



Government of the District of Columbia

WORKFORCE INVESTMENT ANNUAL REPORT

Program Year 2002

Anthony A. Williams, Mayor
Gregory P. Irish, Director Department of Employment Services
Colleen Lee, Chairperson Workforce Investment Council

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STATE DIRECTOR'S MESSAGE

During Fiscal Year 2002, employees of the Department of Employment Services continued working tirelessly to provide critical employment-related services to District residents. Despite the economic challenges we faced during this year, we remained collectively committed to restoring stability to the lives of those seeking our services. The value of our employees has been reinforced throughout the year as they have been repeatedly called upon to “go the extra mile” in order to ensure that our customers and stakeholders have access to quality service.

The programs administered by the department remain vital to the community and we support Mayor Anthony A. Williams' commitment to provide opportunities for all. We feel a sense of optimism as we end the year with the department's labor and management representatives honoring their commitment to establish an effective and productive partnership. The department's mission is a critical one, and we recognize that successful achievement of our goals depends upon a shared vision and desire to improve the quality of life in our city.

MISSION STATEMENT

The mission of the Department of Employment Services is to plan, develop, and deliver employment-related services to all segments of Washington, D.C.'s population. We achieve our mission through empowering and sustaining a diverse workforce, which enables all sectors of the community to achieve economic and social stability.

VISION STATEMENT

The Department of Employment services' number one priority is customer success. Our comprehensive employment services ensure a competitive workforce, full employment, life-long learning, economic stability, and the highest quality of life for the citizens of the District of Columbia.

LABOR MANAGEMENT PARTNERSHIP

Mayor Williams and his administration strongly believe that labor and management must work together in an atmosphere of mutual respect and common purpose in order to provide quality services to District residents. In this regard, the District of Columbia government has fully supported the goal of city-wide labor management partnerships established by the D.C. Labor-Management Partnership Council (LMPC) Agreement of June 23, 1997. As a result of this agreement, the Office of Labor Management Programs (OLMP) was established to administer a comprehensive labor-management cooperation program for all agencies under the administrative authority of the Mayor.

The Department of Employment Services was out front in adopting this philosophy. Its partnership efforts predate the 1997 agreement. The department's labor-management partnership

was the District's first. Pursuant to the District's Labor-Management Partnership Council Agreement, the department and AFGE-Local 1000 confirmed their commitment to the goal of establishing an effective Labor-Management Partnership Council within the department. Toward this end, eighteen Council members, equally divided between management and labor, were appointed. Training was initiated through OLMP, and the Council's first newsletter completed and distributed. Finally, Council members have agreed to jointly develop future solutions to selected problem areas and to firmly establish the partnership process as an ongoing institution.

DC WORKFORCE INVESTMENT COUNCIL

Pursuant to the provisions of the Workforce Investment Act of 1998 (PL 105-220, Title I, Section III), Mayor Anthony Williams established the District of Columbia Workforce Investment Council through an Executive Order in October 1999. The Council is a public-private partnership consisting of business and community leaders, as well as key government policy makers, who collectively establish the vision, mission, and goals for the District's workforce development programs and services. The Council continuously directs its efforts toward creating a workforce investment approach that will integrate education, workforce preparation, and economic development activities and result in a highly skilled, knowledgeable, and informed workforce that can compete effectively in a global marketplace.

The vision and goals established by the Council are reflected in the activities and initiatives undertaken through implementation of the Workforce Investment Act. They reflect the commitment of the Council to make a constructive impact on local workforce programs, services, and partners and to convene and facilitate meetings and workgroups that respond to concrete District workforce needs. The following Calendar Year 2002 activities are examples of such initiatives:

- The Council's Employer Involvement/Labor Market Information Committee requested that the District develop a State of the Workforce study and produce a report that would outline the Washington Metropolitan Area's position in terms of workforce demand, current and future workforce supply, and quality of life issues. The document, *The District's State of the Workforce Report*, was completed in 2002 and published in 2003.
- The Council's Oversight Committee oversaw the development of the One Stop Career System Credentialing Criteria that will be used by the systems to ensure a consistent level of quality services to customers. Standards for One Stop Centers and central office operations were implemented in 2002.
- The Council's Employer Involvement/Labor Market Information Committee served as the advisory board to the U.S. Department of Labor Sector Development Project. Committee members were engaged in review and decision-making regarding sector analysis; development of focus groups composed of employers, training providers, and target populations; and consideration and review of the final strategic implementation plan.

- The Council assisted in developing or expanding strategic partnerships with local organizations including Trinity College, Howard University, the University of the District of Columbia, and the Metropolitan Washington Council of Governments to secure several important competitive grants through USDOL. Grant awards were successfully secured in the areas of Information Technology, Health Care Industry Partnerships, and the USDOL Sector Employment Demonstration Project referenced above.
- The Council actively supported the District’s efforts to move toward a comprehensive youth development system by creating its Youth Investment Council (YIC), formerly the School to Careers Governing Council. The YIC has contributed progressive and innovative ideas and concepts in collaboration with community leaders and other stakeholders. It also worked closely with the YO contractors to sponsor the Youth Development Institute.

ONE-STOP SYSTEM EXPANSION

The Workforce Investment Act of 1998 (Public Law 105-220) introduced fundamental reforms of the nationwide employability development system. The Act laid the groundwork for the creation of a state-based “One-Stop” service delivery system built on the principles of universality, accountability, flexibility, streamlined services, and individual empowerment. The One-Stop Career Center system provides the framework for customer access to a wide range of employment-related services including the labor exchange function which enables job seekers to find employment and employers to identify qualified and willing workers; vocational training; targeted programs to enhance the employment prospects of special groups such as veterans, youth, older workers, ex-offenders, and welfare recipients; labor market information; and unemployment compensation for workers who have lost jobs through no fault of their own.

From 1998 on, the department has been fully committed to developing an integrated One-Stop Career Center system that is customer-focused, market-driven, and links workforce development and economic development efforts. The District’s One-Stop Career Center system has been carefully planned and expanded since 1998. It currently consists of a network of nine centers, three full-service centers and six satellite centers that are focused on serving particular customer cohorts who have specialized needs. In 2002, the department continued system expansion by opening four new satellite centers:

- **A. Philip Randolph Worker Center/Department of Employment Services Satellite One-Stop Career Center** – This center was created through an innovative partnership between the department and the Metropolitan Washington Council of the AFL-CIO and its Community Services Agency. The center’s Grand Opening was held on August 30, 2002, with such notable guests as John Sweeney, President of the national AFL-CIO; Josh Williams, President of the Metropolitan Washington Council; Secretary Elaine Chao of the U.S. Department of Labor; and Mayor Anthony Williams in attendance.

Located at 6210 North Capitol Street, N.W., the center is staffed by both departmental and AFL-CIO professionals. It offers a wide-range of workforce development services including job search, unemployment compensation, Internet access, and vocational training opportunities in the areas of hospitality, healthcare, the building trades, and utilities. We believe that this center, the first of its kind in the nation, is an important addition to the department's service delivery system. As Director Irish said at the Grand Opening, "I am proud to be a partner in the efforts of the AFL-CIO to continue the vision of A. Philip Randolph. His was a vision founded in the belief that decent and well-paying jobs achieve dignity and self-worth for all racial and ethnic groups. At this center, DOES, with the help of the AFL-CIO, can provide the tools and resources to help job seekers find their vision."

