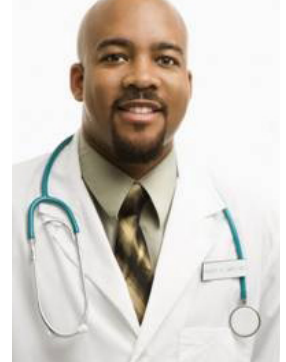


Government of the District of Columbia  
**WORKFORCE INVESTMENT  
ANNUAL REPORT**

Program Year 2007



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# DISTRICT OF COLUMBIA WORKFORCE INVESTMENT SYSTEM

## **Mission**

Increase access to a well-informed, integrated workforce investment system that is closely aligned with the education and workforce needs of employers and better prepares citizens for high-growth jobs that pay living wages.

## **Vision**

To develop a more prepared and competitive workforce that meets employer needs and strengthens our communities and families.

## **Guiding Principles**

The District of Columbia Workforce Investment Council, in collaboration with Mayor Adrian Fenty, will seek to improve services, integrate programs, advocate on behalf of employers and job seekers, and inform all citizens of the educational, employment, and economic development priorities of the city.

## A MESSAGE FROM WORKFORCE INVESTMENT COUNCIL

This past year, the D.C. Workforce Investment Council (DC WIC) led the drafting of the first ever city-wide strategic plan for workforce development in the District of Columbia. With our workforce partners, we evaluated our current workforce system and identified areas where educational principles and effective workforce training systems were needed in the District to ensure that our residents receive the assistance they need to succeed in a competitive labor market.

The high educational and occupational requirements of the Washington Metropolitan Area labor market bring both very good news and sobering challenges to the regional economy and to the District. The good news is that the region's concentration of well-educated workers provides a strong foundation for economic growth and development and offers competitive advantages in maintaining and attracting firms and industries needing such workers. The bad news is that District residents who do not possess the education or skills demanded in this market encounter greater difficulties than their counterparts in other cities in finding employment paying family-sustaining wages. This population, with lower levels of education and skills, is too often excluded from the region's prosperity. This creates several critical challenges for workforce development in the District.

As a result of our extensive strategic planning process, we have been able to identify the challenges, goals, and strategic opportunities that the DC WIC will pursue in the coming years. The DC WIC will work with our partners and stakeholders to change the story for our low-income, working poor and discouraged, unemployed residents.

The future looks bright for the District. The key, however, to the sustaining growth for our city and region is to ensure that there is an adequate, qualified workforce to meet the demands of a growing job market. The DC WIC will focus on developing a workforce system that results in more prepared and competitive workers who meet employer needs and strengthens our communities and families. In this effort, the DC WIC will serve as its rightful role as the primary workforce agent for the District of Columbia.

Barbara Lang  
District of Columbia Workforce Investment Council Chairperson  
President & CEO, D.C. Chamber of Commerce



## EXECUTIVE SUMMARY

The District of Columbia Workforce Investment Council (DC WIC) and the Department of Employment Services (DOES) are pleased to present the Program Year 2007 Workforce Investment Act (WIA) Annual Report. This report provides key information about WIA performance outcomes in the District from July 1, 2007, through June 30, 2008, as well as local program outcomes reported from Fiscal Year 2008 (October 1, 2007 to September 30, 2008). To summarize, the District met or exceeded the majority of WIA performance targets this past program year. Our performance was guided by a basic service philosophy of contributing to the progress, development, and well-being of our citizens. The system has strived to achieve these goals through an innovative mix of WIA, Wagner-Peyser and locally-funded workforce development programs and initiatives. Rising demand for public services and increased financial pressures required the workforce system to be resourceful and strategic in building, operating, and planning. More than ever, we recognized the value of partnerships as an economical and practical means of meeting goals and addressing the needs of our citizens. The year saw several successful collaborations, including the opening of co-located satellite One-Stop Career Centers, the launch of a health career training program in conjunction with a major university hospital, and the continuation or expansion of intergovernmental alliances.

In PY 2007, the District met or exceeded all nine performance measures for WIA customers. We met the federally negotiated goals for WIA adult and dislocated worker entered employment rates. The average earnings of adult participants was more than \$8,900 above the District's negotiated goal. The Dislocate Worker earnings rate was 110% above the negotiated goal. We are especially proud of progress in WIA Youth Programs. The District won top honors in the Youth Common Measures Placement Rate category (more than 56% above the negotiated goal), the Youth Common Measures Certificate Attainment Rate category (more than 48% above the negotiated goal), and the Youth Common Measures Literacy/Numeracy Gain Rate category (more than 40% above the negotiated goal).

At the heart of all performance is our commitment to customers. One excellent example is our Veterans' Program which, for the third consecutive year, won a major award for exemplary customer service. In PY 2007, the Local Veterans' Employment Representative Program and Naylor Road One-Stop Career Center earned the American Legion's Annual National Employment Service Award for the District. The District is equally indebted to its seniors. Our Senior Community Service Employment Program (SCSEP) again exceeded the U.S. Department of Labor (USDOL) negotiated measure, by 52% last program year. In addition, we increased our Rapid Response services to workers displaced as a result of closure and merging of some of the District's major employers in hospitality, media, and government.

One of the District's most promising local programs - the Green Collar Jobs Initiative - continued to lead the country in opening new paths to employment in eco-friendly commerce and public service. Additional opportunities were made available through the District's apprenticeship programs, which achieved a 30% increase of total new apprentices and a 17% increase of District

residents as new apprentices over last program year. Our renowned Business Services Group marked another record year of recruitment events and assistance, including registering more than 75 employers for the Mayor's Citywide Job Fair, an event that drew more than 15,000 job seekers. The Transitional Employment Program (TEP) was another important provider of service to disadvantaged residents. In FY 2008, TEP joined with the local public housing agency to open a new center for subsidized housing residents. We are also encouraged by progress made on a regional basis, particularly the signing of a Memorandum of Understanding for a Base Realignment and Closure (BRAC) agreement between the District, the Commonwealth of Virginia Governor's Office of Workforce Development (GOWD), and the Maryland State Department of Labor and Licensing and Regulation (DLLR).

These are just a few highlights of an eventful year by the District's workforce investment team. As we progress through Program Year 2008, we are tackling new challenges and rebuilding processes and programs to create or expand opportunities for our citizens.

