



## Pittsburgh Partnership Glossary of Workforce Development Terms and Acronyms

Below is a list of terms that are often used in connection with employment and labor market information. Some entries (in blue) have corresponding links to web pages.

[A](#) [B](#) [C](#) [D](#) [E](#) [F](#) [G](#) [H](#) [I](#) [J](#) [K](#) [L](#) [M](#) [N](#) [O](#) [P](#) [Q](#) [R](#) [S](#) [T](#) [U](#) [W](#) [X](#) [Y](#) [Z](#)

### A

[AACCC](#): American Association of Community Colleges

**ABAWD**: Able-bodied adults w/out dependents

**ABE**: Adult Basic Education

[ACAO](#): Allegheny County Assistance office

[ACF](#): Administration for Children and Families

[ACINET](#): America's Career Information Network - CareerOneStop

[ACRN](#): America's Career Resource Network

[ACTE](#) - The Association for Career and Technical Education

[ADA \(Americans with Disabilities Act\)](#): Comprehensive civil rights law that makes it unlawful to discriminate against individuals with a disability in public and private sector employment (for businesses with 15 or more employees), state and local government services, public accommodations, transportation or telecommunication.

**ADR (Alternate Dispute Resolution)**: A variety of procedures for resolving disputes. ADR is a fair and efficient alternative to court adjudication that must be entered into voluntarily by all parties. Some of the more common ADR procedures are arbitration, mediation, and conciliation. The Americans with Disabilities Act encourages the use of ADR to resolve conflicts.

[AFDC \(Aid to Families with Dependent Children\)](#): This is the name of the former federal welfare entitlement program. In some states, the term is still used to identify individuals who are transitioning into the new TANF program. (See "Temporary Assistance to Needy Families.")

[AJB](#): America's Job Bank – Career One Stop

[ALMIS](#): America's Labor Market Information System

[ASET](#): Assistant Secretary of Employment and Training, US Dept. of Labor



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**ASL**: America's Service Locator - CareerOneStop

**ASTD**: American Society for Training and Development

**AVA**: American Vocational Association (now known as ACTE - The Association for Career and Technical Education)

**Accessible**: Easy to approach, enter, operate, participate in, or use safely, independently and with dignity by a person with a disability (i.e., site, facility, work environment, service or program).

**Alternate Formats**: Formats usable by people with disabilities. These may include, but are not limited to, Braille, ASCII text, large print, and recorded audio.

**Alternate Methods**: Different means of providing information, including product documentation, to people with disabilities. Alternate methods may include, but are not limited to, voice, fax, relay service, TTY, Internet posting, captioning, text-to-speech synthesis, and audio description

**Apprenticeship**: A structured approach for entering a skilled occupation in most of the major trade industries. Combines training on the job with related and supplemental instruction at school.

**Assessment**: A systematic process of measuring the strengths and weaknesses of workforce development clients. A wide range of assessment instruments and methods is available, from structured interviews to computerized tests.

**Assistive Technology**: Any item, piece of equipment, or system, whether acquired commercially, modified, or customized, that is commonly used to increase, maintain, or improve functional capabilities of individuals with disabilities. Includes items such as communication devices, adapted appliances for accessible living, environmental control devices, modified housing, adapted computers, and specialized software.

**At-Risk Youth**: A young person (generally under the age of 22) who is perceived to be in danger of dropping out of school, being abused or neglected by a guardian, becoming involved in crime or gangs, getting pregnant or using drugs. Frequently, a young person must possess at least one "at-risk" characteristic before qualifying for workforce development programs.

**Auxiliary Aids and Services**: Devices or services that accommodate a functional limitation of a person with a communication-related disability. Includes qualified interpreters and communication devices for persons who have deafness or hardness of hearing; qualified readers, taped texts, braille or other devices for persons with visual impairments; and adaptive equipment for persons with other communication disabilities.



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### B

**BEA (Bureau of Economic Analysis):** The BEA is an agency of the U.S. Department of Commerce. The BEA is part of the Department's Economics and Statistics Administration. The BEA produces and disseminates economic account statistics that provide government, businesses, households, and individuals with a comprehensive, up-to-date picture of economic activity.

**BETP:** Bureau of Employment and Training programs (Pennsylvania Dept. of Public Welfare)

**BLS (Bureau of Labor Statistics):** Part of the U.S. Department of Labor. This Federal agency is the principal data-gathering agency of the Federal government in the field of economics. The BLS collects, processes, analyzes, and disseminates data relating to employment, unemployment, the labor force, productivity, prices, family expenditures, wages, industrial relations, and occupational safety and health. Well known data released by the BLS include: the Consumer Price Index, the Producer Price Index, the unemployment rate, and nonagricultural employment levels.

**BOC (Bureau of the Census):** Part of the U.S. Department of Commerce. This agency conducts the censuses of population and housing every 10 years and of agriculture, business, governments, manufacturers, mineral industries, and transportation at 5-year intervals. The Census Bureau also conducts the monthly Current Population Survey (CPS) in cooperation with the Bureau of Labor Statistics (BLS). Data from this survey are the source of unemployment statistics.

**BRG:** Business Relations Group - US Dept. of Labor

**Back Pay Award:** Wages paid retroactively as a result of a determination by a judicial or quasi-judicial body. May be as a result of a wrongful discharge or the difference between wages already paid an employee and higher wages granted retroactively.

**Basic Skills Training:** Training offered individually or in groups to help individuals improve fundamental academic skills, such as reading, writing and simple math.

**Benchmark:** A point of reference (either an estimate or a count) from which measurements can be made or upon which adjustments to estimates are based.

**Block Grant:** A method by which the federal government distributes funds to states and localities in "lump sums" for broadly defined purposes (such as job training). A block grant is the opposite of a "categorical program," which distributes funds for a narrowly defined purpose (such as job training for low-income, out-of-school youth). Generally, states and localities like block grants because they are easy to administer and spending can be tailored to local circumstances.



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### C

**CAO:** County Assistance Office

**CASAS**: Comprehensive Adult Student Assessment System

**CBO**: Community Based Organization

**CBT:** Computer-based Training

**CCE**: Center for Credentialing and Education

**CCIS**: Child Care Information Services

**CDF:** Career Development Facilitator

**CDBG:** Community Development Block Grants. A method by which the federal government distributes funds to states and localities in "lump sums" for broadly defined purposes (such as community development). A block grant is the opposite of a "categorical program," which distributes funds for a narrowly defined purpose (such as job training for low-income, out-of-school youth). Generally, states and localities like block grants because they are easy to administer and spending can be tailored to local circumstances.