- **Euclid Street Satellite One-Stop Career Center** – On December 5, 2002, the department celebrated the Grand Opening of the Euclid Street Satellite One-Stop Career Center located at 1704 Euclid Street, N.W. Established through a partnership with the District's Office of Latino Affairs and the Ward 1 community, this center specializes in providing comprehensive workforce development services to Latinos and other residents of the Adams-Morgan neighborhood.

While open to all residents, the center focuses on providing bi-lingual assistance to Spanish-speakers and others who are not fluent in English. As a satellite center, staff provides job seekers with job placement assistance and helps those who need vocational training to improve their labor market prospects. Local businesses can post job vacancies and recruit qualified workers through the center. State-of-the-art computer and office equipment is available for use by job seekers and employers. Although the center does not process unemployment compensation claims, customers needing this service are briefed concerning eligibility requirements and provided with the documents needed to file a claim.

- **United States Veterans Assistance Center** – The department strongly supports the proposition that those men and women who have devoted themselves to the defense of our country deserve the best service we can offer. To fulfill our commitment to veterans, we have partnered with the U.S. Department of Veterans Affairs to establish a satellite One-Stop Career Center at the U.S. Veterans Assistance Center located at 1722 I Street, N.W. This center, the first of its kind in the nation, provides comprehensive workforce development services to eligible veterans through both our Local Veterans Employment Program and our Disabled Veterans Outreach Program.
- **Business Resource Center** – Entrepreneurial dynamism and healthy small business formation are crucial to economic development and job creation. Accordingly, the department has partnered with the Howard University Small Business Development Center and North Capitol Neighborhood Development, Inc. to establish the innovative Business Resource Center located at the department's headquarters site at 64 New York Avenue, N.E. The center is dedicated to providing tangible support, encouragement, and technical assistance to those individuals hoping to start or expand small businesses.

Direct services offered at the center include technical and marketing assistance, business counseling, on-line access to the Master Business License application process, support in developing business and marketing plans, incubator space that provides basic office services and equipment, technology support services, meeting space, financing assistance, technical workshops, and reference materials such as start-up guides, business planning software, and informational videos.

VIRTUAL ONE STOP SYSTEM: 2002 ENHANCEMENTS

During 2002, the department continued to focus on expansion and enhancement of the *DCNetworks* Virtual One-Stop (VOS) case management system. VOS provides the electronic platform for linking the various components of the District's workforce development system and facilitates employer and job seeker access to employment, training, and educational information. The 2002 system enhancements included an upgrade from Version 4.0 to Version 5.0, the addition of the Welfare-to-Work (WtW) program module, and the incorporation of a Spanish-language version in the self-service component.

The upgrades described below allow our external customers, stakeholders, and staff to more effectively access the various components of the system. These upgrades include:

- A modification to the opening page graphic which incorporates a photograph of the Mayor, as well as the branding logo for One-Stop Centers which has been adopted by the department.
- The addition of "flyout" menus, which allow easier system navigation.
- A "Staff Profile" link which allows individual staff users to correct/update their user information (critical to system security).
- Additional online reports which staff/managers can pull up at any time to determine services that have been reported for a particular demographic, by local center, or by individual staff member.
- A "Virtual Recruiter" which allows self-service customers as well as staff to set up automated searches for jobs with specific characteristics, which will be run by the system on a daily, weekly, or monthly basis (as requested) with results returned via email or internal *DCNetworks* messaging. This same feature was also added for employers who can automate candidate searches in the same way.
- Enhancements to many employer features, allowing them to do online resume searches, searches by skill sets, and more.
- The ability for staff to report specific services they have provided to employers, as well as to individual customers.
- The ability to record subordinate worksites under a master employer record, so that an employer with multiple worksites can maintain separate records while maintaining information under a master/umbrella employer account.
- A budgeting module for self-service customers.

The Spanish-language version of VOS which became operational in 2002 allows the self-service customer to search for information on jobs and/or training providers, enter online resumes, do

skill-set matching, and access all other services available in VOS, with all onscreen/instruction text in Spanish.

The WtW module adds many WtW-specific features, including the ability to record and store information received directly from the Department of Human Services, the District's lead TANF agency. It also replaces many previously manual processes, including job coach evaluations and case notes. This module also allows for the more efficient documentation and reporting of unsubsidized employment activity and will incorporate the direct assignment of customers to subsidized employment/work experience sites through a master list of providers.

During the upcoming year, it is planned that two additional components will be added to the VOS system including a Youth module and an Individual Funds Tracking module. The Youth module, which will be linked to the department's existing payroll and time and attendance systems, will allow for the tracking of summer and year-round WIA youth participants. It will include a separate youth application and allow for the mass scheduling of orientation sessions, online job matching, and the tracking of participation by worksite, funding source, salary, and age.

The Individual Funds Tracking module will provide for the tracking of grant funds down to the level of individual service and allow program managers to determine the type and amount of grant funds expended on individual customers. More importantly, this module automates the tracking of expenditures, records obligations and expenditures against specific grants, and establishes ticklers to notify program managers of grant expenditure levels.

UNEMPLOYMENT INSURANCE

The Unemployment Compensation Program is an important element of the District's financial safety net. The program provides temporary income support to workers who lose their jobs through no fault of their own. It is funded primarily through payroll taxes on District employers. During 2002, the District's Unemployment Compensation Program paid out a total of \$185,368,377 in benefits to 37,165 recipients. Compared to 2001, these figures represent an 80% increase in benefits paid (\$103,147,624 in 2001) and a 27% increase in the number of recipients served (28,189 in 2001). The average benefit amount paid to each recipient in 2002 was \$4,987, compared to an average payout of \$3,533 in 2001.

In addition to successfully managing a significantly larger volume of work in 2002, as reflected in the figures above, the Office of Unemployment Compensation (OUC) implemented several major initiatives:

Annual Filing by Household Employers - In 2002, OUC fully implemented legislation enacted in 2001 that provides household employers with the option of filing their contribution reports on an annual instead of a quarterly basis. A household employer is an employer who pays for domestic services rendered by cooks, gardeners, cleaning staff, child and adult care providers, and home nurses. There are approximately 3,000 household employers registered with the OUC Tax Office as liable for the payment of unemployment compensation taxes.

This legislation altered a fundamental principle of the unemployment compensation program; namely, that employers submit their contribution report on a quarterly basis. Consequently, the automated tax system had to be extensively modified in order to accommodate annual filing. This modification, which was undertaken by TRW, the contractor who maintains the automated tax system, included all of the major tax functions: registration, accounting, cashiering, account maintenance, reporting, and calculation of experience rating. An outreach program was conducted which provided household employers with detailed information about the annual filing option now available to them and solicited their filing choice. Approximately 2,200 domestic employers chose the annual filing option.

Increasing Benefits in Response to September 11th - In response to the terrorist attacks of September 11, 2001, and the consequent widespread layoffs in the hospitality and travel-related industries, the department worked with the Mayor's Office, the City Council, and union and business leaders to develop temporary legislation designed primarily to increase benefit levels for individuals who had filed new claims after the attacks. The temporary legislation, which was adopted on an emergency basis in late October 2001, included the following major provisions:

- The one-week waiting period was waived;
- The maximum weekly benefit amount was increased from \$309 to \$359;
- The weekly benefit amount was calculated at 75% of the average weekly wage in the high quarter; formerly it had been calculated at 50%. This change effectively increased the weekly benefit amount by 50%. For example, an individual whose average weekly wage was \$400 would receive \$300 a week instead of \$200;
- Claimants working part-time were allowed to collect an additional \$20 a week in unemployment compensation benefits.

