



FY09 PERFORMANCE PLAN

Department of Employment Services

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 residents with job and life-skills training through its Workforce Development Program made possible through a combination of federal and local funds. In addition, the District of Columbia employs thousands of District youth through DOES' Summer Youth Program (SYP). DOES also delivers employment-related services for unemployed or underemployed persons, such as worker protection and dispute resolution for workers and employers. These services are provided through the Offices of Unemployment Insurance, Workers' Compensation, Safety and Health, and Wage-Hour.

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

INITIATIVE 1.1: Increase employment of District residents residing in areas with high unemployment and/or poverty levels who suffer from multiple employment barriers.

In FY 2009, DOES will sustain its investment in the District workforce by continuing the services established in FY 2008 and by focusing its efforts toward the reduction of the wait list for the Transitional Employment Program (TEP). TEP provides participants with job readiness/life skills instruction, case management services, subsidized employment, vocational training, job placement, and job retention services to increase the number of participants placed in long-term employment. DOES will continue to partner with other government agencies, community and faith-based organizations, and private-sector organizations to provide supportive and wrap-around services including substance abuse treatment, mental and physical health services, mentoring, transportation, legal assistance, housing, and child care services. The emphasis on the reduction of the TEP wait list is aimed toward the goal of enabling hard-to-serve District residents to achieve economic self-sufficiency. The reduction of the TEP wait list is being supported by \$5,120,000 in locally appropriated funds. The goal will be the reduction of the wait-list time for participants by 50% (less than six months) by the end of FY 2009. These local funds will allow TEP to serve 500 more customers in FY 2009 than the program would otherwise be able to serve.

INITIATIVE 1.2: Integrate youth development and pre-apprenticeship opportunities into District programs.

In FY 2009, the DOES Office of Apprenticeship Information and Training (OAIT) will coordinate the enrollment of 50 District youth in pre-apprenticeship training initiatives in conjunction with the Office of Youth Programs (OYP). Youth will be enrolled as pre-apprentices with available training providers, including apprenticeship sponsors, in preparation for unsubsidized employment or formal apprenticeship training. OYP will recruit and identify eligible youth for enrollment. The integrated youth development and pre-apprenticeship opportunities into District training initiative will cost an additional \$250,000 in locally appropriated funds. This initiative will begin spring 2009.

INITIATIVE 1.3: Increase employment of District residents from targeted neighborhoods and applicable Wards through a multi-pronged approach.

DOES is an integral component of the Mayor's Focused Improvement Area (FIA) Initiative aimed at reducing criminal activity and improving the quality of life in at-risk communities. DOES will expand and improve its FIA Job Opportunities with Built-in Support (J.O.B.S.) program which is based on the TEP service-delivery model. DOES has also established a partnership with the D.C. Superior Court to provide comprehensive workforce development services to defendants/offenders. In FY 2009, similar partnerships will be established with the Office of the Attorney General (Child Support Services), the D.C. Jail, and the Court Services and Offender Supervision Agency (CSOSA) to provide services to hard-to-serve, targeted populations. This multi-pronged approach is being implemented in order to help hard-to-serve District residents enter employment. This approach will be funded by a reallocation of existing resources. This initiative will commence October 1, 2008.

INITIATIVE 1.4: Expand the First Source program to incorporate new "Office of First Source Compliance," and to achieve greater efficiencies in program operations through automation and monitoring activities.

In FY 2009, DOES will establish a new Office of First Source Compliance in accordance with the "First Source Compliance Act of 2008" enacted by the Council of the District of Columbia. Establishment of this Office will increase the department's capacity to monitor employers' compliance with District resident hiring requirements under First Source Employment Agreements. First Source ensures that District residents are given priority for new jobs created by municipal financing and development projects. The "First Source Compliance Act" requires increased monitoring and tracking of each beneficiary of government-assisted projects. It also establishes monetary and other penalties for beneficiaries that do not comply with First Source. In FY 2009, First Source staff will work with the DOES Office of Information Systems to develop and install an enhanced automated system to better accomplish registry, tracking, and reporting requirements. This initiative will be funded by \$780,000 in locally appropriated funds.

