%	5.00%	5.00%
	Result	12.80%	14.12%	8.70%	6.04%	↑ 8.20%
Cumulative percent of addressable spend through Best In Class (BIC) solutions ¹⁸	Target	--	--	13.00%	12.60%	15.10%
	Result	--	--	13.72%	14.32%	↓ 14.30%

¹⁸ In FY 2022, SUM and BIC targets began being measured as a percent of eligible obligations, as had been the case in previous years up until FY 2019. In FY 2020, the targets were changed to measure actual dollars and there were no targets for percentage of eligible obligations in either FY 2020 or FY 2021.

Management Goal

Measure	Target and Result	FY 2020	FY 2021	FY 2022	FY 2023	FY 2024
Category Management: Cumulative percent of common spend that is under management (SUM), aligned to category management principles	Target	--	--	56.00%	62.00%	65.00%
	Result	--	--	63.34%	57.72%	↑ 84.10%
OASAM Customer Satisfaction Survey Result	Target	--	--	--	--	4.00
	Result	--	--	--	4.32	↑ 4.35
Percentage of scheduled network availability	Target	99.90%	99.90%	99.90%	99.90%	99.90%
	Result	99.98%	99.96%	99.96%	99.96%	↑ 99.97%
Percentage of open Plan of Action and Milestones (POAMs), assigned to OCIO-managed information systems, with a valid (i.e., not past-due) planned finish date	Target	--	95.00%	95.00%	95.00%	95.00%
	Result	--	100%	100%	100%	▬ 100%
Number of DOL applications with simplified sign-on capability	Target	--	--	95	120	180
	Result	--	--	108	161	↑ 203

Sources: General Services Administration Data to Decisions Portal. Sam.gov; Federal Contract Actions and Dollars Report. ICAM team SharePoint site and LaborNet page. Cyber Security Assessment and Management (CSAM) system. Enterprise Trouble Management System (ETMS); Concord E-Health system. Workplace Equality Compliance Office SharePoint tracker / Reasonable Accommodation Resource Center’s Reasonable Accommodation Tracking System database.

OFFICE OF THE CHIEF FINANCIAL OFFICER (OCFO)

OCFO Performance Goal M.1

Promote fiscal integrity and the effective and efficient use of resources through innovation.

Key Successes/Progress

OCFO is responsible for oversight of all financial management activities in the Department and supports overall departmental management through effective and efficient stewardship of DOL's financial resources. Additionally, OCFO provides comprehensive direction to all DOL program agencies on financial matters arising from legislative and regulatory mandates.

OCFO leads DOL through an annual audit in which DOL's programs, accomplishments, challenges, and management's accountability for the resources entrusted to DOL are summarized in the Agency Financial Report. OCFO tracks the number of material weaknesses¹⁹ identified through the annual audit after the conclusion of the fiscal year. In FY 2024, there was one material weaknesses identified during the FY 2024 audit. OCFO is working to address the finding.

OCFO oversees DOL's financial system. To further facilitate fiscal integrity and efficient use of resources through innovation in FY 2024, OCFO offered six SkillSpark sessions to share best practices and provide resources to the financial community at DOL. These training sessions provided tips, tools, and insights into critical financial functions within DOL that can be applied to daily tasks for financial staff across DOL. Over 600 people attended these trainings in FY 2024. Additionally, DOL prioritized the data encryption requirements which ensured that New Core Financial Management System data-at-rest and data-in-transit is properly encrypted with appropriate, approved versions of encryption algorithms. These three efforts have helped NCFMS to continue providing decision makers with accurate and reliable information and allowed OCFO to continue to process payments in a timely manner. OCFO exceeded the target of percentage of payments made without incurring prompt payment interest with a result of 99.77 percent.

OCFO provides DOL's managers and decision makers with the financial management tools to drive high performance and accountability and to responsibly manage financial resources. A measure of spending efficiency is the percent of discretionary appropriations cancelled after the five years period of obligation authority has expired. OCFO works with agencies to reduce the amount of their cancelled appropriations. Once cancelled, these funds are no longer available for obligation or expenditure and are returned to the U.S. Department of Treasury. In FY 2024, DOL returned 1.66 percent of discretionary appropriations Treasury, below the target of 1.80 percent.

¹⁹ The most serious of findings resulting from an audit are identified as a "material weakness" which is a deficiency, or a combination of deficiencies, in internal controls, such that there is a reasonable possibility that a material misstatement on the Department's financial statement will not be prevented, or detected and corrected, on a timely basis.

