

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.

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.

2019 Accomplishments

Accomplishment	Impact on Agency	Impact on Residents
A \$25 million workers' compensation rebate or reduction in upfront costs to insurance carriers and self-insured employers doing business in the District of Columbia was implemented in FY2018.	Counting the \$10 million that has already been given, in a nutshell, the total amount of relief thus far is \$16 million which should result in a positive result on the rate making in the District of Columbia for private employers seeking workers' compensation coverage.	Ten million dollars of the \$25 million has been disbursed to the stakeholders over the past two years. An additional, \$15 million will be given over the next three years. In addition, a surcharge has not been assessed two years in a row for 2018 and 2019 which gives an approximate relief to the stakeholders of \$3 million.
The Tax Performance System monitoring contributed to UI Tax Division's performance and quality improvements in their day-to-day activities. As a result, the SUI tax collection is on target to collect sufficient revenue to exceed the USDOL minimum Trust Fund requirements of 1.0 Average High Cost Model (AHCM) solvency rate. Thus, the District would have to maintain a minimum balance of \$377,000,000 in the UI Trust Fund. Due to OCIM's monitoring efforts, the UI tax collection activities are robust and as of 9/30/2019, the UI Trust Fund Balance is \$525,489,034, far exceeding the minimum balance requirement.	This accomplishment evidences the effectiveness and adequate internal controls within the DOES' UI Tax Division. The agency is meeting USDOL guidelines and requirements, as well as the District laws and operating goals. By maintaining a healthy UI Trust Fund balance, DOES contributes to the District's ability to receive a higher financial rating, making it easier for the city to borrow money in the bond market. This accomplishment also makes it possible for the agency to continue to fund Unemployment Benefit payments.	As a result of this accomplishment, there are sufficient funds to meet Unemployment Benefit payments to citizens who lost their job due to no fault of their own. Due to a healthy Trust Fund level, the District has the financial means to offer higher weekly benefit payments to residents who qualify for Unemployment Benefit payments from \$432 per to a proposed \$444. The current weekly UI benefit and the proposed amounts are higher than the state benefits in Maryland and Virginia.
In an effort to improve the customer experience, the CNC delivered several projects this year that yielded positive outcomes for our customers. One project was the launch of the Teleopti system. Teleopti is a Workforce Management solution that maximizes call center planning with multichannel forecasting and multi-skilled scheduling. As a result of implementing Teleopti, the CNC is able to manage real time adherence to schedules, forecast call volumes and estimate the number of Call Center Representatives needed to handle anticipated volumes.	With the use of Teleopti, DOES is able to strategically schedule and staff employees to support DC residents via telephone for employment and DOES program services.	DOES deployed Teleopti Workforce Management solution and increased administrative efficiency and improved call compliance, which led to timely customer service for the residents of the District of Columbia.

2019 Key Performance Indicators

Measure	Frequency	FY 2017 Actual	FY 2018 Actual	FY 2019 Target	FY 2019 Q1	FY 2019 Q2	FY 2019 Q3	FY 2019 Q4	FY 2019 Actual	KPI Status	Explanation
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	Quarterly	88.8%	91.5%	84%	91.7%	87.9%	93.3%	94.6%	91%	Met	
Percent of new unemployment insurance status determinations made within 90 days of the ending date of the first quarter of liability	Quarterly	77.6%	82.2%	70%	82.3%	71.9%	83.6%	82.3%	80.2%	Met	

Measure	Frequency	FY 2017 Actual	FY 2018 Actual	FY 2019 Target	FY 2019 Q1	FY 2019 Q2	FY 2019 Q3	FY 2019 Q4	FY 2019 Actual	KPI Status	Explanation
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)											
Percent of back wages collected from employers on valid wage and hour complaints	Quarterly	102.8%	100%	97%	76.7%	121.8%	196%	163.4%	139.5%	Met	
Percent of workers compensation formal hearings finalized within 120 working days	Quarterly	91.7%	94%	80%	95.5%	91.9%	96.4%	91.8%	93.8%	Met	
State ranking per premium rate to secure workers' compensation coverage in the District of Columbia	Annually	Waiting on Data	Not Available	51	Annual Measure	Annual Measure	Annual Measure	Annual Measure	42	Met	
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)	Quarterly	75.2	95	45	41.5	55.9	38.8	39.7	42.5	Met	
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	Annually	99.5	100	85	Annual Measure	Annual Measure	Annual Measure	Annual Measure	100	Met	
7 - Create and maintain a highly efficient, transparent and responsive District government. (8 Measures)											
HR MANAGEMENT - Percent of eligible employees completing and finalizing a performance plan in PeopleSoft (Updated by OCA)	Annually	New in 2019	New in 2019	Not Available	Annual Measure	Annual Measure	Annual Measure	Annual Measure	77.4%	No Target Set	
HR MANAGEMENT - Percent of eligible employee performance evaluations completed and finalized in PeopleSoft (Updated by OCA)	Annually	New in 2019	New in 2019	Not Available	Annual Measure	Annual Measure	Annual Measure	Annual Measure	Waiting on Data	No Target Set	