### **WORKFORCE INVESTMENT COUNCIL INITIATIVES**

- **Industry Sector Strategy Initiative:** In PY 2007, the DC WIC continued implementing an Industry Sector Strategy that involved conducting four industry sector forums on the following high-growth, high-demand industries: health care, construction, banking and finance, and hospitality and tourism. The joint effort during the DC WIC, the D.C. Chamber of Commerce, and the Metropolitan Washington Council, AFL-CIO, included business leaders, government, unions, universities, and training providers. These stakeholders pursued the goal of developing innovative and appropriate educational and training programs through post-secondary educational institutions and community-based partnerships. We anticipate that the new training modules created as a result of the forums will lead to increased opportunities for employment for the District's underemployed and unemployed residents.
- **Comprehensive Workforce Strategy:** The Council of the District of Columbia allocated resources to the DC WIC for the development of a strategic workforce development plan for the city. The basis of the plan will be the findings and recommendations of a report published in 2007 by The Brookings Institution entitled: "Reducing Poverty in the District and Growing the Middle Class from Within." The key goals, strategies, and outcomes of the strategic plan will be accomplished over the next three to five years.
- **Bridge to Self-Sufficiency:** The DC WIC, in partnership with the Mayor and State Education Agency at the University of the District of Columbia, is implementing a "bridge model" designed to increase residents' basic academic skills through an accelerated learning curriculum. The initiative is connected to a larger program under Mayor Fenty called the "New Communities Initiative." For its part, the DC WIC will oversee the assessment of approximately 100 adults in the same communities and provide them with "core skills" that will lead to work readiness credentials.

## ONE-STOP SERVICES

One-Stop operations in PY 2007 were directed toward serving residents through an efficient use of funds; achieving the highest standards of quality; maintaining an environment of internal and external excellence in customer service; improving accountability; engaging in vigorous community outreach, leadership, and support; and ensuring 100% follow-through across the department. We have made steady progress towards realizing our vision, although much remains to be done. The system confronted the District's most significant workforce challenges, including employability issues among our customer population and ongoing resource constraints, such as the recent Wagner-Peyser Act funding rescissions.

Many of our strategies for achieving success in challenging times are centered on leveraging resources through partnerships. Collaboration is the engine that powers the District's most successful workforce activities and services. This past program year, the Department of Employment Services joined with other District agencies in several groundbreaking ventures aimed at bringing more One-Stop services and employment opportunities to more citizens.

In April, Mayor Fenty joined DOES and the Department of Parks and Recreation (DPR) to celebrate the grand opening of two new satellite One-Stop Career Centers. The Emery and Columbia Heights One-Stop Career and Information Centers are two of seven One-Stop Career Centers strategically located in the District of Columbia, including the city's two full-service centers. The new satellite centers, which are co-located at recreation centers in Northwest Washington, serve as centralized hubs for providing local residents with access to information on training, job openings, and business opportunities in the Washington metropolitan area. Information about apprenticeship, pre-apprenticeship, and on-the-job training programs is also available.

DOES also continued to work with the developers of the Southwest Waterfront to establish a non-profit organization, known as a Workforce Intermediary, that will identify jobs and train residents for them. The project developer, Hoffman-Struever, is providing \$1 million to start the non-profit which plans to help place workers with other projects and industries.

The Georgetown University Hospital, in partnership with the Georgetown University School of Nursing and Health Studies and DOES, launched the Partnership for Workforce Innovation: Hospital and Outpatient Department Personnel Development Program, a training and employment program in the field of Medical Unit Administration. Made possible through a \$500,000 grant from the City Council, the program is designed to train and employ 40 District residents as Health Unit Coordinators. This first-of-its-kind program trains participants for employment at MedStar Health's three District facilities – Georgetown University Hospital, The Washington Hospital Center, and the National Rehabilitation Hospital. This personnel development program is divided into two 12-week sessions. Students receive training in the operation of nursing units and outpatient departments, hospital and medical terminology, computer skills, effective communication, and many other aspects of hospital operations. They also work with a mentor who provides day-to-day coordination, as well as a Licensed



Practical Nurse who serves as the Program Director.

Our One-Stop/CVS Pharmacy partnership continues to be a model of successful public/private integration of employment and career-building services. Other ongoing collaborations within the District's One-Stop system include inter-agency partnerships with the University of the District of Columbia, the Department of Human Services, the Rehabilitation Services Administration, and the Office of the Deputy Mayor for Planning and Economic Development. We extended our partnership with the federal Court Services and Offender Supervision Agency (CSOSA) to provide TEP services including life skills and job readiness training, work experience, and follow-up services to ex-offenders returning to the community. To limit redundancy in services and administrative costs, TEP staff members are housed at DOES with access to One-Stop services. This partnership has contributed to a reduction in the rate of recidivism among serious ex-offenders by providing new channels to meaningful employment, self-respect, and self-sufficiency.

Services to disabled customers were expanded at One-Stop Career Centers through the Disabilities Program Navigator (DPN). In PY 2007, the Department entered into an Memorandum of Agreement (MOA) with the Department on Disability Services (DDS) to become an Employment Network (EN) provider. As an EN, the DOES will provide a central point of entry for the federal Ticket-to-Work Program. This initiative addresses one of the District's major past deficiencies - the limited communication among District agencies serving similar populations. Disabled job seekers were confused about where to go to receive information and services. Our DPN initiative is connecting disabled customers to a wide array of employment opportunities and supportive services, including veterans' services, housing, transportation, senior resources, human rights advocacy, and business services.

Other notable accomplishments for One-Stop services in PY 2007 include:

- More than 50 job fairs held at District One-Stop Career Centers.
- Forty+ workshops conducted for community-based organizations (CBO's) and faith-based community organizations (FBCO's).
- Mobile One-Stop Unit provided services at approximately 65 community events.
- Served more than 1,000 customers at the D.C. Superior Court.
- Provided technical assistance to countless community groups.
- Served approximately 250 residents in Focused Improvement Areas (FIA) since October 2007.

### **One-Stop GOALS for Program Year 2008**

- Collaborate with the Workforce Investment Council to realign our vendor selection process.
- Begin a multi-layered assessment of the District's One-Stop Career Center system. The information/data obtained will be used to develop a plan delineating specific actions to be taken to effect both short and long-term operational improvements in

the system.

- Initiate activities to enhance District-wide coordination among agencies. In particular, align DOES programs, activities, and services with those of the Department of Human Services.
- Benchmark against other state One-Stop systems and present findings.
- Plan a Vendor Fair for training providers.
- Develop and launch a One Stop marketing plan.
- Design and implement a new customer flow process.
- Develop regional Memoranda of Understanding (MOUs) with One-Stop partners.

## **YOUTH SERVICES**

Improving services to District youth is one of the District's highest priorities. The DOES Office of Youth Programs is a key component of the Mayor's campaign to give District youth the resources they need to move forward toward full and rewarding lives. To this end, the Office of Youth Programs has reorganized and revitalized its youth programs to deliver year round employment, training, academic enrichment, and career exposure under the Passport-to-Work umbrella. This program equips young people, 14-21 years of age, with the tools, experience, and training needed to succeed in their careers and become future leaders.

### **In-School Program**

The In-School Program, authorized by the Workforce Investment Act (WIA), provides youth 14 to 18 years of age with employability training, academic enrichment activities, and leadership development during the school year. To be eligible, youth must be a District residents enrolled in grades 10-12, or require additional assistance to complete an educational program or secure and hold employment. In PY 2007, the District's In-School Program served 357 youth. During the school year, participants were engaged in academic enrichment activities, work readiness preparation, occupational skills training, and leadership and development projects. These services were provided by nine community-based organizations.