**CEG**: Council for Excellence in Government

**CES (Current Employment Statistics)**: Statistics based on a monthly survey of non-farm business establishments. The numbers include wage and salary employment, worker hours and payroll by industry and area statistics. Through a Federal/State cooperative effort, these data are used to compute current monthly employment, hours and earnings estimates, by industry, for the nation, the 50 states and the District of Columbia and over 250 Metropolitan Areas.

**CESER:** Center for Employment Security Education & Research

**CETA:** Comprehensive Employment and Training Act

**CEU:** Continuing Education Unit

**CEW**: Center for Education and Work

**CFR**: Code of Federal Regulations

**CIS/AIMS:** PA Dept of Public Welfare Data Reporting System



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**CJT:** Customized Job Training

**CMSA (Consolidated Metropolitan Statistical Area):** Adjoining Metropolitan Statistical Areas (MSAs) having a combined population of one million or more. When combined into a CMSA, each component metropolitan area is referred to as a Primary Metropolitan Statistical Area (PMSA).

**COBRA:** Consolidated Omnibus Budget Reconciliation Act

**COG:** Council of Government. [Links](#) to Pennsylvania local government web sites.

**COS:** Career One Stop

**CPI (Consumer Price Index):** A Bureau of Labor Statistics program which measures the average change in prices of a fixed set of goods and services purchased by households. It is the most commonly recognized measure of inflation.

**CPS (Current Population Statistics):** Monthly household survey of the civilian noninstitutional population of the United States. The survey provides monthly statistics on employment, unemployment, and related subjects. The data are analyzed and published each month by the Bureau of Labor Statistics.

**CRC:** Civil Rights Center - US Dept. of Labor, Employment & Training Administration

**CRT/CT:** Classroom Training

**CSWE:** Community Service Work Experience

**CWDP:** Certified Workforce Development Professional

**CWP:** Center for Workforce Preparation - US Chamber of Commerce

**Career Development:** Career development refers to “the outcome of actions on career plans as viewed from both individuals and organizational perspectives”. The outcomes desired by individuals range from status to job flexibility to monetary rewards, depending on the situation. Organizations’ desired outcomes include achieving the best match between people and jobs.

**CareerLink:** Pittsburgh and Allegheny County’s one-stop workforce development system. Services available to both the job seeker and the employer are job listings, job search assistance, workshops, skills assessment, career counseling, literacy services, education and training services, interview rooms, employee recruitment and screening, customized job training, technical assistance, and labor market information.



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**Case Management:** A systematic process by which staff monitor the client's implementation of an employability development plan and intervene when necessary to remove barriers or solve problems. In many programs, case management staff may also *develop* the employability plan as well as provide personal and career counseling. Sometimes, case managers are also responsible for employer outreach.

**Case Notes:** A written log documenting (in a systematic and consistent way) each client's progress in implementing his/her employability development plan. This includes the case manager's subjective views as well as any changes in programs or services.

**Census:** A complete count of a specified population or some measurable characteristics in a given area (e.g. housing, industry, etc.).

**Census Data:** Data derived from a census, typically the U.S. Census of population.

**Certification:** The process by which applicants must prove that they meet the eligibility criteria for a particular program. Typically, this involves submission of one or more official documents including wage reports, a Social Security card, proof of home address, etc. For many programs, certification is a long and tedious process that discourages many applicants.

**Civilian:** Not in the military.

**Civilian Employment:** Civilian workers 16 years and older who (a) during the survey week did any work at all as paid employees or in their own businesses or profession on their own farm, or worked 15 hours or more as unpaid workers in a family enterprise; or (b) were not working but had jobs or business from which they were temporarily absent because of illness, bad weather, vacation, labor management disputes, personal reasons, whether or not they were paid for the time off.

**Civilian Labor Force:** The sum of **civilian** individuals who are 16 years old or older and are either employed or counted as unemployed. This category does not include the military.

**Civilian Unemployment:** All civilians 16 years and over who did not work during the survey week, who made specific efforts to find a job within the past four weeks, and who were available for work (except for temporary illness) during the survey week. Also included as unemployed are those who did not work at all, but were available for work, and (a) were waiting to be recalled to a job from which they had been laid off for a specific time; or (b) had a new job to go to within thirty days.

**Contingent Workers:** Workers hired for a limited time or to work on a specific project lasting from a few days to many months.

**Control Group Study:** The most rigorous (and, therefore, the most trustworthy) type of scientific study. In such studies, a group of people is recruited for a program. A lottery is



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held and half are selected for the program ("program group"). The other half, called the "control group," is not allowed to enroll. The purpose is to evaluate, over time, the effect that the program had upon participants, as compared with non-participants. Only a control group study accurately isolates and measures the specific effects of a workforce development or other program.

**County:** The largest territorial division for local government.

**Covered Employment and Wages (ES-202) Program:** This program produces employment and wage data for workers covered by State unemployment insurance laws and Federal workers covered by the Unemployment Compensation for Federal Employees Program.

**Creaming:** Refers to any of several methods by which workforce development programs select applicants for enrollment who possess the fewest or least serious barriers to employment. Creaming is often criticized because it gives programs better results than they might otherwise have achieved.

**Crosswalk:** A method that provides a means of matching components of different system

**Customer Service:** A system of practice by which an organization seeks to meet or exceed the expectations of its customers.

**Cyclical Unemployment:** Temporary downturn in the job market. The most common form of cyclical unemployment occurs when workers are temporarily laid off.

### D

**DBTAC (Disability and Technical Assistance Centers):** Ten regional centers established by the National Institute on Disability and Rehabilitation Research that provide information, training, and technical assistance to employers, people with disabilities and others on their rights and responsibilities under the Americans with Disabilities Act.

**DoEd:** US Department of Education

**DOJ:** US Department of Justice

**DOL (Department of Labor):** Cabinet-level U.S. agency that enforces laws protecting workers, promotes labor-management cooperation, sponsors employment and training placement services, oversees the unemployment insurance system, and produces statistics on the labor force and living conditions.

**DOLETA:** US Department of Labor, Employment & Training Administration



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**DOSO**: Division of One-Stop Operations or One-Stop Division - US Dept. of Labor, Employment & Training Administration

**DOT (Dictionary of Occupational Titles)**: Occupational coding system established by the U.S. Department of Labor to classify occupations in a consistent manner.

**DPW**: Department of Public Welfare

**DSS**: Department of Social Services

**DST**: Direct Service Team

**DUA**: Disaster Unemployment Assistance

**DWP**: Dislocated Worker Program

**Data**: Factual information used as a basis for reasoning, discussion or calculation.

**Demand**: In labor market information this term is usually used in reference to the need for workers in a particular occupation, or workers with specific skills.

**Demographics**: The characteristics of the population such as age, income, ethnicity, etc.

**Direct Service**: Work directed at the achievement of the agency's primary mission which often involves the provision of services directly to agency clients.

