



Department of Employment Services

DOES (CF)

MISSION

The Department of Employment Services (DOES) fosters and promotes the welfare of job seekers and wage earners by improving their working conditions, advancing opportunities for employment, helping employers find workers, and tracking changes in employment and other national economic measurements impacting the District of Columbia.

SUMMARY OF SERVICES

The Department of Employment Services provides customers with comprehensive workforce development services, pays compensation to unemployed and injured workers, ensures that District work places are safe and enforces wage and hour laws.

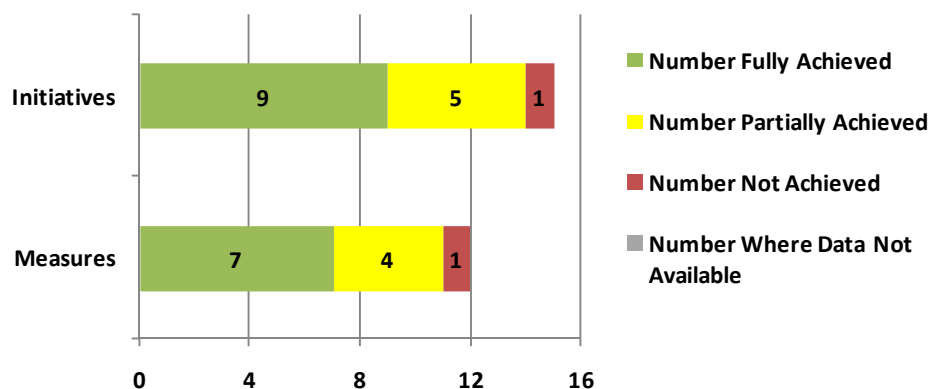
AGENCY OBJECTIVES

1. Foster the development of a prepared workforce by providing comprehensive workforce development services and offering access to business, labor market and training information.
2. Provide more efficient, effective, and convenient unemployment compensation services to claimants.
3. Provide a more efficient, effective, and improved system to prevent workers from being exposed to unsafe working environments and from falling beneath an acceptable income level at times of unemployment due to injury/illness.
4. Develop/transform to an organizational culture dedicated to meeting the customer/community's expectations and needs while meeting the agency's statutory program mandates.

3 KEY ACCOMPLISHMENTS

- ✓ Expanded the Transitional Employment Program (TEP) by contracting with seven community-based providers to replicate the TEP program model and serve customers on the TEP wait list.
- ✓ Established a partnership with the Department of Parks and Recreation (DPR) to co-locate service delivery in underserved communities.
- ✓ Developed and implemented the Job Opportunities with Built-In Support (J.O.B.S.) Program as part of Mayor Fenty's Focused Improvement Areas (FIA) Initiative.

OVERVIEW OF AGENCY PERFORMANCE









Performance Initiatives – Assessment Details

Performance Assessment Key:

-  Fully achieved  Partially achieved  Not achieved  Data not reported

OBJECTIVE 1: Foster the development of a prepared workforce by providing comprehensive workforce development services and offering access to user-friendly business, labor market, and training information.