### **Out-of-School Program**

In PY 2007, the District's WIA-funded Out-of-School Program served 290 youth through contracted service providers, who delivered employability skills and career awareness workshops, work readiness modules, basic education and GED preparation services, and vocational skills training. The Out-of-School Program is designed to help young people who are no longer in school achieve both educational and employment goals and enhance their potential for long-term employment. To be eligible for this program, an individual must be 16 to 21 years of age; a school dropout, high school graduate, or GED holder, and basic-skills deficient, unemployed, or underemployed.

## **Summer Youth Program**

The Summer Youth Program engages District youth, 14 to 21 years of age, in enriching and constructive work experiences through a subsidized program supported with District funds and an unsubsidized program that provides jobs in the private and federal sectors. For several decades, this award-winning program has demonstrated what can be accomplished when the entire community mobilizes its resources to provide rewarding summer opportunities for its young people.

In PY 2007, more than 12,000 District youth registered for summer jobs. In the subsidized component of this program, youth were placed with government agencies and community and faith-based organizations where they earned \$5.85 hourly, working 20 to 30 hours weekly, depending on their age. In the unsubsidized component, youth competed for positions, earning up to \$12.00 hourly and worked between 20 to 40 hours, weekly.

## **Mayor's Youth Leadership Institute**

The Mayor's Youth Leadership Institute (MYLI) is a year-round program designed to train District youth in the concepts of leadership and self-development. In PY 2007, 545 young people participated in the summer component of this innovative four-level program and 250 participated in the school year component. Shared training areas among these levels are communications skills, public speaking, community service, conflict resolution, and teambuilding.

## **Youth Program GOALS for Program Year 2008**

- Conduct a disconnected youth study.
- Increase the size, duration, and quality of Summer Youth Program.
- Reconnect youth through environmental employment opportunities. Establish coalition with the D.C. Public Schools, a public/private partnership, and the Green Jobs Council.
- Follow up on the USDOL Employment and Training Administration (ETA) Youth Vision Initiative.
- Conduct research regarding the Career Academy legislation.

## **SENIOR COMMUNITY SERVICE EMPLOYMENT PROGRAM**

The Senior Community Employment Program (SCSEP) is a community service and work-based training program, funded by USDOL, which provides meaningful part-time paid work experience and training to low-income District seniors, ages 55 and older. The program's mission is to promote pathways to economic self-sufficiency for older individuals, enhance employment opportunities, and provide businesses with trained, qualified, and reliable workers. SCSEP participants are placed with local government agencies and community-based

organizations that serve as host agencies. The program then trains, motivates, and empowers mature workers, while maintaining an active partnership with employers leading to increased employment opportunities. Participating agencies benefit from the supplemental workforce provided by the program, while the trainees gain practical experience and workplace skills that enhance their marketability for private sector, unsubsidized employment.

In PY 2007, SCSEP served 112 seniors, exceeding the USDOL negotiated goal by 52%. Also in PY 2007, SCSEP placed 22 seniors into unsubsidized employment, exceeding the USDOL negotiated goal by 1%. Further in PY 2007, there were 34 active host agency work-sites that provided training and work experience to our seniors. All host agency agreements have been renewed for PY 2008.

### **SCSEP GOALS for Program Year 2008**

- Improve administrative operations of the program.
- Work with a Job Developer to conduct and monitor Individual Employment Plans that will lead to increased unsubsidized job opportunities for participants.
- Update the SCSEP Participant Handbook.
- Strengthen partnerships with all Title V Grantees, Service Providers, and Partners to facilitate the leveraging of resources.
- Conduct mandated assignment rotations to reduce the number of participants on waiting list.
- Conduct frequent worksite visits to ensure that workplaces are safe and healthy.
- Increase community outreach and promotional activities to make the business community aware of the value of hiring older workers.
- Enhance the orientation process for new SCSEP Participants.

### **VETERANS' SERVICES**

Service to veterans is a basic and essential feature of the District's workforce development system. Those who have protected the nation's freedom and security deserve direct attention and assistance to find employment, training, and supportive services that improve the quality of their lives. The District continued to go the extra mile in PY 2007 by providing the nation's only One-Stop Career Center exclusively for veterans. The federally-funded Disabled Veterans' Outreach Program (DVOP), Local Veterans' Employment Representative Program (LVER), and Transition Assistance Program (TAP) delivered services to 1,582 veterans in Program Year 2007. Of this total, 1,006 secured long-term employment.

DVOP/LVER staff conducted 33 TAP workshops that served 756 veterans who had recently returned from combat theaters around the world. Further, the DVOP/LVER staff provided

workshops and job service briefings to each of the District of Columbia's National Guard and Reserve units that were deployed on various combat operations when they returned home.

Through the combined efforts of the DVOP/LVER and the Naylor Road One-Stop Career Center staff, the District was awarded the American Legion's Annual National Employment Service Award in recognition of DOES efforts on behalf of District veterans.

### **Veterans' Services GOALS for Program Year 2008**

- Develop and implement a "Hire Veterans First" outreach plan/campaign (in conjunction with Office of Public Affairs) targeted to specific high-growth, high-demand industries.
- Increase the number of employer partners.

## **UNEMPLOYMENT INSURANCE**

### **Benefits**

Unemployment Insurance (UI) provides workers, who are unemployed through no fault of their own, with monetary payments for a specific period of time or until they find employment. The District's Office of Unemployment Compensation provides temporary unemployment benefits under guidelines established by federal law. However, eligibility for unemployment insurance, benefit amounts, and the length of time benefits are available are determined by local law.

In PY 2007, the UI Benefits Division continued the modernization of the unemployment compensation program through automation. Filing initial claims by telephone has now been extended to all unemployed workers. Previously, it had only been available to unemployed workers who lived outside the District. Currently, 75% of new claims are filed over the Internet and 25% are filed over the telephone. Claimants who previously were required to wait until the end of the second week in a filing period can now be certified for a single week of benefits.

The Department continued to exceed the federal standard of 87% for the issuance of timely first payments. Some 92.8% of first payments were paid timely during PY 2007, and \$103,550,000 in benefit payments were made.

### **Tax**

The UI Tax Division manages a comprehensive revenue program that determines employer liability; receives tax revenue; performs audits; and collects delinquent taxes, penalties, and interest. The division serves more than 29,000 registered employer accounts.

In PY 2007, the division's performance was mixed. We exceeded the USDOL standard for

timely determinations of new employers, with an average of 82% of all determinations being made timely. While the division completed 207 audits for an increase of more than 300% from PY 2006, the total represented less than half of the mandatory 2% of contributory employers. Overall, the division met or exceeded 8 of 13 measures in PY 2007.

The division designed and developed several applications to assist in reaching PY 2008 goals. A refund application was developed to address internal control issues, as well as to improve timeliness in processing employer refund requests. An online registration application was designed and implemented to address timeliness in status determinations. An application was developed to assist with collections and report delinquency processing. The tax information system was modified to automatically assign audits to field staff and to send notification letters to employers. This effort will save time and increase efficiency audit completion.

