

Department of Employment Services FY2017

Agency Department of Employment Services

Agency Code CF0

Fiscal Year 2017

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.

2017 Strategic Objectives

Objective Number	Strategic Objective
1	Provide high quality training programs for adults and youth that are business driven and lead to an industry-recognized credential to improve employment outcomes for District residents.
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.
3	Improve the efficiency, integrity, and performance of unemployment compensation benefits and unemployment tax services provided to claimants and District employers.
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.
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.
6	Create and maintain a highly efficient, transparent and responsive District government.

2017 Key Performance Indicators

Measure	New Measure/ Benchmark Year	Frequency of Reporting	Add Data Fields (if applicable)	FY 2014 Actual	FY 2015 Target	FY 2015 Actual	FY 2016 Target	FY 2016 Actual	FY 2017 Target
1 - Provide high quality training programs for adults and youth that are business driven and lead to an industry-recognized credential to improve employment outcomes for District residents. (10 Measures)									
Percentage of adult participants completing adult workforce development training programs.	✓	Quarterly		Not available	Not available	74%	75%	New Measure	75%
Percent of adult participants employed after receiving intensive services and completing a training program.	✓	Quarterly		Not available	Not available	Not available	Not available	New Measure	62%
Percentage of youth employed after receiving intensive services and completing a training program.	✓	Quarterly		Not available	Not available	Not available	Not available	New Measure	35%
Percentage of residents with disabilities employed after receiving vocational rehabilitation.	✓	Quarterly		Not available	Not available	Not available	Not available	New Measure	45%
Percentage of residents who are hard-to-hire, unemployed for 12 months or more, employed after receiving intensive and/or core services.	✓	Quarterly		Not available	Not available	Not available	Not available	New Measure	62%
Median earnings of adult participants employed after receiving intensive services and completing a training program.	✓	Semi-Annually		Not available	Not available	Not available	Not available	New Measure	\$5130
Median earnings of youth participants employed after receiving intensive services and completing a training program.	✓	Semi-Annually		Not available	Not available	Not available	Not available	New Measure	\$1586

Contracts/Procurement- Contracts lapsed into retroactive status	✓			Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017
Budget- Local funds unspent	✓			Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017
Budget- Federal Funds returned	✓			Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017
Customer Service- Overall Customer Service Satisfaction	✓	Annually		Not available	Not available	Not available	Not available	New Measure	75
Human Resources- Vacancy Rate	✓			Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017
Human Resources- Employee District residency	✓			Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017
Human Resources- Employee Onboard Time	✓			Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017
Performance Management- Employee Performance Plan Completion	✓			Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017

2017 Operations

Operations Header	Operations Title	Operations Description	Type of Operations
1 - Provide high quality training programs for adults and youth that are business driven and lead to an industry-recognized credential to improve employment outcomes for District residents. (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
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. (2 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
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
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
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
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

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
6 - Create and maintain a highly efficient, transparent and responsive District government. (2 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
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

2017 Workload Measures

Measure	New Measure/ Benchmark Year	Add Historical and Target Data (FY17)	Numerator Title	Units	Frequency of Reporting	FY 2014	FY 2015	FY 2016 Actual
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 the American Job Centers.	<input type="checkbox"/>		Unique Visits	Customers	Quarterly	20234	26900	28875
3 - Unemployment Benefits: providing temporary weekly benefits to workers who become unemployed due to no fault of their own. (1 Measure)								
Number of calls to the call center (Customer Navigation Center) regarding unemployment insurance benefits.	<input checked="" type="checkbox"/>		Benefits Calls	Calls	Quarterly	Not available	Not available	New Measure

2017 Strategic Initiatives

Strategic Initiative Title	Strategic Initiative Description	Proposed Completion Date
BENEFITS (2 Strategic initiative-operation links)		
Improve UI Status Determinations	In FY 2017, the agency intends to improve timeliness of UI Status Determinations. Supervisory reviews of new employer account establishments, to ensure that registration information received for processing is promptly handled; and Staff reminders will be sent periodically, placing emphasis on the importance of promptly processing registration information.	09-30-2017
Improve First Payment Promptness	In FY 2017, DOES aims to improve First Payment Promptness. The agency has created a new unit to focus on and monitor all First Payment related issues. The unit will have the authority to investigate and secure wages, re-engineer existing strategies, and will be responsible for streamlining all monetary processes, which impact the agency's ability to meet the industry standard of 87%.	09-30-2017
EMPLOYER SERVICES (1 Strategic Initiative-Operation Link)		
Increase the Number of Businesses Engaged with DOES	In FY 2017, DOES aims to increase awareness of the agency's Business Services programs and supports by: 1), expanding outreach to large, small, and new businesses in the District; and 2), Building Capacity (Staff) by forecasting training needs, identifying tools, and building coalitions. Special efforts such as seminars, webinars, and the development of a "Business Tool Kit", will be used to create partnerships for the expansion of the Learn, Earn, Advance, & Prosper (LEAP) Program, the On-the-Job Training Program, and both Apprenticeship and Pre-Apprenticeship Programs.	09-30-2017
FIRST SOURCE (1 Strategic Initiative-Operation Link)		
Maximize First Source & Apprenticeship Requirements	In FY 2017, DOES intends to maximize First Source & Apprenticeship requirements by: 1), improving the understanding of the First Source Law across all agencies, including training for Agency Directors and a designee as a POC for DOES First Source Staff; 2), implement the First Source Improvement Plan, which identifies the challenges with implementation and addresses the issues; 3), improving coordination with DMPED, OCP and grant-making agencies; and 4), implementing an enhanced First Source Business Portal and Reporting System.	09-30-2017
LOCAL ADULT TRAINING (2 Strategic initiative-operation links)		
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.	07-31-2017

Improve Training Referral Efficiency	In FY 2017, DOES aims to improve Training Referral Efficiency by reducing the time it takes from the date of registration in WIOA to enrollment in training. The agency will begin to track the timeframe between Registration Date and Enrollment Date, review data during quarterly ProgramStats (discussions reviewing data, the process of capturing data and business processes), and will improve coordination with job developers across agencies to accomplish this goal.	09-30-2017
ONE-STOP OPERATIONS (1 Strategic Initiative-Operation Link)		
Implement TANF Integration in the American Job Centers	In FY 2017, DOES intends to begin cross-training the agency's American Job Center Staff, the Department of Human Services' Office of Work Opportunity Staff, Office of the State Superintendent of Education Staff, and Rehabilitation Services Administration Staff on the agencies' policies and systems. Working in coordination with the Workforce Investment Council and Workforce Innovation and Opportunity Act (WIOA) Working Group, DOES will implement a co-location plan that includes a streamlined and client-centered intake and eligibility process.	09-30-2017
TRAINING AND EMPLOYEE DEVELOPMENT (1 Strategic Initiative-Operation Link)		
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 continue 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>	09-30-2017