

Department of Employment Services FY2019

Agency Department of Employment Services

Agency Code CFO

Fiscal Year 2019

Mission The Department of Employment Services (DOES) puts people to work by providing the necessary tools for the District of Columbia workforce to become more competitive.

2019 Strategic Objectives

Objective Number	Strategic Objective
1	Unemployment Insurance - Improve the efficiency, integrity, and performance of unemployment compensation benefits and unemployment tax services provided to claimants and District employers.
2	Labor Standards - Provide a more efficient and effective system to prevent workers from exposure to unsafe working environments and from falling beneath an unacceptable income level at times of unemployment due to injury or illness.
3	Workforce Development - Improve employment outcomes for District residents by providing high quality training programs for adults and youth that are business driven and lead to an industry-recognized credential.
4	Workforce Development (Federal Programs) - Improve employment outcomes for District residents by providing Federal career services (ref. TEGL 16-16, section C.) which may include training opportunities for adults and youth that are business driven and lead to an industry-recognized credential.
5	Employer Engagement - Improve employer engagement and District residents employment or placement in government assisted projects
6	Universal Paid Family Leave Benefits - Implementing the program to provide temporary weekly benefits to eligible individuals.
7	Create and maintain a highly efficient, transparent and responsive District government.

2019 Key Performance Indicators

Measure	Directionality	FY 2016 Actual	FY 2017 Actual	FY 2018 Actual	FY 2019 Target
1 - Unemployment Insurance - Improve the efficiency, integrity, and performance of unemployment compensation benefits and unemployment tax services provided to claimants and District employers. (2 Measures)					
Percent of all first unemployment insurance payments made to eligible claimants within 14 days of the first compensable week-ending date	Up is Better	82.3%	88.8%	91.5%	84%
Percent of new unemployment insurance status determinations made within 90 days of the ending date of the first quarter of liability	Up is Better	73.5%	77.6%	82.2%	70%
2 - Labor Standards - Provide a more efficient and effective system to prevent workers from exposure to unsafe working environments and from falling beneath an unacceptable income level at times of unemployment due to injury or illness. (3 Measures)					
	Up is Better	94.6%	102.8%	100%	97%

Measure	Directionality	FY 2016 Actual	FY 2017 Actual	FY 2018 Actual	FY 2019 Target
Percent of back wages collected from employers on valid wage and hour complaints					
Percent of workers compensation formal hearings finalized within 120 working days	Up is Better	66%	91.7%	94%	80%
State ranking per premium rate to secure workers' compensation coverage in the District of Columbia	Up is Better	42	Waiting on Data	Waiting on Data	51
4 - Workforce Development (Federal Programs) - Improve employment outcomes for District residents by providing Federal career services (ref. TEGL 16-16, section C.) which may include training opportunities for adults and youth that are business driven and lead to an industry-recognized credential. (1 Measure)					
Average number of calendar days to access training from customer training request (WIOA)	Down is Better	Not Available	75.2	95	45
5 - Employer Engagement - Improve employer engagement and District residents employment or placement in government assisted projects (1 Measure)					
Percent of the First Source Agreements executed by the District that are monitored and/or enforced	Up is Better	Not Available	99.5	100	85
7 - Create and maintain a highly efficient, transparent and responsive District government. (9 Measures)					
HR MANAGEMENT - Percent of eligible employees completing and finalizing a performance plan in PeopleSoft (Updated by OCA)	Up is Better	Not Available	Not Available	85.2%	Not Available
HR MANAGEMENT - Percent of eligible employee performance evaluations completed and finalized in PeopleSoft (Updated by OCA)	Up is Better	Not Available	95.7%	Waiting on Data	Not Available
FINANCIAL MANAGEMENT - Quick Payment Act Compliance - Percent of QPA eligible invoices paid within 30 days (Updated by OCA)	Up is Better	Not Available	Not Available	Waiting on Data	Not Available
FINANCIAL MANAGEMENT - Percent of local budget de-obligated to the general fund at the end of year (Updated by OCA)	Down is Better	5.1%	4.3%	Waiting on Data	Not Available
CONTRACTS AND PROCUREMENT - Average number of calendar days between requisition and purchase orders issued (Updated by OCA)	Down is Better	Not Available	6	Waiting on Data	Not Available
CONTRACTS AND PROCUREMENT - Percent of Small Business Enterprise (SBE) annual goal spent (Updated by OCA)	Up is Better	86.7%	169.7%	Waiting on Data	Not Available
IT POLICY AND FOIA COMPLIANCE - Percent of "open" data sets identified by the annual Enterprise Dataset Inventory published on the Open Data Portal - (Updated by OCA)	Up is Better	Not Available	Not Available	0%	Not Available
IT POLICY AND FOIA COMPLIANCE - Percent of FOIA Requests Processed in more than 25 business days - statute requirements allow 15 business days and a 10 day extension - (Updated by OCA)	Down is Better	0%	0.4%	Waiting on Data	Not Available
	Down is Better				

