

Department of Employment Services FY2021

Agency Department of Employment Services

Agency Code CFO

Fiscal Year 2021

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.

Summary of Services DOES, the District of Columbia's 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 District's wage-and-hour laws, and provides hearing and adjudication services to settle workers' compensation disputes. DOES's 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, Mayor's Youth Leadership Institute, and other youth programs.

2021 Accomplishments

Accomplishment	Impact on Agency	Impact on Residents
As part of the District's gun violence prevention efforts, DSI is partnering with Building Blocks DC (BBDC) to serve residents disconnected from critical services, supports, and other vital opportunities. During the last quarter of the fiscal year, DSI conducted job readiness/life skills training for six cohorts of BBDC referrals slated for jobs with the District's Department of Public Works (DPW). Of the 69 successful completers, 59 have already cleared suitability with DCHR and are ready to begin employment with DPW.	It aligns with our mission to offer comprehensive workforce services, enhance the employability of residents, and match job-ready candidates with gainful work opportunities.	The support of populations targeted by BBDC helps reduce gun violence and enhance the safety and security of neighborhoods and communities within the District and surrounding jurisdictions.
The District of Columbia (DC) provided a stimulus of \$1200 to DC residents who were receiving Pandemic Unemployment Assistance (PUA). PUA recipients must have filed their PUA claim prior to November 30, 2020, have an active claim, and must have certified and been eligible for the week ending December 5, 2020.	This showcases DOES' continued excellence in servicing the community. OUC continued to work tirelessly through the pandemic to ensure the community received these much needed benefits.	DOES distributed PUA Stimulus Payments totaling \$11,473,200 to 9,561 claimants.
<p>Managed by the Department of Employment Services, the Mayor Marion S. Barry Summer Youth Employment Program (MBSYEP) is a locally-funded initiative that provides District youth ages 14 to 24 with an enriching summer employment experience through subsidized placements in the public and private sectors.</p> <p>Employed 12,367 Youth for the 2021 MBSYEP plan. Awarded 76 Youth with \$176,000 in scholarship awards. Over the past 5 year this program has awarded 378 scholarships totaling \$980,100.</p>	As the agency continues to deliver this program to the District's youth, we are able to highlight and promote the agency through our partnerships with public and private employers throughout the District. In FY2021, we had 543 host sites which helps support our ongoing training and development opportunities for our youth stakeholders in the District of Columbia.	<p>DC Fire and EMS: In 2020, the District experienced its first ever fireworks related death. The cause of this incident was due to the improper usage of illegal fireworks. DC FEMS and the Office of Youth Programs partnered together on an illegal fireworks campaign to raise awareness of the dangers of illegal fireworks and to educate young adults on the proper usage. Over 6,000 MBSYEP participants watched our Illegal Fireworks Safety video, took fireworks safety quiz and pledge on their social media pages not to use illegal fireworks.</p> <p>MBSYEP Close Out Event Vaccination Drive: The Office of Youth Programs hosted an in-person close out event. This was a first OYP in-person event since the summer of 2019. This event took place outdoors at the DC Gateway Pavilion. We celebrated our Outstanding Youth, Outstanding host partners. DC Health formerly known as the Department of Health was also on hand to provide vaccinations to youth, parents and OYP staff. Over 50 people were vaccinated on this day.</p>

2021 Key Performance Indicators

Measure	Frequency	FY 2019 Actual	FY 2020 Actual	FY 2021 Target	FY 2021 Quarter 1	FY 2021 Quarter 2	FY 2021 Quarter 3	FY 2021 Quarter 4	FY 2021 Actual	Was 2021 KPI Met?	Explanation For Unmet KPI
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 new unemployment insurance status determinations made within 90 calendar days	Quarterly	80.2%	85.2%	70%	86.9%	83.8%	88.9%	88.7%	87.1%	Met	

Measure	Frequency	FY 2019 Actual	FY 2020 Actual	FY 2021 Target	FY 2021 Quarter 1	FY 2021 Quarter 2	FY 2021 Quarter 3	FY 2021 Quarter 4	FY 2021 Actual	Was 2021 KPI Met?	Explanation For Unmet KPI
Percent of Nonmonetary Determinations (Separations and Nonseparations) made within 21 days of the date of detection	Quarterly	New in 2020	76%	80%	42.5%	45.9%	43.4%	42.1%	43.4%	Unmet	During the COVID-19 Pandemic the DOES has had to administer additional programs for customers receiving unemployment benefits. The increased workload as well as several technical infrastructure issues lead to delays with reviewing claims causing this particular metric to be unmet. DOES is engaging in a modernization effort for the benefit system which is ongoing and will allow us to better serve customers and performance expectations in the future.