**Disability**: A physical or mental impairment that substantially limits one or more of that person's major life activities, has a record of such impairment, or who is regarded as having such an impairment.

**Discouraged Worker**: Persons who had no employment during the survey week, want a job, have looked for work during the past year, and are available to work, but did not look for work in the last four weeks because they believed that no jobs were available to them. Discouraged workers are classified as not in the labor force. They are not counted as unemployed because they have not made specific efforts to find work.

**Dislocated Worker**: An employee who has been laid off from his/her job because of a business cutback or plant closure.

### **Duration of Unemployment**

The length of time during which a person classified as unemployed has been continuously looking for work.



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### **E**

**EAP**: Employee Assistance Program. Many companies provide EAP services for their employees. The range of services include marriage and family problems, stress related problems, financial and legal difficulties, and psychological and workplace conflict. EAP's furnish professional counselors, who provide confidential assessment and short-term counseling to employees and their families in order to assist in dealing with these, and related, matters.

**EBSA**: Employee Benefits Security Administration - US Dept. of Labor

**EDP**: Employment Development Plan

**EDSI**: Educational Data Systems, Inc.

**EEOC (Equal Employment Opportunity Commission)**: Federal agency responsible for overseeing and enforcing nondiscrimination in hiring, firing, compensation, promotion, recruitment, training, and other terms and conditions of employment regardless of race, color, sex, age, religion, national origin or disability.

**EFF**: Equipped for the Future

**EITC (EARNED INCOME TAX CREDIT)**: A federal program which helps to make work more attractive than welfare by offsetting or reducing the federal payroll and income tax burden for low- and moderate-income workers – primarily those with children. For families with incomes so low they do not pay taxes, EITC provides a wage supplement. For eligible families with very low earnings, EITC can increase a family's income from wages by 34 to 40 percent. Workers may either file for a tax refund at the tax filing deadline or select the EITC Advance Payment Option to have a portion of the credit added to each paycheck and receive the remaining lump sum (usually half or more of the credit) at the end of the year.

**ERIC**: Educational Resource Information Center

**ERISA**: Employee Retirement Income Security Act

**ES-202 Program**: Refers to Covered Employment and Wages Program.

**ESA**: Employment Standards Administration - US Dept. of Labor

**ESL**: English as a Second Language

**ESOL**: English for Speakers of Other Languages

**ESPL**: Employment Service Program Letter



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**ETA (Employment and Training Administration):** A part of the U.S. Department of Labor. This agency oversees the State Unemployment Insurance Programs and job training and placement services provided by the State Employment Security Agencies.

**ETP: Employment and Training Programs**

**EZ: Enterprise Zone**

**Earned Income Disregards:** To encourage welfare recipients to move toward employment self-sufficiency, many states allow TANF recipients to earn an income equal to their monthly cash assistance, and retain both incomes. This allowance does not extend beyond the state's respective time-limited deadline for moving off public assistance. This additional income is intended to help TANF recipients make a gradual transition from assistance to self-sufficiency.

**Economic Development 1:** An effort by government or community-based organizations to improve the economic health of an impoverished area through job creation. Typically, such programs aim to entice businesses to re-locate in the economic development zone, to improve the occupational and academic skills of local residents and to encourage formation of new businesses. A wide variety of tax credits, hiring subsidies and other incentives may be used.

**Economic Development 2:** The entire array of activities, some conducted by government, and some by the private sector, often in partnership with government, which are intended to expand the economy of a designated area to increase the number of jobs available to the population of that area.

**Economic Indicator:** A set of data that serves as a tool for analyzing current economic conditions and future prospects. Usually classified according to their timing in relationship to the ups and downs of the business cycle, that is, whether they anticipate (lead), coincide with, or lag behind general business conditions.

**Electronic and Information Technology:** Technology and any equipment or interconnected system or subsystem of equipment that is used in the creation, conversion, or duplication of data or information. The term electronic and information technology includes, but is not limited to, telecommunications products (such as telephones), information kiosks and transaction machines, World Wide Web sites, multimedia, and office equipment such as copiers and fax machines.

**Eligible, Eligibility:** the process and result of transition through the process of qualifying for various programs.

**Emerging Occupations:** (1) Occupations newly created as a result of technological innovation, shifting markets or new regulations; or (2) Existing occupations that have undergone substantial modification in skill requirements; or (3) Existing occupations with



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new opportunities created by changes in legislation, social concerns, demographics, industry or the market place.

**Employability Competencies:** As defined in the Job Training Partnership Act (JTPA), these are core work-readiness skills youth need to enter the workforce successfully. These competencies are the basis for one of the six "performance standards" agencies must meet annually in order to retain their JTPA funding.

**Employability Plan:** A written plan devised by staff and/or setting forth an individualized mix of training programs and services leading to a specified career or personal goal. Also known as an "Employment Development Plan" or "Individual Service Strategy."

**Employed:** Persons, aged 16 years or older, who are working.

**Employer Outreach:** An organized effort by a job placement service provider to place its clients in a job with a particular employer. This may be accomplished by the clients themselves or by staff who either encourage employers to list job openings with the employment agency or who advocate on behalf of individual clients. Also called "Job Development."

**Employer Payroll Records:** Wage records employers submit quarterly to support the unemployment insurance program.. These records contain information on the number of workers, and the total wages paid.

**Employment:** Jobs, or people who are working.

**Employment Tax Credit:** Refers to any of several (mostly state) initiatives to entice employers to hire low-income people by reducing corporate or other taxes.

**Entry-Level:** Jobs or occupations for which employers hire workers with little or no previous work experience or with relatively minimum training or education. Occupations that require more education or training may have specific entry-level classifications such as "apprenticeship" or "internship."

**Essential Job Functions:** Fundamental job duties of an employment position that an individual with a disability holds or desires

**Establishment:** The physical location of a certain economic activity, for example, a factory, store, or office. Generally a single establishment produces a single good or provides a single service.

**Estimate:** Numerical data calculated from sample data, or from a model, and intended to provide information about a larger set of data.



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**Extended Benefits:** Benefits payable for up to 13 additional weeks during periods of high unemployment. Extended benefits are payable to individuals who have exhausted their entitlement to regular benefits.

### F

**FBO:** Faith-Based Organization

**FEIN:** Federal Employer Identification Number. An Employer Identification Number (EIN) is also known as a federal tax identification number, and is used to identify a business entity.

**FEMA:** Federal Emergency Management Agency

**FLSA:** Fair Labor Standards Act

**FSET:** Food Stamp Employment and Training Program

**FTE:** Full Time Equivalency

**FTP:** Family Transition Program

**FY:** Fiscal Year

**Fee For Service:** Refers to any of various efforts by nonprofit social services agencies to increase funding by charging fees. Fees might be charged for services often available without charge, such as a sliding scale for job training or for new services (such as leasing a computer learning lab to area businesses for training their own employees). Sometimes employers pay fees for screening, placement and/or retention services.

