



DEPARTMENT OF EMPLOYMENT SERVICES FY 2024 PERFORMANCE PLAN

MARCH 22, 2023

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1 DEPARTMENT OF EMPLOYMENT SERVICES

Mission: The Department of Employment Services (DOES) mission is to connect District residents, job seekers, and employers to opportunities and resources that empower fair, safe, effective working communities.

Services: DOES, the District of Columbias lead labor and workforce development agency, provides customers with a comprehensive menu of workforce development services funded through a combination of federal grants and Local appropriations. DOES delivers basic income support services to unemployed or underemployed persons who lost their jobs through no fault of their own through the Unemployment Insurance division. The Labor Standards division ensures a safe and healthy work environment for workers in the District, administers a program to provide benefits to qualified individuals with employment-related injuries or illnesses, administers the Districts wage-and-hour laws, and provides hearing and adjudication services to settle workers compensation disputes. DOES' Workforce Development division provides job seekers with workforce development and training programs and services to ensure employers have access to qualified job candidates. Finally, DOES provides District youth with job training, academic enrichment, leadership, and employment opportunities through its Year-Round, Summer Youth, Mayors Youth Leadership Institute, and other youth programs.

2 PROPOSED 2024 OBJECTIVES

Strategic Objective

Unemployment Insurance - Deliver unemployment compensation benefits and unemployment tax services to claimants and District employers.

Labor Standards - Administer programs and systems to promote workplace safety, 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.

Workforce Development: Improve employment outcomes for District residents by providing high-quality training programs for adults and youth that are aligned with the District's high demand occupations and lead to credentials recognized nationally by employers.

Organizational Excellence: Establish standards and processes to engage and motivate staff to deliver services that fulfill internal and external stakeholder needs.

Ensure employers are connected to the American Job Centers to address their workforce needs thereby ensuring positive employment and placement outcomes for residents.

Universal Paid Family Leave Benefits - Implementing the program to provide temporary weekly benefits to eligible individuals.

Create and maintain a highly efficient, transparent, and responsive District government.

3 PROPOSED 2024 OPERATIONS

Operation Title	Operation Description	Type of Operation
Unemployment Insurance - Deliver unemployment compensation benefits and unemployment tax services to claimants and District employers.		
Unemployment Benefits	Providing temporary weekly benefits to workers who become unemployed due to no fault of their own.	Daily Service
Labor Standards - Administer programs and systems to promote workplace safety, 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.		
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
Workforce Development: Improve employment outcomes for District residents by providing high-quality training programs for adults and youth that are aligned with the District's high demand occupations and lead to credentials recognized nationally by employers.		
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
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

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Operation Title	Operation Description	Type of Operation
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
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
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
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

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Operation Title	Operation Description	Type of Operation
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	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.	Daily Service
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
Marion Barry Youth Leadership Institute (MBYLI)	The Marion Barry Youth Leadership Institute (MBYLI) was founded in 1979 as a year-round program to train District of Columbia youth in the concepts of leadership and self-development. The MBYLI training model emphasizes practical, hands-on experience and a holistic approach to developing leaders for the 21st century. Each year, 150 young people participate in the year-round program and 350 youth participate in the Summer Training Program. Thousands of DC youth have received leadership training to date.	Key Project
Summer Youth Employment Program	The Marion Barry Summer Youth Employment Program (MBSYEP or Summer Youth) is a program allowing young people 14-24 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.	Key Project

Organizational Excellence: Establish standards and processes to engage and motivate staff to deliver services that fulfill internal and external stakeholder needs.

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Operation Title	Operation Description	Type of Operation
Professional Development	Provide opportunities for staff to enhance and develop skill sets to improve efficiency and customer service.	Key Project
Customer Experience	Deliver professional, helpful, high quality service in a timely manner while providing clear thoughtful and deliberate messaging to both internal and external customers.	Daily Service

Ensure employers are connected to the American Job Centers to address their workforce needs thereby ensuring positive employment and placement outcomes for residents.

Talent and Client Services	Manage employer relationships, connect them to the American Job Centers, and brokers products and services provided by DOES. Encourage 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.	Daily Service
First Source Management, Monitoring, and Enforcement	Manage and monitor First Source Employment Agreements as well as handle 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

Universal Paid Family Leave Benefits - Implementing the program to provide temporary weekly benefits to eligible individuals.

Paid Family Leave Benefits Implementation	Implement the program to provide temporary weekly benefits to eligible individuals.	Daily Service
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Create and maintain a highly efficient, transparent, and responsive District government.