-  **INITIATIVE 1.1: Increase employment of District residents from targeted neighborhoods facing high-levels of unemployment.**
Fully Achieved. DOES achieved its goal of expanding Transitional Employment Program (TEP) services in FY 2008 by contracting with seven community-based organizations to replicate the TEP program model and serve individuals on the TEP wait list. In addition, DOES entered into a Memorandum of Understanding with the D.C. Housing Authority (DCHA) through which DCHA provided TEP services to public housing residents and others on the TEP wait list. The majority of the individuals served by DCHA and the contractors were ex-offenders.
-  **INITIATIVE 1.2: Increase the size, duration, and quality of the Summer Youth Program.**
Not Achieved. DOES experienced numerous difficulties in its efforts to employ every District youth in FY 2008. These difficulties were documented in the August 2008 Report, "Findings of an Internal Investigation Regarding the District's 2008 Summer Youth Program." This report details the challenges, their causes, and strategies to resolve them in 2008 and learn from them in 2009. DOES will implement many of the recommendations in the report, including resolving time and attendance tracking issues as well as payroll problems, as it prepares for 2009.
-  **INITIATIVE 1.3: Increase the percentage of District residents placed in First Source jobs.**
Fully Achieved. The First Source program increased its collaboration with a broad range of community-based organizations, faith-based organizations, and other workforce development agencies in order to more effectively meet the needs of both employers covered by First Source agreements and District resident job seekers. In FY 2008, the program established job referral and prescreening relationships with the Samaritan Ministry of Greater Washington, the Latin American Youth Center, Catholic Charities, the Shiloh Baptist Church, the Whitman-Walker Clinic, and the National Coalition for the Homeless, among others. DOES also hosted successful employer forums attended by a wide cross-section of local businesses and organizations. The primary purposes of these events were to educate and update employers on the First Source program and elicit feedback on its strengths and weaknesses.
-  **INITIATIVE 1.4: Enhance the quality and effectiveness of our business services in order to expand job and training opportunities for residents.**
Partially Achieved. Through the efforts of DOES's Business Services Group, a host of employer partnerships were formed with many influential local and national companies including Clark/Hunt/Smoot Construction; ARAMARK; the Federal Bureau of Investigation; the Spy Museum; BB&T, PNC, and SunTrust banks; PEPCO; and The Washington Post. The Business Services Group also sponsored a number of recruitment events for positions associated with construction and operations at the new ballpark, and more than 75% of those hired were District residents. This is a multi-year initiative, and in FY 2009 DOES will hold Business Forums in conjunction with key business organizations and continue its work to increase utilization of the Virtual One-Stop internet-based system.



● **INITIATIVE 1.5: Expand co-located community-based services to improve outreach in targeted wards of the city.**

Fully Achieved. In FY 2008, DOES established partnerships with the Department of Parks and Recreation (DPR) and the D.C. Housing Authority (DCHA) to co-locate service delivery in underserved communities. These partnerships resulted in the opening of the Emery and Columbia Heights Satellite One-Stop Career and Information Centers which are co-located at DPR recreation centers and the establishment of the Southwest Family Enhancement Center located at the Greenleaf Housing Project. The satellite centers serve as centralized hubs for providing local residents with access to information on job training, GED preparation, job referrals, business opportunities and “wrap-around” supportive services. More than 2,700 customers have received services at the satellite centers since the first center opened in January 2008.

OBJECTIVE 2: Provide more efficient, effective, and convenient unemployment compensation services to claimants receiving unemployment compensation benefits.

● **INITIATIVE 2.1: Continue to upgrade the unemployment insurance (UI) system in order to streamline the application and reporting processes for unemployed customers.**

Partially Achieved. DOES successfully implemented telephone claims filing in FY 2008, which has greatly increased the efficiency of the claims taking process and had direct benefits for Unemployment Insurance claimants. Since claimants are no longer required to report in person - transportation and child-care costs are eliminated, long wait lines at DOES have been reduced, and claimants may file claims from the comfort of their homes in inclement weather. The single-week filing of benefits has also had an overwhelmingly positive response from customers since its inception. This feature assists customers to better manage resources and family obligations until they are able to secure gainful employment and reenter the workforce. The Debit Card initiative is ongoing and will be implemented in FY 2009.

● **INITIATIVE 2.2: Continue upgrades to the UI system to enhance access by District employers.**

Partially Achieved. The UI Tax Division is working with the Office of the Chief Technology Officer (OCTO) to implement a web-based system that will allow employers to electronically file reports without appearing in person. This system will have significant benefits to employers including the elimination of travel costs to visit the UI Office and the reduction of overnight mail and courier service costs. In addition, the system will allow UI staff to respond to employer registration inquiries in real time.

OBJECTIVE 3: Provide a more efficient, effective, and improved system to prevent workers from being exposed to unsafe working environments and from falling beneath an unacceptable income level at times of unemployment due to injury/illness.

● **INITIATIVE 3.1: Target consultation visits to high hazard businesses.**

Fully Achieved. DOES’s Office of Occupational Safety and Health (OSH) conducted 132 initial visits to high-hazard establishments and exceeded the targeted number of training sessions for small, high-risk employers. These sessions are promotional activities designed to encourage employers to participate in consultation services. During the last quarter of FY 2008, OSH conducted 38 interventions in the Florida Avenue, N.E. market area, at which time OSH staff pointed out any hazards observed and provided market employees with safety material in languages other than English, as required.

