

Department of Employment Services FY2018

FY2018 Performance Accountability Report

The Performance Accountability Report (PAR) measures each agency's performance for the fiscal year against the agency's performance plan and includes major accomplishments, updates on initiatives, and key performance indicators (KPIs).

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.

FY18 Top Accomplishments

What is the accomplishment that your agency wants to highlight?	How did this accomplishment impact residents of DC?	How did this accomplishment impact your agency?
<p>SYEP permanently expanded to include 22-24 year olds</p> <p>As the program expands, the DOES Office of Youth Programs (OYP) works to ensure that participants are supported upon the completion of the six week program.</p>	<p>In 2015, 247 22-24 year old participants secured employment after the program ended. The number of 22-24 year old participants who secured employment increased by 13% in 2016 to 330. In addition to securing employment, many participants returned to school (post-secondary) upon completion of MBSYEP. 174 returned to school in 2015 and 252 returned to school in 2016.</p>	<p>By extending SYEP, DOES reaches a difficult demographic. Most current statistics show that age group having a difficult time finding good jobs which can become the foundation of a career. This action helps us fulfill our mission: to connect DC residents with jobs and help them achieve their career goals.</p>
<p>Creation of the District of Columbia Infrastructure Academy (DCIA)</p> <p>The DCIA is located in Ward 8, at 2330 Pomeroy Road SE and officially opened in FY 18 Q2 on March 12, 2018.</p> <p>Training programs to date have included CDL Training (Quick Path to Transportation), solar panel installation (Solar Works DC), energy and utilities training (Quick Path to Energy) and occupational safety training (ATSSA Flagger / OSHA 10). DCIA is also on target to train 400 residents, with expanded program offerings to include First Aid / CPR / AED, Automotive</p>	<p>In the first three weeks of opening (through the end of Q2 on March 31st), the DCIA had 25 Solar Works DC students in class Tue-Fri at the DCIA, and had seen 80 residents at the opening ceremony and career fair, over 170 walk-in customers, with 147 applications completed, and 32 in the pipeline for CDL training. In Q3 there were : 133 Adults in training, 22 successfully Completed, 9 entered employment, and 99 Youth started via SYEP . In Q4, over 700 residents visited DCIA to receive various services; 455 residents were enrolled in one or more infrastructure training programs, which prepared them to attain nationally recognized credentials, employment, and/or employment assistance. Since opening in March 12, 2018, 1200 residents visited DCIA for training enrollment, information sessions, employment opportunities and various inquiries; 283 residents were from Ward 7 and 564 residents were</p>	<p>By creating the DCIA, the agency has fulfilled several WIOA goals by reaching the District's hardest to serve citizens with practical training. By placing the DCIA in Ward 8, it has increased our outreach to the two wards with the highest unemployment rates: Wards 7 and 8. As DOES moves forward, the success of the DCIA will guide the agency in creating other programs and assisting a wider customer base.</p>

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Technician, and work readiness / introductory training geared towards preparing residents for positions (or additional skills training) in the utility, construction, and information technology infrastructure sectors.	from Ward 8.	
<p>1000 Opportunities Support</p> <p>The 1000 Opportunities Initiative was created to connect District residents and businesses to various opportunities that span from full-time employment to trainings throughout the District.</p>	<p>With 1,180 matches made as of 31 August 2018 -- fifty days after it commenced -- the initiative can be deemed a success. Currently, 61.5% of the opportunity seekers have come from Wards 7 and 8, two of the District's most at-risk communities. Training in resume writing and interviewing skills increases the residents' ability to achieve employment.</p>	<p>DOES is looking forward to making more matches as its fiscal year comes to a close, thereby ensuring District residents and businesses continue to thrive within its 1000 Opportunities Initiative. Matching businesses with customers looking for work is a huge part of the DOES mission. This initiative allowed the agency to fulfill that goal and provide a framework for future endeavors.</p> <p>The 1000 opportunities initiative also reduced fiscal pressure on the agency by allowing DOES to leverage its public and private community partnerships.</p>

2018 Strategic Objectives

Objective Number	Strategic Objective
1	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.
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.