Staff Professional Development	Providing opportunities for staff to enhance and develop skill-sets to improve efficiency and customer service.	Key Project
Service Delivery	Providing and delivering services to all customers in a professional and timely manner.	Daily Service

4 PROPOSED 2024 KEY PERFORMANCE INDICATORS AND WORKLOAD MEASURES

Key Performance Indicators

Measure	Directionality	FY 2021	FY 2022	FY 2023 Target	FY 2024 Target
Unemployment Insurance - Deliver unemployment compensation benefits and unemployment tax services to claimants and District employers.					
Percent of new unemployment insurance status determinations made within 90 calendar days	Up is Better	87.1%	84.4%	70%	70%
Percent of Nonmonetary Determinations (Separations and Nonseparations) made within 21 days of the date of detection	Up is Better	43.4%	40.7%	80%	80%
Labor Standards - Administer programs and systems to promote workplace safety, 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.					
Percent of workers compensation formal hearings finalized within 120 calendar days	Up is Better	89.9%	83.4%	80%	80%
Percent of Memoranda of Informal Conferences sent out within 20 business days of holding the Informal Conference	Up is Better	New in 2022	97.9%	90%	90%
Workforce Development: Improve employment outcomes for District residents by providing high-quality training programs for adults and youth that are aligned with the District's high demand occupations and lead to credentials recognized nationally by employers.					
Number of workers enrolled in sectoral job training programs	Up is Better	New in 2022	58	No Target Set	No Target Set
Organizational Excellence: Establish standards and processes to engage and motivate staff to deliver services that fulfill internal and external stakeholder needs.					
Percent of telephone calls answered (CNC)	Up is Better	82.9%	92.9%	80%	80%
Average telephone call wait time (CNC)	Down is Better	24	10	5	5
Voicemail response time percentage (CNC)	Up is Better	Not Available	99.8%	90%	90%
Average telephone call hold time in minutes (CNC)	Down is Better	3.3	2.6	0.5	0.5
Average Email Response Time	Up is Better	3.5	4.3	90	90
Universal Paid Family Leave Benefits - Implementing the program to provide temporary weekly benefits to eligible individuals.					
Percentage of Claims Approved	Up is Better	86.7%	91.1%	80%	80%

Workload Measures

Measure	FY 2021	FY 2022
Unemployment Benefits		
Average number of issues resolved by Benefits Claims Examiners	461	314.5
DC Career Connections		
Number of participants placed in unsubsidized employment	40	35
Number of participants completing occupational skills training	New in 2022	0
Number of participants enrolled in occupational skills training	33	23
Infrastructure Academy		
Number of participants newly enrolled in a DCIA training program	219	361
Percent of new enrollments from Wards 7 & 8 at DC Infrastructure Academy	Not Available	69%
Job Centers		
Number of participants that earn a nationally or regionally recognized credential	33	37
Percentage of participants successfully completing skills training through an Individual Training Account (ITA)	75%	Not Available
Percentage of New Enrollments with barriers to employment	Not Available	Not Available
Number of referrals made at the American Job Centers by Workforce Development Specialists to assistive programs at DOES or at other DC Agencies.	Not Available	Not Available
Total number of Unique Customers who come to American Job Centers (unique)	Not Available	Not Available
Total number of Visits to all American Job Centers	Not Available	Not Available
Number of workers completing sectoral job training programs	New in 2022	17
Marion Barry Youth Leadership Institute (MBYLI)		
Total participants in the Marion Barry Youth Leadership Institute (MBYLI)	440	405
On-the-Job Training		
Percent of program completers who remain with the company at least six (6) months	Not Available	71.4%
Percentage of participants completing the program	52.9%	58.3%
Senior Service (SCSEP – Federal Program – from DSI)		
Employment Rate: 2nd quarter after exit	4.2%	Not Available
Employment Rate: 4th quarter after exit	18.5%	Not Available

Workload Measures (continued)

Measure	FY 2021	FY 2022
Summer Youth Employment Program		
Number of Applicants	20,570	19,473
Transitional Employment (Project Empowerment)		
Number of participants placed in unsubsidized employment	156	211
Number of participants enrolled in occupational skills training	46	96
Veteran Affairs		
Employment Rate: 2nd quarter after exit	55.9%	Not Available
Employment Rate: 4th quarter after exit	51.5%	Not Available
Year Round Youth Program		
Number of applicants	53	163
Number of participants that earn a credential	40	64
Percent of participants successfully completing the program	42%	90.3%
Total Enrollments	Not Available	146
Customer Experience		
Total number of telephone calls received (CNC)	1,319,340	386,597
Total number of emails received (CNC)	29,594	33,250
Total number of voicemails received (CNC)	56,174	2,176
First Source Management, Monitoring, and Enforcement		
Number of beneficiaries fined	48	67
Number of beneficiaries that paid fines	17	25
Talent and Client Services		
Number of new employers self-registered in DC Networks	613	Not Available
Paid Family Leave Benefits Implementation		
Number of New Claims Filed	2944	4,267