**Firm:** A business entity, either corporate or otherwise. May consist of one or several establishments.

**Forecast:** To calculate or predict some future event or condition; usually as a result of study and analysis of available pertinent data.

**Frictional Unemployment:** Occurs when a person voluntarily leaves one job and has not yet begun another job. The worker is voluntarily unemployed and is utilizing his/her right to change jobs.

**Full-Time Employment:** A person employed 35 or more hours per week. (Bureau of Labor Statistics, Current Population Survey)



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### **G**

**GAO**: General Accounting Office

**GED (General Equivalency Diploma)**: A nationally recognized high school equivalency certificate program administered by the Educational Testing Service. Testing is conducted locally and scored by ETS

**GPRA**: Government Performance and Results Act

**GSA**: Government Service Administration

### **H**

**HHS**: US Dept. of Health & Human Services

**HIPAA**: Health Insurance Portability and Accountability Act

**Hard-to-Employ**: Denotes a specific population of individuals with occupational, academic, personal and other barriers that make it particularly difficult for them to find jobs. Examples include people with very low reading skills, physical and mental disabilities, long-term welfare recipients, ex-offenders, the homeless, substance abusers and the long-term unemployed. Many workforce development programs are directly targeted at such individuals.

**Household**: People living in a single residence regardless of relationship.

### **I**

**IAWP**: International Association of Workforce Professionals

**IDA (Individual Development Account)**: A new policy tool directed toward enabling struggling families to build assets and achieve economic self-sufficiency. IDAs are matched savings accounts that are similar to individual retirement accounts (IRAs). Use of the assets accrued in IDAs is restricted to post-secondary education and training, business capitalization and home ownership. Sixteen states already have implemented IDA programs in different forms, and IDA provisions are also included in the new federal welfare reform law.

**ILAB**: International Labor Affairs Bureau - US Dept. of Labor

**IMS**: Information Management System

**INA**: Indian and Native American



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**IT:** Information Technology

**ITA:** Individual Training Account

**ITSC:** Information Technology Support Center

**Industry:** A group of firms that engage in similar activities. Every business is classified into a category according to what products or services account for the majority of revenue. The Standard Industrial Classification (SIC) system has been the standard classification structure for many years. In the near future, the North American Industry Classification System (NAICS) will replace the SIC. Besides providing a highly organized way to understand and analyze the economy, industry classifications and business listings also provide a direct link to potential employers in a labor market.

**Industry Cluster:** Non-specific terms (such as tourism) used to group industries with similar economic activities, for instance linking a business with its suppliers. (An example might be a cluster representing growers, packing and shipping businesses, in an Agricultural cluster.)

**Industry Employment:** Full-time and part-time workers (including employees on paid vacation or paid sick leave) who work or receive compensation from establishments for any part of the pay period including the 12th of the month. Those workers involved in labor-management disputes are excluded. This is a count of the number of jobs, and is available by industry.

**Infrastructure:** The resources required for an activity. The underlying foundation or basic framework.

**Intake:** The phase of a workforce development program during which applicants are oriented to the program and discuss their eligibility to participate. This phase also includes a client's personal assessment (e.g., family composition, income, marital status, educational achievement, health status); testing of math and reading ability; identification of employment barriers and formulation of an Individual Service Strategy. (See "Employability Plan.")

### J

**JAN:** Job Accommodation Network

**JFF:** Jobs for the Future

**JTPA (Job Training Partnership Act):** This was the primary federal employment-training program for disadvantaged adults, youth, Native Americans, veterans, dislocated workers, elderly and farm workers since enacted in 1982. It will be superseded by the Workforce Investment Act (WIA) of 1998 as of July 1, 2000.



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**Job Bank:** A list of currently available job openings.

**Job Club:** A type of self-directed job search program in which clients meet regularly as a peer support group to learn job-search techniques and to telephone potential employers and arrange interviews. An employment program staff member often acts as an instructor and "cheerleader."

**Job Coach:** Person hired by a placement agency or provided through an employer to assist an employee with a disability in learning and performing a job and adjusting to the work environment.

**Job Search Assistance:** A category of employer outreach that includes (1) training to help clients find their own jobs (self-directed job search), (2) job leads for clients, (3) on-the-job training.

### K

### L

**LAUS (Local Area Unemployment Statistics):** A Federal/State cooperative program which produces employment, labor force and unemployment estimates for States and local areas.

**LEA:** Local Education Agency

**LEO:** Local Elected Official

**LEP:** Limited English Proficiency

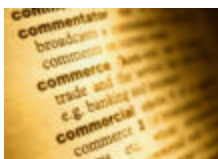
**LLSIL:** Lower Living Standard Income Level

**LMA (Labor Market Area):** An economically integrated geographic area within which individuals can reside and find employment within a reasonable distance or can readily change employment without changing their place of residence. (U.S. Department of Labor, Bureau of Labor Statistics-January 2001)

**LMC:** Local Management Committee

**LMI (Labor Market Information):** Information about the market -where labor skills are exchanged for wages. Information can be descriptive (qualitative) or statistical (quantitative). The key elements in the labor market are the workers (labor resources) and jobs (employment opportunities).

**LWIA:** Local Workforce Investment Area



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**Labor Dispute:** Any controversy concerning terms or conditions of employment, or concerning the association or representation of persons in negotiating, fixing, maintaining, changing, or seeking to arrange terms or conditions of employment, regardless of whether or not the disputants stand in the proximate relation of employer and employee.

**Labor Force:** The sum of individuals who are 16 years old or older and either employed or counted as unemployed, including persons in the military.

**Life Skills Training:** A form of pre-employment training that prepares job seekers who have few job skills or little workplace experience. It provides job seekers with information on what it takes to be hired and to keep a job. Typical components in this training include the importance of a strong work ethic, punctuality and reliability, a positive attitude, dressing for success, effective interview techniques, budgeting, conflict resolution and how to get along with supervisors and co-workers

**Long Term Unemployment:** Persons who have been unemployed for 15 or more consecutive weeks.

### **M**

**MEP:** Manufacturing Extension Project

**MIS:** Management Information System

**MLS (Mass Layoff Statistics Program):** This is a Federal-State cooperative effort to identify, describe, and track the effects of major jobs cutbacks using each State's unemployment insurance database. The program has reports on mass layoff actions that result in workers being separated from their jobs.

**MOA:** Methods of Administration

**MOU:** Memorandum of Understanding

**MPPE (Maximizing Participation Project Extension):** In July 2001 the Department of Public Welfare designed this program to help clients with multiple individual or family barriers or undiagnosed barriers that are exempt from the welfare work requirements due to a qualified medical condition.