2018 Key Performance Indicators

Measure	Freq	Target	Q1	Q2	Q3	Q4	FY2018	KPI Status	Explanation
1 - 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. (5 Measures)									
Percent of adult participants employed after receiving individualized career services	Annually	62%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	Waiting on Data		
Percent of adult participants completing adult workforce development training programs	Annually	75%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	Waiting on Data		
Percent of adult residents who have barriers to employment or are part of the districts targeted/special populations that became employed after receiving basic or individualized career services.	Annually	62%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	Waiting on Data		
Median earnings of adult participants employed after receiving individualized career services and completing a training program	Annually	\$6200	Annual Measure	Annual Measure	Annual Measure	Annual Measure	Waiting on Data		
Percent of youth participants who attain a credential after receiving individualized career services and completing a training program	Annually	50%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	62.6%	Met	
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. (1 Measure)									
Average number of calendar days to access training from enrollment in WIOA	Quarterly	14	96	84	163	70	95	Unmet	Training is contingent upon the customer requesting training or accepting a recommendation for training. Many WIOA customers start with job search or other research into the job market before deciding upon training. In addition, the customer's folder

Measure	Freq	Target	Q1	Q2	Q3	Q4	FY2018	KPI Status	Explanation
									must be constituted (up to 10 business days), reviewed (up to 3 business days), possibly fixed (2 business days), sent to the correct department and entered into PASS. Moreover, if a training has limited access, there can be a wait for the start date. All of these contribute to the length of time it may take for a customer to enter training from WIOA participation.
3 - 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	84%	91.2%	90.8%	91.7%	92.5%	91.5%	Met	
Percent of new unemployment insurance status determinations made within 90 days of the ending date of the first quarter of liability	Quarterly	70%	82.2%	80%	82.2%	84.5%	82.2%	Met	
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. (3 Measures)									
Percent of back wages collected from employers on valid wage and hour complaints	Quarterly	97%	100%	90.8%	100%	100%	100%	Met	
Percent of workers compensation formal hearings finalized within 120 working days	Quarterly	80%	84.1%	107%	95.9%	90.9%	94%	Met	
State ranking per premium rate to secure workers' compensation	Annually	51	Annual Measure	Annual Measure	Annual Measure	Annual Measure	Waiting on Data		

Measure	Freq	Target	Q1	Q2	Q3	Q4	FY2018	KPI Status	Explanation
coverage in the District of Columbia									
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. (1 Measure)									
Percent of the First Source Agreements executed by the District that are monitored and/or enforced	Annually	85%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	100%	Met	

**We've revisited a project to standardize District wide measures for the Objective "Create and maintain a highly efficient, transparent and responsive District government." New measures will be tracked in FY18 and FY19 and published starting in the FY19 Performance Plan.

2018 Workload Measures

Measure	Freq	Q1	Q2	Q3	Q4	FY 2018
1 - Workforce Development Training Programs: connecting residents 18 years of age or older to Workforce Development Training Programs. (7 Measures)						
Number of enrolled individuals entering workforce development programs	Quarterly	1379	2096	2265	5344	11,084
Number of adult participants that were referred to local & federal training programs	Quarterly	75	149	132	111	467
Number of adult participants employed after receiving individualized career services	Quarterly	48	188	181	241	658
Number of adult participants that received individualized career services	Quarterly	1522	1022	909	1018	4471
Number of adult participants employed after completing a local and/or federal training program	Quarterly	436	361	371	323	1491
Number of youth participants that obtained a credential after receiving intensive services and completing a training program	Quarterly	5	13	33	34	85
Number of youth participants who received individualized career services and complete training	Quarterly	1	321	380	307	1009
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 American Job Centers (AJCs)	Quarterly	4715	4018	3565	3379	15,677