This emergency legislation applied to all initial claims filed on or after September 9, 2001, through March 9, 2002.

Implementation of the Temporary Emergency Unemployment Compensation Program - On March 9, 2002, President Bush signed legislation passed by the Congress which established the Temporary Emergency Unemployment Compensation Program (TEUC). This program provided as many as 13 weeks of additional benefits to individuals who had exhausted all their rights to regular state unemployment compensation. These additional benefits are totally funded by federal dollars.

Implementation of TEUC involved a significant amount of reprogramming of the unemployment compensation automated benefit system by On Point Technology, Inc., the contractor who maintains this system. Implementation was further complicated by the "reach back" provisions

in the authorizing federal legislation that included initial claims filed as early as March of 2000. This resulted in a first mailing on April 1, 2002, of over 16,000 applications to individuals who appeared potentially eligible for TEUC. About 11,000 of these initial applications were returned. Each had to be carefully screened by OUC staff to make sure that the applicant was not entitled to any kind of regular unemployment compensation benefits either against the District or any other state. This screening process also uncovered claimants who had potential overpayments because they had been working and collecting benefits at the same time. These cases then had to be investigated by staff to determine whether the claimant was, in fact, overpaid.

In addition to these initial applications, since March 10, 2002, OUC has continued to receive an average of 250 new applications for TEUC each week from individuals exhausting their regular District benefits. These applications are subject to the same screening process described above. The first TEUC payment was made by the District on April 15, 2002. By the end of the calendar year, a total of \$36,660,380 had been paid to TEUC claimants.

Utilizing Reed Act funds, during the upcoming year, it is planned that the District will fully implement electronic filing for employer tax filing and initial and continued benefit claims. These systems will interface with DCNetworks.

WELFARE TO WORK/PROJECT EMPOWERMENT

Raychon Daniels was a 42 year-old single mother; a welfare recipient who had spent years battling personal problems including drug addiction and low self-esteem. When her eldest son told her she was about to become a grandmother, she decided it was time to change her life and focus on succeeding at something. She took a close friend's advice and enrolled in Project Empowerment.

Her initial skepticism of "another government program" disappeared as she moved through program orientation and recognized the sincerity and commitment of Project Empowerment staff. According to Raychon, "It didn't matter where I came from or what I had been doing all my life. What mattered was that I was there. They were going to do everything in their power to help me. The catch? I had to really want to make a change. They don't want folks who are there to waste time, fool around, and not take the program seriously. That nurturing, but tough-love, environment was just what I needed."

In April 2002, Project Empowerment placed Raychon in an unsubsidized, full-time Administrative Assistant position. At the same time, she enrolled in a local college to earn her certification as a Medical Assistant, her chosen career field. As Raychon states proudly, "I feel good about my decision to complete the program. I feel as if I've been given a new lease on life and I intend to make the best of it – for me, my boys, and my grandson."

Raychon Daniels' success story, and hundreds of others just like it, is a testament to the effectiveness of Project Empowerment, the department's innovative welfare-to-work program. Implemented in April 2001, Project Empowerment was carefully designed and developed with

the customer in mind: the citizen wanting work and a brighter future. The foundation of Project Empowerment's success is built on several important strategies:

Build Partnerships - Project Empowerment's very beginnings grew out of a close partnership with the Department of Human Services formed to execute the Mayor's mandate to effectively administer the federal Welfare Reform programs that were introduced in 1996. Since then, Project Empowerment has continued to create innovative partnerships with educational institutions, the business community, local government, regional agencies, and community-based organizations.

Provide Comprehensive Services - The Project Empowerment program design establishes an integrated, comprehensive continuum of services. Enrollment, orientation, and job readiness provide the basic building blocks for success and prepare customers for follow-on components. Workforce preparation activities such as subsidized employment, vocational training, and basic education services allow customers to develop the skills, abilities, and self-confidence to thrive in the world-of-work. A carefully constructed supportive services network enables customers to overcome debilitating barriers to employment. Intensive job placement and job retention services help customers find and keep jobs in an increasingly competitive labor market. All these program components are bound together through a rigorous case management and job coaching system.

Build Bridges to the Employer Community – At the core of Project Empowerment is a single, fundamental goal: place customers in sustainable, unsubsidized employment that leads to economic self-sufficiency. Accordingly, the development of mutually beneficial relationships with employers is one of the program's foremost priorities. We work hard at nurturing our ties to our employer-partners by providing customized recruitment assistance, providing on-the-job support to employed program participants, and facilitating access to available federal tax credits. This approach has proven successful. In FY 2002, we accomplished 111% of our unsubsidized placement goal by assisting 390 customers find employment and start down the road to a new life. In addition, nearly 98% of our employer-partners renewed their partnerships with the program. As Joyce Rawlings of our employer-partner, Global Aviation, has said, "The Project Empowerment participants are doing a wonderful job. It's a good feeling to help someone get their life together while making a good investment for your business."

Pursue Continuous Improvement - From the inception of the Project Empowerment program, both management and staff have been dedicated to the concepts of change, evolution, and improvement. We are determined to increase the program's relevance to its customers and reconfigure or add components to make the program more effective. Early on, we adopted the Job Coaching concept and a Job Club module to increase the success rate of our unsubsidized job placement and job retention efforts. We lengthened the duration of the Job Readiness component when it became apparent that our customers needed more intensive workplace preparation instruction. In 2002, we took several additional steps to improve Project Empowerment:

- We negotiated an agreement with Sylvan Learning Systems, one of the nation's most respected providers of adult basic education services for low-income individuals. Under

this agreement, hundreds of our customers will receive intensive literacy enhancement and GED preparation services so that they can compete more effectively in a tight labor market.

- We negotiated an agreement with Vehicles for Change through which selected customers are able to secure a reconditioned used car at a reasonable price. This partnership will enable customers to more conveniently access the suburban labor market that accounts for much of the area's job growth.
- We planned and began implementation of Project Empowerment II, a progressive initiative that will employ the proven Project Empowerment service delivery model to help ex-offenders reintegrate into society through counseling, training, and work.

As we move forward, the Project Empowerment team is confident that we will continue to enable our customers and their families to enter the mainstream through the dignity of work and self-reliance. In the words of Prather Ellison, another Project Empowerment success story, "I now work at Global Aviation as a security guard and love my job. My son will soon be four years old and I can see the impact my working has on his life. He's happy. I can give him the things he needs and I do not have to depend on anyone or take people's handouts. It's actually very empowering to be able to do that."

APPRENTICESHIP/PRE-APPRENTICESHIP

The department's Office of Apprenticeship Information and Training continued to expand traditional apprenticeship opportunities and to develop new apprenticeship approaches in FY 2002. Our emphasis on apprenticeship is based on our belief that it is perhaps the most effective training model in today's workforce development arena. Apprenticeship links trainees directly with skilled, experienced journey workers who provide hands-on, one-on-one instruction and is coupled with intensive classroom teaching. Most apprenticed occupations are unionized, offering outstanding wage and fringe benefit packages and opportunities for career advancement. Among the department's apprenticeship initiatives in FY 2002 were:

- **Pre-Apprenticeship Training** – For years, the department has faced a stubborn problem that has hindered our ability to enroll District youth in apprenticeship programs: too many District youth lack the educational foundation and workplace skills to qualify for available apprenticeship opportunities. The department has attacked this problem by developing pre-apprenticeship programs for the purpose of providing the structure, guidance, and educational remediation our youth need to successfully enter formal apprenticeships.