**MSFW:** Migrant and Seasonal Farm Workers



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### **MSHA Mine Safety and Health Administration - US Dept. of Labor Major Life**

**Activity:** Basic activities that the average person in the general population can perform with little or no difficulty, such as caring for oneself, performing manual tasks, walking, seeing, hearing, speaking, breathing, learning and working.

**Mean:** The average value of a set of numbers.

**Median:** The mid-point in a data set after the numbers are sorted. The median is the point where half of the numbers lie above and half lie below this value

**Mentors:** Mentoring is the deliberate pairing of a more skilled or experienced person with a lesser skilled or experienced one, with the agreed-upon goal of having the lesser skilled person grow and develop with specific life/work skills and competencies. Mentors may counsel new employees on any issue from managing time and stress to balancing work and home commitments or maintaining professional work habits and handling office relationships and conflicts appropriately. Length of commitment between mentor and mentee typically ranges from a few months to a year or more.

**MA (Metropolitan Area):** A geographic area made up of a county containing a central city of 50,000 inhabitants or more, plus adjoining counties that are socially and economically integrated with the central city. There are three types of metropolitan areas: Metropolitan Statistical Area (MSA); Primary Metropolitan Statistical Area (PMSA); Consolidated Metropolitan Statistical Area (CMSA).

**MSA (Metropolitan Statistical Area):** A Metropolitan Statistical Area (MSA) is a relatively freestanding metropolitan area (MA) typically surrounded by non-metropolitan counties.

**Mode:** The number in a distribution of numbers that appears most frequently.

## N

**NACo:** National Association of Counties

**NAFTA:** North American Free Trade Agreement Act

**NAICS (North American Industry Classification System):** The successor to the Standard Industrial Classification (SIC) System. The United States, Mexico, and Canada will universally use this system of classifying business establishments. Due to differences in NAICS and SIC structures, industry data for 2001 are not comparable to the SIC-based data for earlier years. NAICS focuses on how products and services are created, as opposed to the SIC focus on what is produced.



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**NAM**: National Association of Manufactures

**NASWA**: National Association of State Workforce Agencies

**NASWBC**: National Association of State Workforce Board Chairs

**NAWB**: National Association of Workforce Boards

**NAWDP**: National Association of Workforce Development Professionals

**NCDA**: National Career Development Association

**NCWD**: National Collaborative on Workforce and Disability

**NCWE**: National Council for Workforce Education

**NECA**: National Employment Counseling Association

**NGA**: National Governors Association

**NIFL**: National Institute for Literacy

**NJCA**: National Job Corps Association

**NWA**: National Workforce Association

**NYEC**: National Youth Employment Coalition

**Natural Supports**: Supports provided to an employee with a disability from supervisors and co-workers, such as mentoring, friendship, socializing at breaks or after work, providing feedback on job performance or learning a new skill together. These natural supports are particularly effective as they enhance the social integration of the employee with a disability with his or her co-workers and supervisor. In addition, natural supports are more permanent, part of the workplace and more readily available than paid job coaches, thereby facilitating long-term job retention.

**New Entrants**: Persons entering the labor force for the first time.

**Non-Durable Goods**: Manufactured items that generally last three years or less. Food, beverages, clothing, shoes, and gasoline are common examples.

**Noninstitutional**: Persons not residing in penal or mental institutions, sanitariums, and homes for the aged, infirm, and needy.



## Pittsburgh Partnership **Glossary of Workforce Development Terms and Acronyms**

**Not in the Labor Force:** All persons in the civilian noninstitutional population who are neither employed nor counted as unemployed are “not in the labor force.”

### O

**OAS**: Office of Adult Services - US Dept. of Labor, Employment & Training Administration

**OASP**: Office of the Assistant Secretary for Policy - US Dept. of Labor

**OATEL**: Office of Apprenticeship Training, Employment & Labor Services - US Dept. of Labor, Employment & Training Administration

**ODEP**: Office of Disability Employment Policy - US Dept. of Labor

**OES (Occupational Employment Statistics Program)**: A Federal/State cooperative program produces employment and wage estimates for over 700 occupations.

**OGCM**: Office of Grants & Contracts Management- US Dept. of Labor, Employment & Training Administration

**OIS**: Occupational Information Systems

**OJC**: Office of Job Corps- US Dept. of Labor, Employment & Training Administration

**OJT**: On-the-Job-Training

**O\*NET (Occupational Information Network)**: The Occupational Information Network is a comprehensive database of worker attributes and job characteristics.

**ONP**: Office of National Programs- US Dept. of Labor, Employment & Training Administration

**OOH**: Occupational Outlook Handbook

**OPDER**: Office of Policy, Development, Evaluation and Research - US Dept. of Labor, Employment & Training Administration

**OSHA**: Occupational Safety and Health Administration - US Dept. of Labor

**OST**: Occupational Skills Training

**OWCP**: Office of Workers' Compensation Programs - US Dept. of Labor

**OWI**: Office of Workforce Investment - US Dept. of Labor, Employment & Training Administration



## Pittsburgh Partnership **Glossary of Workforce Development Terms and Acronyms**

**OYS:** Office of Youth Services - US Dept. of Labor, Employment & Training Administration

**Occupation:** A set of activities or tasks that employees perform. Employees that perform the same tasks are in the same occupation, whether or not they are in the same industry. (Ref: Bureau of Labor Statistics)

**Occupational Information:** Specific information about a particular occupation (e.g., wages, skills required, benefits, entrance requirements, etc.)

**Occupational Skills:** Skills needed to practice a particular occupation or career. Typically these are "hard skills" (such as welding) rather than "soft skills" (such as punctuality). Also called "Vocational Skills."

**One-Stop Career Center:** One location within a geographical area in which people can obtain comprehensive information about training and job openings. They can also receive training for a self-directed job search as well as apply for additional social and supportive services, such as transportation and child care allowances. A movement that began in the mid-1990s, one-stop centers typically combine the efforts of the U.S. Employment Service, local Job Training Partnership Act (JTPA) agencies and other social services providers. A one-stop center may be an actual building or merely an electronic information system available to community social services agencies.

**On-The-Job Training:** A type of vocational training in which the trainee learns skills at the work site while earning a wage. Often, employers are offered cash training reimbursements or other incentives to hire hard-to-employ people and train them on the job.

**Orientation:** The process by which employment program staff describe the features and benefits of a workforce development program to potential applicants. This can be done individually or in groups.

**Outcomes:** Another term for performance measurement criteria used to evaluate the effectiveness of a job training or placement program. Traditional criteria used to measure employment and training programs include number of job placements and percentage of retained employees after six months or one year.

