

Department of Employment Services FY2023

Agency Department of Employment Services

Agency Code CFO

Fiscal Year 2023

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 - Deliver unemployment compensation benefits and unemployment tax services to claimants and District employers. |
| 2 | Labor Standards - Administer programs and systems to promote workplace safety, 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: Establish standards and processes to engage and motivate staff to deliver services that fulfill internal and external stakeholder needs. |
| 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 (KPIs)

| Measure | Directionality | FY 2020 Actual | FY 2021 Actual | FY 2022 Target | FY2022 Actual | FY 2023 Target |
|--|----------------|----------------|----------------|----------------|---------------|----------------|
| 1 - Unemployment Insurance - Deliver unemployment compensation benefits and unemployment tax services to claimants and District employers. (2 Measure records) | | | | | | |
| Percent of new unemployment insurance status determinations made within 90 calendar days | Up is Better | 85.2% | 87.1% | 70% | 84.4% | 70% |
| Percent of Nonmonetary Determinations (Separations and Nonseparations) made within 21 days of the date of detection | Up is Better | 76% | 43.4% | 80% | 40.7% | 80% |
| 2 - Labor Standards - Administer programs and systems to promote workplace safety, 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. (2 Measure records) | | | | | | |
| Percent of workers compensation formal hearings finalized within 120 calendar days | Up is Better | 98.3% | 89.9% | 80% | 83.4% | 80% |
| Percent of Memoranda of Informal Conferences sent out within 20 business days of holding the Informal Conference | Up is Better | New in 2022 | New in 2022 | New in 2022 | 97.9% | 90% |
| 4 - Organizational Excellence: Establish standards and processes to engage and motivate staff to deliver services that fulfill internal and external stakeholder needs. (5 Measure records) | | | | | | |
| Percent of telephone calls answered (CNC) | Up is Better | 61.6% | 82.9% | 80% | 92.9% | 80% |
| Average telephone call wait time (CNC) | Down is Better | 36.5 | 24 | 5 | 10 | 5 |
| Voicemail response time percentage (CNC) | Up is Better | 98.2% | Not Available | 90% | 99.8% | 90% |

| Measure | Directionality | FY 2020 Actual | FY 2021 Actual | FY 2022 Target | FY2022 Actual | FY 2023 Target |
|--|----------------|----------------|----------------|----------------|---------------|----------------|
| Average telephone call hold time in minutes (CNC) | Down is Better | 1.9 | 3.3 | 0.5 | 2.6 | 0.5 |
| Average Email Response Time | Up is Better | Not Available | 3.5 | 90 | 4.3 | 90 |
| 6 - Universal Paid Family Leave Benefits - Implementing the program to provide temporary weekly benefits to eligible individuals. (2 Measure records) | | | | | | |
| Percentage of Claims Approved | Up is Better | New in 2021 | 86.7% | 80% | 91.1% | 80% |
| Number of New Claims Filed | Neutral | New in 2021 | 2944 | No Target Set | 4267 | No Target Set |

Operations

| Operations Title | Operations Description | Type of Operations |
|--|--|--------------------|
| 1 - Unemployment Insurance - Deliver unemployment compensation benefits and unemployment tax services to claimants and District employers. (1 Activity) | | |
| Unemployment Benefits | Providing temporary weekly benefits to workers who become unemployed due to no fault of their own. | Daily Service |
| 2 - Labor Standards - Administer programs and systems to promote workplace safety, 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) | | |
| 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. (11 Activity records) | | |
| 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 |
| 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 |
| 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 |

| Operations Title | Operations Description | Type of Operations |
|--|---|--------------------|
| 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 |
| 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 |
| 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 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 | 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 |
| 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 |
| Marion Barry Youth Leadership Institute (MBYLI) | The Marion Barry Youth Leadership Institute (MBYLI) was founded in 1979 as a year-round program to train District of Columbia youth in the concepts of leadership and self-development. The MBYLI training model emphasizes practical, hands-on experience and a holistic approach to developing leaders for the 21st century. Each year, 150 young people participate in the year-round program and 350 youth participate in the Summer Training Program. Thousands of DC youth have received leadership training to date. | Key Project |
| Summer Youth Employment Program | The Marion Berry Summer Youth Employment Program (MBSYEP or Summer Youth) is a program allowing young people 14-24 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 |
| 4 - Organizational Excellence: Establish standards and processes to engage and motivate staff to deliver services that fulfill internal and external stakeholder needs. (2 Activity records) | | |
| Professional Development | Provide opportunities for staff to enhance and develop skill sets to improve efficiency and customer service. | Key Project |
| 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 Activity records) | | |
| 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 |

| Operations Title | Operations Description | Type of Operations |
|---|--|--------------------|
| 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) | | |
| 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 Activity records) | | |
| Staff Professional Development | Providing opportunities for staff to enhance and develop skill-sets to improve efficiency and customer service. | Key Project |
| Service Delivery | Providing and delivering services to all customers in a professional and timely manner. | Daily Service |