In FY 2002, we negotiated six pre-apprenticeship programs that served 157 District youth. Four programs were in the traditional construction trades occupations with the Plumbers, Sheet Metal Workers, Carpenters, and Electricians Unions. Graduates of these programs were guaranteed placement in the unions' formal apprenticeship programs at an average starting wage of \$11.50 per hour.

The department also ventured beyond traditional pre-apprenticeship boundaries in FY 2002. In partnership with the Washington Area New Automobile Dealers Association, we initiated an Automobile Technician pre-apprenticeship program that trained 30 District residents at metropolitan area car dealers. We also partnered with the District's Department of Human Services and the University of the District of Columbia to offer a pre-apprenticeship program in the area of Certified Daycare Assistant.

Finally, the department continued its groundbreaking Multi-Craft Pre-Apprenticeship Program in partnership with the Laborers and Cement Masons Unions and the Court Services and Offenders Supervision Agency. Created in FY 2001, this program is designed to address the unmet needs of ex-offenders attempting to positively reenter society, establish a career, and achieve financial self-sufficiency. The program emphasizes educational remediation, workplace readiness, and social adjustment. Last year, 19 District residents completed the seven-week program and began their journey toward a better life.

- **The Step-Up Apprenticeship Program** – This innovative program is also in its second year of operation. Step-Up was created in conjunction with the District's new Convention Center project to expand opportunities for District residents to enter building and construction trades apprenticeships tied to large commercial projects covered by the Davis-Bacon prevailing wage law. Through the end of FY 2002, the Step-Up program had reached 126% of its enrollment goal. Further, 46 District residents completed the program and were transitioned to formal apprenticeship programs at starting salaries averaging \$12 per hour. Step-Up will continue to operate at the Convention Center until its completion in spring 2003. At the same time, the department will seek new partners on major commercial projects in order to continue this proven concept in the future.
- **Future Developments** – The department began laying the groundwork in FY 2002 for several initiatives that will reach fruition in FY 2003. We have worked closely with the federal General Services Administration (GSA) to establish a provision that will require an apprenticeship component in all federal construction bid packages. Under this concept, contractors who already have registered apprenticeship programs or who agree to establish such programs through the District, Maryland, or Virginia Apprenticeship Councils will be given points toward winning construction bids. We believe that this partnership will result in a significant increase in apprenticeship opportunities for District residents.

LABOR STANDARDS

The department's Labor Standards Bureau administers programs to compensate workers who have suffered workplace-based injuries or illnesses; to enforce compliance with minimum wage, overtime, seats, garnishment, and wage payment laws; and to provide occupational safety and health onsite consultation services to private sector employers and a safety and health

management program for employees. In FY 20002, the Bureau implemented a number of important initiatives:

- Improvements developed by the Office of Workers' Compensation Stakeholders Workgroup were implemented. These measures included the creation of a centralized docket unit for scheduling informal conferences so that claimants could be scheduled for and attend informal conferences within 30 days of request; implementation of a process to expedite approval of all settlements within 30 days with a current time frame of 2-3 weeks after receipt of the settlement; and establishment of a system to assure issuance of recommendations expeditiously. Finally, a Special Fund Unit was established within the Bureau, a Special Fund Trustee was assigned, and processes related to administering the provisions of this section of the Workers' Compensation Act were streamlined for efficiency.
- The Office of Occupational Safety and Health produced and distributed the *DOES Emergency Action Plan* and provided training on the plan to selected staff. The Office also provided safety and health training to small businesses that focused on the new OSHA record-keeping system. In addition, the Office assisted with the transfer of the Public Sector Occupational Safety and Health Program to the D.C. Office of Risk Management. The transfer became effective on June 24, 2002.
- The Office of Wage-Hour conducted 2,925 wage-hour employer audits and collected employee back wages totaling \$616,228.
- Phase I of the requirements analysis of the Workers' Compensation Application Conversion and Software Development initiative commenced. The Phase I completion and Phase II implementation are anticipated in FY 2003.

STAFF AND ORGANIZATIONAL DEVELOPMENT

In 2002, the Staff Development Services was restructured and renamed the Office of Staff and Organizational Development (OSOD) to reflect its evolution from a largely administrative office to an organization with expanded support services functions. The purpose of OSOD is to develop, promote, and support a results-oriented internal workforce whose professional progression is based on a clear understanding of individual and organizational goals and defined by increased employee involvement and improved job performance.

The guiding principle of OSOD is that our employees are our most valuable assets. Accordingly, the office is committed to assuring that the professional development of the department's workforce remains a foremost priority. In this respect, OSOD's mission is to link employee learning experiences to strategic planning processes and to provide employees with the workplace tools required to deliver quality services to all of our customers. In 2002, OSOD made significant strides toward fulfilling its new mission. These initiatives included:

- Critically reviewing the functions of staff development and formulating a plan to extend and connect the primary functions of staff development with the department's performance-based budgeting mandates.
- Restructuring and renaming the Office to reflect the expanded support service function, the clear connection between the individual and organizational goals, and the linkage of learning activities to strategic and workforce planning processes.
- Implementing a three-day interactive departmental Orientation Program that includes a crossover ceremony to mark the completion of the first orientation phase.
- Developing a handbook for Customer Relations Representatives.
- A major effort to reorient all departmental staff on how to properly answer the telephones based on city guidelines; continuation of the Career Development Facilitator certification program; maintenance of the liaison relationship between departmental staff and the Center for Workforce Development (CWD); and the coordination of employee scheduling for training provided through the CWD.

FAITH-BASED INITIATIVE

The Personal Responsibility and Work Reform Act of 1996 established the Temporary Assistance to Needy Families (TANF) program, marking the beginning of a national commitment to reform and overhaul the welfare system. This legislation also introduced the concept of "charitable choice," a commitment to use faith-based and community-based organizations to provide social services. The Bush Administration has embraced the "charitable choice" philosophy as manifested by its creation of the Office of Faith Based and Community Initiatives (OFBCI) through an executive order.

In 2002, the department, in response to Mayor Williams' commitment to support the Bush Administration's Faith-Based Initiative, responded to a proposal from the U.S. Department of Labor and secured a grant to create partnerships with Faith-Based and Community-Based organizations (FBOs/CBOs). The department was one of twelve recipients in the nation of this state-based grant from the Department of Labor's Office of Faith-Based and Community Initiatives.

The department used this planning grant to reach out to and educate FBOs/CBOs on how to form partnerships to provide job services to an expanded group of District citizens. In order to implement the grant, the department established the Office of Faith and Community-Based Partnerships (OFCBP) to realize our goal of engaging FBOs/CBOs in workforce development service delivery through the District's One-Stop Career Center System. In addition to the basic mission of OFCBP, we developed the following priorities:

- Deepen the relationship between local faith and community-based partners and the department's One-Stop Career Centers.

- Bring One-Stop Career Center services directly to neighborhood street corners.
- Increase outreach and education efforts to inform faith and community-based organizations about funding resources.
- Establish and use the OFCBP Faith-Based Advisory Council as an important tool to develop collaborative opportunities and to help eliminate obstacles to full partnership efforts.
- Encourage One-Stop Career Center customers facing severe employment barriers to connect with a faith or community-based organization in their neighborhood.