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 Measure)

Percent of workers compensation formal hearings finalized within 120 calendar days	Quarterly	93.8%	98.3%	80%	92.5%	92.9%	86.4%	83.3%	89.9%	Met	
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4 - Organizational Excellence- Ongoing efforts to establish standards and processes intended to engage and motivate staff to deliver services that fulfill internal and external customer requirements. (5 Measures)

Percent of telephone calls answered (CNC)	Quarterly	New in 2020	61.6%	80%	67%	73.8%	84.8%	88.5%	82.9%	Met	
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Measure	Frequency	FY 2019 Actual	FY 2020 Actual	FY 2021 Target	FY 2021 Quarter 1	FY 2021 Quarter 2	FY 2021 Quarter 3	FY 2021 Quarter 4	FY 2021 Actual	Was 2021 KPI Met?	Explanation For Unmet KPI
Average telephone call wait time (CNC)	Quarterly	New in 2020	36.5	5	39	34	16	7	24	Unmet	This metric includes all calls received through the Call Center, including those from customers calling about unemployment benefits. The Call Center continues to receive thousands of calls daily as we continue to respond to customers impacted by the loss of employment and/or continuing to receive Unemployment Benefits due to the COVID-19 Pandemic. Therefore, this metric was unmet in FY2021 due to high call volume, despite supplemental call center operations through outside vendors.
Average Email Response Time	Quarterly	New in 2021	New in 2021	New in 2021	3.8	3.8	3.3	3.4	3.5	New in 2021	
Average telephone call hold time in minutes (CNC)	Quarterly	New in 2020	1.9	0.5	5.5	2.75	3	2.05	3.33	Unmet	This metric includes all calls received through the Call Center, including those from customers calling about unemployment benefits. The Call Center continues to receive thousands of calls daily as we continue to respond to customers impacted by the loss of employment and/or continuing to receive Unemployment Benefits due to the COVID-19 Pandemic. Therefore, this metric was unmet in FY2021 due to high call volume, despite supplemental call center operations through outside vendors.
Voicemail response time percentage (CNC)	Quarterly	New in 2020	98.2%	90%	No applicable incidents	No data available	No applicable incidents	No applicable incidents	No applicable incidents		

6 - Universal Paid Family Leave Benefits - Implementing the program to provide temporary weekly benefits to eligible individuals. (3 Measures)

Measure	Frequency	FY 2019 Actual	FY 2020 Actual	FY 2021 Target	FY 2021 Quarter 1	FY 2021 Quarter 2	FY 2021 Quarter 3	FY 2021 Quarter 4	FY 2021 Actual	Was 2021 KPI Met?	Explanation For Unmet KPI
Percent of Employers registered in Employer Self Service Portal	Annually	New in 2020	92.7%	50%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	87.81%	Met	
Percentage of Claims Approved	Quarterly	New in 2021	New in 2021	New in 2021	80.3%	88.8%	88.9%	89.4%	86.7%	New in 2021	
Number of New Claims Filed	Quarterly	New in 2021	New in 2021	New in 2021	2716	2648	2824	2944	2944	New in 2021	