### P

**PBIF:** Performance Based Incentive Funding

**PIC (Private Industry Council):** A workforce development governing and advisory board required by agencies administering funds under the Job Training Partnership Act



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(JTPA). By law, a majority of PIC members must be from private business. PICs may receive funds, administer programs or entire Service Delivery Areas or simply act in an advisory capacity. In the mid 1990s, many PICs began evolving into Workforce Development Boards (WDBs) with expanded membership and duties but (generally) without the power to operate programs directly

**PMSA (Primary Metropolitan Statistical Area):** If a metropolitan area (MA) has more than 1 million inhabitants it may be defined as a Primary Metropolitan Statistical Area (PMSA). PMSAs consist of a large urbanized county or cluster of counties that demonstrates very strong internal economic and social links, but are also linked to other portions of the larger area. This larger area is then called a PMSA.

**PPY (Pregnant and Parenting Youth and Fatherhood Initiative):** City of Pittsburgh programs designed to provide education, training, work activities and appropriate supportive services to pregnant and parenting youth.

**PRA:** Personal Reemployment Account

**PRO:** Performance and Results Office - US Dept. of Labor, Employment & Training Administration

**PRWORA (Personal Responsibility and Work Opportunity Reconciliation Act of 1996):** The name of the new federal welfare reform law that replaced the entitlement to Aid to Families with Dependent Children (AFDC) with a block grant to the states. This block grant covers time-limited, cash assistance, employment and training activities for economically disadvantaged individuals until they can find employment and become self-sufficient.

**PY:** Program Year

**Part-Time Employment:** A person employed less than 35 hours per week.

**Payroll:** Total wages paid by a business to its employees for work performed during the pay period (weekly, monthly, etc.)

**Pay Period:** Frequency with which worker's wages are calculated and paid; usually weekly, biweekly, semimonthly, or monthly

**Personal Counseling:** Advice, services and activities offered by a trained professional to help individuals overcome barriers to employment stemming from their personal lives. These may include issues such as physical abuse, depression, alcoholism, low self-esteem, procrastination and anxiety.

**Performance Standards:** Numerical measures of program outcomes. Under the Job Training Partnership Act (JTPA), for example, programs must achieve six performance standards annually (mostly having to do with post-program wages and labor market



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retention) in order to receive funding. Performance standards are becoming increasingly common in the social services.

**Piece-Work:** Work paid for at a fixed rate (piece-rate) per piece of work done.

**Population:** The total number of inhabitants occupying an area.

**Pittsburgh Partnership:** The Pittsburgh Partnership provides employment and training services designed to help City residents become attached or reattached to the labor force. The Partnership also helps local employers reduce the time and costs associated with recruiting, screening, and training new employees. These services are funded by the federal Workforce Investment Act, Pennsylvania's Single Point of Contact Program, Welfare to Work, and the City's Community Development Block Grant funds.

**Post-Placement Follow Up:** An effort to increase client job retention and productivity by means of regular contact by staff and the provision of supportive services such as transportation and child care.

**Projections:** An estimate of a future occurrence, event or activity based on historical evidence of past experience. Projections of employment are based on historical employment statistics, cyclical and structural factors, and estimates of economic growth, trends in the U.S, State, and regional characteristics that are likely to affect the region's economy.

### Q

**Qualified Individual with a Disability:** Individual with a disability who satisfies the requisite skill, experience, education and other job-related requirements of an employment position the individual holds or desires, and who, with or without reasonable accommodation, can perform the essential functions of such position.

**Quartile:** One of four divisions of observations that have been grouped into four equal-sized sets based on their rank.

### R

**RESET:** Road to Economic Self-sufficiency through Employment and Training

**RFB:** Request for Bid

**RFP:** Request for Proposal



## Pittsburgh Partnership **Glossary of Workforce Development Terms and Acronyms**

**RFQ:** Request for Quotation

**RRTC (Rehabilitation Research and Training Centers):** Centers nationwide that conduct research and offer training in improving rehabilitation methods and delivery systems, alleviating or stabilizing disabling conditions, or promoting maximum independence for people with disabilities.

**RSA:** Resource Sharing Agreement

**Random Assignment:** The important process during a control group study (q.v.) by which a group of program applicants is selected randomly (often using a computer) to become members of the "program group" or the "control group."

**Rapid Response:** An early intervention service that assists workers and employers affected by layoffs, plant closures, or natural disasters. It provides access to the Commonwealth's CareerLink system of user-friendly resources and information to help transition workers into reemployment.

**Reasonable Accommodation:** (1) Modification or adjustment to a job application process that enables a qualified applicant with a disability to be considered for the position; (2) modifications or adjustments to the work environment, or to the manner or circumstances under which a position held or desired is customarily performed, that enable qualified individuals with disabilities to perform the essential functions of that position; or (3) modifications or adjustments that enable an employee with a disability to enjoy the same benefits and privileges of employment as similarly situated employees without disabilities

**Reconciliation:** Comparing different data sources to establish accuracy.

**Recruitment:** An organized effort to attract eligible and suitable people for participation in a workforce development program. Also called "Client Recruitment."

**Re-Entrants:** Persons who are re-entering the labor force after an absence.

**Rehabilitation Act of 1973:** Federal legislation that set up grant programs for vocational rehabilitation, supported employment, independent living and client assistance. The Rehabilitative Services Administration in the Department of Education oversees programs created by the Act.

**Replacement:** Openings resulting from people leaving an occupation.

**Retention:** Keeping clients involved in a program or employed with an agency over an appropriate period of time.



## Pittsburgh Partnership Glossary of Workforce Development Terms and Acronyms

**Reverse Referral:** A common (but sometimes illegal) practice of workforce development agencies by which they encourage employers to refer job applicants to the agency to see if they are eligible for on-the-job training reimbursements or other hiring incentives. Critics say reverse referrals are just another form of "creaming."

### S

**SCSEP:** Senior Community Service Employment Program - US Dept. of Labor, Employment & Training Administration

**SDA (Service Delivery Area):** A geographical area with a population of at least 275,000 people that is designated to receive funds and administer programs under the Job Training Partnership Act (JTPA). Typically, SDAs are administered by county or state government, cities or JTPA-mandated Private Industry Councils (PICs).

**SEA:** Self Employment Assistance Program

**SGA:** Solicitations for Grant Applications

**SIC (Standard Industrial Classification):** The Standard Industrial Classification system is a hierarchical classification system that defines all establishments to a specific industry based on their primary output or product. The SIC is scheduled to be replaced by the North American Industrial Classification System (NAICS).