The division collected over \$90 million dollars in contributions, interest, and penalties in PY 2007.

### **UI GOALS for Program Year 2008**

- Implement debit cards for Unemployment Insurance recipients.
- Migrate tax and benefit systems from mainframe to server platform; implement an Imaging and Retrieval System for unemployment insurance paper documents.
- Improve quality and timeliness of non-monetary determinations.
- Restructure the Tax Division; implement Internet and IVR applications for employers; collaborate with the Internal Revenue Service (IRS) for information exchange.

### **BASE REALIGNMENT AND CLOSURE (BRAC)**

The U.S. Department of Labor invested \$10 million dollars of National Emergency Grant (NEG) funds in Virginia, Maryland, and the District from June 30, 2007, through June 30, 2009, to meet the demands of the 2005 Base Realignment and Closure (BRAC) initiative. To fully utilize this investment, Virginia, Maryland, and the District developed the Mid-Atlantic Regional Collaborative. MARC will focus on sustaining the regional workforce development system encompassing the I-95 Corridor to assist with BRAC activities. MARC meets on a monthly basis and has established an Executive Committee and hired a Regional Project Director to manage, direct, and implement the regional initiatives. In addition, the MARC created workgroups that coincide with collaborative initiatives.

In November of 2007, DOES entered into a Memorandum of Understanding with the Commonwealth of Virginia Governor's Office of Workforce Development (GOWD) and the Maryland State Department of Labor and Licensing and Regulation (DLLR). The primary goal of the partnership is to create a governance structure as well as workgroups that address our chosen collaborative initiatives: direct services, legislative issues, communications

and marketing, studies and forums, and resources.

All services and programs that directly impact individuals and businesses seeking assistance within the workforce development system will be available. Premium direct services to all customers include:

- Transitional One-Stop Career Centers
- Worker Exchange Program
- K-16 Pipeline
- Job and Spousal Reemployment Fairs
- Higher Education Consortium
- Labor Market Information
- Legislative/Reciprocity
- Communications & Marketing
- Studies and Forums – WIRING BRAC
- SWOT Analysis
- Industry Specific Focus Groups
- Post Secondary Study
- Staffing/Regional Coordinator
- Training Policy
- Existing Programs
- Higher Education Consortium

USDOL ETA staff conducted an onsite review of the implementation of the District's BRAC National Emergency Grant (NEG) during the period of July 7-9, 2008. The purpose of the review was to determine whether the project was in compliance with Federal NEG guidelines and applicable regulatory and statutory requirements. The resulting report commended the District as "having shown leadership in its attempt in WIRING BRAC through use of a regional economic approach and strategy... Historically, cross-state and cross-discipline collaboration in the region has been difficult to galvanize and sustain. The Regional Office recognizes, therefore, that the foundational work accomplished to date to form MARC and establish a group of workforce development leaders across three jurisdictions willing to collaborate is potentially significant and meaningful. "

The report also acknowledged the District's proposed plan for Naval Criminal Investigative Service (NCIS) employees to access the upcoming Transition Center at the Washington Naval Shipyard. This plan would allow employees to use a weekly allotted amount of administrative leave that does not count against the employee's personal leave. The ETA report concluded that such proactive steps would allow greater participation rates and help NCIS plan staffing needs.

DOES has submitted a proposed modification to the USDOL NEG program office requesting an extension of the PY 2007 award timeline to June 2010 and for additional grant funds for more activities for participants.

DOES conducted presentations to 113 civilian employees at a Walter Reed Army Medical Center (WRAMC) Town Hall Meeting and to 60 civilian employees at a Career Transition Services and Support Human Resources Summit Open House planning meeting for the



NCIS. These presentations provided in-depth information regarding services available under the NEG.

Communications and outreach will be key components of MARC's WIRING the BRAC project. To promote multi-media outreach, DOES will contract with a consultant to create an awareness campaign that will conceptualize and showcase the MARC regional collaborative initiative. The campaign will employ print media, radio, and television. In addition, the District will continue to distribute brochures and fact sheets to BRAC-impacted employees and business partners and sponsor career and education fairs in partnership with the affected military installations.

### **BRAC PROGRAM GOALS for Program Year 2008**

- Open a Satellite Transition Center at NCIS.
- Plan and co-sponsor career and education fairs for civilian and military spouses.
- Increase engagement in planning meetings with WRAMC, Bolling Air Force Base, Potomac Annex, and the Naval District of Washington; receive updates of BRAC actions; and provide information about DOES' timeline for implementing workforce development services to civilian personnel who will be dislocated.
- Host a regional meeting to introduce the MARC collaborative and to celebrate MARC's vision for regional talent development.
- Conduct a survey with WRAMC and NCIS BRAC-impacted employees to determine interest in DOES workshop topics to include job search, resume preparation, and interviewing skills.
- Present information on NEG services to BRAC-impacted employees of the Defense Security Service with MARC partners from Arlington and Alexandria.
- Coordinate education and training opportunities with regional workforce organizations and businesses to prepare BRAC-impacted employees for anticipated job openings at receiving bases.
- Build a regional consortium of higher education institutions to ensure industry-focused curricula and specific training areas and provide employers with a pipeline of qualified workers with a set of core competencies defined and supported by educational institutions and industries.

### **EMPLOYER SERVICES**

The Office of Employer Services (OES) is an important component of the District's workforce development system. The office's business-first philosophy is central to the continuation and creation of employment opportunities for District residents. This approach ensures that em-



ployer needs are heard, understood, and addressed. Over the years, OES has developed and implemented a continuum of services that responds directly to the needs of the employer customer. These include:

- Recruitment services;
- Education services;
- Labor Market Information services;
- Employer incentives; and
- Staff-assisted services such as applicant pre-screening, referrals, job fairs, tax credit assistance, bonding, and the Virtual One-Stop (VOS) internet-based system.

### **The First Source Program**

The First Source Employment Agreement Program is an important asset in the mission to connect city residents with city jobs. The program is designed to ensure that District residents are given priority for new jobs created by municipal financing and development programs. Established in the early 1980's by a Mayor's Order, the First Source mandate states that beneficiaries of government-assisted projects of \$100,000 or more must ensure that 51% of new hires and 51% of new apprentices and trainees are District residents. The First Source program covers businesses receiving District financing, including contracts and Industrial Revenue Bonds, above a pre-determined amount. Because of economic growth in the District and legislative changes, the scope and number of projects covered under the First Source Program has increased greatly.

During the FY 2003-2007 period, more than 13,000 District residents were hired for First Source jobs. A breakdown of the number of District residents hired by Fiscal Year is as follows:

FY 2007 - 3,167  
FY 2006 - 2,407  
FY 2005 - 2,925  
FY 2004 - 1,989  
FY 2003 - 2,741

In FY 2007, 1,117 First Source agreements were registered with DOES. Of this total, 350 agreements were monitored, 330 were found to be in compliance, and 20 were not in compliance.