Measure	Directionality	FY 2016 Actual	FY 2017 Actual	FY 2018 Actual	FY 2019 Target
HR MANAGEMENT - Average number of days to fill vacancy from post to offer acceptance (Updated by OCA)		Not Available	Not Available	Not Available	New Measure

2019 Operations

Operations Header	Operations Title	Operations Description	Type of Operations
1 - Unemployment Insurance - Improve the efficiency, integrity, and performance of unemployment compensation benefits and unemployment tax services provided to claimants and District employers. (1 Activity)			
BENEFITS	Unemployment Benefits	Providing temporary weekly benefits to workers who become unemployed due to no fault of their own.	Daily Service
2 - Labor Standards - Provide a more efficient and effective system to prevent workers from exposure to unsafe working environments and from falling beneath an unacceptable income level at times of unemployment due to injury or illness. (1 Activity)			
OAH: ADMINISTRATIVE HEARINGS DIVISION	Hearings & Adjudication	Conducts formal administrative workers' compensation hearings for private and public sector employees and employers in the District of Columbia, so that rights and responsibilities are determined fairly, promptly, and according to due process.	Daily Service
3 - Workforce Development - Improve employment outcomes for District residents by providing high quality training programs for adults and youth that are business driven and lead to an industry-recognized credential. (8 Activities)			
LOCAL ADULT TRAINING	Senior Service (BTW50+ -- local job program)	The District of Columbia has a diverse population of talented job seekers between the ages of 50 and 64 looking to enter or reenter the workforce and assume roles as productive, full-time employees. Back to Work 50+ (BTW50+) is an initiative launched by the Department of Employment Services in collaboration with AARP Foundation which expands employment opportunities for mature job seekers from all eight wards of the District.	Daily Service
LOCAL ADULT TRAINING	Infrastructure Academy	The District of Columbia Infrastructure Academy (DCIA) is a key initiative of Mayor Muriel Bowser's Administration to meet the need for skilled infrastructure professionals in Washington, DC. DCIA coordinates, trains, screens and recruits residents to fulfill the needs of the infrastructure industry and infrastructure jobs with leading companies in this high-demand field.	Daily Service
LOCAL ADULT TRAINING	Office Of Apprenticeship Info & Training	The Office of Apprenticeship, Information and Training (OAIT) oversees the apprenticeship system in the District of Columbia. OAIT also safeguards the well-being of apprentices, ensures the quality of programs, provides integrated employment and training information to sponsors, employers and trainers. OAIT also staffs the District of Columbia Apprenticeship Council. Applicants for apprenticeships must be at least 16 years old and meet the sponsor's qualifications. Generally, applicants must demonstrate to sponsors that they have the ability, aptitude, and education to master the rudiments of the occupation and complete related instruction.	Daily Service
LOCAL ADULT TRAINING	Summer Youth Employment Program	The Marion Barry Summer Youth Employment Program (MBSYEP or Summer Youth) is a program allowing young people 16-24 to gain work experience during the school year's summer break. This locally funded program is considered one of the best in the country with thousands of young people finding employment through the program.	Daily Service