Management Goal

OCFO Performance Indicators

Measure	Target and Result	FY 2020	FY 2021	FY 2022	FY 2023	FY 2024
Number of material weaknesses	Target	0	0	0	0	0
	Result	0	1	1	1	1
Percentage of payments made without incurring prompt payment interest	Target	95.00%	95.00%	98.00%	98.00%	95.00%
	Result	99.22%	99.73%	99.91%	99.89%	99.77%
Percent of discretionary appropriations returned to Treasury	Target	1.90%	1.85%	1.80%	1.80%	1.80%
	Result	1.60%	1.85%	1.54%	1.93%	1.66%

Sources: Agency Financial Reports, New Core Financial Management System

Performance Goals



OASAM M.2

Integrate budget and performance with evaluation and risk management to improve decision-making.



OCFO M.2

Integrate risk-based decision-making to enhance the Department's operations.



OASP M.2

Invest in strategic and evidence-based decision-making, policy and regulatory development.

Management Objective M.2

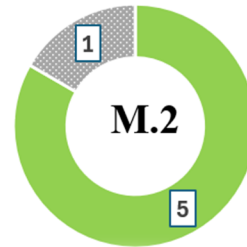
Strengthen the Department's commitment and capacity for evidence-based decision-making.

Decisions should be based on evidence – especially those that affect the employment, safety and health, and retirement and benefits security of America's workers. The Office of the Assistant Secretary for Administration and Management (OASAM), the Office of the Chief Financial Officer (OCFO), and the Office of the Assistant Secretary for Policy (OASP) take significant steps to make evidence-based decision making a part of the culture by improving the integration of budget and performance with evaluation and risk management. A strong culture of evidence-based decision-making is creating improved policies and programs that support and protect America's workers.

FY 2024 Performance Summary

■ Met Target

■ Baselined / Contextual



Performance Highlights

4.3

Departmental Budget Center's customers rated their satisfaction of the budget formulation and execution services a 4.3 out of 5.

100%

of DOL agencies reported (via survey response) that Enterprise Risk Management (ERM) practices better inform strategic and operational decision-making.



OASP published DOL's first enterprise Open Data Plan, establishing an enterprise approach to how DOL shares data with the public.

OFFICE OF THE ASSISTANT SECRETARY FOR ADMINISTRATION AND MANAGEMENT (OASAM)

OASAM Performance Goal M.2

Integrate budget and performance with evaluation and risk management to improve decision-making.

Key Successes/Progress

OASAM’s Departmental Budget Center (DBC) provides DOL with leadership, direction, policy advice, and technical assistance concerning budget formulation, justification, and apportionment of funds. DBC gauges the success of the budget formulation and execution services it provides by collecting a customer satisfaction score. In FY 2024, DBC exceeded its targeted score of 4, with a result of 4.3. The survey helped DBC identify strengths and areas of improvement within its work products and procedures. As a result of agency feedback to the survey, DBC began an ongoing and iterative process to write budget formulation and execution guidance using plain language. In addition, DBC continued to offer training sessions and office hours to better assist agencies with their understanding of budget guidance and its requirements.

OASAM’s Performance Management Center (PMC) issues requirements and provides support to DOL agencies as they develop their annual Agency Management Plans (AMP). PMC measures the success of these services through a survey, asking DOL agencies whether they believe their AMP is effective for their agency’s strategic planning and budget execution. In FY 2024, 81.58 percent of agencies responded that the AMP is effective. The survey collected additional agency feedback which PMC used to design updates and adjust future operational planning requirements and the services it provides.

OASAM Performance Indicators

Measure	Target and Result	FY 2020	FY 2021	FY 2022	FY 2023	FY 2024
Budget Formulation and Execution Customer Satisfaction Score	Target	--	--	--	4.00	4.00
	Result	--	--	--	4.30	■ 4.30
AMP Stakeholder Satisfaction Score	Target	--	--	--	--	Baseline
	Result	--	--	--	--	81.58%

Sources: OASAM Customer Satisfaction Survey, PMC AMP Stakeholder Survey

OFFICE OF THE CHIEF FINANCIAL OFFICER (OCFO)

OCFO Performance Goal M.2

Integrate risk-based decision-making to enhance the Department’s operations.