Measure	Frequency	FY 2017 Actual	FY 2018 Actual	FY 2019 Target	FY 2019 Q1	FY 2019 Q2	FY 2019 Q3	FY 2019 Q4	FY 2019 Actual	KPI Status	Explanation
FINANCIAL MANAGEMENT - Quick Payment Act Compliance - Percent of QPA eligible invoices paid within 30 days (Updated by OCA)	Annually	New in 2019	New in 2019	Not Available	Annual Measure	Annual Measure	Annual Measure	Annual Measure	97.7%	No Target Set	
FINANCIAL MANAGEMENT - Percent of local budget de-obligated to the general fund at the end of year (Updated by OCA)	Annually	New in 2019	New in 2019	Not Available	Annual Measure	Annual Measure	Annual Measure	Annual Measure	Waiting on Data	No Target Set	
CONTRACTS AND PROCUREMENT - Percent of Small Business Enterprise (SBE) annual goal spent (Updated by OCA)	Annually	New in 2019	New in 2019	100%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	Waiting on Data		
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)	Annually	New in 2019	New in 2019	Not Available	Annual Measure	Annual Measure	Annual Measure	Annual Measure	Not Available	No Target Set	
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)	Annually	New in 2019	New in 2019	Not Available	Annual Measure	Annual Measure	Annual Measure	Annual Measure	Waiting on Data	No Target Set	
HR MANAGEMENT - Average number of days to fill vacancy from post to offer acceptance (Updated by OCA)	Annually	New in 2019	New in 2019	New in 2019	Annual Measure	Annual Measure	Annual Measure	Annual Measure	Waiting on Data	No Target Set	

*Data for the following KPI was updated after initial publication of the PAR: Percent of New Unemployment Insurance Status determinations made within 90 days of the ending date of the first quarter of liability.

*Mayoral agencies include agencies under the Health and Human Services, Education, Public Safety and Justice, Operations and Infrastructure, Economic Development, and Internal Services clusters. It excludes all independent agencies and select EOM agencies.

*The HR management, Financial Management, IT Policy and FOIA Compliance, and Contracts and Procurement measures were collected for all mayoral agencies in FY 2019. OCA calculates these measures based on summary-level data from various agencies, and cannot verify the accuracy of any calculations.

*The 2019 DC Enterprise Data Inventory (EDI) contains datasets published on DC's Open Data Portal, which is current as of March 9, 2019, and any datasets published to the portal after the above date were not included in the measure's calculation.

*Due to data lags, FY 2019 data for the following core business measures will be published in March 2020: Contracts and Procurement - Percent of Small Business Enterprise (SBE) annual goal spent; Financial Management - Percent of local budget de-obligated to the general fund at the end of year; Human Resource Management - Average number of days to fill vacancy from post to offer acceptance; Human Resource Management - Percent of eligible employee performance evaluations completed and finalized in PeopleSoft; and IT Policy and Freedom of Information Act (FOIA) Compliance - Percent of FOIA Requests Processed in more than 25 business days - statute requirements allow 15 business days and a 10 day extension.