Measure	Freq	Q1	Q2	Q3	Q4	FY 2018
2 - Workforce Development Training Programs: connecting residents 18 years of age or older to Workforce Development Training Programs. (6 Measures)						
Number of adult participants that completed local & federal training	Quarterly	64	242	299	388	993
Number of adult participants that were referred to local & federal training programs	Quarterly	74	147	132	111	464
Number of adults who have barriers to employment or are part of the district's targeted/special populations that became employed after receiving individualized career services	Quarterly	55	77	27	150	309
Number of adults who have barriers to employment or are part of the district's targeted/special populations that received individualized career services	Quarterly	101	271	142	150	664
Number residents who are unemployed for 12 consecutive months or more and obtained employment	Annually	Annual Measure	Annual Measure	Annual Measure	Annual Measure	63
Number residents who are unemployed for 12 consecutive months that received basic & individualized career services	Annually	Annual Measure	Annual Measure	Annual Measure	Annual Measure	903
3 - Unemployment Benefits: providing temporary weekly benefits to workers who become unemployed due to no fault of their own. (2 Measures)						
Number of calls to the call center (Customer Navigation Center) regarding unemployment insurance benefits	Quarterly	13,132	5109	19,704	14,713	52,658
Average number of issues cleared and/or resolved by Benefits Claims Examiners	Quarterly	431	420	413	426	1690
5 - 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. (1 Measure)						
Average number of First Source Agreements executed	Annually	Annual Measure	Annual Measure	Annual Measure	Annual Measure	1103

2018 Strategic Initiatives

Title	Description	Complete to Date	Status Update	Explanation
COMMUNICATIONS (1 Strategic Initiative)				
Improve unified and	In FY2018, the agency aims streamlining our marketing and communication materials to have the same branding and align with the DC government	Complete	DOES successfully realigned the agency's branding to meet the DC style guide.	DOES plans to revamp OYP's branding during

Title	Description	Complete to Date	Status Update	Explanation
universal branding	style guide and make the agency website more accessible and user friendly. We will sustain a unique image by implementing advertising campaigns via a variety of mediums to promote services and events, incorporating multimedia (short films, video spotlights, picture montage) to highlight the successes of the agency, the services and programs each office within the agency provides, and spotlight staff and constituent achievements and increase awareness of the multiple services DOES provides and debunk the notion that the agency is solely about unemployment and MBSYEP.		DOES made significant strides to improve the agency's website by changing the style of the DOES homepage, making it mobile friendly, updating agency contact numbers, programs, reports, media related content, translating documents, and adding special programs to the homepage for increased visibility, making it more accessible and user friendly. In addition to an ASSLA metro bus/ rail campaign, DOES produced 9 podcasts, 8 Op-eds and 5 media buys to promote agency highlights, programs and services. DOES implemented "The Oracle", a daily employee newsletter, to highlight agency and staff achievements and revamped the interagency website as a resource tool for employees.	their 40th Anniversary in FY 2019.
CUSTOMER SERVICE (1 Strategic Initiative)				
Increase Customer Service and Customer Satisfaction	In FY2018, DOES plans to create customer engagement opportunities, create and publish a set of customer service standards, enhance virtual access to service, and improve the customer service connection via the DOES Customer Navigation Center. DOES will achieve these customer service milestones by utilizing customer feedback forums, focus groups as well as employee opinion & customer service feedback surveys.	Complete	In FY 2018, DOES established the Customer Navigation Center (CNC) and created the Customer Service Bill of Rights setting a standard for customer expectations and creating a foundation for measuring customer service. DOES engaged with residents through 2 community conversations in Wards 4-8, conducted 2 business industry roundtables to promote the agency's mission, provided information regarding DOES programs and services, and received feedback from residents on how DOES can improve delivery and access to programs and services. Feedback was received orally and through customer surveys. DOES hosted a series of Leadership on Location events at HQ and AJCs to hone in on customer and staff needs, to create a platform for new ideas and process improvements.	Technical issues
EMPLOYER SERVICES (1 Strategic Initiative)				
Increase and Improve Business Engagement	In FY2018, DOES aims to improve business engagement and increase awareness of business services programs by; 1) connecting with at least 25 new employers per month, 2) developing and	Complete	In FY18 the BSG developed and implemented the DOES "Business Tool Kit." The Tool Kit will be utilized to better advertise DOES services to the business	

