

Department of Employment Services FY2018

Agency Department of Employment Services

Agency Code CF0

Fiscal Year 2018

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.

2018 Strategic Objectives

Objective Number	Strategic Objective	# of Measures	# of Operations
1	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.	5	1
2	Improve integration and coordination with District government agencies to reduce duplication of services, improve customer service, and increase employment and job retention for the District's most vulnerable residents; e.g., people experiencing homelessness, receiving TANF benefits, Returning Citizens, and those residing in Police Service Areas with high crime rates.	1	4
3	Improve the efficiency, integrity, and performance of unemployment compensation benefits and unemployment tax services provided to claimants and District employers.	2	1
4	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	1
5	Improve employment or placement of District residents in government assisted projects, while enhancing the enforcement of said efforts via monitoring of existing First Source Agreements.	1	2
6	Create and maintain a highly efficient, transparent and responsive District government.	9	3
TOT		21	12

2018 Key Performance Indicators

Measure	New Measure/ Benchmark Year	FY 2014 Actual	FY 2015 Target	FY 2015 Actual	FY 2016 Target	FY 2016 Actual	FY 2017 Target	FY 2017 Actual	FY 2018 Target
1 - 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. (5 Measures)									
Percent of adult participants employed after receiving individualized career services	<input type="checkbox"/>	Not available	Not available	Not Available	Not Available	Not Available	62%	34.3%	62%
Percent of adult participants completing adult workforce development training programs	<input type="checkbox"/>	Not available	Not available	74%	75%	Not Available	75%	53.4%	75%
	<input type="checkbox"/>								

Percent of adult residents who have barriers to employment or are part of the districts targeted/special populations that became employed after receiving basic or individualized career services.	<input type="checkbox"/>	Not available	Not available	Not Available	Not Available	Not Available	62%	18.8%	62%
Median earnings of adult participants employed after receiving individualized career services and completing a training program	<input type="checkbox"/>	Not available	Not available	Not Available	Not Available	Not Available	\$6200	Data Forthcoming	\$6200
Percent of youth participants who attain a credential after receiving individualized career services and completing a training program	<input type="checkbox"/>	Not available	Not available	Not Available	Not Available	Not Available	50%	7.6%	50%
2 - Improve integration and coordination with District government agencies to reduce duplication of services, improve customer service, and increase employment and job retention for the District's most vulnerable residents; e.g., people experiencing homelessness, receiving TANF benefits, Returning Citizens, and those residing in Police Service Areas with high crime rates. (1 Measure)									
Average number of calendar days to access training from enrollment in WIOA	<input type="checkbox"/>	Not available	Not available	Not Available	Not Available	Not Available	14	75.2	14
3 - 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	<input type="checkbox"/>	67%	87%	81.6%	87%	82.3%	84%	88.8%	84%
Percent of new unemployment insurance status determinations made within 90 days of the ending date of the first quarter of liability	<input type="checkbox"/>	79.2%	70%	76%	70%	73.5%	70%	77.6%	70%
4 - 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)									
Percent of back wages collected from employers on valid wage and hour complaints	<input type="checkbox"/>	100%	97%	97%	97%	94.6%	97%	102.8%	97%
Percent of workers compensation formal hearings finalized within 120 working days	<input type="checkbox"/>	77.9%	80%	80%	80%	66%	80%	91.7%	80%
State ranking per premium rate to secure workers' compensation coverage in the District of Columbia	<input type="checkbox"/>	Not available	51	51	51	42	51	Data Forthcoming	51
5 - Improve employment or placement of District residents in government assisted projects, while enhancing the enforcement of said efforts via monitoring of existing First Source Agreements. (1 Measure)									
Percent of the First Source Agreements executed by the District that are monitored and/or enforced	<input type="checkbox"/>	Not available	Not available	Not Available	Not Available	Not Available	85%	99.5%	85%

6 - Create and maintain a highly efficient, transparent and responsive District government. (1 Measure)

Customer Service-Overall Customer Service Satisfaction	<input type="checkbox"/>	Not available	Not available	Not Available	Not Available	Not Available	75	0	75
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We've revisited a project to standardize District wide measures for the Objective "Create and maintain a highly efficient, transparent and responsive District government." New measures will be tracked in FY18 and FY19 and published starting in the FY19 Performance Plan.

