



Government of the District of Columbia

WORKFORCE INVESTMENT ACT ANNUAL REPORT

Program Year 2009



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A MESSAGE FROM THE DIRECTOR OF DOES

“Investing in developing a skilled workforce is essential to our economic recovery – and for providing hope and opportunity to individuals and families in the District.”

The past year the nation has faced the effects of the worst economic crisis since the Great Depression. Nearly every family in the District of Columbia and throughout the country has been touched in some way by this “Great Recession.” This year, the workforce development system in the District of Columbia served more customers than ever before. And the District responded to this level of need for services and assistance by investing an unprecedented level of funding to support workforce development and training, the largest funding level in the city’s history. We also worked to develop new, innovative programs and partnerships to help those in need. The Department of Employment Services, the District’s labor and workforce development agency, has worked to meet the challenges of the national recession by developing the long-term programs and strategies that will create pathways that lead to job readiness, educational opportunities, and new jobs, as well as to more efficiently provide unemployed residents with the support they need now as they struggle to make ends meet.

Of course, despite these efforts and investments – and the positive news that the unemployment rate in the District has declined significantly from its peak and that it dropped for six consecutive months – much more work needs to be done to help all those who are seeking to return to work, or who need assistance in gaining new skills to be able to achieve economic success in this very competitive labor market. As President Barack Obama said in his State of the Union address one year after introducing legislation to improve the economy, “One year later, the worst of the storm has passed. But the devastation remains.” In the District, too many families are still struggling to get by, and will continue to need assistance from the workforce development system to get the educational opportunities, training and job they seek.

This year, the District was aided tremendously by the Obama Administration’s investment in workforce development through the American Recovery and Reinvestment Act (ARRA). I am pleased to report that the District has spent and obligated 100% of the \$10.8 million of ARRA funding provided us for workforce development. These funds are a direct investment in our residents to help spark the creation of new jobs, increase job training opportunities, and connect more people with education or a new job.

In addition, the District won several national competitive grants in partnership with other workforce groups. We are the beneficiaries of \$15 million in federal funds invested in our region to help District residents.

The District was also awarded nearly \$30 million in grant funds that will allow us to take on the long-overdue improvements to our Unemployment Insurance (UI) System. These funds support our commitment to completely replace the existing, antiquated, and inadequate unemployment insurance computer systems and replace them with a new system that will dramatically improve services we provide.

And this year we will open three brand new Career Centers to help job seekers and launch an innovative new program at these new Career Centers to create more re-employment and work-skills training opportunities working with Community Based Organization partners. This will allow us to expand the reach of our Career Centers, help more job seekers, and provide customers with increased access to more services to prepare them for job placement and long term success in the workforce.

In addition to the one-time federal aid, the District has redoubled its efforts as well. Mayor Adrian Fenty provided tremendous support and commitment to critically important workforce development programs, providing millions of dollars in the local budget for these efforts at precisely the time when they are needed the most, and at a time when many states across the country have been reducing funding levels.

These investments are critical at times like these. As we all know this recession has been deeper than recessions of the recent past, and because of that full job recovery will take longer than after the previous economic downturns in our lifetime.

That's why making these investments in developing a skilled workforce are essential to our economic recovery – and for providing hope and opportunity to individuals and families in the District. These are the investments that will lead to new job opportunities for residents of our city and they are absolutely essential.

This report details the investments the District has made in the past year using federal Workforce Investment Act (WIA) funds, and also highlights some of the additional efforts that the District has made with other funding sources.

To be sure, much more work will be required of us this year and beyond. And we remain committed to continuing and expanding critically important workforce development programs and services; precisely at the time they are needed most.

Joseph P. Walsh

Director

Government of the District of Columbia

Department of Employment Services

FROM THE WORKFORCE INVESTMENT COUNCIL

The District of Columbia's ability to successfully compete for jobs in the global economy rests on its ability to reinvigorate communities and develop cross-regional partnership strategies with a variety of business and industry sectors. The DC Workforce Investment Council strives to be a primary agent of collaboration within and outside of the city. Our efforts to bridge the needs of economic development, education, and business led to workforce solutions that met employer needs for competent and work-ready employees as well as solutions that expanded job seekers' opportunities to find meaningful employment.

Our workforce system served thousands more participants in PY 2009 as a result of higher demand and service enhancements. In addition, the Workforce Investment Act (WIA) program infused millions into the budget to increase education, training, and employment opportunities. The system continues to expand its reach and stands ready to serve area workers.

The DC WIC developed and adopted the following five-point work plan to further improve service delivery and results:

1. Advise the Mayor and workforce development partners on employer and workforce needs.
 - Act as the District's primary forum for employers, training providers, and workers to discuss and inform workforce policy and practices.
 - Improve coordination with nonprofit organizations, educational institutions, social service systems, and other partners.
2. Develop and Improve Performance Measures and Standards.
 - Review and reform certification and evaluation of Individual Training Account providers.
 - With DOES, review grant-making process and practices.
 - Make recommendations on improvements to system-wide workforce development policies and practices.
3. Implement ARRA programs and develop sector strategy initiatives.
 - With DOES, implement ARRA State Energy Sector Partnership green jobs strategy.
 - Develop employment strategies in four key emerging sectors: green infrastructure and construction, health care, broadband, and federal government employment.
4. Convene and Develop WIC Youth Committee.
5. Complete One Stop Certification process.
 - Develop new system for evaluation of One Stop Career Centers.
 - Retain consultant to support the WIC's evaluation and certification of One Stop Career Centers.

