

# Department of Employment Services FY2016

**Agency** Department of Employment Services

**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.

## 2016 Objectives

### FY16 Objectives

Objective Number	Objective Description
<b>Agency Management (1 Objective)</b>	
1	Improve the Office of the Director, Management and Administration
<b>Labor Standards (1 Objective)</b>	
1	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/illness.
<b>Unemployment Insurance Programs (1 Objective)</b>	
1	Increase the efficiency and integrity of unemployment compensation benefits and unemployment tax services provided to unemployment insurance claimants and District employers through the creation and leveraging of technological solutions.
<b>Workforce Development Programs (2 Objectives)</b>	
1	Expand the District's integrated workforce system to improve customer service and outcomes for employers and job seekers.
2	Ensure the District's youth employment program provides occupational skills training, work experience, academic enrichment and life skills training to facilitate the development of work habits and skills that are essential for success in the workplace.

## 2016 Key Performance Indicators

Measure	Division	Frequency of Reporting	FY 2013	FY 2014	FY 2015	FY 2015 Target	FY 2016 Target
<b>1 - Expand the District's integrated workforce system to improve customer service and outcomes for employers and job seekers. (6 Measures)</b>							

Number of adult participants completing workforce development training programs		Quarterly	1,152	1,116		1500
DC unemployment rate as reported by the USDOL Bureau of Labor Statistics (not seasonally adjusted)		Annually	7.5	7.3	7.3	8
Job growth per year in the District of Columbia		Annually	1.1	-1.1		1
Percent of D.C. residents filling new available positions		Annually				0
Number of long-term unemployed residents that obtained jobs through the On-the-Job Training initiative		Quarterly				50
Private sector participation in the District economy		Annually	68.4	69	68	68.4
<b>1 - Improve the Office of the Director, Management and Administration (1 Measure)</b>						
Number of mandatory staff agency-wide training opportunities.		Annually	5	5		5
<b>1 - Increase the efficiency and integrity of unemployment compensation benefits and unemployment tax services provided to unemployment insurance claimants and District employers through the creation and leveraging of technological solutions. (3 Measures)</b>						
Percent of all first unemployment insurance payments made to eligible claimants within 14 days of the first compensable week-ending date		Quarterly	67.7	81.59		87
District of Columbia re-employment rate as reported by USDOL		Quarterly	54.2	57.37		57
Percentage of new unemployment insurance status determinations made within 90 days of the ending date of the first quarter of liability		Quarterly	79.2	75.98		70
<b>1 - 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/illness. (2 Measures)</b>						
Percent of back wages collected from employers on valid wage and hour complaints		Quarterly	100	97		97
Percent of workers compensation formal hearings resolved within 120 working days		Quarterly	77.9	80		80
<b>2 - Ensure the District's youth employment program provides occupational skills training, work experience, academic enrichment and life skills training to facilitate the development of work habits and skills that are essential for success in the workplace. (2 Measures)</b>						
Number of SYEP Participants referred to jobs		Annually	13,766	14,067		12000
Percent of young adults, ages 20-24, who are employed		Annually	57.6	70.1		64

## 2016 Workload Measures

Measure	Frequency of Reporting	FY 2013	FY 2014	FY 2015
<b>Workload Measure (2 Measures)</b>				
Number of Work Opportunity Tax Credits Processed	Quarterly	3,888	3,317	5,343
Number of customers visiting the American Job Centers	Quarterly	22,540	20,234	26,900

## 2016 Initiatives

Objective Number	Objective Title	Initiative Number	Initiative Title	Initiative Description
<b>Agency Management - 1 (2 Initiatives)</b>				
1		1.1	Implement Vendor (Agency Service Provider) Scorecard	In FY 2017, the agency intends to analyze and publish the training provider performance for FY 2016. The agency will analyze performance data by provider-type and unify metrics amongst sister agencies. The analysis should help to improve job outcomes and retention.
1		1.2	Implement a Leadership Development Training program for DOES employees.	<p>Agency Management will offer comprehensive professional development and/or management training to all DOES staff. The training will be available to all agency managers, and available to all other staff members striving to improve their potential and advance into management. The training will align with the District's Department of Human Resources (DCHR) learning and development career continuum and will cover topics such as priority management, teambuilding, effective communication and collaboration, conflict resolution, and change management.</p> <p>In FY 2015, the agency implemented Strategic Doing, a framework developed by Purdue University, which teaches people how to form collaborations quickly, move them toward measurable outcomes, and make adjustments along the way. It enables leaders to design and guide new networks that generate innovative solutions. It is the strategy DOES is using to implement the Workforce Innovation and Opportunities Act (WIOA) throughout the District of Columbia. A district-wide team coordinated by DOES was trained and is certified as Strategic Doing Practitioners. In FY 2016, the agency will continued to utilize Strategic Doing for WIOA Implementation and intra agency training, as well as created a position and on-boarded a full-time Training Coordinator.</p>
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<b>Labor Standards - 1 (2 Initiatives)</b>				