**SOC (Standard Occupational Classification):** A numerical coding system that classifies occupational data for the purpose of collecting, calculating, or disseminating data. All workers are classified into one of over 820 occupations according to their occupational definition. To facilitate classification, occupations are combined to form 23 major groups, 96 minor groups, and 449 broad occupations. Each broad occupation includes detailed occupation(s) requiring similar skills, education, or experience.

**SPOC:** Single Point of Contact

**SSI:** Supplemental Security Income

**STW:** School-to-Work (Opportunities Act of 1994)

**Salary:** Fixed compensation paid for labor or services. Most salaries are paid for a fixed period of working hours.

**Sample:** A finite part of a statistical population whose properties are studied to gain information about the whole.



## Pittsburgh Partnership **Glossary of Workforce Development Terms and Acronyms**

**Seasonal Adjustment:** A process whereby normal seasonal changes are removed or discounted. In doing so, the underlying trends are easier to identify.

**Seasonal Factors:** Seasonal factors are events that cause normal fluctuations in business activity within individual or combinations of industries. Seasonal factors include, but are not limited to, such events as: weather conditions, holidays, and school schedules.

**Seasonal Unemployment:** A condition resulting from jobs being available for only a portion of the year. For example, migrant workers who follow the harvest of various crops, but have little chance of working when that crop is completed, are seasonally unemployed.

**Seasonally Adjusted:** Seasonal changes have been removed or discounted.

**Section 508:** Section of the amended Rehabilitation Act requiring all federal agencies to make their electronic and information technologies available to people with disabilities.

**Self-Directed Job Search:** The process by which job training clients seek work on their own, without the direct intervention of staff. Clients are often, although not always, trained beforehand in such skills as interviewing and resume-writing.

**Self-Employed:** Persons who work for profit or fees in their own business, profession or trade, or who operate a farm.

**Separating Employer:** The worker's most recent employer prior to his filing a claim for benefits. The separating employer may or may not be a base period employer

**Separations:** Job opening created due to workers permanently leaving one occupation to take a job in a different occupation, stay home, attend school, move out of the area, retire or die. This term is not the same as turnover.

**Short Term Unemployment:** Persons who have been jobless for fewer than five weeks.

**Shortage of Workers:** There are too few applicants with the required experience and abilities to fill openings within a reasonable amount of time.

**Situational Barriers:** Barriers to employment caused by "situations" in an individual's personal life. These include such things as an ill child, an alcoholic spouse, homelessness, substance abuse or mental or emotional problems.

**Staffing Pattern:** Each business employs workers with different types of skills to produce a good or provide a service. A staffing pattern summarizes this array of workers for an industry. The costs of labor and equipment in a local area will largely determine the mix of workers that a business will employ to remain competitive. Industry staffing



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patterns are often used to determine the ability of a local area to support economic development by being able to provide a skilled workforce

**Static Labor Market:** Unchanging labor market conditions resulting from the development of few openings coupled with a correspondingly low number of applicants.

**Structural Unemployment:** This type of unemployment occurs when the basic nature of the economy changes over time; when employers no longer demand skills that unemployed workers possess. Structural unemployment is involuntary unemployment and typically requires retraining or education of displaced workers to bring their skills in line with demand.

**Subsidized Employment:** Subsidized jobs or subsidized employment include paid work experience (including summer jobs for youth), internships, externships, and community service employment. States may use federal TANF and state funds for community service employment, i.e., publicly funded, wage-paying jobs designed to provide employment for individuals and to address unmet community needs.

**Supply/Demand:** In labor market information this term usually refers to the supply of workers in relationship to the demand for workers.

**Supported Employment:** Supports that help people with severe disabilities (e.g., psychiatric, mental retardation, significant learning disabilities, traumatic brain injury) find competitive work in an integrated setting where they might not otherwise be able to do so. The supports can include job coaches, transportation, assistive technology, specialized job training and individually tailored supervision.

**Supportive Services:** Assistance provided by an agency other than academic or occupational skills training to help clients overcome barriers of employment. Common examples include providing bus tokens to reduce transportation costs or vouchers to cover child care expenses.

**Surplus of Workers:** More applicants ready and willing to work than there are job openings.

**Survey:** A study of all or a portion of the whole, conducted for purposes of making generalized statements about the whole.

**Survey Week:** The week including the 12<sup>th</sup> of the month.

### T

**TA:** Technical Assistance



## Pittsburgh Partnership **Glossary of Workforce Development Terms and Acronyms**

**TAA:** Trade Adjustment Assistance

**TAG:** Technical Assistance Guide

**TANF (Temporary Assistance for Needy Families):** Refers to the new federal block grant program of time-limited cash assistance, training and job placement to welfare recipients.

**TEGL:** Training and Employment Guidance Letter

**TEIN:** Training and Employment Information Notice

**TEN:** Training and Employment Notice.

**TIN:** Tax Identification Number. An Employer Identification Number (EIN) is also known as a federal tax identification number, and is used to identify a business entity. Generally, businesses need an EIN

**TQM (Total Quality Management):** A process devised by the late W. Edwards Deming to improve the quality of goods and services. TQM focuses on "delighting the customer" by means of the statistical measurement and enhancement of the factors ("inputs") that determine the final quality of a good or service. TQM has been widely adopted in industry and is penetrating the social services as well.

**TWA:** The Workforce Alliance

**TRS (Telecommunications Relay Services):** Service available in all states and territories that enables voice telephone users to talk to people who have deafness or hardness of hearing via trained Communications Assistants who relay the message in real time.

**TRWIB:** Three Rivers Workforce Investment Board, an employer-driven, policy-making entity, is charged with establishing and maintaining a coherent and accountable employment and training system for Pittsburgh and Allegheny County. Under the WIA, WIBs are responsible for establishing local performance standards, chartering one stop service delivery centers and satellites (referred to as the "CareerLink Network" in Pennsylvania), selecting qualified service providers, and monitoring performance to ensure accountability. They are prohibited from delivering services. Board members, appointed by the Mayor of Pittsburgh and the Chief Executive of Allegheny County, represent a diverse group of stakeholders including employers, training providers, labor unions, government agencies, and community-based organizations. What unifies them is a shared concern about the quality of the workforce and the availability of good jobs in this region.



## Pittsburgh Partnership **Glossary of Workforce Development Terms and Acronyms**

**TTY (Teletypewriter Technology):** Typewriter keyboards that allow users to type their conversations over the phone lines. The conversation is read on a lighted screen display or a paper printout.

**Taxable Payroll:** All Taxable wages paid by an employer to all employees during a calendar year.

**Temporary Workers:** Those workers who have no long-term attachment to an employer. They may work for several days, or several months, and often work for temporary help agencies.

**Ticket-to-Work:** Social Security Administration (SSA) program designed to help individuals with disabilities who are receiving SSA benefits find and maintain employment.