Workload Measures (WMs)

| Measure | FY 2020 Actual | FY 2021 Actual | FY2022 Actual |
|--|----------------|----------------|---------------|
| 1 - Unemployment Benefits (1 Measure) | | | |
| Average number of issues resolved by Benefits Claims Examiners | 936 | 461 | 314.5 |
| 3 - DC Career Connections (2 Measure records) | | | |
| Number of participants placed in unsubsidized employment | 74 | 40 | 35 |
| Number of participants enrolled in occupational skills training | 46 | 33 | 23 |
| 3 - Infrastructure Academy (2 Measure records) | | | |
| Percent of new enrollments from Wards 7 & 8 at DC Infrastructure Academy | Not Available | Not Available | 69% |
| Number of participants newly enrolled in a DCIA training program | 237 | 219 | 361 |
| 3 - Job Centers (6 Measure records) | | | |
| Percentage of New Enrollments with barriers to employment | Not Available | Not Available | Not Available |
| Number of referrals made at the American Job Centers by Workforce Development Specialists to assistive programs at DOES or at other DC Agencies. | Not Available | Not Available | Not Available |
| Total number of Unique Customers who come to American Job Centers (unique) | Not Available | Not Available | Not Available |
| Total number of Visits to all American Job Centers | Not Available | Not Available | Not Available |
| Percentage of participants successfully completing skills training through an Individual Training Account (ITA) | 105% | 75% | Not Available |
| Number of participants that earn a nationally or regionally recognized credential | 102 | 33 | 37 |
| 3 - Marion Barry Youth Leadership Institute (MBYLI) (1 Measure) | | | |
| Total participants in the Marion Barry Youth Leadership Institute (MBYLI) | 445 | 440 | 405 |

| Measure | FY 2020 Actual | FY 2021 Actual | FY2022 Actual |
|---|----------------|----------------|---------------|
| 3 - On-the-Job Training (2 Measure records) | | | |
| Percent of program completers who remain with the company at least six (6) months | Not Available | Not Available | 71.4% |
| Percentage of participants completing the program | 46% | 52.9% | 58.3% |
| 3 - Senior Service (SCSEP – Federal Program – from DSI) (2 Measure records) | | | |
| Employment Rate: 2nd quarter after exit | 8% | 4.2% | Not Available |
| Employment Rate: 4th quarter after exit | 9% | 18.5% | Not Available |
| 3 - Summer Youth Employment Program (1 Measure) | | | |
| Number of Applicants | 19,897 | 41,140 | 19,473 |
| 3 - Transitional Employment (Project Empowerment) (2 Measure records) | | | |
| Number of participants enrolled in occupational skills training | 38 | 46 | 96 |
| Number of participants placed in unsubsidized employment | 244 | 156 | 211 |
| 3 - Veteran Affairs (2 Measure records) | | | |
| Employment Rate: 2nd quarter after exit | 105% | 55.9% | Not Available |
| Employment Rate: 4th quarter after exit | 146% | 51.5% | Not Available |
| 3 - Year Round Youth Program (4 Measure records) | | | |
| Total Enrollments | Not Available | Not Available | 146 |
| Number of applicants | 129 | 53 | 163 |
| Percent of participants successfully completing the program | Not Available | 42% | 90.3% |
| Number of participants that earn a credential | 3 | 40 | 64 |
| 4 - Customer Experience (3 Measure records) | | | |
| Total number of voicemails received (CNC) | 133 | 56,174 | 2176 |
| Total number of emails received (CNC) | 27,562 | 29,594 | 33,250 |
| Total number of telephone calls received (CNC) | 604,406 | 1,319,340 | 386,597 |
| 5 - First Source Management, Monitoring, and Enforcement (2 Measure records) | | | |
| Number of beneficiaries fined | 18 | 48 | 67 |
| Number of beneficiaries that paid fines | 6 | 17 | 25 |
| 5 - Talent and Client Services (1 Measure) | | | |
| Number of new employers self-registered in DC Networks | 831 | 613 | Not Available |

Strategic Initiatives

| Strategic Initiative Title | Strategic Initiative Description | Proposed Completion Date |
|---|---|--------------------------|
| Service Delivery (1 Strategic Initiative) | | |
| Data Management, Integration and Governance Project | The multi-year data management project continues in FY23. This year the project will focus primarily on data access and usability as we focus on the 7 project goals. We will also stand-up a full Data Governance effort within the agency to promote good data governance and data literacy for all staff and stakeholders. | 09-30-2023 |
| Summer Youth Employment Program (1 Strategic Initiative) | | |
| Marion Barry Summer Youth Employment Program Web Based Data Management System | The project will condense multiple Office of Youth Programs operating system into one centralized interfacing web application tool. This web application tool will be used as a case management tool, data collection and data management tool, and will have data visualization and dashboard capabilities. Staff will be able to pull and filter data for reporting. Program Applications will be able to be submitted online through this system and both host and participants will have access to the system for time keeping and data management. | 09-30-2023 |
| Unemployment Benefits (1 Strategic Initiative) | | |
| UI MODERNIZATION PROJECT | The objective of this project is to develop and deploy a robust, fully-integrated Unemployment Benefits and Tax solution resulting in efficiencies and the ability to offer broader services. All systems within Unemployment Insurance will be integrated including the Document Imaging System and the ACD/IVR System. Finally, with the deployment of the project, the agency will reduce it's dependency on contractors. | 09-30-2023 |