

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.

Strategic Objectives

Objective Number	Strategic Objective
1	Unemployment Insurance - Improve the efficiency, integrity, and performance of unemployment compensation benefits and unemployment tax services provided to claimants and District employers.
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	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.
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	Ensure employers are connected to the American Job Centers to address their workforce needs thereby ensuring positive employment and placement outcomes for residents.
6	Universal Paid Family Leave Benefits - Implementing the program to provide temporary weekly benefits to eligible individuals.
7	Create and maintain a highly efficient, transparent, and responsive District government.

Key Performance Indicators

Measure	Directionality	FY 2018 Actual	FY 2019 Actual	FY 2020 Actual	FY 2021 Target
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	Up is Better	82.2%	80.2%	85.2%	70%
Percent of Nonmonetary Determinations (Separations and Nonseparations) made within 21 days of the date of detection	Up is Better	New in 2020	New in 2020	76%	80%
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	Up is Better	94%	93.8%	98.3%	80%
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)	Up is Better	New in 2020	New in 2020	61.6%	80%
Average telephone call wait time (CNC)	Down is Better	New in 2020	New in 2020	36.5	5
Average Email Response Time	Up is Better	New in 2021	New in 2021	New in 2021	New in 2021
Average telephone call hold time in minutes (CNC)	Down is Better	New in 2020	New in 2020	1.9	0.5

Measure	Directionality	FY 2018 Actual	FY 2019 Actual	FY 2020 Actual	FY 2021 Target
Voicemail response time percentage (CNC)	Up is Better	New in 2020	New in 2020	98.2%	90%
6 - Universal Paid Family Leave Benefits - Implementing the program to provide temporary weekly benefits to eligible individuals. (3 Measures)					
Percent of Employers registered in Employer Self Service Portal	Up is Better	New in 2020	New in 2020	92.7%	50%
Percentage of Claims Approved	Up is Better	New in 2021	New in 2021	New in 2021	New in 2021
Number of New Claims Filed	Neutral	New in 2021	New in 2021	New in 2021	New in 2021

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 aligned with the District's high demand occupations and lead to credentials recognized nationally by employers. (12 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
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

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LOCAL ADULT TRAINING	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	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
TRAINING AND EMPLOYEE DEVELOPMENT	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
TRAINING AND EMPLOYEE DEVELOPMENT	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
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

Operations Header	Operations Title	Operations Description	Type of Operations
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
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)			
TRAINING AND EMPLOYEE DEVELOPMENT	Professional Development	Provide opportunities for staff to enhance and develop skill sets to improve efficiency and customer service.	Key Project
CUSTOMER SERVICE	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)			
EMPLOYER SERVICES	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	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)			
UNIVERSAL PAID FAMILY LEAVE	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)			
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

Workload Measures

Measure	FY 2018 Actual	FY 2019 Actual	FY 2020 Actual
1 - Unemployment Benefits (1 Measure)			
Average number of issues resolved by Benefits Claims Examiners	1690	414	936
3 - DC Career Connections (2 Measures)			
Number of participants placed in unsubsidized employment	140	97	74
Number of participants enrolled in occupational skills training	New in 2020	New in 2020	46
3 - Infrastructure Academy (1 Measure)			
Number of participants newly enrolled in a DCIA training program	965	2012	237
3 - Job Centers (3 Measures)			

Measure	FY 2018 Actual	FY 2019 Actual	FY 2020 Actual
Number of participants placed in unsubsidized employment after receiving any career services, including training	316	546	191
Percentage of participants successfully completing skills training through an Individual Training Account (ITA)	New in 2021	New in 2021	New in 2021
Number of participants that earn a nationally or regionally recognized credential	137	151	102
3 - On-the-Job Training (1 Measure)			
Percentage of participants completing the program	Not Available	New in 2021	New in 2021
3 - Senior Service (SCSEP – Federal Program – from DSI) (2 Measures)			
Employment Rate: 4th quarter after exit	Not Available	New in 2021	New in 2021
Employment Rate: 2nd quarter after exit	Not Available	New in 2021	New in 2021
3 - Summer Youth Employment Program (1 Measure)			
Number of Applicants	Not Available	18,718	19,897
3 - Transitional Employment (Project Empowerment) (2 Measures)			
Number of participants enrolled in occupational skills training	New in 2020	New in 2020	38
Number of participants placed in unsubsidized employment	387	321	244
3 - Veteran Affairs (2 Measures)			
Employment Rate: 2nd quarter after exit	New in 2021	New in 2021	New in 2021
Employment Rate: 4th quarter after exit	New in 2021	New in 2021	New in 2021
3 - Year Round Youth Program (3 Measures)			
Number of applicants	439	201	129
Number of participants that earn a credential	188	90	3
Percent of participants successfully completing the program	New in 2021	New in 2021	New in 2021
4 - Customer Experience (3 Measures)			
Total number of telephone calls received (CNC)	New in 2020	New in 2020	604,406
Total number of emails received (CNC)	New in 2020	New in 2020	27,562
Total number of voicemails received (CNC)	New in 2020	New in 2020	133
5 - First Source Management, Monitoring, and Enforcement (2 Measures)			
Number of beneficiaries fined	Not Available	6	18
Number of beneficiaries that paid fines	Not Available	5	6
5 - Talent and Client Services (1 Measure)			
Number of new employers self-registered in DC Networks	913	810	831

Strategic Initiative Title	Strategic Initiative Description	Proposed Completion Date
Customer Experience (1 Strategic 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 	09-30-2021
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>	09-30-2021
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>	06-30-2021
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>	09-30-2021