**Time Series:** A variable in which the values are successive observations over time. A key characteristic of a time series is that any 2 points in a time series can be compared.

**[Title V of the Rehabilitation Act of 1973:](#)** Title prohibiting discrimination on the basis of a disability by the federal government, federal contractors, recipients of federal financial assistance, and in federally conducted programs and activities.

**Transitional Employment:** Job seekers with few skills or little workplace experience, but with multiple barriers to employment are often placed in subsidized employment that allows them to gain life skills and confidence, combined with education and vocational skills training. This type of temporary employment environment can increase self-esteem and can often motivate individuals to achieve permanent employment and self-sufficiency.

**Trainee:** An individual hired for a job, which may or may not require previous experience or education. A trainee could start in an entry-level, apprenticeship level, or internship level position.

**Trend:** The persistent underlying movement that takes place over a period of time. It is the basic growth or decline that would occur if no variations in activity existed.

**Turnover:** The rate of replacement of employees.

## U

**[UI \(Unemployment Insurance\) Program:](#)** A national program administered by the U.S. Department of Labor under the Social Security Act. Provides temporary weekly payments to workers who lose their jobs through no fault of their own. The payments are



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financed by contributions from employers on the wages of their covered workers. Eligibility for benefits requires that the claimant be able to work, be seeking work and be willing to accept a suitable job.

**UIPL:** Unemployment Insurance Program Letter

**URA:** Urban Redevelopment Authority -- the City of Pittsburgh's economic development agency. "As a developer of last resort, the URA develops properties that the private sector will not undertake. Our goals are to create jobs, increase the city's tax base, and improve the vitality of businesses, neighborhoods, and the City's culture."

**USCM:** US Conference of Mayors

**USES:** US Employment Service - US Dept. of Labor, Employment & Training Administration

**Under-Employment/Employed:** A condition which exists when the full potential of labor is not being utilized. Measures of under-employment are not readily available.

**Undue Hardship:** Significant difficulty or expense incurred in providing a workplace accommodation for an individual with a disability. Factors considered in determining undue hardship include the size, nature and structure of a business, as well as the resources available to an employer. If the facility considering the accommodation is part of a larger entity, the structure and overall resources of the larger organization are considered, as well as the financial and administrative relationship of the employing facility to the larger organization.

**Unemployed:** Persons, aged 16 years or older, who are not working but are able to work, available for work, and seeking either full-time or part-time work.

**Unemployment:** Comprises all civilians 16 years and over who did not work during the survey week, who made specific efforts to find a job within the past four weeks, and who were available for work (except for temporary illness) during the survey week. Also included as unemployed are those who did not work at all, but were available for work, and (a) were waiting to be recalled to a job from which they had been laid off for a specific time; or (b) had a new job to go to within thirty days.

**Unemployment Rate:** The unemployment rate is derived by dividing the number of unemployed by the labor force. The result is expressed as a percentage.

## V

**VETS:** Veterans' Employment and Training Service - US Dept. of Labor



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**Vocational Counseling:** Assistance provided by a trained professional to help clients select appropriate careers and training. May include vocational assessment and testing, visits to schools and to job sites. Also called "Career Counseling."

**Vocational Rehabilitation:** Programs designed to help individuals with disabilities enter or reenter gainful employment.

### **W**

**WARN:** Worker Adjustment and Retraining Notification Act

**WB:** Women's Bureau - US Dept. of Labor

**WDA:** Workforce Development Areas (WDA's) are geographic areas defined by the Workforce Development Council for implementation of the Workforce Investment Act.

**WDB:** Workforce Development Board

**WEN:** Workforce Excellence Network - National Association of Workforce Boards

**WFD:** Workforce Development

**WIA (Workforce Investment Act) Of 1998:** This is the first major reform of the nation's job training system in more than 15 years. Key components include: streamlining services through a "one-stop" service delivery center; empowering individuals by providing information and access to training resources through Individual Training Accounts (ITAs); providing universal access to core services; increasing accountability for outcomes; ensuring a strong role for local boards and the private sector in the workforce investment system; and improving youth programs.

**WIB:** Workforce Investment Board

**WIN:** Welfare Information Network

**WOTC:** Work Opportunity Tax Credit

**WRIS:** Wage Record Interchange System

**WTP:** Welfare Transition Program

**WTT:** Workforce Tools of the Trade

**WTW:** Welfare to Work



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**Wage and Salary Employment:** Full-time and part-time workers (including employees on paid vacation or paid sick leave) who work or receive compensation from establishments for any part of the pay period including the 12th of the month. Those workers involved in labor-management disputes are excluded. This is a count of the number of jobs, and is available by industry.

**Wages:** A payment, usually of money, for labor or services performed. All remuneration paid for personal services from whatever source (salaries, commissions, bonuses, drawing accounts, fees, vacation pay, and wages in lieu of notice) are considered "wages" for unemployment insurance purposes. Payments made to employees in a medium other than cash are also considered "wages", except for meals, lodging, and clothing when furnished for the employer's convenience and on his premises

**"Work First":** This term refers to the philosophy and operating concept of the new federal welfare reform initiative and also to the restrictions on the use of welfare-to-work funds. These funds can only be used for activities that directly promote, encourage and place welfare recipients into jobs (as opposed to classroom training). The concept is based on the ideas that the best way for individuals to succeed in the labor market is to join it first. New workers develop strong work habits, marketable skills and essential workplace experience on the job, not in the classroom.

**Work-Readiness Training:** Training provided to help clients get and keep jobs. "Job-getting" skills include such things as interviewing, grooming and resume-writing. "Job-keeping" skills include attendance, punctuality, getting along with others and resolving conflicts.

**Workforce Development:** A general term to describe various efforts to improve the academic and occupational skills of all citizens. This term became popular in the mid-1990s, eclipsing "employment and training programs," which usually refers only to government programs benefiting laid-off workers and the poor. Workforce development efforts are still often referred to generically as "Job Training" or "Jobs" programs.

**Workforce Preparation:** All job training and employment programs. This term is used interchangeably with workforce development.

**Working Age Population:** All individuals 16 years or older in the United States. The lower limit of 16 years reflects the age at which most students can leave school voluntarily in most states. There is no upper age limit.

X

Y

Z



Pittsburgh Partnership  
**Glossary of  
Workforce Development  
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**Sources & Links:**

[State of Washington Workforce Development Glossary](#)

[State of Tennessee Workforce Development Glossary](#)

[The Enterprise Foundation Workforce Development Glossary](#)

[State of Iowa Disability Glossary](#)

[State of Wisconsin Workforce Development Glossary](#)

[Workforce Tools of the Trade Glossary](#)

[Abbreviations and Acronyms of the US Government](#)

[The Complete Nonprofit Glossary](#)