Operations Header	Operations Title	Operations Description	Type of Operations
TRANSITIONAL EMPLOYMENT	Transitional Employment (Project Empowerment)	For over fifteen years, Project Empowerment (TEP) has helped to reduce economic disparity in the District by serving thousands of individuals with multiple barriers to employment. The Program's work readiness model is designed to provide nearly 700 unemployed District residents with opportunities to grow in education, training, and subsidized employment placements each year. Project Empowerment achieves its mission of moving participants into the workforce by partnering with government, non-profit, and private businesses across the DMV area to recruit, train, match, and coach candidates for successful employment.	Daily Service
LOCAL ADULT TRAINING	On-the-Job Training	On-the-Job (OJT) training is a workforce development strategy where employers of all sizes have an opportunity to train, mentor, and hire candidates toward a specific skillset or job function. Through the OJT model, candidates receive the training necessary to increase their skills. This strategy ensures unemployed and underemployed jobseekers have a chance to enter and reenter the workforce through an "earn and learn" model. The streamlined approach developed between employers and the Department of Employment Services (DOES) reimburses employers at an established wage rate in exchange for the training provided to participating OJT candidates.	Daily Service
LOCAL ADULT TRAINING	DC Career Connections	DC Career Connections is a work readiness program designed to provide more than 400 out-of-school and unemployed young adults with opportunities to gain valuable work experience, skills training, and individualized coaching and support to obtain employment. An integral component of Mayor Muriel Bowser's Safer, Stronger DC Initiative, DC Career Connections actively seeks to engage District youth.	Daily Service
LOCAL ADULT TRAINING	LEAP	L.E.A.P. (Learn, Earn, Advance, Prosper) is a network of interconnected partners utilizing the "earn-and-learn" approach to link the city's unemployed residents with employment, education and training opportunities. The earn-and-learn approach applies the apprenticeship model to skill development, allowing individuals to earn a wage while participating in an on-the-job training experience and concurrently participating in related technical instruction.	Daily Service
4 - Workforce Development (Federal Programs) - Improve employment outcomes for District residents by providing Federal career services (ref. TEGL 16-16, section C.) which may include training opportunities for adults and youth that are business driven and lead to an industry-recognized credential. (4 Activities)			
ONE-STOP OPERATIONS	Job Centers	Providing job seekers with a number of employment opportunities. Each center provides career counseling, resume assistance, job placement, vocational training, access to online services, information about local and national labor markets, and unemployment insurance.	Key Project
YEAR ROUND YOUTH PROGRAM	Year Round Youth Program	The Year Round Youth program is federally funded opportunities for young people 14-24 to gain work experience and job readiness training. In-School Youth will continue their secondary school studies while having counseling and coaching to prepare them for the workplace. Out-of-School Youth, 18-24, have either already completed secondary school or are working toward a GED or other nationally recognized secondary school equivalence while receiving coaching and job leads.	Daily Service
SENIOR SERVICES	Senior Service (SCSEP – Federal Program – from DSI)	The Senior Community Service Employment Program (SCSEP) is a federal program to help older Americans get back into or remain active in the workforce. It is a part-time community service and work-based training program where participants gain career skills through on the job training in community based organizations in identified growth industries. SCSEP also works with the business community to identify employers who are interested in hiring qualified, trained mature workers.	Daily Service
VETERAN AFFAIRS	Veteran Affairs		Daily Service