● **INITIATIVE 3.2: Ensure OSH staff are trained to assist in city emergencies.**

Partially Achieved. Office of Occupational Safety and Health (OSH) staff received intensive training to enable them to effectively serve as Incident Safety Officers in FY 2008. Staff participated in 18 meetings and training sessions related to emergency preparedness. In this regard, OSH collaborated with the North of Massachusetts Avenue Business Improvement Area, the U.S. Department of Labor Occupational Safety and Health Administration’s Emergency Planning and Response Committee, and the District’s Office of Property



Management. The training is ongoing, and staff members are scheduled to receive certificates of completion in FY 2009.

- **INITIATIVE 3.3: Provide occupational safety and health services to the day-laborer population.**
Fully Achieved. DOES's Office of Occupational Safety and Health (OSH) completed several publications in Spanish and distributed these along with related Spanish-language material developed by the U.S. Department of Labor's Occupational Safety and Health Administration (OSHA) during worksite visits. Looking forward, OSH intends to continue to partner with the D.C. Office of Latino Affairs (OLA) and OSHA in FY 2009 to promote safety consultation services.
- **INITIATIVE 3.4: Improve the workers compensation informal dispute resolution process.**
Fully Achieved. The proactive intervention process was implemented during FY 2008. To date, all indications are that the process will produce positive results. DOES expects that data to accurately measure its effectiveness will become available during FY 2009, allowing for a systematic evaluation of the effectiveness of the new process.

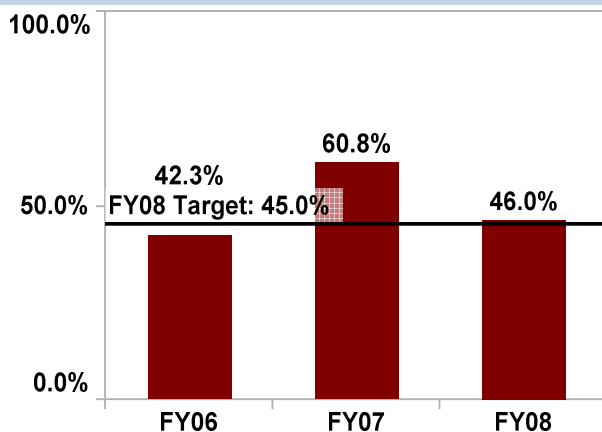
OBJECTIVE 4: Develop/transform to an organizational culture dedicated to meeting the customer/community's expectations and needs while meeting the agency's various statutory program mandates.

- **INITIATIVE 4.1: The department will evaluate staff and training provider performance in order to realign service delivery and provide more effective services to District residents.**
Fully Achieved. In FY 2008, DOES utilized vendor roundtable forums, its Community Liaison Team, the Mystery Shopper initiative, and customer satisfaction surveys to evaluate and improve service delivery. Further, in collaboration with the Workforce Investment Council (WIC), DOES revised the Blanket Purchase Agreement (BPA) used to inform and qualify potential training providers doing business with the agency. The revisions clarified the language in the agreement and enhanced the standards for qualification. The training provider evaluation system continues to be a work in progress as we seek value added quality service and attempt to maintain a framework of fair and equitable treatment.



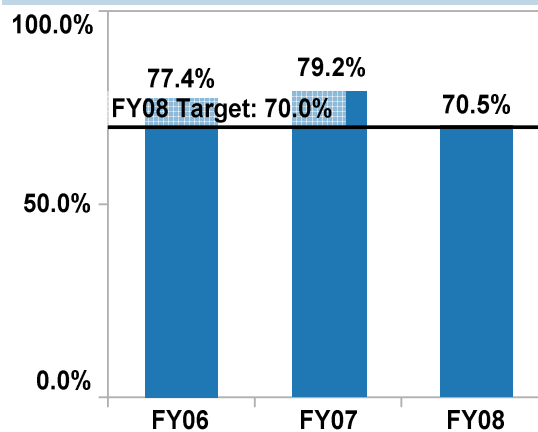
Key Performance Indicators – Highlights

From Objective 1: % of TEP Part. Who Transition to Unsubsidized Employment




FULLY ACHIEVED


From Objective 1: % of Unemployed Cust. Placed in F/T Unsub. Employ.




FULLY ACHIEVED


More About These Indicators:

How did the agency's actions affect this indicator?