INITIATIVE 1.5: Incorporate the recommendations of the *Findings of An Internal Investigation Regarding The District's 2008 Summer Youth Program (SYP)*.

The SYP is a short-term, seasonal employment and training program that affords thousands of District youth, ages 14-21, an opportunity to gain practical and enrichment experiences while being paid. This initiative will incorporate and maintain those practices done well and take the lessons learned from the FY 2008 SYP and apply them to the SYP plan for FY 2009. Among other things, the agency will refine the time-and-attendance and payment-process systems, work-site procedures and practices, and methods to assure participants are paid the appropriate amounts on assigned jobs. This initiative is funded by locally appropriated dollars. This initiative has started and will continue through the fiscal year.

OBJECTIVE 2: Reduce wait time and increase timeliness and accuracy of unemployment compensation benefits and services to unemployment insurance claimants.

INITIATIVE 2.1: Improve the quality of the Office of Compliance and Independent Monitoring (OCIM) Benefits Accuracy Measurements (BAM) Unit reviews.

This initiative involves the timely assessment of selected decisions from the unemployment Claims Examiners for accuracy and conformity with local laws and regulations. This assessment will, among other measurements, consider whether a claimant's monetary determination was correct, whether the Claims Examiner's decision was made according to prevailing laws, and whether claimants were paid the correct amount of benefits. The BAM Unit will also work with unemployment insurance Claims Examiners to identify common recurring errors and assist in

determining and implementing corrective measures. The goals are to assure that claims' decisions were accurate, determinations warranted, and public funds properly utilized. The public will realize an increased quality of services conducted by public servants and a persistent systems' accountability process. To achieve these results, 360 paid claims will be audited and 450 denied claims will be audited or investigated. This initiative will start October 1, 2008, and is funded by federal dollars from US Department of Labor.

INITIATIVE 2.2: Continue upgrades to the Unemployment Insurance (UI) system to enhance access by District of Columbia employers.

During FY 2009, DOES will implement web-based employer Unemployment Insurance (UI) registration for those employers doing business in the District. In addition to registration, the system will also allow employers the option of submitting quarterly tax and payroll reports and to make tax payments via the Internet. The application is complete, has been tested, and awaits server accommodation from OCTO. These upgrades will improve the employer's ability to conduct business in the District of Columbia. This initiative is funded by federal and "other revenues," and will start in Fall 2008.

INITIATIVE 2.3: Increase claimants' ability to acquire access benefit payments.

By the end of FY 2009, DOES will implement the payment of benefits via debit cards. This new system will allow the unemployed increased access to benefit payments and reduce the incentive to seek payments at fee-charging sites. This initiative is funded by federal and "other revenues." This initiative will start in Fall 2008.

OBJECTIVE 3: Provide a more efficient, effective, and improved system to prevent workers from being exposed to unsafe working environments (Occupational, Safety and Health program) and from falling beneath an unacceptable income level at times of unemployment due to injury/illness (Workers' Compensation Program).

INITIATIVE 3.1: Implementation of D.C. Act 17-324 Accrued Sick and Safe Leave Act of 2008.

In FY 2009, the department will put into operation the enforcement of D.C. Act 17-324 in conjunction with the broader enforcement requirements of the Office of Wage-Hour to include notification to employers. The Office of the General Counsel, the DOES Legislative Specialist, and the Office of Wage-Hour will collaborate to complete the activities required to promulgate the rules associated with the Act. This process will result in the development, approval, and distribution of the rules/regulations. Development and eventual promulgation of the rules/regulations will strengthen the enforcement of the Act and clarify the provisions of the Act for businesses and workers in the District of Columbia. This initiative will be supported by \$590,000 in locally appropriated funds. This initiative will continue in October 2008.

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

In conjunction with the Homeland Security/Emergency Management Agency (HSEMA), the department will ensure that Office of Occupational Safety and Health (OSH) staff are sufficiently trained to serve as incident safety officers in the event of major city emergencies. This is a 2-year initiative, which began in FY 2008. For FY 2009, the following activities will be conducted by OSH to support the Worker Safety and Health Annex of the District Response Plan of the DC Homeland Security and Emergency management Agency (HSEMA) District Response Plan.