2018 Operations

Operations Header	Operations Title	Operations Description	Type of Operations	# of Measures	# of Strategic Initiatives
1 - 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. (1 Activity)					
LOCAL ADULT TRAINING	Workforce Development Training Programs: connecting residents 18 years of age or older to Workforce Development Training Programs.	Connecting residents 18 years of age or older to Workforce Development Training Programs.	Daily Service	9	1
TOT				9	1
2 - Improve integration and coordination with District government agencies to reduce duplication of services, improve customer service, and increase employment and job retention for the District's most vulnerable residents; e.g., people experiencing homelessness, receiving TANF benefits, Returning Citizens, and those residing in Police Service Areas with high crime rates. (4 Activities)					
LOCAL ADULT TRAINING	Workforce Development Training Programs: connecting residents 18 years of age or older to Workforce Development Training Programs.	Connecting residents 18 years of age or older to Workforce Development Training Programs.	Daily Service	6	0
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.	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	1	0
CUSTOMER SERVICE	Service Delivery: providing and delivering services to all customers in a professional and timely manner.	Providing and delivering professional, helpful, high quality service to all customers.	Key Project	0	1
COMMUNICATIONS	Communications: internal and external messaging.	Providing clear, thoughtful, and deliberate messaging to both internal and external partners and/or customers.	Key Project	0	1

TOT					7	2
3 - 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.	Providing temporary weekly benefits to workers who become unemployed due to no fault of their own.	Daily Service	2	0	
TOT					2	0
4 - 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.	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	0	0	
TOT					0	0
5 - Improve employment or placement of District residents in government assisted projects, while enhancing the enforcement of said efforts via monitoring of existing First Source Agreements. (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.	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	1	0	
EMPLOYER SERVICES	Business Services: Managing employer relationships, connecting them to the American Job Centers, and brokers products and services provided by DOES.	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	0	1	
TOT					1	1
6 - Create and maintain a highly efficient, transparent and responsive District government. (3 Activities)						

LOCAL ADULT TRAINING	Workforce Development Training Programs: connecting residents 18 years of age or older to Workforce Development Training Programs.	Connecting residents 18 years of age or older to Workforce Development Training Programs.	Daily Service	0	0
TRAINING AND EMPLOYEE DEVELOPMENT	Staff Professional Development: providing opportunities for staff to enhance and develop skill-sets to improve efficiency and customer service.	Providing opportunities for staff to enhance and develop skill-sets to improve efficiency and customer service.	Key Project	0	1
Universal Paid Family Leave	Paid Family Leave Benefits Implementation: providing temporary weekly benefits to eligible individuals.	Implementing the program to provide temporary weekly benefits to eligible individuals.	Key Project	0	1
TOT				0	2
TOT				19	6

2018 Workload Measures

Measure	New Measure/ Benchmark Year	FY 2014 Actual	FY 2015 Actual	FY2016 Actual	FY 2017 Actual
1 - Workforce Development Training Programs: connecting residents 18 years of age or older to Workforce Development Training Programs. (9 Measures)					
Number of trainees entering workforce development programs	✓	Not available	Not Available	New Measure	New Measure
Number of adult participants that completed local & federal training	✓	Not available	Not Available	New Measure	New Measure
Number of adult participants that were referred to local & federal training programs	✓	Not available	Not Available	New Measure	New Measure
Number of adult participants employed after receiving individualized career services	✓	Not available	Not Available	New Measure	New Measure
Number of adult participants that received individualized career services	✓	Not available	Not Available	New Measure	New Measure
Number of adult participants employed after completing a local and/or federal training program	✓	Not available	Not Available	New Measure	New Measure
Number of adult participants that completed a local and/or federal training program	✓	Not available	Not Available	New Measure	New Measure
Number of youth participants that obtained a credential after receiving intensive services and	✓	Not	Not	New	New