2021 Workload Measures

Measure	FY 2019 Actual	FY 2020 Actual	FY 2021 Quarter 1	FY 2021 Quarter 2	FY 2021 Quarter 3	FY 2021 Quarter 4	FY 2021 Actual
1 - Unemployment Benefits (1 Measure)							
Average number of issues resolved by Benefits Claims Examiners	414	936	910	730	369	146	461
3 - DC Career Connections (2 Measures)							
Number of participants placed in unsubsidized employment	97	74	No data available	19	21	No data available	40
Number of participants enrolled in occupational skills training	New in 2020	46	12	11	10	No data available	33
3 - Infrastructure Academy (1 Measure)							
Number of participants newly enrolled in a DCIA training program	2012	237	27	102	51	39	219
3 - Job Centers (3 Measures)							
Number of participants placed in unsubsidized employment after receiving any career services, including training	546	191	29	0	65	Waiting on Data	94
Percentage of participants successfully completing skills training through an Individual Training Account (ITA)	New in 2021	New in 2021	No applicable incidents	75%	No data available	No data available	75%
Number of participants that earn a nationally or regionally recognized credential	151	102	5	8	20	No data available	33
3 - On-the-Job Training (1 Measure)							
Percentage of participants completing the program	New in 2021	New in 2021	50%	60%	57.1%	33.3%	52.9%
3 - Senior Service (SCSEP – Federal Program – from DSI) (2 Measures)							
Employment Rate: 4th quarter after exit	New in 2021	New in 2021	0%	12.5%	20%	100%	18.5%
Employment Rate: 2nd quarter after exit	New in 2021	New in 2021	0%	28.6%	27.3%	No applicable incidents	4.2%
3 - Summer Youth Employment Program (1 Measure)							
Number of Applicants	18,718	19,897	Annual Measure	Annual Measure	Annual Measure	Annual Measure	20,570
3 - Transitional Employment (Project Empowerment) (2 Measures)							
Number of participants enrolled in occupational skills training	New in 2020	38	46	No data available	No data available	No data available	46
Number of participants placed in unsubsidized employment	321	244	24	58	38	36	156
3 - Veteran Affairs (2 Measures)							
Employment Rate: 2nd quarter after exit	New in 2021	New in 2021	56.8%	43.8%	80%	50%	55.9%
Employment Rate: 4th quarter after exit	New in 2021	New in 2021	54.1%	36%	51.4%	73.9%	51.5%
3 - Year Round Youth Program (3 Measures)							

Measure	FY 2019 Actual	FY 2020 Actual	FY 2021 Quarter 1	FY 2021 Quarter 2	FY 2021 Quarter 3	FY 2021 Quarter 4	FY 2021 Actual
Number of applicants	201	129	38	No data available	No data available	15	53
Number of participants that earn a credential	90	3	0	27	7	6	40
Percent of participants successfully completing the program	New in 2021	New in 2021	0%	11.1%	57.8%	No applicable incidents	42%
4 - Customer Experience (3 Measures)							
Total number of telephone calls received (CNC)	New in 2020	604,406	246,981	258,604	581,270	232,485	1,319,340
Total number of emails received (CNC)	New in 2020	27,562	7916	4804	9387	7487	29,594
Total number of voicemails received (CNC)	New in 2020	133	8710	13,207	16,069	18,188	56,174
5 - First Source Management, Monitoring, and Enforcement (2 Measures)							
Number of beneficiaries fined	6	18	2	5	29	12	48
Number of beneficiaries that paid fines	5	6	1	0	9	7	17
5 - Talent and Client Services (1 Measure)							
Number of new employers self-registered in DC Networks	810	831	142	156	155	160	613

2021 Operations

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)		
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)		
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 aligned with the District's high demand occupations and lead to credentials recognized nationally by employers. (12 Activities)		
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
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
Summer Youth Employment Program	The Marion Berry 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
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

Operations Title	Operations Description	Type of Operations
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
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 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
4 - Organizational Excellence- Ongoing efforts to establish standards and processes intended to engage and motivate staff to deliver services that fulfill internal and external customer requirements. (2 Activities)		
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
5 - Ensure employers are connected to the American Job Centers to address their workforce needs thereby ensuring positive employment and placement outcomes for residents. (2 Activities)		
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.	Key Project
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
6 - Universal Paid Family Leave Benefits - Implementing the program to provide temporary weekly benefits to eligible individuals. (1 Activity)		
Paid Family Leave Benefits Implementation	Implement 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)		
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

2021 Strategic Initiatives

Strategic Initiative Title	Strategic Initiative Description	Completion to Date	Status Update	Explanation for Incomplete Initiative
Customer Experience (1 Strategic Initiative)				