Title	Description	Complete to Date	Status Update	Explanation
	implementing the DOES "Business Tool Kit", 3) stationing at least one BSG Account Executive in each AJC to improve collaboration and coordination of talent recruitment efforts.		community and organizations wishing to learn more about the services offered. DOES ensured that each AJC had an account executive on site to coordinate with site manager to advertise available jobs to qualified participants.	
LOCAL ADULT TRAINING (1 Strategic Initiative)				
Establish and Launch Infrastructure Academy	In FY 2018, the agency endeavors to establish and launch the Infrastructure Academy. Work has already begun with public and private sector partners to align various training sessions and programs. By the second quarter of FY 2018, DOES aims to work with the Deputy Mayor's Office of Greater Economic Opportunity to establish an interim Infrastructure Academy located East of the River. This will only serve as the temporary home until a permanent facility is identified.	Complete	In FY18 Q4, over 700 residents visited DCIA to receive various services; 455 residents were enrolled in one or more infrastructure training programs, which prepared them to attain nationally recognized credentials, employment, and/or employment assistance. Training programs were focused on the Energy & Utilities, Transportation, Information Technology, and Construction infrastructure career paths. Since opening in March 12, 2018, 1200 residents visited DCIA for training enrollment, information sessions, employment opportunities and various inquiries; 283 residents were from Ward 7 and 564 residents were from Ward 8.	
TRAINING AND EMPLOYEE DEVELOPMENT (1 Strategic Initiative)				
Improve and Increase Staff Capabilities	In FY2018, the agency aims to expand learning and development opportunities focusing on frontline and senior management, enhance the customer service culture with internal and external customers, and produce credentialed workforce leaders. DOES will achieve this by leveraging training and professional development targeting senior management, to include but not limited to, Academy DOES, the George Washington University Leadership Coaching, and Contracts and Procurement Training. Frontline staff will have the opportunity to participate in programs that include Academy DOES and ongoing customer service trainings.	Complete	<ul style="list-style-type: none"> • OTPD designed and facilitated DOES Customer Service Bill of Rights training to support an agency culture standard. • Completion of 3rd cohorts of Academy DOES training programs Moving Beyond the Front Line & Lead. • Designed and coordinated delivery of Strategies for Leading Employee Relations at DOES (MSS Series), Understanding Employee Relations at DOES (Brown Bag Series) with DOES HR and Employee Relations Liaison. • Implemented the OTPD Book Club where DOES team members accessed a selected audiobook via the District-wide Skillsoft portal and discussed its implication for the agency. <p>Designed and coordinated delivery of Financial Management for Senior and Executive Managers with OCFO, OCP, and DOES Office of Grants and Resource Allocations.</p>	

Title	Description	Complete to Date	Status Update	Explanation
Universal Paid Family Leave (1 Strategic Initiative)				
Establish and Implement Paid Family Leave Program	In FY 2018, DOES endeavors to establish a paid-leave program to administer the paid-leave benefits provided for in D.C. Act 21-682. Key milestones for FY 2018 include, but are not limited to: 1) establish Rules and Regulations; 2) Build or procure a paperless paid-leave system for collecting taxes and paying benefits; and 3) hire staff for key leadership positions and the entire tax division.	75-99%	<p>The Office of Paid Family Leave (OPFL) hired 14 FTEs and 2 contractors and identified 2 procurement resources in FY18, for a total of 18 staff. 8 positions are in the hiring process, and 5 positions have tentative selections. FY19 staffing efforts have begun, focusing on Tax Division staff and IT positions. The OPFL staffing plan is consistently reviewed and assessed to fit the department's needs.</p> <p>The PFL Tax System Request for Proposal (RFP) was released on August 10, 2018, and closed on September 21, 2018. The drafting of the RFP for PFL benefits will begin in late October 2018.</p> <p>After the closure of the public comment period on August 5, 2018, OPFL received 221 comments related to the proposed tax rules. The proposed benefits rules will be released in fall 2018.</p>	<p>The PFL Tax System Request for Proposal (RFP) was released on August 10, 2018, and closed on September 21, 2018. The drafting of the RFP for PFL benefits will begin in late October 2018.</p> <p>After the closure of the public comment period on August 5, 2018, OPFL received 221 comments related to the proposed tax rules. The proposed benefits rules will be released in fall 2018.</p>