### **Rapid Response**

The District's Rapid Response program provides immediate services to employers and their staff, experiencing downsizing or closures. The Rapid Response Team is comprised of the Rapid Response Coordinator and representatives from One-Stop Operations, the Unemployment Insurance Division, and the Department of Labor Security and Benefits Administration. When WARN notices are issued, the DOES Director and the Rapid Response Team are notified and respond. Rapid Response activities are carried out within 24 hours.

In PY 2007, the Workforce Development Bureau received 26 WARN notices affecting 1,763

employees. The Rapid Response Team coordinated some 26 events with employers for affected employees.

DOES also provided staff with new policy guidelines for providing service to dislocated workers, including assistance with registering in DCNetworks and essential follow-up with all employees who have attended Rapid Response workshops.

### **Rapid Response GOALS for Program Year 2008:**

- Increase awareness of Rapid Response services within the Greater Washington, D.C. business and government communities.
- Work more closely with the D.C. Chamber of Commerce, the Workforce Investment Council, and other economic entities in the District to develop complementary plans for assisting dislocated workers.
- Participate in regional planning for BRAC.
- Contribute to a reduction in the number of UI recipients as a result of Rapid Response activities.
- Conduct a retreat with internal partners (One-Stop Operations, UI, and OIT) to develop strategies for improving coordination and integration of activities.

### **Business Services Group**

The Business Services Group (BSG) had a busy and productive year serving employer needs. Through the stellar work of the BSG Account Executive Team, a host of new employer partnerships were formed in PY 2007 to include some of the most influential local and national companies. In addition, efforts on behalf of existing business partners intensified via a record number of recruitment events. The BSG was again recognized by the USDOL as a best practice, particularly for its work in aligning labor force development with high-demand, high-growth industries and employers.

Current employer partners include Clark/Hunt/Smoot Construction, ARAMARK, the Federal Bureau of Investigation, the Spy Museum, BB&T, PNC and SunTrust banks, PEPCO, *The Washington Post*, and many others.

BSG Account Executives have unique expertise in planning and conducting employer-specific job fairs and recruitment events, both large and small scale. Last year, thousands of District residents participated in a variety of job-matching events, including the District's city-sponsored job fair that drew public and private sector employers throughout the metropolitan area. The event, which was attended by more than 17,000 job applicants, was hailed as a great success.

### **BSG workforce activities included:**

- The District's Citywide Job Fair, co-sponsored by the Department of Human Resources and

DOES, was held on August 22, 2007 at the new Washington Convention Center. The event drew 17,000 job seekers and more than 145 employers. It was hailed a successful cooperative effort between the government and private and public sector employers.

■ DOES joined with the District of Columbia Public Schools (DCPS) on August 11, 2007, to conduct a job fair that attracted nearly 300 applicants, 97 of whom were referred for hire. In February 2008, DOES partnered with the Department of Transportation (DOT) to host a series of recruitments at our One-Stop Career Centers. More than 200 candidates were pre-screened and interviewed by DOES and DOT staff for Safety Technician positions.

■ The BSG worked closely with Councilmember Jim Graham to plan the Ward 1 Job Opportunity Fair which took place in September 2007 at the Columbia Heights Community Center. More than 150 District residents attended this event.

Other noteworthy events included the 2007 Neighborhood Retail Summit, and major recruitment events with Safeway Stores, FedEx, Giant Foods, IHOP, the Washington Hospital Center, Target, Marshall's, Harris Teeter, and Prime Flight Aviation.

DOES has sponsored a total of eight recruitment events since 2007 for positions associated with construction of the new ballpark. Two of the events were for ballpark operational jobs, including ticket takers, food and beverage workers, and guest services positions. The other six fairs offered opportunities in the construction trades, in accordance with the ballpark Project Labor Agreement. More than 1,500 individuals have been hired for construction and operations jobs at the new ballpark, 76% of whom were District residents.

Most recently, DOES and the Nationals co-hosted the 2008 Nationals Ballpark Job Fair which drew more than 3,000 job seekers competing for 1,200 part-time and seasonal jobs. According to a Nationals Human Resources (HR) representative, the job fair exceeded the company's expectations. DOES conducts periodical follow-ups to obtain job placement information.

### **BSG GOALS for Program Year 2008**

- In conjunction with Office of Public Affairs, implement a marketing campaign to increase awareness and use of VOS among employers and jobseekers.
- Identify and invite 15 business representatives to be members of a new Business Advisory Group.
- Continue VOS training sessions for employers.
- Assist with the implementation of recent legislation to establish a First Source Office of Compliance. The legislation requires DOES to create a "working group" with the City Council's Committee on Workforce Development that would create additional functions, duties, penalties, and an appeals process. Make recommendations to the Mayor regarding the new compliance office.

- Plan and host third “First Source Employer Forum.”
- Plan and conduct “brown bag lunch meetings” with Council members and staff, in conjunction with Office of Legislative Policy.

### **Green Collar Jobs Initiative**

The District of Columbia has initiated a comprehensive program of developing training and employment opportunities in emerging “green” fields, such as energy conservation, eco-friendly construction, and other environmentally-focused areas. The Department of Employment Services seeks to provide skills training to District residents for green collar jobs by establishing partnerships with training providers, employers, the community, and other stakeholders.

The Council of the District of Columbia passed The Green Building Act of 2006, which was effective on October 1, 2007. The Act serves four purposes: 1) to establish high performance building standards that require the planning, design, construction, operation, and maintenance of building projects; 2) to establish a green incentives program; 3) to establish a Green Building Fund; and 4) to establish a Green Building Advisory Council.

On November 15, 2007, the Mayor established the Green Collar Jobs Advisory Council to provide information, advice, and recommendations to the Mayor on issues related to the development of jobs and enterprises in industries and employment sectors related to the improvement of environmental quality (green collar jobs and green collar enterprises). On December 19, 2007, the President approved a comprehensive energy legislation plan aimed at reducing U.S. energy dependence while strengthening national security, lowering energy costs, and spurring economic growth and job creation. Title X of the Energy Independence and Security Act of 2007 (HR-6) amends the Workforce Investment Act of 1998 to establish an energy efficiency and renewable energy worker training program. The Green Jobs Act of 2007 authorizes \$125 million for green jobs training programs across the country that will target veterans, ex-offenders, displaced workers, at-risk youth, and individuals in families under 200% of the federal poverty line.

The District’s Green Building Act, Green Collar Jobs Advisory Council, and the federal Green Jobs Act present new challenges and new opportunities for District businesses and residents. Green collar jobs, ranging from entry-level to higher skilled technical occupations, are being created. These jobs include Energy Efficiency Specialists, Building Operation and Maintenance Workers, Environmental Protection Specialists, Green Building Coordinators, Solar Heating Specialists, and many others.