Key Successes/Progress

OCFO and OASAM convened a workgroup (the Enterprise Risk Management Council) as part of a larger effort to better integrate enterprise risk management, performance management, budget, and evaluation into the strategic decision-making process. The workgroup ensures that the Budget, Strategic Plan, AMPs, Risk Profile, and Evaluations all inform one another. All four offices review AMPs, which map out an agency’s actions and priorities over the upcoming year. Through integration of budget, evidence, and key risks into DOL internal management plans, DOL agencies develop and execute strategies and activities to achieve their mission and management priorities and develop priority- and evidence-driven budget requests.

Additionally, DOL’s OCFO integrates Enterprise Risk Management into agency operations planning, performance management, and budget processes to make strategic, risk-based decisions to make DOL more resilient, effective, and efficient. Involving risk-based decision-making in the strategic planning, organizational performance management, and budget processes enables DOL to better allocate scarce resources to address the highest priority risks, enhance performance, drive efficiencies, and promote cost savings. In FY 2024, 100 percent of DOL agencies reported (via survey response) that ERM practices better inform strategic and operational decision-making.

OCFO Performance Indicators

Measure	Target and Result	FY 2020	FY 2021	FY 2022	FY 2023	FY 2024
Percent of agencies that find that ERM practices better inform strategic and operational decision making	Target	--	--	Baseline	90%	90%
	Result	--	--	90%	90%	↑ 100%

Sources: Enterprise Risk Management Effectiveness Survey.

OFFICE OF THE ASSISTANT SECRETARY FOR POLICY (OASP)

OASP Performance Goal M.2

Invest in strategic and evidence-based decision-making, policy, and regulatory development.

Key Successes/Progress

DOL's Office of the Assistant Secretary for Policy (OASP) plays a crucial role in helping design and execute evidence-based strategies across the Department by conducting new policy-relevant evaluations and research for agencies and Department leadership. Through this work, OASP's Chief Evaluation Office (CEO) builds a base of evidence and data for further policy development/refinement and program administration. To educate DOL leadership and staff on findings, OASP provides regulatory and evaluation briefings. OASP exceeded the targeted number of quarterly briefings provided in FY 2024 by conducting eight regulatory and six evaluation briefings. One key briefing, provided to DOL leadership and state workforce agencies/practitioners, presented early findings on community outreach activities that grantees used to support equity in access to Unemployment Insurance benefits.

DOL understands the importance of making its high-value data more accessible to federal programs, staff, stakeholders, entrepreneurs, researchers, policy makers and the public. To support this goal, OASP leveraged Technology Modernization Fund funding to build a modernized Application Programming Interface (API), model open data service, and consolidated data portal that makes DOL's public and private data more findable and accessible. OASP's Office of Data Governance (ODG) created and published DOL's first enterprise [Open Data Plan](#), establishing an enterprise approach to how DOL shares data with the public. DOL's new API and open data service significantly improves the way in which the public accesses and obtains data on program outcomes, participants, and actions. ODG led efforts to create standardized and predictable data documentation for all public data in the API and launched a critical assessment of enterprise data management maturity that will objectively inform organizational, technological, and programmatic improvement efforts.

OASP Performance Indicators

Measure	Target and Result	FY 2020	FY 2021	FY 2022	FY 2023	FY 2024
Number of quarterly regulatory briefings	Target	--	--	--	4	4
	Result	--	--	--	4	↑ 8
Percent of data sets added to public API with appropriate metadata	Target	--	--	--	--	100%
	Result	--	--	--	--	100%
Number of quarterly evaluation briefings	Target	--	--	--	4	4
	Result	--	--	--	7	↓ 6

Sources: Office of the Assistant Secretary for Policy’s Program Direction and Support internal monitoring, Chief Evaluation Office List of Completed Studies.

Performance Goal



OASAM M.3

DOL as a model workplace.

Management Goal

Management Objective M.3

DOL as a model workplace

DOL is committed to fostering an environment that values innovation, inclusivity, and excellence. The DOL's success in carrying out its mission is attributed to the dedication, perseverance, and ingenuity of the DOL's workforce.

The Office of the Assistant Secretary for Administration and Management (OASAM) provides support through initiatives that empower employees and enhance operation efficiency to ensure the organization continues to be a model workplace.

FY 2024 Performance Summary

■ Met Target

■ Baselined / Contextual



Performance Highlights

1,100

DOL agency personnel trained through the Office of Human Resources' Lived Experience trainings to continue to advance DEIA initiatives.



A new DOL Manual Series chapter on Language Access designed to implement standards for effectively engaging with persons with limited English proficiency across DOL agencies.