OFCBP held its first of two planned outreach Focus Groups on January 23, 2003, at the Washington Convention Center. The event attracted over 60 of the District's most active community leaders representing faith and community-based organizations located in Wards 1, 2, 5, and 6. Program participants held discussions on topics that helped the OFCBP gain insight on how to formulate better partnerships with their organizations. The focus group included a panel of distinguished guest speakers including representatives from the Mayor's Office for Religious Affairs, the White House Office of Faith-Based and Community Initiatives, the Center for Faith and Community Initiatives, and the Office of the Secretary of Labor. A second focus group is planned for residents and organizations from Wards 3, 4, 7, and 8.

Other outreach activities included the Director of OFCBP presenting the department's Faith-Based Initiative to the Washington Interfaith Network, the Mayor's Interfaith Advisory Council, and the Workforce Investment Council. OFCBP maintains close contact with the White House Office of Faith-Based and Community Initiatives, and staff attended a meeting with President George Bush that focused on Welfare-to-Work and Faith-Based and Community Initiatives.

In addition, OFCBP developed plans for a Mobile One-Stop Career Center to be operational in 2003 and has included information about OFCBP on the departmental web site with links to the White House Office of Faith-Based and Community Initiatives and the U.S. Department of Labor's Center for Faith-Based and Community Initiatives.

SPECIAL INITIATIVES

During FY 2002, the following initiatives were undertaken as the department increased efforts to improve service delivery, better publicize our programs and services, and significantly broaden our outreach efforts.

- The department initiated a special outreach campaign to promote our Welfare-to-Work program, Project Empowerment. Promotional materials were developed to increase the business community's hiring of program participants. The branded promotional materials carried the slogan "Smart business, Dedicated workers," and included a logo, letterhead and business cards, an Employer Information Brochure, Fact Sheet and Bill of

Rights, Participant Information Brochure and Fact Sheet, 2002 Project Empowerment Annual Report, and print ads in English and Spanish. The orientation video and 30-second commercial featuring Iyanla Vanzant, television personality and successful businesswoman, have been developed to appeal to both business leaders and potential participants. The materials were used to launch a full outreach/promotional campaign for Project Empowerment that included advertisement through television, community newspapers, the Metro bus/rail system, and mass mailings to area employers.

- The department developed new promotional materials to increase awareness of the department's Youth Opportunity (YO!) Program. Promotional materials include a YO! logo, stakeholder brochure, planner/calendar, newsletters, and a program brochure.
- New outreach materials, including a logo, brochure, fact sheet, and post card were produced for the DCNetworks One-Stop Career System. Three orientation videos were developed to provide One-Stop Career Center customers with an overview of available programs and services. The videos are available in English, Spanish, and Vietnamese and are available in a CD/DVD format for individual viewing. Additionally, a promotional video was produced (in English) and is currently being cablecast on City Cable 16 to advertise One-Stop services. The information is available on CDs/DVDs and VHS tapes.
- The department intensified efforts to increase/improve service delivery to customers from diverse backgrounds by translating approximately 25 forms, documents, and brochures into Spanish, Vietnamese, Chinese, and Korean.
- In July 2002, the Department of Employment Services was a co-sponsor of JobFest DC with the U.S. Department of Labor's Office of the 21st Century Workforce, Public Forum Institute, the U.S. Navy, and WashingtonPost.com. This jobs and skills fair was a day-long event held at the Washington Convention Center to provide job seekers with a one-stop opportunity to access available local jobs and to pursue job training. A record-breaking 18,000 attendees and 343 exhibitors offered more than 15,000 jobs and special employment-related workshops.
- In response to the economic slowdown in the District of Columbia following the September 11, 2001, tragedy, the department was a co-sponsor of the "Workforce Recovery Conference, Jobs and Skills Fair" in January 2002. This job fair was the U.S. Department of Labor's first major job fair to assist laid-off workers in the District of Columbia. Over 8,000 job seekers and 200 employers attended this event.
- The department co-sponsored the Labor 2 Youth Union Fair along with the Community Services Agency and the Metropolitan Washington Council, AFL-CIO. The fair was an opportunity for high school and out-of-school youth to receive information on an array of careers in unionized occupations, the labor movement, and apprenticeship programs.
- In July 2002, the agency director participated in a live on-line discussion on Washington Jobs.com. The director answered over 80 questions from job seekers throughout the

United States and as far away as Argentina. Questions ranged from “what is the best way to find a job in the District of Columbia,” to “what are the current high demand occupations.” The on-line chat was also used to promote JobFest DC.

- The department was honored to be the first local job service agency to host a tour for Secretary of Labor Elaine L. Chao and President Bush’s Council on the 21st Century Workforce. At the Franklin Street One-Stop Career Center, the Council was shown the integrated career and employment services offered through the DC Networks system. The President’s Council also toured the South Capitol Street/CVS pharmacy One-Stop Career Center where they were briefed on the special training partnership with CVS/pharmacy and job placement for Project Empowerment (welfare-to-work) clients. Cable Television 16 recorded the delegation’s visit at the Franklin Street One-Stop Career Center.
- A press conference, covered by WRC and News Channel 8, was held to showcase Project Empowerment’s partnership with Vehicles for Change, Inc. Five former welfare participants, who have successfully transitioned to employment, were presented with the titles and keys to their newly refurbished vehicles. The D. C. Office of Transportation also supported this effort by providing child safety seats to the new car owners.

LEGISLATIVE INITIATIVES

In FY 2002, the department was involved with the passage or implementation of the following key pieces of workforce legislation:

Unemployment Compensation Services Temporary Act of 2002 (D.C. Act 14-109) – Allowed the Department to temporarily retain or rehire certain experienced unemployment compensation claims examiners to assist with increased workloads associated with the 9/11 disaster and the Temporary Extended Unemployment Compensation Program.

Unemployment Compensation Funds Appropriation Authorization Emergency Act of 2002, Unemployment Compensation Funds Appropriation Temporary Act of 2002 (D.C. Act 14-531) – Allowed the Department to access certain funds available pursuant to the Federal Reed Act for use in making improvements to the Unemployment Compensation Program.

Unemployment Compensation Modernization Amendment Act of 2002, Section XX of the 2003 Budget Support Act – Allowed the Department to access certain funds in the Interest Surcharge Account to pay for designated upgrading, particularly automation, in the administration of the Unemployment Compensation Program.

LABOR MARKET INFORMATION

An effective 21st Century workforce development system requires a labor market information component that is comprehensive, easily accessible, and convenient to use. The drafters of the Workforce Investment Act (WIA) foresaw this need and made a forward-looking labor market

information sector one of the cornerstones of the WIA system. Labor market information is used by job seekers to determine high-demand, high-growth, and emerging occupational areas in order to make informed career choices. Businesses use this information to guide staff recruitment, relocation, and investment decisions. Accurate labor market information is a major element of economic development and budgetary strategies formulated by governments and policy makers.