## **APPRENTICESHIP AND PRE-APPRENTICESHIP**

### **Apprenticeship**

Apprentices are women and men who earn while they learn through supervised, on-the-job work combined with classroom instruction. The DOES Office of Apprenticeship Information

and Training (OAIT) provides access to apprenticeships that cut across the boundaries of traditional trades such as carpentry, plumbing, and carpentry to more diverse fields like barbering and cosmetology. At the end of their apprenticeships, apprentices have a ticket to a lifelong, sustainable career.

In PY 2007, the District of Columbia Apprenticeship Council approved 31 new apprenticeship programs. Construction continues to be the primary industry in the District, with \$9.5 billion in development projects currently underway. The DOES apprenticeship office monitors these and other employers for adherence to the District's apprenticeship law (DC Law 2-156).

During PY 2007, 2,181 new apprentices were registered with union and non-union apprenticeship sponsors. Of this total, 481 (22%) were District residents. This represents a 30% increase in total new apprentices and a 17% increase in District residents as new apprentices from the previous year.

OAIT staff continues to diligently monitor all local government-assisted construction projects to ensure that prime contractors and subcontractors register apprenticeship programs and employ District residents as apprentices. This oversight function includes ensuring that a minimum of 35% of apprenticeship hours are performed by District residents in all trade areas on all projects. This requirement contributed towards an increase of District residents in apprenticeship programs.

OAIT staff also continued to perform outreach to promote the apprenticeship training system in the community, particularly with the D.C. Public Schools. Many outreach efforts were conducted in partnership with union and non-union apprenticeship sponsors. In total, OAIT staff conducted 133 public education sessions.

OAIT also coordinated more than 10 apprenticeship recruitment fairs last year in partnership with union and non-union apprenticeship sponsors geared to hiring District residents as apprentices trades of electrician, plumber, HVAC, sprinkler-fitter, drywall, carpenter, and brick layer. Six of the recruitment fairs were held at DOES One-Stop Career Centers.

### **Pre-Apprenticeship**

The pre-apprenticeship program, which is authorized and funded under local Way-to-Work legislation, successfully negotiated seven pre-apprenticeship training projects during PY 2007, in which 176 residents were enrolled. One-hundred-twenty residents completed pre-apprenticeship training, and 111 were accepted in registered apprenticeship programs.

### **Apprenticeship GOALS for Program Year 2008**

- Develop eight pre-apprenticeship programs in partnership with union and non-union apprenticeship sponsors that will enroll 200 District residents.
- Conduct 60 quality assessment reviews of apprenticeship sponsors to ensure compliance with apprenticeship regulations and approved apprenticeship standards.

- Coordinate two apprenticeship workshops for D.C. Public Schools guidance counselors to promote the apprenticeship training system as a viable career option for high school students. Workshops will be held in partnership with pre-apprenticeship sponsors.
- Conduct a minimum of 10 construction site visits to ensure that prime contractors and subcontractors are in compliance with District government's apprenticeship law.

## **TRANSITIONAL EMPLOYMENT PROGRAM**

The Transitional Employment Program (TEP) assists chronically unemployed and underemployed District residents by helping them secure stable, long-term employment. Transitional employment provides participants with critical work experience through subsidized employment before helping them obtain unsubsidized positions.

TEP participants are characterized by low levels of education, high levels of functional illiteracy, and inadequate occupational skills. Most TEP participants have poor work histories and lack the capacity to overcome these significant barriers to employment. Moreover, the majority of TEP participants are ex-offenders, adding another significant obstacle to employment.

This year, the District opened a new service center in Southwest Washington that provides TEP services to residents of one of the city's Focused Improvement Areas. In April, DOES joined Mayor Fenty, Ward 6 residents, and other District officials for the opening of the Southwest Family Enhancement Center. The new center is funded with an \$815,000 grant from DOES. The center serves residents from the Greenleaf, James Creek, and Syphax Gardens public housing projects. TEP will provide job training, basic computer skills training, GED preparation, "wrap-around" supportive services, and referrals to unsubsidized employment opportunities.

To date, TEP has enrolled 972 new participants. Of these new participants, 850 have enrolled in and completed Job Readiness Training, with over 80% placed into subsidized or unsubsidized employment.

TEP has expanded its capacity to serve customers, as well. Eight new partnerships have been established with community-based providers to replicate the TEP program model and serve customers from the TEP's waitlist. Through these contracted vendors, 523 additional customers were served more than 400 complete Job Readiness Training, and approximately 80% of the graduates obtaining subsidized or unsubsidized employment.

### **TEP GOALS for Program Year 2008**

- Expand TEP services in partnership with community-based service providers to implement sustainable job readiness programs.
- Expand co-located community-based services to improve outreach in targeted areas of the city.

## **VIRTUAL ONE-STOP**

The DCNetworks Virtual One-Stop (VOS) ([www.dcnetworks.org](http://www.dcnetworks.org)) system provides the electronic framework that links the individual One-Stop Career Centers in an integrated structure. It has been designed to provide a web-based tracking, reporting, and case management system for use by staff as well as customers. Implemented on March 1, 2001, VOS has been continually expanded, enhanced, and improved based on feedback from users and available technological upgrades.

VOS allows individuals seeking job search and training assistance to self-register; prepare resumes, and list skills online which can be printed, downloaded, or e-mailed to employers; search for vocational training by provider or by program; obtain labor market information; research individual employers; and much more. Employers are able to post job vacancies, search for candidates, review resumes and skills online, and schedule job interviews without staff intervention or assistance.

The most recent upgrade of Virtual One-Stop (Version 9.2) was implemented in February 2008 and adds several significant enhancements. These include:

- Enhancements to the Resume Builder and Resume Design tools to allow creation and control of Resume Templates, easier control of resume layout and formatting, more download options, and security control on how employers can view resumes.
- The ability to search for/crosswalk military occupations with standard occupational classifications under the USDOL O\*NET occupational classification system.
- The capacity for employers to create a Virtual Interview Questions set and then to apply the question set to pre-screen applicants.
- A "Summary" feature for staff use which summarizes the information on a particular customer in a one-page overview, including the capacity to view all program services demographic information about the customer, program enrollments, etc., one single page.
- Staff "ticklers" enabling Case Managers to set reminders for themselves which will come up automatically when various due dates for customers in their caseload are approaching.

## **WAIVER**

In 2007, the District of Columbia Workforce Investment Council was granted a general waiver of the legal requirement that limits the transfer of funds between the Adult and Dislocated Worker programs to no more than 20% of a program year allocation. The purpose of the waiver was to ensure that critical workforce needs of District residents are met so that they are better prepared to apply the occupational skills required by the local labor market.



The transfer of funds through the waiver has achieved the following outcomes:

- Allowed for increased responsiveness to changes in the labor market.
- Contributed to a more rapid and robust return into the local labor force.
- Applied funds more strategically where they are most needed.
- Increased accountability of One-Stop Career Center service providers.
- Increased employer-DC WIC collaboration to address industry needs and worker training.
- Provided greater flexibility in designing and implementing WIA programs.