- As a result of the comprehensive review and evaluation of the TEP program, DOES contracted with 7 community-based organizations to replicate the TEP program model and serve individuals on the TEP wait list.
- Entered into a MOU with DHCA through which DHCA provided TEP services to public housing residents and other individuals on the TEP wait list.
- The comprehensive program review also resulted in the implementation of a drug testing requirement for TEP applicants.

What external factors influenced this indicator?

- The economy in the District and metropolitan area as a whole deteriorated significantly during FY 2008.
- Most TEP participants manifest one or more barriers to employment including low educational levels and criminal records.

How did the agency's actions affect this indicator?

- The Department's primary vehicle for delivering workforce development services and activities to its customers is the One-Stop Career Center system.
- Also strengthened the Virtual One-Stop internet-based system.
- Provided comprehensive services to defined customer groups through a number of targeted programs.
- The Business Services Group developed partnerships with major local employers.

What external factors influenced this indicator?

- The economy in the District and metropolitan area as whole deteriorated significantly during FY 2008.
- Other factors included the rate of new business creation and adequacy of transportation resources.



Key Performance Indicators – Details

Performance Assessment Key:

- Fully achieved
 ● Partially achieved
 ● Not achieved
 ● Data not reported

	FY06 Actual	FY07 Actual	FY08 Target	FY08 Actual	FY09 Projection
OBJECTIVE 1: Foster the development of a prepared workforce by providing comprehensive workforce development services and offering access to user-friendly business, labor market, and training information.					
● The District of Columbia unemployment rate as reported by the USDOL Bureau of Labor Statistics [Not Seasonally Adjusted (NSA)].	6.0%	5.7%	6.5%	6.3%	6.5%
● The job growth per year in D.C.	0.92%	1.37%	0.91%	0.70%	0.85%
● % of senior service slot enrollees placed in unsubsidized jobs	34.7%	34.6%	37.0%	37.9%	37.0%
● % of training providers furnished technical assistance through formal instruction	91.8%	91.1%	90.0%	86.4%	92.0%
● % of D.C. residents enrolled in pre-apprenticeship training transitioning to formal apprenticeship	50.0%	61.9%	50.0%	44.0%	N/A
● % of Transitional Employment Program (TEP) participants who enroll in subsidized employment transitioning to unsubsidized employment	42.3%	60.8%	45.0%	46.0%	45.0%
● % of unemployed adult customers placed in full-time unsubsidized employment	77.4%	79.2%	70.0%	70.5%	74.0%
● % of SYEP youth referred to employment	90.2%	98.5%	90.0%	93.0%	95.0%
OBJECTIVE 2: Provide more efficient, effective, and convenient unemployment compensation services to claimants receiving unemployment compensation benefits.					
● % of all first unemployment insurance payments made within 14 days of the first compensable week-ending date [slight text change FY08 & forward]	89.7%	92.2%	90.0%	91.0%	93.0%
OBJECTIVE 3: Provide a more efficient, effective, and improved system to prevent workers from being exposed to unsafe working environments and from falling beneath an unacceptable income level at times of unemployment due to injury/illness.					
● % of back wages collected from employers on valid complaints	97.1%	96.9%	95.0%	97.0%	95.0%
● % of initial consultation visits in high-hazard establishments	N/A	N/A	90.0%	98.0%	90.0%
● % of informal conference decisions issued within 20 working days from the date of the conference	85.8%	86.5%	85.0%	81.4%	85.0%



Key Performance Indicators – Details

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	FY06 Actual	FY07 Actual	FY08 Target	FY08 Actual	FY09 Projection
OBJECTIVE 3: Provide a more efficient, effective, and improved system to prevent workers from being exposed to unsafe working environments and from falling beneath an unacceptable income level at times of unemployment due to injury/illness.					
● % of lump sum settlements/stipulations processed within 10 working days from the date of receipt	N/A	N/A	90.0%	95.7%	90.0%
● % of applications for formal hearings resolved within 120 working days	79.1%	75.5%	80.0%	79.3%	80.0%
● % of Compensation Review Board (CRB) written reviews of case decisions issued by the Administrative Hearings Division (AHD) and/or Office of Workers' Compensation (OWC) completed within 45 working days of the appeal (Application for Review)	N/A	69.8%	70.0%	42.0%	70.0%
OBJECTIVE 4: Develop/transform to an organizational culture dedicated to meeting the customer/community's expectations and needs while meeting the agency's various statutory program mandates.					
<i>None applicable to this objective</i>					