30

Training sessions organized by DOL's Mental Health Initiative to promote mental health awareness and well-being for employees and managers/supervisors.

OFFICE OF THE ASSISTANT SECRETARY FOR ADMINISTRATION AND MANAGEMENT (OASAM)

OASAM Performance Goal M.3

DOL as a model workplace

Key Successes/Progress

OASAM's Office of Human Resources (OHR) provides best-in-class Human Resources services by working with DOL agencies as partners. OHR is leading DOL's efforts through strategic agency engagement and recruitment planning to rebuild its workforce and support the Administration's plans to rebuild the American economy. OHR is building long-term capacity to support DOL's recruitment and hiring through the development of strategic partnerships that will enable DOL to better reach diverse and inclusive talent pools. OHR reported an average of 79 business days to hire a new employee, meeting the FY 2024 target.

DOL continued to push forward Diversity, Equity, Inclusion, and Accessibility (DEIA) initiatives to advance the strategic goals. In FY 2024, OHR held *Lived Experience* trainings for DOL Agency Administrative Officers and hiring managers with over 1,100 personnel trained through these programs.

Additionally, OASAM conducted annual recruitment and hiring consultations with each DOL agency, resulting in comprehensive reports that identify needs and share best practices to improve recruitment efforts. OASAM created six additional "I am DOL" agency recruitment and outreach videos for DOL agencies and a video to highlight employees with disabilities hired through Schedule A.

To further promote inclusion within DOL, the Civil Rights Center (CRC) provides training and technical assistance to employees, managers, and supervisors to prevent discrimination and harassment. In FY 2024, CRC led the revision and publication of three important internal directives on civil rights requirements. CRC developed the new Department of Labor Manual Series chapter on Language Access designed to implement standards for effectively engaging with persons with limited English proficiency across DOL agencies. In FY 2024, CRC issued 100 percent of final agency decisions on formal Equal Employment Opportunity (EEO) complaints within regulatory timeframes, significantly exceeding the target.

Other significant achievements for the Department include successful submission of reports, such as Federal Equal Opportunity Recruitment Program (FEORP), Management Directive (MD) 715, and Barrier Analysis. The Department leveraged these reports to identify strategies for addressing disparities within the organization. OASAM effectively managed the DOL Student Volunteer Program, placing 109 student volunteers in FY 2024. OASAM played a leadership role in managing the Southeast Hiring Initiative, exceeding its FY 2024 target and coordinating university events and outreach sessions. OASAM relaunched the Disability Census initiative, collecting accurate data to support employees with disabilities, and led the first DEIA Summit, providing 10 interactive workshops to DOL employees.

DOL's Mental Health Initiative led efforts to promote mental health awareness and well-being within

Management Goal

the organization and organized 30 training sessions for employees and managers/supervisors to address topics of interest identified in previous employee surveys. DOL also promoted mental health resources, targeting various underrepresented groups and raised awareness about domestic violence, sexual assault, and stalking. Additionally, DOL created an action plan to support the President's Executive Order on Diversity, Equity, Inclusion, and Accessibility. DOL partnered with Office Senior Procurement Executive to launch Suicide Gatekeeper Training and developed a Veterans Worklife Resources page to support military families.

OASAM implemented a reorganization to create a unified center for reasonable accommodation, a critical mechanism that DOL utilizes to improve the work experience for DOL personnel, and interpreting services to improve and streamline DOL’s reasonable accommodation process. Notably, OASAM baselined the average number of calendar days for a reasonable accommodation request to be successfully deployed and processed with a result of 48 calendar days in FY 2024.

The Security Center (SC) is engaged in the implementation efforts of the Trusted Workforce 2.0 initiative to transition DOL from the legacy periodic reinvestigations to an ongoing investigative program using the Government’s Continuous Vetting and FBI Rap Back programs. These programs have improved prescreening determinations and will allow Personnel Security to receive real-time criminal history data on DOL personnel and assess for possible intervention or assistance. In FY 2024, SC significantly exceeded the target for the average number of days to adjudicate a background investigation for suitability (3 days) and met the target for the average number of days to adjudicate a background for investigation national security (15 days).

OASAM Performance Indicators

Measure	Target and Result	FY 2020	FY 2021	FY 2022	FY 2023	FY 2024
Average number of calendar days for a reasonable accommodation request (e.g., equipment, service, assistive technology) to be successfully deployed / processed	Target	--	--	--	--	Baseline
	Result	--	--	--	--	48
Average Number of Business Days to Hire a New Employee	Target	80	80	80	80	80
	Result	102	94	96	96	↓ 79
Hiring Manager Satisfaction Index Score	Target	85%	85%	85%	85%	85%
	Result	78%	81%	80%	83%	↑ 86% ²⁰

²⁰ Result as of Q3 FY 2024.