### **STAFF DEVELOPMENT**

As part of our ongoing mission of encouraging advancement and accountability among DOES personnel, we have asked the Department of Human Resources (DCHR) to provide training and workshops to DOES managers on developing performance standards and administering the performance evaluation system. In addition, we are in the process of creating a customized, agency-wide professional development program that will provide staff with the knowledge and tools to be fully effective. Standards will be developed for all employees to serve as benchmarks for both the supervisor and employee by clearly defining performance expectations by job function. Once standards have been agreed upon, managers will be expected to meet with employees quarterly to inform them of job performance results. At the end of the evaluation period, managers will rate employee performance based on the standards and expectations that have been mutually agreed upon.

A wide range of critical training modules were offered to staff throughout the agency. These offerings included instruction in such areas as VOS training, workplace essentials, organizational issues, customer service, professional development, computer technology, management and leadership development, personal enrichment, and administrative services modernization applications. More than 95% of front-line staff received at least eight hours of classroom or online training.

### **SPECIAL PROGRAMS & EVENTS (OPA)**

The Office of Public Affairs (OPA) proactively and effectively provides accurate and timely information on DOES' services, programs, and staff in a clear, creative, and concise manner to external and internal stakeholders. The OPA coordinated several successful events and outreach campaigns during 2007 and 2008. Among them are:

#### **DOES' New Image and Brand: Solutions**

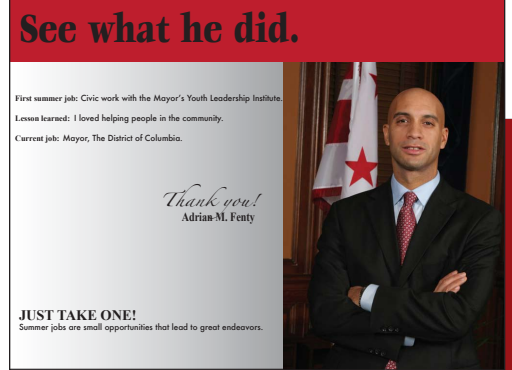
The Office of Public Affairs revamped the image of the agency by conceptualizing and producing a new corporate look with the tagline: **solutions.** The agency's new corporate portfolio includes six brochure booklets, which each offer the various programs and services of the agency. The brochures were produced in Spanish, Korean, Chinese, Amharic, and Vietnamese to comply with the District's Language Access Program. Additionally, posters, two pull up banners, and an



exhibit display were produced which added to our new image.

## Just Take One Campaign

In an effort to attract more private sector partners to assist with our summer youth hiring, the OPA partnered with the Department of Small and Local Business, the D.C. Chamber of Commerce, and Holland & Knight, LLP to launch the "Just Take One Campaign." More than 102 business representatives from various industries attended the breakfast campaign launch on January 31, 2008. The event debuted the agency's "See What See S/He Did!" ad campaign that featured CEOs of local businesses as well as Mayor Adrian M. Fenty. Ads were placed on bus stops throughout downtown D.C. and in *the Washington Post*, *Washington Business Journal*, and *HILLRAG/East of the River* newspapers. The Mayor was featured in a 60-second ad on WTOG, where he offered a testimonial to the importance of having a summer job and urged local businesses to "just take one." Our grassroots efforts of distributing flyers to churches, ANCs, CBOs, etc, yield tremendous success. The "Just Take One" Campaign lasted for six weeks. Additionally, the OPA developed and implemented an outreach campaign that attracted more than 21,000 youth to the 2008 Mayor Fenty Summer Youth Program.



## Focused Improvement Area (FIA) Initiative

The OPA implemented an aggressive outreach program targeting FIA residents in Wards 1, 5, and 8, helping to secure long-term employment for residents of these wards to enable them to achieve economic self-sufficiency. The office developed and printed 10,000 door knockers – informational pamphlets uniquely designed to hang on doors, flyers, and fact sheets that offered more information on the JOBS Program. The flyers and fact sheets were disseminated to FIA stakeholders at Town Hall meetings and community events, including church services.

## Launching of New Satellite One-Stop Career Centers

In April 2008, the OPA coordinated the openings of the Columbia Heights and the Emery Satellite One-Stop Career Centers. The satellite centers offer limited employment-related services to residents in the District. The District now boasts two full-service One-Stop Career Centers and five satellite centers. Future launchings are being planned for FY 2008.

## The Office of Public Affairs' GOALS for Program Year 2008

- Increase private sector participation in the Summer Youth Program
- Create a new image and design and implement a marketing campaign for the Virtual One Stop (VOS)
- Revamp the agency's website and include more social media component/features.

- Work with the One-Stop Operations to launch new One-Stop Satellite offices and re-brand the One-Stop System.
- Design campaign to market the Office of Unemployment Compensation's new online and telephone initial claims filing.

### **LEGISLATIVE DEVELOPMENTS**

■ Act 17-409, the "Budget Support Act of 2009" authorized appropriations for an overall DOES local budget increase of \$2.8 million; \$1.9 million for adult training programs; \$500,000 for an allied health workforce training program; and an additional \$100,000 for ex-offender workforce training.

■ Act 17-257, the "Enhanced Professional Security Amendment Act of 2008" increased the wages of security guards employed in the District of Columbia.

■ Act 17-419, the "Office of First Source Compliance Office" (part of the Budget Support Act of 2009) creates an Office of First Source Compliance within DOES to increase monitoring and tracking of each beneficiary of government-assisted projects. It also establishes monetary and other penalties for beneficiaries that do not comply with First Source. A working group was legislatively mandated to be formed to consist of representatives from the business community, the Council's Committee on Government Operations and Workforce Development, and DOES to define the scope, functions, and penalties of the Office.

■ Act 17-324, the "Accrued Sick and Safe Leave Act of 2008" requires employers to provide up to seven paid days of leave per year for employees to pursue treatment for physical and mental illnesses, preventive care, provision of care and treatment for family members, and for absences associated with domestic or sexual violence/abuse. The Act patterns the Family and Medical Leave Act.

■ Acts 17-443 and 17-441, "Access to Youth Employment Programs Amendment Act of 2007" and the "Priority Employment of Economically Disadvantaged Youth in the Youth Employment Program Amendment Act of 2007" collectively seek to ensure that in-school youth program participants are working at least 10 hours per week and that youth employment program opportunities are not limited to those previously defined "at-risk" and/or "economically disadvantaged."

## STATE OUTCOMES

### District of Columbia Performance Summary Report

In PY 2006, the District adopted the federally approved "common measures" for programs funded under the Workforce Investment Act (WIA). As the following chart depicts, in PY 2007 the District met or exceeded all nine WIA Common Measure goals negotiated with the U.S. Department of Labor. For WIA Adult Programs, we met the "Entered Employment Rate" and "Employment Retention Rate," while the "Average Six-Month Earnings" measure was exceeded. Under WIA Dislocated Worker Program, the District met the "Entered Employment Rate" and "Employment Retention Rate" and exceeded the "Average Six-Month Earnings" measure. The District exceeded all three WIA Youth measures - "Placement in Employment or Education," "Attainment of a Degree or Certificate," and "Literacy and Numeracy Gains."