The District's Office of Labor Market Research and Information (OLMRI) has eagerly accepted the challenges set forth in WIA and pursued a policy of continuous improvement to enhance LMI products and increase their accessibility and usability. Among the achievements OLMRI realized in 2002 were:

- OLMRI participated in a geocoding pilot project in partnership with the U.S. Department of Labor's Bureau of Labor Statistics. The District of Columbia is one of six jurisdictions nationwide that was selected by the Department of Labor to undertake this geocoding project. Under this project, OLMRI has added or refined the physical location address information in its employer database. The goal is to precisely locate and display on a map where a group of businesses within an industry or sector is located and show the employment and wage data of these businesses by geographic area within the District.
- A second Labor Market Information User's Forum was sponsored by OLMRI in April 2002. As with the first LMI Forum in October 2001, it provided LMI users with an opportunity to be updated on current developments in the area of labor market information and to share information on workforce development issues. Members of the District's Workforce Investment Council, U.S. Department of Labor regional representatives, employers, and representatives of workforce development organizations, schools and universities, and other District government agencies attended the April forum. During the forum, there were presentations by Department of Labor staff on the new industry classification system that impacts the way labor market data are classified and presented; by the Workforce Investment Council on a collaborative project identifying growth industries in the District; by Dr. Stephen Fuller on the latest economic trends in the District and the Washington metropolitan area; and by DOES Director Gregory Irish on the importance of timely and useful feedback from LMI users.
- Due to increased demand by LMI users outside of DOES, the distribution of the "Labor Market and Other Economic Trends: A Snapshot," a monthly brochure published by OLMRI, increased to nearly 10,000 copies per month. The LMI Snapshot provides updated information about the labor market in the District and the surrounding Washington metropolitan area each month. The snapshot includes information on the number of jobs by industry, labor force projections, unemployment rate, high demand occupations and their wages, top employers, unemployment insurance claims, and demographic information.
- Information on covered employment and wages in the District by industry and sector was published in print format for the first time. Covered employment and wages data are based on unemployment insurance reports from employers. The publications are issued on a quarterly and annual basis and show the latest available covered employment and

wages data. Covered employment data are instrumental in determining Federal allocations of program grants to state and local governments. Businesses and public and private research organizations find the covered employment statistics to be one of the best sources of detailed employment and wage information.

YOUTH SERVICES

Upon entering office, the Williams Administration committed itself to improving youth development programs and services in the areas of education, social adjustment, recreation, health, and workforce preparation. The Department of Employment Services is a key member of the public-private partnership Mayor Williams formed to help youth make progress toward fulfilling and rewarding lives. In this regard, the department sponsors several programs to help District young people make a smooth transition into the workforce.

□ Passport-to-Work

The Passport-to-Work program prepares District youth to successfully enter the labor market by providing participants with a continuum of innovative, year-round services. Passport-to-Work consists of three primary components: the summer program which provides temporary employment opportunities through the subsidized SummerWorks program and the unsubsidized private and federal sector initiatives; the in-school program which provides paid employability training, academic enrichment activities, and leadership development during the school year; and the out-of-school program which provides subsidized employment and vocational training to youth who are no longer enrolled in school.

2002 Summer Youth Employment Program

SummerWorks is a six-week temporary employment and job readiness program for youth ages 14 to 21. District youth earn from \$5.15 to \$12 per hour, working 20 to 40 hours per week. Summer salaries are based on age, job experience, and job assignment. In 2002, SummerWorks, which began July 8th and ended August 9th, placed 6,092 youth in summer jobs.

Mayor's Youth Leadership Institute (MYLI)

The Mayor's Youth Leadership Institute is a year-round program designed to train District youth in the concepts of leadership and self-development. Members of the Institute come from a cross-section of ethnic, cultural, and economic backgrounds, reflective of the general population of the city. Leadership development training begins for members of the Institute at age 14, and generally concludes at age 17, when participants are transitioning from high school to higher levels of education. Youth leaders are active in a variety of programs and special projects that allow them to demonstrate their newly learned skills. These activities include:

- "The Youth Government," a replication of the District government;
- "Operation: Shadow the Leader" in which young people spend an entire day with District government officials to see firsthand how plans and decisions are made;
- Service as hosts to other youth visiting the District from cities across the country;
- Participation in panel discussions on innovative youth leadership programs for the National Association of Counties (NACO).

Youth Opportunity (YO!) Program

The District of Columbia Youth Opportunity Program (YO!), a federally-funded program authorized by the Workforce Investment Act, is a year-round program that serves out-of-school youth between the ages of 14-21. The program began in August of 2000 and will continue for a five-year period. The program offers out-of-school District youth, in pre-designated communities, a variety of career development assistance by combining school-based learning with work-based learning experiences. The program is operated through six Youth Opportunity Partners:

Action to Rehabilitate Community Housing

1227 Good Hope Road, SE

Covenant House of Washington

3400 Martin Luther King, Jr. Avenue, SE

DC Link and Learn

1000 U Street, NW

Friendship House

619 D Street, SE

Latin American Youth Center

1419 Columbia Road, NW

United Planning Organization

Quantum Program

401 M Street, SW 2nd floor

These partners work in cooperation with the department to provide job training, life skills instruction, mentoring, military enlistment information, apprenticeships, high school diploma or GED preparation, counseling, tutoring, and recreational activities. The ultimate goal of YO! is placement and retention in a post-secondary education institution or employment.

Another feature of the YO! program is the Urban Leadership Academy run by the Community Equity Empowerment Partnership (CEEP). This is a comprehensive educational-based initiative focused on providing a targeted group of ninth graders at Ballou High School and selected out-of-school youth with leadership development, technology, and broadcast media training. Organizations such as the National Council of Negro Women and Concerned Black Men work in collaboration with the program to provide mentors for YO! associates.

In 2002, YO! highlights included:

Youth Summit: YO! held a Youth Summit at the Hart Senate Office Building. The summit allowed positive interaction between YO! associates and concerned adults regarding issues and concerns affecting today's youth.

Retreat: As a follow-up to the summit, a two day Youth Retreat was held at the Gallaudet University Kellogg Conference Center. The retreat theme was "Championship Living: Equipping Leaders and Producing Champions who are on the Road to their Destiny." The retreat goals were to empower youth with leadership skills and tools for implementing the principles of community service, educational enhancement, mentorship, and employment readiness in their communities.

Television Production: YO! participants have been exposed to on-air television production and produce a weekly show, *Keeping It Real*, that airs on D.C. Cable Channel 16. The show features issues youth confront everyday, such as drugs, teen sex, self-improvement, and other topics.

National Basketball Championship: Fifteen youth from our YO! program participated in the YO! Boston (MA) National Basketball Classic. The tournament featured boys' and girls' basketball teams from 18 different YO! programs around the country. While in Boston, District YO! associates had an opportunity to take an impromptu tour of area colleges and universities.

Fire and EMS Cadet Training: Eleven YO! associates received certificates/ plaques as they participated in the graduation ceremony from the Fire and EMS Cadet Training Program. Graduates successfully completed all requirements to become employed with the D.C. Fire and Emergency Medical Services Department. The program was designed to provide instruction, training, and employment for YO! associates who expressed an interest in becoming firefighters or emergency medical technicians. The cadets will undergo a probationary period of one year while they receive on-the-job training.

Ben & Jerry's Partnership Business Venture: This venture is owned and operated by the Latin American Youth Center (LAYC). It provides employment and training in every aspect of the ice cream store business with the goal of ensuring that all youth involved will gain valuable work experience, advance educationally, and develop critical life skills that will enable them to compete and succeed in the world of work.

Professional Development Institute: The department launched the institute for Youth Development Practitioners in May 2002. It was coordinated by the National Center for Strategic Nonprofit Planning and Community Leadership (NPCL) to offer youth practitioners creative and promising best practices and models from across the country and to serve the developmental needs of youth. Seventy-five staff members attended the training and earned credit hours towards credentials as a certified Youth Development Practitioner, an apprenticeship recognized by the U.S. Department of Labor.