2019 Workload Measures

Measure	FY 2017 Actual	FY 2018 Actual	FY 2019 Q1	FY 2019 Q2	FY 2019 Q3	FY 2019 Q4	FY 2019 Actual
1 - Unemployment Benefits (2 Measures)							
Number of calls to the call center (Customer Navigation Center) regarding unemployment insurance benefits	86,350	52,658	36,117	75,496	15,994	32,134	159,741
Average number of issues cleared and/or resolved by Benefits Claims Examiners	Not Available	1690	371	529	354	403	414.3
3 - DC Career Connections (7 Measures)							
Number of orientation attendees	Not Available	Not Available	0	0	141	0	141
Number of individuals enrolled	524	522	95	76	101	118	390
Number of individuals completing Job Readiness Training	81	373	62	70	59	49	240
Number of individuals placed in subsidized employment	269	178	40	29	51	27	147
Number of individuals placed in unsubsidized employment	137	140	22	17	31	27	97
Number of individuals who are employed after 6 months	Not Available	Not Available	21	176	21	58	276
Average wage of individuals employed after 6 months	Not Available	Not Available	\$8164	\$4574	\$7544	\$3153	\$5858.75
3 - Infrastructure Academy (6 Measures)							
Number of Applicants	Not Available	Not Available	91	60	624	720	1495
Number of individuals entering the program	Not Available	965	164	583	597	668	2012
Number of individuals completing the program	Not Available	388	31	66	61	250	408
Number of individuals placed in unsubsidized employment	Not Available	15	3	8	42	52	105
Number of individuals who obtained unsubsidized employment and are employed after 6 months	Not Available	Not Available	No data available	34	14	42	90
Median earning of individuals who obtained unsubsidized employment and are employed after 6 months	Not Available	Not Available	No applicable incidents	\$6200	\$4443.43	\$3513	\$4443.4
3 - LEAP (12 Measures)							
Number of NON-TANF applicants	Not Available	Not Available	No data available	No data available	No data available	No data available	Not Available
Number of TANF applicants	Not Available	Not Available	No data available	No data available	No data available	No data available	Not Available
Number of NON-TANF currently enrolled	Not Available	39	3	3	1	3	10
Number of TANF currently enrolled	Not Available	20	1	0	11	24	36
Number of NON-TANF currently active	Not Available	67	57	55	39	3	154
Number of TANF individuals currently active	Not Available	50	17	17	19	38	91
Number of NON TANF individuals completing the program	31	24	3	0	17	43	63
Number of TANF individuals completing the program	23	21	2	7	5	9	23
Number of NON TANF placed in unsubsidized employment	0	0	0	0	12	25	37
Number of TANF placed in unsubsidized employment	0	0	1	7	4	5	17
Number of NON-TANF who are employed after 6 months	Not Available	Not Available	No data available	No data available	2	3	5
Number of TANF who are employed after 6 months	Not Available	Not Available	No data available	No data available	2	9	Not Available

Measure	FY 2017 Actual	FY 2018 Actual	FY 2019 Q1	FY 2019 Q2	FY 2019 Q3	FY 2019 Q4	FY 2019 Actual
3 - Office Of Apprenticeship Info & Training (6 Measures)							
Number of Applicants	Not Available	Not Available	0	0	28	29	57
Number of individuals entering the program	0	Not Available	7	8	20	30	65
Number of individuals completing the program	0	Not Available	0	0	0	41	41
Number of individuals placed in unsubsidized employment	0	Not Available	0	0	7	11	18
Number of individuals who obtained unsubsidized employment and are employed after 6 months	Not Available	Not Available	0	0	0	0	0
Median earning of individuals who obtained unsubsidized employment and are employed after 6 months	Not Available	Not Available	\$0	\$0	\$0	\$0	\$0
3 - On-the-Job Training (5 Measures)							
Number of Applicants	Not Available	Not Available	0	10	16	12	38
Number of individuals entering the program	0	Not Available	1	10	16	12	39
Number of individuals completing the program	0	Not Available	1	2	2	5	10
Number of individuals placed in unsubsidized employment	0	Not Available	1	2	2	5	10
Number of individuals who obtained unsubsidized employment and are employed after 6 months	Not Available	Not Available	0	0	0	3	3
3 - Senior Service (BTW50+ -- local job program) (7 Measures)							
Number of orientation attendees	Not Available	Not Available	57	0	102	0	159
Number of Applicants	51	115	27	0	26	12	65
Number of individuals entering the program	47	105	11	6	26	13	56
Number of individuals completing work readiness training	36	116	7	9	9	14	39
Number of individuals placed in unsubsidized employment	16	55	6	7	10	6	29
Number of individuals who obtained unsubsidized employment and are employed after 6 months	Not Available	Not Available	12	38	8	22	80
Median earning of individuals who obtained unsubsidized employment and are employed after 6 months	Not Available	Not Available	\$6916	\$6781	\$12,480	\$6620	\$6848.5
3 - Summer Youth Employment Program (3 Measures)							
Number of Applicants	Not Available	Not Available	Annual Measure	Annual Measure	Annual Measure	Annual Measure	18,718
Number of individuals entering the program	Not Available	Not Available	Annual Measure	Annual Measure	Annual Measure	Annual Measure	11,358
Number of individuals completing the program	Not Available	Not Available	Annual Measure	Annual Measure	Annual Measure	Annual Measure	9939
3 - Transitional Employment (Project Empowerment) (7 Measures)							
Number of Applicants	1177	844	226	268	206	300	1000
Number of individuals entering the program	946	892	237	185	179	247	848
Number of individuals completing work readiness training	728	745	132	157	167	164	620
Number of individuals placed in unsubsidized employment	495	387	71	84	83	83	321
Number of individuals who obtained unsubsidized employment and are employed after 6 months	Not Available	Not Available	47	66	39	133	285
Number of individuals who obtained unsubsidized employment and are employed after 12 months	Not Available	Not Available	7	8	31	181	227