District of Columbia Performance Summary Report				
Program Year 2007				
WIA Common Measure Performance	Annual Results	Negotiated Goal	% of Negotiated Goal	Exceed Met Below
<b>WIA Adult</b>				
Entered Employment Rate	68.9%	81.0%	85.1%	Met
Employment Retention Rate	72.2%	82.0%	88.0%	Met
Average Six-Month Earnings	\$12,633.30	\$11,200.00	112.8%	Exceed
<b>WIA DW</b>				
Entered Employment Rate	76.9%	89.0%	86.4%	Met
Employment Retention Rate	82.4%	88.0%	93.6%	Met
Average Six-Month Earnings	\$15,569.70	\$14,150.00	110.0%	Exceed
<b>WIA Youth (14-21)</b>				
Placement in Employment or Education	88.4%	70.0%	126.3%	Exceed
Attainment of a Degree or Certificate	79.4%	60.0%	132.3%	Exceed
Literacy and Numeracy Gains	63.1%	51.0%	123.7%	Exceed

State Name: DC

Date Submitted: 09/30/2007

**WIA Title IB**  
**Annual Report Form (ETA 9091)**  
**Revised for Common Measures**

**II. Table Section****Table B - Adult Program Results**

Reported Information	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	68.5%	77.5%	421
			543
Employment Retention Rate	82.0%	77.7%	327
			421
Average Earnings	\$9,500.00	\$10,829.80	\$3,400,551
			314

**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	73.8%	48 65	86.2%	25 29	71.4%	20 28	61.3%
Employment Retention Rate	74.4%	29 39	65.0%	13 20	73.3%	11 15	73.9%	51 69
Average Earnings	\$11,091.30	\$310,557 28	\$12,806.70	\$153,680 12	\$8,434.90	\$92,784 11	\$9,133.00	\$401,850 44

**Table D - Other Outcome Information for the Adult Program**

Reported Information	Individuals Who Received Training Services		Individuals Who Received Only Core and Intensive Services	
Entered Employment Rate	70.3%	166	83.1%	255
		236		307
Employment Retention Rate	79.5%	155	76.1%	172
		195		226
Average Earnings	\$10,938.80	\$1,597,066	\$10,735.00	\$1,803,485
		146		168

**Table E - Dislocated Worker Program Results**

Reported Information	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	81.0%	87.5	98
			112
Employment Retention Rate	86.0%	86.2	125
			145
Average Earnings	\$14,500.00	\$13,696.5	1,643,581
			120

**Table F - Outcomes for Dislocated Worker Special Populations**

Reported Information	Veterans		Individuals With Disabilities		Older Individuals		Displaced Homemakers	
Entered Employment Rate	88.9%	8	50.0%	1	90.9%	10	0.0	0
		9		2		11		0
Employment Retention Rate	88.9%	8	66.7%	2	84.6%	11	0.0	0
		9		3		13		0
Average Earnings	\$21,813.60	\$174,509	\$15,344.00	\$30,688	\$13,673.90	\$150,413	0.0	0
		8		2		11		0

**Table G- Other Outcome Information for the Dislocated Workers Program**

Reported Information	Individuals Who Received Training Services		Individuals Who Received Only Core and Intensive Services	
Entered Employment Rate	86.1%	31	88.2%	67
		36		76
Employment Retention Rate	88.6%	31	85.5%	94
		35		110
Average Earnings	\$15,051.00	\$436,478	\$13,264.90	\$1,207,103
		29		91

**Table H.1 - Youth (14 - 21) Program Results**

Reported Information	Negotiated Performance Level	Actual Performance Level	
Placement in Employment or Education	68.0%	87.0%	80
			92
Attainment of Degree or Certificate	53.0%	88.0%	81
			92
Literacy or Numeracy Gains	51.3%	88.0%	22
			25

**Table L - Other Reported Information**

Reported Information	12 Month Employment Retention Rate		12 Month Earning Increase (Adults and Older Youth) or 12 Months Earning Replacement (Dislocated Workers)		Placement in Non-traditional Employment		Wages At Entry Into Employment For Those Individuals Who Entered Unsubsidized		Entry Into Unsubsidized Employment Related to the Training Received of Those Who Completed Training Services	
Adults	81.0%	316	\$4,176.30	\$1,581,116	0.2%	1	\$4,395.90	\$1,824,299	3.6	6
		390		364		421		415		166
Dislocated Workers	88.4%	152	109.2%	\$2,008,854	0.0%	0	\$5,912.00	\$573,462	0.0	0
		172		\$1,840,515		98		97		31

**Table M - Participation Levels**

Reported Information	Total Participants Served	Total Exitters
Total Adult Customers	1,080	862
Total Adult self-service only	216	173
WIA Adult	1,000	798
WIA Dislocated Worker	169	125
Total Youth (14-21)	730	138
Out-of-School Youth	316	87
In-School Youth	414	51

**Table N Cost of Program Activities**

<b>Program Activity</b>		<b>Total Federal Spending</b>
Local Adults		\$1,732,644.00
Local Dislocated Workers		\$2,610,970.00
Local Youth		\$2,398,564.00
Rapid Response (up to 25%) WIA Section 134(a)(2)(B)		\$70,566.00
Statewide Required Activities (up to 15%) WIA Section 134(a)(2)(B)		\$1,037,773.00
Statewide Allowable Activities WIA Section 134(a)(3)	Program Activity Description	
Total of All Federal Funding Listed Above		\$7,850,477.00

**Table O - Local Performance**

Local Area Name District of Columbia	Total Participants Served	Adults	1000	
		Dislocated Workers	169	
		Total Youth (14 - 21)	730	
ETA Assigned # 11005	Total Exiters	Adults	798	
		Dislocated Workers	125	
		Total Youth (14 - 21)	138	
<b>Reported Information</b>		<b>Negotiated Performance Level</b>	<b>Actual Performance Level</b>	
Entered Employment Rates	Adults	68.5%	77.5%	
	Dislocated Workers	81.0%	87.5%	
Retention Rates	Adults	82.0%	77.7%	
	Dislocated Workers	86.0%	86.2%	
Average Earnings	Adults	\$9,500	\$10,829.80	
	Dislocated Workers	\$14,500	\$13,696.50	
Placement in Employment or Education	Youth (14-21)	68.0%	87.0%	
Attainment of Degree or Certificate	Youth (14-21)	53.0%	88.0%	
Literacy or Numeracy Gains	Youth (14-21)	51.3%	88.0%	
Description of Other State Indicators of Performance (WIA Section 136(d)(1))		NA		
Overall Status of Local Performance		<b>Not Met</b>	<b>Met</b>	<b>Exceeded</b>
		<b>0</b>	<b>2</b>	<b>7</b>