1		1.1	Continue document digitization efforts for the Administrative Hearings Division and the Compensation Review Board to improve efficiency in the workers' compensation system.	Both the agency's Administrative Hearings Division, which provides formal administrative hearings in accordance with the workers' compensation laws, and the Compensation Review Board, which provides administrative review of case decisions (compensation orders) issued by the Administrative Hearings Division and/or the Office of Workers' Compensation, will effectively convert hardcopy files and records totaling nearly 1 million images into a digital format to further modernize and create efficiency within the workers' compensation system. This effort will create a digital file repository in which DOES users can access all digitized files by entering key search criteria. Furthermore, this effort will reduce the agency's hardcopy paper footprint once files have been converted to a digital format. Completion Date: September 2016.
1		1.2	Increase and track District's employment.	The agency's occupation projections estimate, for 2014 through 2018, an estimated 37,000 additional jobs in the District by 2018. The agency will track this goal using a combination of data from the Bureau of Labor Statistics (BLS) data and the US Census Bureau. This data contains employment numbers and wages reported by employers covering 98 percent of the US jobs, Quarterly Census of Employment and Wages, and the quarterly number or count of new hires by businesses' age, Quarterly Workforce Indicators. It also could be used to produce estimates by Major Sector Groups and by Ward. This goal should be measured in two different ways. The first is the comparison between the total number of jobs in January 2014 and total number of jobs in December 2017 (numerical and percentage). The second is the comparison between new hires by the businesses' age in 2014's first quarter, and new hires by the businesses' age in 2017's fourth quarter. Please note: Other agencies may have other data sources to utilize, such as the Office of Tax and Revenue.

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**Unemployment Insurance Programs - 1 (2 Initiatives)**

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1		1.1	Implement technological solution to provide customers with access to unified reemployment services via a single portal.	<p>Currently, a single point of entry for all Unemployment Insurance (UI) services within the agency's Unemployment Insurance Compensation Division does not exist. The system provides separate interfaces for claimants and employers, while workforce services are offered through another distinct system. This disjointed process increases average UI claim duration, fosters improper UI payments, and hinders rapid reemployment strategies designed to reduce the unemployment rate.</p> <p>The agency plans to implement an Integrated Workforce Registration System (IWRS) that will allow District residents accessibility to unified reemployment services via one portal. Although this integrated system will roll out in a modular fashion, once complete the modules will form a single entry point for District customers. The first module, the Employer Self-Service Portal (ESSP) launched in October 2014. The IWRS combines unemployment benefits and workforce services that will aid UI claimants to promptly return to the workforce, reduce unemployment claim durations, and decrease fraudulent UI claims and payments. Completion Date: September 2016</p>
1		1.2	Track Unemployment Claims Data to gauge the increase of employment, especially for those in underserved areas, to allocate resources and determine the success of programs.	<p>UI Claims data contains individual employment information including their address and zip code. This information can be used to produce estimates by ward. This goal will be measured in two different ways: The first is the comparison between total number of claimants in Ward 7 and Ward 8 in January 2014 and total number of claimants in Ward 7 and Ward 8 in January 2018 (numerical and percentage). The second is to survey Ward 7 and Ward 8 claimants on how they were able to find a job (numerical and percentage). The survey should be conducted online in December 2017.</p>

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**Workforce Development Programs - 1 (2 Initiatives)**

1		1.2	Enhance access to services via mobile units	<p>In FY 2015, the agency used a mobile unit to provide services to residents at the DC General Family Shelter once a week. In FY 2016, DOES will add a second mobile unit to its inventory, creating the Mobile Workforce on Wheels, connecting people experiencing homelessness as well as Ward 7 and 8 residents, to job training and/or education and workforce services. Both buses will be staffed with full-time DOES employees 35 hours a week. Completion Date: December 2015.</p>
1		1.3	Expand youth programs, job training, and internships and "learn and earn" programs.	<p>Throughout the agency's Workforce Development Division programs will submit program plans outlining steps to work with the private sector to partner with the Learn, Earn, Advance and Prosper (LEAP) Academy, Summer Youth Employment Program job fairs, and to extend on-the-job training and apprentice opportunities. Completion Date: September 2016.</p>

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<b>Workforce Development Programs - 2 (1 Initiative)</b>				
2		2.1	Integration of federal and local youth programs.	<p>During FY 2016, the DOES Office of Youth Programs intends to integrate its federally appropriated Workforce Innovation and Opportunity Act (WIOA) funds with its local year round youth employment funds to develop a coordinated, streamlined set of programs and services that are designed to meet the needs of the diverse youth population. The integrated program and service delivery model will allow the DOES Office of Youth Programs to better serve more youth, particularly those who fall below the federal poverty guidelines. Through this model, youth will be afforded the opportunity to complete training programs, work experiences, and access services that will help them obtain long-term career success and full-time employment.</p> <p>This initiative includes several key goals:</p> <ul style="list-style-type: none"> <li>• Develop a streamlined youth service delivery strategy for the District with a uniform and transparent intake, enrollment, and referral process;</li> <li>• Ensure that all youth, providers, and partners to have a consistent, positive experience;</li> <li>• Ensure that all youth programs and services align with the required ten elements of WIA Youth Programs, as mandated by federal law; and</li> <li>• Boost our WIA enrollment by 70% and offer more comprehensive support to help youth meet outcomes and improve the District's overall performance.</li> </ul> <p>Completion Date: September 2016</p>
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