Measure	FY 2017 Actual	FY 2018 Actual	FY 2019 Q1	FY 2019 Q2	FY 2019 Q3	FY 2019 Q4	FY 2019 Actual
Median earning of individuals who obtained unsubsidized employment and are employed after 6 months	Not Available	Not Available	\$4214	\$4561	\$9464	\$4232	\$4396.5
4 - Job Centers (13 Measures)							
Number of customers visiting American Job Centers (AJCs)	27,481	48,396	8827	10,345	12,608	9311	41,091
Number of customers visiting American Job Centers (AJCs) – either from Qmatic or using the 120 code in DCNetworks.	26,930	29,432	7988	8167	6383	7436	29,974
Number of active participants with defined barrier to employment	528	664	400	863	819	844	2926
Number of applicants enrolled in Wagner-Peyser	12,702	7977	1948	2271	2988	2420	9627
Number of applicants enrolled in WIOA	912	1060	157	377	406	321	1261
Number of individuals referred to a training program (whether locally or federally funded)	1563	467	145	120	130	318	713
Number of individuals beginning a Federal ITA training program	342	398	72	71	105	78	326
Number of individuals successfully completing a Federal ITA program	283	325	30	32	85	66	213
Number of individuals earning a national or regionally recognized credential	221	137	15	24	76	36	151
Number of placed in unsubsidized employment after receiving any career services, including training	835	316	80	100	226	140	546
Number of individuals who are employed 6 months after placement and exit	Not Available	Not Available	240	261	189	142	832
Number of individuals who are employed 12 months after placement and exit	Not Available	Not Available	294	220	143	116	773
Median Earning of individuals who are employed 6 months after placement and exit	Not Available	Not Available	\$7800	\$11,234	\$9464	\$6793.38	\$8632
4 - Senior Service (SCSEP – Federal Program – from DSI) (9 Measures)							
Number of DOES SCSEP applicants (Wait List)	Not Available	Not Available	No applicable incidents	21	22	21	64
Number of DOES SCSEP participants co-enrolled into Wagner-Peyser	1	1	9	27	27	28	91
Number of DOES SCSEP participants placed into Subsidized Employment	0	0	25	26	26	30	107
Number of Community Service Assignment (CSA) hours performed by DOES SCSEP participants per quarter	Not Available	Not Available	6202	6126	6073	5397	23,798
Number of DOES SCSEP Individual Employment Plans	0	0	30	25	26	28	109
Number of DOES SCSEP participants who Entered Employment (Unsubsidized Employment)	0	0	3	2	1	2	8
Number of DOES SCSEP participants employed 6 months after placement and exit	Not Available	Not Available	4	2	1	3	10
Number of DOES SCSEP participants employed 12 months after placement and exit	Not Available	Not Available	8	3	3	2	16
Median Earnings of Employed DOES SCSEP participants 6 months after placement	Not Available	Not Available	\$4770	\$5236	\$4280	\$4500	\$4696.5
4 - Veteran Affairs (3 Measures)							
Number of New Veteran enrollees (WP)	604	475	78	88	126	91	383
Number of Individual Employment Plans (IEPs) created (205 code in WP)	132	0	26	14	56	33	129
Number of individuals placed in employment	2	0	2	12	23	15	52
4 - Year Round Youth Program (4 Measures)							
Number of applicants	375	439	67	86	47	1	201
Number of individuals entering a training program	296	296	55	144	41	14	254

Measure	FY 2017 Actual	FY 2018 Actual	FY 2019 Q1	FY 2019 Q2	FY 2019 Q3	FY 2019 Q4	FY 2019 Actual
Number of individuals completing the program	180	184	0	0	12	179	191
Number of individuals earning a credential	123	188	11	21	8	50	90
5 - Business Services (5 Measures)							
Number of Employers who hired DOES customers for unsubsidized jobs	Not Available	Not Available	14	22	108	125	269
Number of Employers who retained DOES customers in unsubsidized jobs for 6 months	Not Available	Not Available	No data available	No data available	No data available	No data available	Not Available
Number of Employers who retained DOES customers in unsubsidized jobs for 12 months	Not Available	Not Available	No data available	No data available	No data available	No data available	Not Available
Number of new Employers entered into DC Networks	717	913	160	245	230	175	810
Number of new Employers who hired at least one DOES customer	Not Available	Not Available	3	2	0	0	5
5 - First Source Management, Monitoring, and Enforcement (5 Measures)							
Average number of First Source Agreements executed	Not Available	Not Available	Annual Measure	Annual Measure	Annual Measure	Annual Measure	278
Number of agreements executed and submitted to DOES	Not Available	Not Available	304	336	306	166	1112
Number of beneficiaries meeting the first source standard	Not Available	Not Available	121	260	126	215	722
Number of beneficiaries fined	Not Available	Not Available	0	0	0	6	6
Number of beneficiaries that paid fines	Not Available	Not Available	0	0	0	5	5