completing a training program		available	Available	Measure	Measure
Number of youth participants who received individualized career services and complete training	✓	Not available	Not Available	New Measure	New Measure
2 - 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. (1 Measure)					
Number of customers visiting American Job Centers (AJCs)	<input type="checkbox"/>	20,234	26,900	28,875	27,481
2 - Workforce Development Training Programs: connecting residents 18 years of age or older to Workforce Development Training Programs. (6 Measures)					
Number of adult participants that completed local & federal training	✓	Not available	Not Available	Not Available	New Measure
Number of adult participants that were referred to local & federal training programs	✓	Not available	Not Available	Not Available	New Measure
Number of adults who have barriers to employment or are part of the district's targeted/special populations that became employed after receiving individualized career services	✓	Not available	Not Available	New Measure	New Measure
Number of adults who have barriers to employment or are part of the district's targeted/special populations that received individualized career services	✓	Not available	Not Available	New Measure	New Measure
Number residents who are unemployed for 12 consecutive months or more and obtained employment	✓	Not available	Not Available	New Measure	New Measure
Number residents who are unemployed for 12 consecutive months that received basic & individualized career services	✓	Not available	Not Available	New Measure	New Measure
3 - Unemployment Benefits: providing temporary weekly benefits to workers who become unemployed due to no fault of their own. (2 Measures)					
Number of calls to the call center (Customer Navigation Center) regarding unemployment insurance benefits	<input type="checkbox"/>	Not available	Not Available	Not Available	86,350
Average number of issues cleared and/or resolved by Benefits Claims Examiners	✓	Not available	Not Available	New Measure	New Measure
5 - 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. (1 Measure)					
Average number of First Source Agreements executed	✓	Not available	Not Available	New Measure	New Measure

Strategic Initiative Title	Strategic Initiative Description	Proposed Completion Date
Improve and Increase Staff Capabilities	In FY2018, the agency aims to expand learning and development opportunities focusing on frontline and senior management, enhance the customer service culture with internal and external customers, and produce credentialed workforce leaders. DOES will achieve this by leveraging training and professional development targeting senior management, to include but not limited to, Academy DOES, the George Washington University Leadership Coaching, and Contracts and Procurement Training. Frontline staff will have the opportunity to participate in programs that include Academy DOES and ongoing customer service trainings.	09-30-2018
Increase and Improve Business Engagement	In FY2018, DOES aims to improve business engagement and increase awareness of business services programs by; 1) connecting with at least 25 new employers per month, 2) developing and implementing the DOES "Business Tool Kit", 3) stationing at least one BSG Account Executive in each AJC to improve collaboration and coordination of talent recruitment efforts.	09-30-2018
Establish and Implement Paid Family Leave Program	In FY 2018, DOES endeavors to establish a paid-leave program to administer the paid-leave benefits provided for in D.C. Act 21-682. Key milestones for FY 2018 include, but are not limited to: 1) establish Rules and Regulations; 2) Build or procure a paperless paid-leave system for collecting taxes and paying benefits; and 3) hire staff for key leadership positions and the entire tax division.	09-30-2018
Establish and Launch Infrastructure Academy	In FY 2018, the agency endeavors to establish and launch the Infrastructure Academy. Work has already begun with public and private sector partners to align various training sessions and programs. By the second quarter of FY 2018, DOES aims to work with the Deputy Mayor's Office of Greater Economic Opportunity to establish an interim Infrastructure Academy located East of the River. This will only serve as the temporary home until a permanent facility is identified.	09-30-2018
Improve unified and universal branding	In FY2018, the agency aims streamlining our marketing and communication materials to have the same branding and align with the DC government style guide and make the agency website more accessible and user friendly. We will sustain a unique image by implementing advertising campaigns via a variety of mediums to promote services and events, incorporating multimedia (short films, video spotlights, picture montage) to highlight the successes of the agency, the services and programs each office within the agency provides, and spotlight staff and constituent achievements and increase awareness of the multiple services DOES provides and debunk the notion that the agency is solely about unemployment and MBSYEP.	09-30-2018
Increase Customer Service and Customer Satisfaction	In FY2018, DOES plans to create customer engagement opportunities, create and publish a set of customer service standards, enhance virtual access to service, and improve the customer service connection via the DOES Customer Navigation Center. DOES will achieve these customer service milestones by utilizing customer feedback forums, focus groups as well as employee opinion & customer service feedback surveys.	09-30-2018