Operations Header	Operations Title	Operations Description	Type of Operations
		The DC Department of Employment Services (DOES) requires that Priority of Service be given to veterans and eligible spouses who meet the eligibility criteria in accordance with applicable laws, policies and federally mandated programs. Priority of service also requires that veterans and eligible spouses receive priority over non-covered persons earlier in time for the full array of services provided at an American Job Centers (AJC). These services include the receipt of employment, training, and placement services in any workforce preparation program directly funded, in whole or in part, by the US Department of Labor. Specialized federal services such as the Vocational Rehabilitation & Employment (VR&E) program are also available to eligible veterans.	
5 - Employer Engagement - Improve employer engagement and District residents employment or placement in government assisted projects (2 Activities)			
FIRST SOURCE	First Source Management, Monitoring, and Enforcement	Managing and monitoring First Source Employment Agreements as well as handles all reporting regarding the agreements specified in the "First Source Employment Agreement Act"; e.g. the regular reports sent to the Council of the District of Columbia.	Daily Service
EMPLOYER SERVICES	Business Services	Managing employer relationships, connecting them to the American Job Centers, and brokers products and services provided by DOES. Encouraging local businesses to participate in District employment programs and to take advantage of the many free services that support their business needs; e.g., Office of Safety and Health consultations.	Key Project
6 - Universal Paid Family Leave Benefits - Implementing the program to provide temporary weekly benefits to eligible individuals. (1 Activity)			
UNIVERSAL PAID FAMILY LEAVE	Paid Family Leave Benefits Implementation	Implementing the program to provide temporary weekly benefits to eligible individuals.	Key Project
7 - Create and maintain a highly efficient, transparent and responsive District government. (2 Activities)			
TRAINING AND EMPLOYEE DEVELOPMENT	Staff Professional Development	Providing opportunities for staff to enhance and develop skill-sets to improve efficiency and customer service.	Key Project
CUSTOMER SERVICE	Service Delivery	Providing and delivering services to all customers in a professional and timely manner.	Daily Service

2019 Workload Measures

Measure	FY 2016	FY 2017	FY 2018
1 - Unemployment Benefits (2 Measures)			
Number of calls to the call center (Customer Navigation Center) regarding unemployment insurance benefits	Not Available	86,350	52,658

Measure	FY 2016	FY 2017	FY 2018
Average number of issues cleared and/or resolved by Benefits Claims Examiners	Not Available	Not Available	1690
3 - DC Career Connections (7 Measures)			
Number of orientation attendees	Not Available	Not Available	No data available
Number of individuals enrolled	Not Available	524	522
Number of individuals completing Job Readiness Training	Not Available	81	373
Number of individuals placed in subsidized employment	Not Available	269	178
Number of individuals placed in unsubsidized employment	Not Available	137	140
Number of individuals who are employed after 6 months	Not Available	Not Available	No data available
Average wage of individuals employed after 6 months	Not Available	Not Available	No data available
3 - Infrastructure Academy (6 Measures)			
Number of Applicants	Not Available	Not Available	No data available
Number of individuals entering the program	Not Available	Not Available	965
Number of individuals completing the program	Not Available	Not Available	388
Number of individuals placed in unsubsidized employment	Not Available	Not Available	15
Number of individuals who obtained unsubsidized employment and are employed after 6 months	Not Available	Not Available	No data available
Median earning of individuals who obtained unsubsidized employment and are employed after 6 months	Not Available	Not Available	No data available
3 - LEAP (12 Measures)			
Number of NON-TANF applicants	Not Available	Not Available	No data available
Number of TANF applicants			

Measure	FY 2016	FY 2017	FY 2018
	Not Available	Not Available	No data available
Number of NON-TANF currently enrolled	Not Available	Not Available	39
Number of TANF currently enrolled	Not Available	Not Available	20
Number of NON-TANF currently active	Not Available	Not Available	67
Number of TANF individuals currently active	Not Available	Not Available	50
Number of NON TANF individuals completing the program	Not Available	31	24
Number of TANF individuals completing the program	Not Available	23	21
Number of NON TANF placed in unsubsidized employment	Not Available	0	0
Number of TANF placed in unsubsidized employment	Not Available	0	0
Number of NON-TANF who are employed after 6 months	Not Available	Not Available	No data available
Number of TANF who are employed after 6 months	Not Available	Not Available	No data available
3 - Office Of Apprenticeship Info & Training (6 Measures)			
Number of Applicants	Not Available	Not Available	No data available
Number of individuals entering the program	Not Available	0	No data available
Number of individuals completing the program	Not Available	0	No data available
Number of individuals placed in unsubsidized employment	Not Available	0	No data available
Number of individuals who obtained unsubsidized employment and are employed after 6 months	Not Available	Not Available	No data available
Median earning of individuals who obtained unsubsidized employment and are employed after 6 months	Not Available	Not Available	No data available