*The agency is unable to provide data for past quarters for the Number of NON-TANF recipients who are employed after 6 months and Number of TANF recipients who are employed after 6 months workload measures due to data reliability. Data were not tracked in the agency's system of record, DC Networks, until late FY2019. Therefore, the status of these KPIs were changed from waiting on data to data not available.

*The following workload measures were updated after initial publication of the PAR: DC Infrastructure Academy (DCIA) - Median earning of individuals who obtained unsubsidized employment and are employed after 6 months; Senior Service (BTW50+ -- local job program) - Median earning of individuals who obtained unsubsidized employment and are employed after 6 months; Transitional Employment (Project Empowerment) - Median earning of individuals who obtained unsubsidized employment and are employed after 6 months; (SCSEP) Senior Service (SCSEP - Federal Program - from DSI) - "Average Median" Wage of Individuals is now reported as Median Wage of Individuals Employed After 6 months)

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

Operations Header	Operations Title	Operations Description	Type of Operations
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
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	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
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

Operations Header	Operations Title	Operations Description	Type of Operations
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 Strategic Initiatives

Strategic Initiative Title	Strategic Initiative Description	Completion to Date	Status Update	Explanation for Incomplete Initiative
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.	Complete	1. Launched and rebranded office. New name is Office of Talent and Client Services. Connecting with an estimated 4500 employers, stakeholders, jobseekers, and partners. 2. Released a new DOES/TCS Businesses Services Toolkit to over 120 employers. 3. Brokered an MOU with the DC Chamber of Commerce, the Hispanic Chamber of Commerce, and the Board of Trade.	
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.	Complete	First Source Toolkit is completed. It is currently going through an editing process, which will be completed by October 16, 2019. The Toolkit will go to the Director's office for approval by October 25, 2019, upon approval, the Office of First Source Compliance will implement it. The FORRS Phase III is operational as of September 30, 2019. There is no need or requirement for data sharing Agreements with Contracting Agencies as there is no PII data being display to the Contracting Agencies. The Contracting Agencies will only have access to the compliance status of both Employers and Contractors. The compliance status data that will be shared include the following: names, employee status (new hire or transfer), and contract compliance data reporting status	
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.	Complete	Simple Technology Solutions completed its Cloud IT Pre-Apprenticeship program enrolled 18 participants with 14 successful completions. Out of 18, 9 participants were WIOA enrolled. 4 participants voluntarily left the program. STS sustained a 93% successful completion rate. 10 participants were placed in employment opportunities & received entry into STS's registered apprenticeship program. 4 participants continue to work with STS to obtain credentials & explore career advancement opportunities. Participants obtained a total of 31 credentials consisting of: 14 AWS Accredited Technical Professional; 5 AWS Accredited Cloud Economics; 1 AWS Accredited Business Professional; 6 AWS Certified Cloud Practitioner; 1 Google Cloud Platform Associate Cert; 3 AWS or GCP Associate; 1 Nano Degree.	
Service Delivery (1 Strategic Initiative)				

Strategic Initiative Title	Strategic Initiative Description	Completion to Date	Status Update	Explanation for Incomplete 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 programming; 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.	Complete	The Office of Customer Experience created a Customer Satisfaction Survey in FY19. The survey will be launched each quarter in FY20. The survey will capture the quality of service and the overall customer experience regarding telephone, in-person, and email services. The goal is to have a minimum of 90% overall customer satisfaction results in FY20.	
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.	Complete	The Learning Expo and the Data and Technology Expo launched in September with 114 staff participating. The second expo featured classes on all levels of DCNetworks training and a 2-day class in data visualization. Classes focused on education, professional development, and cultural competency. Both expos provided training to enhance staff professional development and/or skills in communication, customer service, and managing data. This office has identified and provided leadership and professional development training opportunities for front-line staff. The 'Beyond the Front Lines' program has been revised. Two agency-wide training opportunities have been offered to all staff. A new training program was added on data use in reporting program outcomes.	