Management Goal

Measure	Target and Result	FY 2020	FY 2021	FY 2022	FY 2023	FY 2024
EVS: DOL Agency Employee Engagement Index (annual)	Target	--	--	--	76%	76%
	Result	73%	73%	75%	75%	↑ 76%
Average number of days to submit a background security investigation request to DOD	Target	14	14	14	14	10
	Result	9	4	4	7	↓ 6
Average number of days to adjudicate a background investigation for suitability	Target	90	90	90	90	45
	Result	6	6	39	32	↓ 3
Average number of days to adjudicate a background investigation for national security	Target	20	20	20	20	20
	Result	17	4	2	10	↑ 15
Internal Enforcement: Percent of EEO Counseling Sessions Completed within Regulatory Timeframes	Target	96.0%	96.5%	96.5%	95.0%	95.0%
	Result	99.0%	100.0%	99.5%	100.0%	↓ 98.3%
Internal Enforcement: Percent of Formal EEO Investigations Issued within Regulatory Timeframes	Target	86%	90%	92%	90%	↓ 95%
	Result	98%	100%	99%	100%	98%
Internal Enforcement: Percent of Final Agency Decisions (FADs) Issued on Formal EEO Complaints within Regulatory Timeframes	Target	92%	92%	92%	90%	95%
	Result	98%	100%	100%	100%	■ 100%

Sources: Reasonable Accommodation Tracking System. Department of Defense provides the data. OER T2H tracking spreadsheet. OPM Chief Human Capital Officer Manager Satisfaction Survey, accessed via OMBMAX; Human Resource Center reports (data lags one quarter). Federal Employee Viewpoint Survey. Alternative Dispute Resolution and Equal Employment Opportunity complaint documents. Report of Investigation Tracking Spreadsheet. Finance and Administrative Division Tracking Spreadsheet

Other Information

Quarterly Reviews

To continually improve the efficiency and effectiveness of its programs, DOL uses results-based, data-driven management techniques. Each DOL agency prepares an Agency Management Plan that details the strategies and resources it will apply to reach goals and objectives at all levels of the organization. Departmental leaders review performance against those plans each quarter to monitor progress and hold agencies accountable for implementing the plans, achieving milestones, and adjusting as needed.

This review process has focused departmental leadership on strategic management of core functions using program performance data, risk assessments, evaluations, and budgets. Identification and discussion of key measures, annual and quarterly targets, and how budgets, workload, and strategies affect results have helped clarify priorities and improve performance.

Program Evaluations and Evidence-Building

The CEO in OASP leads DOL's evaluation agenda, working closely with agency staff to implement program evaluations to answer key questions. The results from evaluations inform policy and improve DOL's performance-based management initiatives in support of the GPRMA. Further, as described in DOL's Evidence-Building Plan for Fiscal Years 2022-2026, CEO coordinates key evidence-building activities (as per the Foundations for Evidence-Based Policymaking Act of 2018, Public Law No. 115-435). For more information, see <http://www.dol.gov/asp/evaluation/>.

Measures Discontinued

Under GPRMA, performance goals, measures, and targets are identified for reporting purposes in the Congressional Budget Justification issued during that fiscal year. Therefore, DOL is obliged to report results for measures with PY 2023 or FY 2024 targets in its FY 2023 Annual Performance Report, which was published as part of the FY 2025 CBJ in March 2024 (www.dol.gov/dol/budget/).

The table below provides this information for performance measures that have since been revised, replaced, or discontinued. Results are not provided for measures that were collecting baseline data.

Management Objective M.3			
Measure (Agency)	Target	Result	Why not included?
Reasonable Accommodation: Average number of days for an RA request to be successfully deployed (OASAM)	34.00	47.75	In FY 2024, OASAM implemented a reorganization to create a unified center for reasonable accommodation and interpreting services to improve and streamline the Department’s reasonable accommodation process. This measure has been replaced by the average number of calendar days for a reasonable accommodation request (e.g., equipment, service, assistive technology) to be successfully deployed/processed.
EVS: DOL Agency Employee Engagement Index (OASAM)	76%	76%	This measure has been replaced by the percentage of positive respondents to FEVS question: the FEVS Employee Engagement Index (EEI)