Strategic Initiative Title	Strategic Initiative Description	Completion to Date	Status Update	Explanation for Incomplete Initiative
DataWorks, Year 1	<p>This project will focus on seven primary goals to improve agency transparency and lead us towards data-driven agency culture:</p> <ol style="list-style-type: none"> 1. Establish a data governance program 2. Perform a comprehensive data gap analysis 3. Design a master data architecture 4. Create a data warehouse for all DOES data assets 	25-49%	<ul style="list-style-type: none"> • Drafted an agency data strategy • Created a data governance structure and data management standards for the agency • Launched the DOES Data Governance Steering Committee, which is made up of the DOES Executive Leadership and is responsible for setting data management initiative priority and resource strategy, monitoring adherence of metrics to thresholds and risk profile, and managing compliance with requirements and standards • Drafted the operating charter for the DOES Data Governance Committee, which is responsible for creating, updating, approving, and enforcing data policies and standards; resolving common data issues; and validating business line data management performance through monitoring metrics • Created a data suppression policy for the agency and incorporated data suppression review into the approval process for all federal and local reports • Procured data modeling, data governance, business process modeling, and enterprise architecture tools that are being used to model existing systems, inventory existing data assets, document existing business processes, and inventory existing applications and technologies • Implemented the first version of the physical model of the DOES data warehouse 	This is a multi-year project that will continue through calendar year 2022.
Job Centers (1 Strategic Initiative)				
Jobseeker Outreach Events	<p>During FY21 DOES will organize a series of employment outreach events in Wards 7 and 8. While the intent is to have the events be onsite in the Wards and in person, either at a designated location or on-board our WOW Bus (Workforce on Wheels). Traditionally, DOES sends out our WOW Bus by request or by invitation to other community events. In response to the call for action within the communities of Wards 7 & 8, DOES will schedule up to 2 outreach events per month starting in March 2021. In order to meet the needs of the job-seeking residents in those Wards, DOES will spend the months of October - January planning for the outreach events and activities to ensure we are responsive to the needs of our community.</p>	Complete	<p>AJC/WOW conducted a total of 10 financial education workshops and hosted 42 events specifically directed to District residents in Wards 7 & 8 during the months of July, August & September (4th Quarter). During this period over 100 customers were served virtually and were provided the following workshops: Credit Building, Financial Foundations, Money Management Blueprint and Financial Jeopardy and 407 were provided workforce services in-person. These in-person and virtual sessions also included DOES, American Job Center program information on the Workforce Wednesday platform which is designed to educate and prepare District residents for employment, and support residents' understanding of how to access, navigate, and connect to DOES services. Events were held with DPR, EOM, MPD Crime, and Day of Services events all centered in Wards 7 & 8. In addition, the WOW team engaged with FedCap again, which is an organization located in Ward 7 that already serves as a contractor with the Department of Human Services serving the TANF (Temporary Assistance for Needy Families) and Housing customers in the District of Columbia. Fedcap has two components: Educational Opportunity Training (EOT) and Job Placement (JP). Customers located in Wards 7 & 8 were targeted for the informational sessions, a DOES program overview, and registration in DCNetworks.</p>	
Service Delivery (1 Strategic Initiative)				
Update of DOES Website	<p>The new website will refresh the look and feel of the existing does.dc.gov by:</p> <ol style="list-style-type: none"> 1) optimizing for mobile users, 2) improving usability, and navigation, and 3) streamlining content. <p>The updated site will include new dynamic features connecting customers to external DOES sites such as DCNetworks, the Mayor Marion S. Barry Summer Youth Employment Program, Paid Family Leave, Unemployment Compensation, etc. The new design will be optimized for mobile users as, currently, 60% of visitors to does.dc.gov are accessing the website via mobile devices (cell phones and tablets).</p>	Complete	<p>Project is completed in Q4. Go live date: December 1, 2021.</p> <p>Refreshed the look and feel; optimized for mobile users, improved usability, and navigation, and streamlined content. The updated site includes dynamic features that connect customers to external DOES sites such as DCNetworks, the Mayor Marion S. Barry Summer Youth Employment Program, Paid Family Leave, DC Infrastructure Academy and Unemployment Compensation websites.</p>	
Talent and Client Services (1 Strategic Initiative)				
Virtual Hiring Events for DC Residents	<p>DOES' Office of Talent & Client Services (OTCS) will offer hiring events throughout FY21 with our employer partners, offering opportunities for employment in specific high-demand occupations (Technology, Healthcare, etc.). Themed employment fairs will be offered as part of this key agency initiative. "Talent Tuesdays" will appeal to DC Residents who are enrolled in DC Networks and receiving support from a DOES Case Manager. Talent Tuesday will occur on the second Tuesday of each month. "Fast Track Fridays" will offer a virtual pathway to employment to our residents who have participated in a Talent Tuesday event. These virtual job fairs/hiring events will be scheduled for the fourth Friday of each month.</p>	Complete	<p>During Quarter 4, OTCS conducted 21 (combined) recruitment activities. In collaboration with DHS, DOES coordinated the DHS-DOES Pathways to Human Services Careers event series consisting of virtual interview skills and resume workshops, a multi-day hiring event for DHS vacancies, as well as a multi-day hiring event for 20 CBO partners. Additionally, DOES conducted activities with several valued employer partners including an information session for WMATA Bus Mechanic opportunities and a recruitment event with Washington Gas Subcontractors. Overall, 2177 job seekers were engaged.</p>	