Second Annual Union Fair: Over forty unions and 1,000 in- and out-of-school youth, including YO! associates, participated in the Metropolitan Washington Council, AFL-CIO

Community Action Agency's Second Annual D.C. Union Fair. The union fair is a part of the District's youth workforce investment strategy. The fair is designed to raise career awareness and increase career options in the selection of future unionized occupations, to increase internships and employment opportunities, and to increase employer involvement in career preparation.

Team D.C. Disaster Training: YO! associates participated in the Team D.C. Disaster Relief Program to learn how to react in the event of an emergency. Disaster relief classes were held to empower youth to react safely, swiftly, and capably when faced with an emergency situation. The highlight of the training was a trip to Ground Zero in New York City. Each YO! associate who participated in the Team D.C. Disaster Relief Program was certified by the American Red Cross. Youth are now trained to provide residents of the metropolitan area with much needed information on how to deal with emergencies and catastrophic events.

□ **Partnership for Special Initiatives**

Partnership for Special Initiatives identifies, develops, and secures unsubsidized jobs for youth aged 16-21. This intense job development effort is concentrated primarily, although not exclusively, in the private sector. PSI staff provide youth job seekers with personal one-on-one service - scheduling interviews, faxing resumes, and setting up recruitment centers to facilitate the hiring process. To assist employers, youth are screened to assure appropriate job-applicant matching. They are also provided with assessment, counseling, and workshops in career awareness and pre-employment skills.

School-to-Work Program

The School-to-Work Program combines education and workforce training to prepare students for college and careers. The major objectives of School-to-Work are to:

- Actively involve employers in the development of work-based learning opportunities for students;
- Redesign and implement challenging curricula;
- Provide training opportunities for teachers, employers, workplace mentors, and counselors;
- Promote partnerships among employers, labor, education, government, and community organizations;
- Work with local groups to introduce students, parents, and educators to connections between classroom activities and learning on the job;
- Integrate academic and occupational learning;
- Establish linkages between secondary and post-secondary education;
- Provide students with experience and understanding about all aspects of an industry.

This program also helps area employers to:

- Create a pool of qualified workers;
- Develop a high-quality workforce;
- Prepare future workers to meet the skill demands caused by rapid technological changes;
- Increase skill and employability levels of students;
- Improve performance levels and attitudes of workers who serve as mentors;
- Improve the connection between school-based and work-based learning experiences;
- Boost academic achievement of students;
- Reduce the costs of recruiting, selecting, and training new workers.

RECOGNITION OF QUALITY CUSTOMER SERVICE

Rising Star Awards Program

- On September 16, 2002, the department sponsored the 2002 Workforce Rising Star Awards Program in cooperation with the D.C. Workforce Investment Council and the National Association of Workforce Boards. This annual awards program recognized several organizations and individuals that excelled in the workforce development arena. Twelve awards were presented honoring public and non-profit organizations, job seekers and training participants, and workforce development employees. Seven “Directors’ Awards” were presented to individuals and/or organizations that made significant contributions to placing District residents into jobs and training. A new awards category was added this year in honor of James L. Eichberg, former Chairman of the Workforce Investment Council. The award was presented to Marie Johns, President of Verizon Washington, D.C., for her contribution to workforce development in the District of Columbia. The corporate and nonprofit sponsors of the 2002 program included Balmar Solutions and Print, B&B Productions, Covenant House, CVS/pharmacy, DC Link and Learn, DTI Associates, Quality Telecommunications Services, Inc., Resources Consultants, Inc. (RCI), and the Washington Metropolitan Area Transit Authority (WMATA).

Employee Awards Program

- To recognize the outstanding work and accomplishments of DOES employees, the department hosted its first Employee Incentive Awards Program since 1997 at the U.S. Department of Labor. On July 27, 2002, nearly four hundred distinguished employees were honored for individual and group achievement and years of public service. The awards program theme was “Service that Makes a Difference.” The awards included: Length of Service, Iron Man/Marathon Woman (employees who took no sick leave during 2001), Meritorious Service, Sustained Superior Performance, Special Individual Achievement, Outstanding Management Supervisory Service, and Special Group Achievement

PERFORMANCE ACCOUNTABILITY

The District of Columbia's Department of Employment Services (DOES) has an obligation to meet the recognized Performance Measures as specified in Section 136 of the Workforce Investment Act. These measures were created in order to establish performance goals at both the state and local levels across the nation. All fifty states and the District of Columbia, Puerto Rico, and the Virgin Islands work toward a common objective, which is to meet the performance levels while simultaneously achieving customer satisfaction and demonstrating continuous improvement in all program areas.

There are distinct indicators of performance for workforce investment activities that must be met in all three program areas: Adult, Dislocated Workers, and Youth programs. Of these indicators, there are 15 core performance measures that apply to the three program areas. Customer Satisfaction (both participant and employer) adds two additional core measures, making a sum total of 17 measures that DOES is expected to meet.

The department met the 80% threshold for all 17 negotiated performance measures; exceeding the negotiated level for eight of the 17. The ability to complete Customer Satisfaction and Follow up Surveys online was made available in 2002. It is our hope that automating this function, along with technical assistance provided by Charter Oak will help the department strengthen response rates in both areas, as well assessing customer satisfaction beyond the DOL required questions.

Additionally, the U.S. Department of Labor uses twelve federal goals, developed under the Government Performance and Results Act (GPRA), to gauge performance levels across all states. GPRA is the mechanism by which Congress evaluates the success of federal programs, including those operated by states and local areas. GPRA is also a principal component of the President's Management Agenda, through which the Bush administration evaluates programs as a part of their goal to integrate budget and performance.

Outcomes on WIA Measures		
PY 2002		
Performance Measures	PY 2002	PY 2002
Adult	Re-Negotiated	Actual
Entered Employment Rate	66.0%	67.5%
Employment Retention Rate	75.0%	70.2%
Earnings Change	\$ 3,600.00	\$2,942.00
Employment Credential Rate	59.0%	63.5%
Dislocated Worker		
Entered Employment Rate	78.0%	78.1%
Employment Retention Rate	85.0%	73.1%
Earnings Replacement Rate	95.0%	151.3%
Employment Credential Rate	70.0%	70.4%

Older Youth		
Entered Employment Rate	65.0%	75.0%
Employment Retention Rate	72.0%	88.6%
Earnings Change	\$ 3,200.00	\$4,636.00
Employment Credential Rate	50.0%	64.3%
Younger Youth		
Skill Attainment Rate	77.0%	96.7%
Diploma or Equivalent Rate	61.0%	95.2%
Retention Rate	56.0%	47.0%
Customer Satisfaction		
Participant Satisfaction	72.0%	70.6%
Employer Satisfaction	70.0%	66.1%

SUMMARY OF 2002 NON WIA ONE STOP PERFORMANCE

Performance Measures	FY 2000	FY 2001	FY 2002
Number of Youth Placed in Summer Jobs	7,704	5,752	6,092
Number of Youth Placed in Year-Round Internships and Work Experiences	695	1,073	1,032
Number of TANF/Welfare-to-Work Recipients Placed in Unsubsidized Employment	243	309	390
Number of TANF/Welfare-to-Work Participants Placed in Subsidized or Transitional Employment	445	561	676
Number of Residents Placed in Pre-Apprenticeship and Step-Up Programs	101	116	213
Percentage of DOES Registered Customers Placed in Jobs	17%	19%	20%
Number of Customers Accessing Services Through the Agency's One-Stop Career Center System	**	82,036	66,430
Number of Residents Placed as a Result of First Source Agreements	1,940	2,302	2,307
Number of Residents Placed in Private Sector Unsubsidized Jobs	2,238	3,657	3,613