Measure	FY 2016	FY 2017	FY 2018
3 - On-the-Job Training (5 Measures)			
Number of Applicants	Not Available	Not Available	No data available
Number of individuals entering the program	Not Available	0	No data available
Number of individuals completing the program	Not Available	0	No data available
Number of individuals placed in unsubsidized employment	Not Available	0	No data available
Number of individuals who obtained unsubsidized employment and are employed after 6 months	Not Available	Not Available	No data available
3 - Senior Service (BTW50+ -- local job program) (7 Measures)			
Number of orientation attendees	Not Available	Not Available	No data available
Number of Applicants	Not Available	51	115
Number of individuals entering the program	Not Available	47	105
Number of individuals completing work readiness training	Not Available	36	116
Number of individuals placed in unsubsidized employment	Not Available	16	55
Number of individuals who obtained unsubsidized employment and are employed after 6 months	Not Available	Not Available	No data available
Median earning of individuals who obtained unsubsidized employment and are employed after 6 months	Not Available	Not Available	No data available
3 - Summer Youth Employment Program (3 Measures)			
Number of Applicants	Not Available	Not Available	No data available
Number of individuals entering the program	Not Available	Not Available	No data available
Number of individuals completing the program	Not Available	Not Available	No data available
3 - Transitional Employment (Project Empowerment) (7 Measures)			

Measure	FY 2016	FY 2017	FY 2018
Number of Applicants	Not Available	1177	844
Number of individuals entering the program	Not Available	946	892
Number of individuals completing work readiness training	Not Available	728	745
Number of individuals placed in unsubsidized employment	Not Available	495	387
Number of individuals who obtained unsubsidized employment and are employed after 6 months	Not Available	Not Available	No data available
Number of individuals who obtained unsubsidized employment and are employed after 12 months	Not Available	Not Available	No data available
Median earning of individuals who obtained unsubsidized employment and are employed after 6 months	Not Available	Not Available	No data available
4 - Job Centers (13 Measures)			
Number of customers visiting American Job Centers (AJCs)	28,875	27,481	15,677
Number of customers visiting American Job Centers (AJCs) – either from Qmatic or using the 120 code in DCNetworks.	Not Available	26,930	8081
Number of active participants with defined barrier to employment	Not Available	528	664
Number of applicants enrolled in Wagner-Peyser	Not Available	12,702	7977
Number of applicants enrolled in WIOA	Not Available	912	1060
Number of individuals referred to a training program (whether locally or federally funded)	Not Available	1563	467
Number of individuals beginning a Federal ITA training program	Not Available	342	398
Number of individuals successfully completing a Federal ITA program	Not Available	283	325
Number of individuals earning a nationally or regionally recognized credential	Not Available	221	137
Number of placed in unsubsidized employment after receiving any career services, including training	Not Available	835	316
Number of individuals who are employed 6 months after placement and exit			

Measure	FY 2016	FY 2017	FY 2018
	Not Available	Not Available	No data available
Number of individuals who are employed 12 months after placement and exit	Not Available	Not Available	No data available
Median Earning of individuals who are employed 6 months after placement and exit	Not Available	Not Available	No data available
4 - Senior Service (SCSEP – Federal Program – from DSI) (9 Measures)			
Number of DOES SCSEP applicants (Wait List)	Not Available	Not Available	No data available
Number of DOES SCSEP participants co-enrolled into Wagner-Peyser	Not Available	1	1
Number of DOES SCSEP participants placed into Subsidized Employment	Not Available	0	0
Number of Community Service Assignment (CSA) hours performed by DOES SCSEP participants per quarter	Not Available	Not Available	No data available
Number of DOES SCSEP Individual Employment Plans	Not Available	0	0
Number of DOES SCSEP participants who Entered Employment (Unsubsidized Employment)	Not Available	0	0
Number of DOES SCSEP participants employed 6 months after placement and exit	Not Available	Not Available	No data available
Number of DOES SCSEP participants employed 12 months after placement and exit	Not Available	Not Available	No data available
Average Median Earnings of Employed DOES SCSEP participants 6 months after placement	Not Available	Not Available	No data available
4 - Veteran Affairs (3 Measures)			
Number of New Veteran enrollees (WP)	Not Available	604	475
Number of Individual Employment Plans (IEPs) created (205 code in WP)	Not Available	132	0
Number of individuals placed in employment	Not Available	2	0
4 - Year Round Youth Program (4 Measures)			
Number of applicants		375	439