- Continued Incident Command System (ICS) training for staff, to the 200 level. Training is expected to be provided by HSEMA or FEMA.

- Participation in the Local Emergency Planning Commission (LEPC) to ensure that worker safety and health issues are addressed.
- Participation in HSEMA drills.
- Contacting contractors identified by HSEMA to provide them with Safety and Health training. The training is to allow contractors, who may be needed at a disaster site, to work safely in a potentially hazardous environment.

Funding is provided by a U.S. Department of Labor/Occupational Safety and Health Administration grant. The FY 2009 initiative will start October 1, 2008.

INITIATIVE 3.3: Reduction of Workers Compensation backlog appeals cases.

During FY 2009, DOES will reduce the backlog of workers' compensation cases involving appeals to the Compensation Review Board (CRB) initially through implementation of the rotation of Administrative Law Judges (ALJ) from the Administrative Hearings Division (AHD) on a recurring basis. This initiative will not only facilitate reduction of the CRB case backlog and an increase in agency compensation claims decisions, it will improve the agency's ability to identify the most qualified ALJs to ultimately occupy vacant and reoccurring vacancies at the CRB. This initiative will be funded by "Other Revenue" funds. This process will start October 1, 2008. The initiative is expected to return the CRB's issuance of decisions to those decided within the same year filed, which was the pre-2008 production result. This pre-2008 state will achieve a quicker turnaround time for the claimants and result in a program achievement of 70%.

PROPOSED KEY PERFORMANCE INDICATORS

Measure	FY07 Actual	FY08 Target	FY08 YE Actual	FY09 Projection	FY10 Projection	FY11 Projection
Objective 1:						
The District of Columbia unemployment rate as reported by the USDOL Bureau of Labor Statistics [Not Seasonally Adjusted (NSA)]*	5.7%*	6.5%	6.4%	6.5%	6.6%	6.7%
The job growth per year in the District of Columbia	.80%	.91%	0.85%	0.85%	0.85%	0.85%
Percent of senior service slot enrollees placed in unsubsidized jobs	34.62%	37%	37%	37%	37%	37%
Percent of training providers furnished technical assistance through formal instruction	91.09%	90%	90%	92%	92%	92%
Percent of District residents enrolled in pre-apprenticeship programs transitioning to unsubsidized employment (new for FY 09)	N/A	N/A	N/A	50%	50%	50%
Percent of Transitional Employment Program (TEP) participants who enroll in subsidized employment transitioning to unsubsidized employment ¹	60.82%	40%	45%	45%	45%	45%
Percent of unemployed adult customers placed in full-time unsubsidized employment	79.24%	70%	70%	74%	74%	74%
Percent of Summer Youth Program participants paid within 24 hours of pay day [New for FY09]	N/A	N/A	N/A	TBD	TBD	TBD
Percent of Summer Youth Program participants referred to employment [New for FY09]	98.5%	90%	N/A	95%	95%	95%
Objective 2						
Percent of all first unemployment insurance payments made within 14 days of the first compensable week-ending date [Please note: Federal target standard is 87%]	92.22%	90%	93%	93%	93%	93%
Objective 3						
Percent of back wages collected from employers on valid complaints	96.88%	95%	95%	95%	95%	95%
Percent of initial consultation visits in high-hazard establishments [New language for FY08]	N/A	90%	98.08%	95%	95%	95%
Percent of informal conference decisions issued within 20 working days from the date of the conference.	86.47%	85%	80%	85%	85%	85%
Percent of lump sum settlements/stipulations processed within 10 working days from the date of receipt [New FY08]	N/A	90%	96%	92%	92%	92%
Percent of applications for formal hearings resolved within 120 working days.	75.49%	80%	78.98%	80%	80%	80%
Percent 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)	69.82%	70%	50%	70%	70%	70%

*The 2007 NSA percentage represents an annual average for the employment status for the civilian population. The projected unemployment rates are derived from time series extrapolation and forecasted to grow at a constant rate of 1.62%.

¹ TEP is a locally-funded initiative and is distinguished from the federally-funded programs in that it specifically addresses the employment problems of a chronically unemployed population with numerous, persistent, and generational barriers to self-sufficiency. For these reasons, the target for TEP is lower than the target for the federally-funded program.