** The mechanism for capturing this information, the Virtual One-Stop (VOS) system, was not operational in FY 2000.

WIA Annual Report Data

State Name: DC

Program Year: 2002

Table A: Workforce Investment Act Customer Satisfaction Results

Customer Satisfaction	Negotiated Performance Level	Actual Performance - Level - American Customer Satisfaction Index	Number of Surveys Completed	Number of Customers Eligible for the Survey	Number of Customers Included in the Sample	Response Rate
Participants	72	70.6	96	655	655	14.7
Employers	70	66.1	388	1,202	1,202	32.3

Table B: Adult Program Results At-A-Glan

	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	66	67.5	474
			702
Employment Retention Rate	75	70.2	369
			526
Earnings Change in Six Month	3,600	2,942	1,521,136
			517
Employment and Credential Rate	59	63.5	356
			561

Table C: Outcomes for Adult Special Populations

Reported Information	Public Assistance Recipients Receiving Intensive or Training Services		Veterans		Individuals With Disabilities		Older Individuals	
Entered Employment Rate	55.7	64	83.9	26	44.1	15	62.6	77
		115		31		34		123
Employment Retention Rate	72.3	47	67.9	19	56.3	9	65.4	53
		65		28		16		81
Earnings Change in Six Months	5,912	384,271	-682	-18,409	1,269	20,306	1,925	152,102
		65		27		16		79
Employment and Credential Rate	51.5	53	70.4	19	50	13	61.6	45
		103		27		26		73

Table D: Other Outcome Information for the Adult Program

Reported Information	Individuals Who Received Training Services		Individuals Who Only Received Core and Intensive Services	
Entered Employment Rate	67.1	339	68.5	135
		505		197
Employment Retention Rate	70.8	267	68.5	102
		377		149
Earnings Change in Six Months	2,917	1,079,258	3,006	441,878
		370		147

Table E: Dislocated Worker Program Results At-A-Glance

	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	78	78.1	495
			634
Employment Retention Rate	85	73.1	362
			495
Earnings Replacement in Six Months	95	151.3	5,191,656
			3,430,574
Employment and Credential Rate	67	70.1	244
			348

Table F: Outcomes for Dislocated Worker Special Populations

Reported Information	Veterans		Individuals With Disabilities		Older Individuals		Displaced Homemakers	
Entered Employment Rate	60	15	55.6	5	70.8	46	25	1
		25		9		65		4
Employment Retention Rate	66.7	10	80	4	80.4	37	0	0
		15		5		46		1
Earnings Replacement Rate	116	123,982	0	0	113.9	577,027	0	1
		106,899		1		506,666		46,497
Employment And Credential Rate	50	7	33.3	2	60.6	20	50	1
		14		6		33		2

Table G: Other Outcome Information for the Dislocated Worker Program

Reported Information	Individuals Who Received Training Services		Individuals Who Received Core and Intensive Services	
	Entered Employment Rate	75.9	264	80.8
348			286	
Employment Retention Rate	74.6	197	71.4	165
		264		231
Earnings Replacement Rate	127.4	2,797,148	194	2,394,508
		2,196,241		1,234,333

Table H: Older Youth Results At-A-Glance

	Negotiated Performance Level	Actual Performance Level	
		Entered Employment Rate	65
Employment Retention Rate	72	88.6	49
			31
Earnings Change in Six Months	3,200	4,636	125,181
			27
Credential Rate	50	75	42
			56

Table I: Outcomes for Older Youth Special Populations

Reported Information	Public Assistance Recipients		Veterans		Individuals With Disabilities		Out-of-School Youth	
	Entered Employment Rate	75	6	100	1	0	0	72.9
8			1		1		48	
Employment Retention Rate	66.7	4	100	1	0	0	88.2	30
		6		1		1		34
Earnings Change in Six Months	5,235	20,940	9,546	9,546	0	0	4,636	125,181
		4		1		1		27
Credential Rate	83.3	10	100	1	100	1	74.5	41
		12		1		1		55

Table J: Younger Youth Results At-A-Glance

	Negotiated Performance Level	Actual Performance Level	
		Skill Attainment Rate	77
			993
Diploma or Equivalent Attainment Rate	61	95.2	217
			228
Retention Rate	56	64.9	131
			202

Table K: Outcomes for Younger Youth Special Populations

Reported Information	Public Assistance Recipients		Individuals Disabilities		Out-of-School Youth	
Skill Attainment Rate	97	326	95.1	58	95.5	321
		336		61		336
Diploma or Equivalent Attainment Rate	95.2	59	75	3	93.4	85
		62		4		91
Retention Rate	60.6	20	50	4	84.6	33
		33		8		39

Table L: Other Reported Information

	12 Month Employment Retention Rate		12 Mo. Earnings Change (Adults and Older Youth) or 12 Mo. Earnings Replacement (Dislocated Workers)		Placements for Participants in Nontraditional Employment		Wages At Entry Into Employment For Those Individuals Who Entered Employment Unsubsidized Employment		Entry Into Unsubsidized Employment Related to the Training Received of Those Who Completed Training Services	
Adults	66.7	188	3,718	1,018,823	2.5	12	3,508	1,662,593	73.4	58
		282		274		474		474		79
Dislocated Workers	79.8	519	158.4	7,539,144	0.8	4	5,912	2,908,815	80.2	81
		650		4,761,008		495		492		101
Older Youth	71.4	20	5,079	132,054	8.3	3	2,633	92,163		
		28		26		36		35		

Table M: Participation Levels

	Total Participants Served	Total Exiters
Adults	1,654	542
Dislocated Workers	1,085	446
Older Youth	239	77
Younger Youth	1,202	622

Table N: Cost of Program Activities

Program Activity		Total Federal Spending
Local Adults		\$3,701,153.00
Local Dislocated Workers		\$3,842,432.00
Local Youth		\$2,063,686.00
Rapid Response (up to 25%) 134 (a) (2) (A)		\$38,424.00
Statewide Required Activities (up to 25%) 134 (a) (2) (B)		\$2,066,710.00
Statewide Allowable Activities 134 (a) (3)	Program Activity Description	
Total of All Federal Spending Listed Above		\$11,712,405.00

WIA Annual Report Data

State Name: DC

Program Year: 2002

Table O: Summary of Participants

Local Area Name: D.C. Workforce Investment Council 1	Total Participants Served	Adults	1,654
		Dislocated Workers	1,085
		Older Youth	1,202
		Younger Youth	239
	Total Exiters	Adults	542
		Dislocated Workers	446
		Older Youth	622
		Younger Youth	77

		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	72	70.6	
	Employers	70	66.1	
Entered Employment Rate	Adults	66	67.5	
	Dislocated Workers	78	78.1	
	Older Youth	65	73.5	
Retention Rate	Adults	75	70.2	
	Dislocated Workers	85	73.1	
	Older Youth	72	88.6	
	Younger Youth	56	64.9	
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,600	2,942	
	Dislocated Workers	95	151.3	
	Older Youth (\$)	3,200	4,636	
Credential / Diploma Rate	Adults	59	63.5	
	Dislocated Workers	67	70.1	
	Older Youth	50	75	
	Younger Youth	61	95.2	
Skill Attainment Rate	Younger Youth	77	96.7	
Description of Other State Indicators of Performance				
Overall Status of Local Performance		Not Met	Met	Exceeded
		0	6	11