Measure	FY 2016	FY 2017	FY 2018
	Not Available		
Number of individuals entering a training program	Not Available	296	296
Number of individuals completing the program	Not Available	180	184
Number of individuals earning a credential	Not Available	123	188
5 - Business Services (5 Measures)			
Number of Employers who hired DOES customers for unsubsidized jobs	Not Available	Not Available	No data available
Number of Employers who retained DOES customers in unsubsidized jobs for 6 months	Not Available	Not Available	No data available
Number of Employers who retained DOES customers in unsubsidized jobs for 12 months	Not Available	Not Available	No data available
Number of new Employers entered into DC Networks	Not Available	717	913
Number of new Employers who hired at least one DOES customer	Not Available	Not Available	No data available
5 - First Source Management, Monitoring, and Enforcement (5 Measures)			
Average number of First Source Agreements executed	Not Available	Not Available	No data available
Number of agreements executed and submitted to DOES	Not Available	Not Available	No data available
Number of beneficiaries meeting the first source standard	Not Available	Not Available	No data available
Number of beneficiaries fined	Not Available	Not Available	No data available
Number of beneficiaries that paid fines	Not Available	Not Available	No data available

Strategic Initiative Title	Strategic Initiative Description	Proposed Completion Date	Add Initiative Update
Business Services (1 Strategic Initiative)			
Increase and Improve Business Engagement	In FY2019, DOES aims to improve business engagement and increase awareness of business services programs by; 1)connecting with at least 30 new employers per month, 2) implementing business roundtable sessions utilizing the DOES "Business Tool Kit", 3) partnering with DC Chambers to increase employer outreach and participation.	09-30-2019	Add Initiative Update
First Source Management, Monitoring, and Enforcement (1 Strategic Initiative)			
Improve First Source Processes and Procedures	Develop a First Source Toolkit to disseminate to contractors. It will revise existing documentation to emphasize collection of Ward and ANC data on all new hires under First Source. In addition, the agency will create data sharing agreements for real-time notifications among OCP and independent contracting agencies involved with First Source.	09-30-2019	Add Initiative Update
Office Of Apprenticeship Info & Training (1 Strategic Initiative)			
IT Apprenticeships	A pilot to train 2,000 adults and out of school youth in IT trades through specific projects. Youth would be offered an opportunity to complete their GED. For the transition out of the program, youth will be also offered scholarship opportunities, while adults will be offered apprenticeship opportunities within the construction industry.	09-30-2019	Add Initiative Update
Service Delivery (1 Strategic Initiative)			
Increase Customer Service and Customer Satisfaction	In FY2019, DOES plans to increase customer engagement opportunities through 1) hosting 12 community outreach events to educate residents on available programing; 2) establishing a system to collect and analyze data on customer experience; 3) launching a DOES Mobile Connect to enable residents to sign up for and participate in DOES programs and services via a mobile app; and 4) establishing a full service Spanish language website called DOES En Español.	09-30-2019	Add Initiative Update
Staff Professional Development (1 Strategic Initiative)			
Improve and Increase Staff Capabilities	In FY2019, the agency will build on the foundation laid during FY2018 through the continuance of Academy DOES training programs as well as professional development targeting senior management. At least 15 senior and executive managers as well as 15 frontline staff will participate in the respective leadership training programs. Additionally, the agency will develop and launch specialized training modules in Customer Service, Case Management, Document Control, and Grants Management.	09-30-2019	Add Initiative Update