Despite the economic challenges, our focus will not waver; we will continue to deliver a diverse range of professional offerings at the highest levels. We must keep evolving—by further transforming our talent base and migrating to new competencies and realigning our organizational structures.

I encourage you to read this report in order to understand how our efforts to establish the District as a leader in workforce innovation are moving forward.

Bill Dean

Chair

DC Workforce Investment Council

EXECUTIVE SUMMARY

The past year has been a period of both significant challenge and substantial progress for the city's workforce investment system. This year, the workforce development system in the District of Columbia served more customers than ever before. And the District responded by investing an unprecedented level of funding to support workforce development and training - the largest funding level in DC's history - and developing new, innovative programs and partnerships.

These investments are critical at times like these, as the nation recovers from the worst economic crisis since the Great Depression. These investments in developing a skilled workforce are essential to our economic recovery - and for providing hope and opportunity to individuals and families in the District.

The complexities of the economy and labor market were reflected in the District's WIA Title IB common measure results between July 1, 2009, through June 30, 2010. The District met or exceeded WIA adult negotiated performance measures and met or exceeded two out of three dislocated worker measures. The District did not meet the entered employment goal for dislocated worker customers, which mirrors a national trend. To enhance performance and employment services customer service delivery, each DOES division made substantial programmatic changes to meet increasing demand and economic challenges.

The DC WIC and DOES engaged in alliances with industry, economic development, and education sectors. These collaborative public and private ventures supported the enrollment, training, and placement of the unemployed, underemployed, and incumbent workers into family-sustaining employment. The system effectively involved community organizations, community colleges, and other providers of training and education in these business-led projects. Other key successes included the following:

- A first ever grant award of \$2.6 million to community-based organizations to train 1,600 residents in green jobs and health care fields, and to provide reemployment and work readiness skills.
- Nearly \$15 million in regional federal job training grants in health care and green jobs in the District.
- A \$600,000 grant from DOL for on-the-job training in health care at the Washington Hospital Center.
- \$2 million for a new adult Career and Technical Education (CTE) program that includes pre-apprenticeship certification and training program in construction, carpentry, HVAC, and electrical training, as well as hospitality management.
- A comprehensive youth employment and training pilot program - the new Young Adult Internship Program - that helped young adults between 18 to 24 years of age gain practical work experience and other work readiness skills.
- The District conducted one of the largest and most successful Summer Youth Employment Programs in its history, providing jobs to nearly 20,000 District youth, nearly 70% of whom live in Wards 5, 7 and 8 - neighborhoods in the District where teen unemployment is highest and which have been hit hardest by the national recession.
- Plans to open new career centers in Wards 8, 7 and 1, along with the existing facility in Ward 5 will result in the most comprehensive career center network in the District's history.
- Development of a plan to establish a workforce intermediary that will focus on training and creating connections to career path jobs for employers and job seekers in critical high growth areas such as health care and green jobs and our largest employer, the federal government.

- The city's unemployment rate dropped to 10 percent in June 2010, from a high of 12.5 percent in January 2010. The rate continues to decline to 9.9 percent in August 2010.

DOES opened the Base Realignment and Closure (BRAC) Career Transition Center in October 2009. The center provides career counseling, job search assistance, and training opportunities to federal employees affected by the federal Base Realignment and Closure Initiative.

Apprenticeships significantly exceeded the local legislative requirement (up to 87 percent of residents detailed to select employers were District residents), as a result of vigorous monitoring and enforcement efforts.

The DOES Senior Community Service Employment Program (SCSEP) exceeded all federal performance standards, and its senior employment policy was recognized by DOL as a Promising Practice.

This year DOES committed itself to a renewed focus on workforce development and training. Several major initiatives and increased investments were made to support this, including:

- DOES has committed close to \$4 million in direct job training funding to individuals through Individual Training Accounts run by our Career Centers – providing job training assistance to more than 500 DC residents in the years to come for those seeking training for high demand jobs.
- The District is leading the way on providing opportunities for Green Jobs for DC residents. The District created partnerships for training, skills building, and job placement in the areas of weatherization, energy efficiency and other green construction and maintenance areas.
- Health Care and IT are two of the fastest growing sectors of our economy, and with new plans from the federal government to support health care IT modernization the sector is poised to grow even more. This year we developed partnerships to support occupational skills training in the healthcare and IT fields; these will include training in home health care services and medical administrative services, which will provide additional opportunities that connect district residents with training and retraining that will put them on a direct path to long term job placement.
- And many residents need re-employment and work readiness skills in addition to occupational training. To address that, the District is leading in innovation to create more re-employment training opportunities working with community partners and our One Stop Career Centers. More than \$1 million in federal funds are being awarded to non-profit groups who will work in a Pilot program to join in partnership with us to provide additional supportive services. This will allow us in essence to expand the reach of our Career Centers while this collaboration will provide customers with increases access to services to prepare them for job placement and long term success in the workforce. This pilot could be the future of Career Center services nationwide.

Through these initiatives and others detailed in this report, the Department of Employment Services, the District's labor and workforce development agency, has worked to meet the challenges of the national recession by developing the long-term programs and strategies that will create pathways that lead to job readiness, educational opportunities, and new jobs, as well as to more efficiently provide unemployed residents with the support they need now as they struggle to make ends meet.

This report provides more detail on these initiatives and all PY09 WIA-funded programs.

WORKFORCE INVESTMENT ACT – TITLE IB PROGRAMS

Adults and Dislocated Workers

The service delivery strategy for adult and dislocated worker customers in PY 2009 was predicated on the mandate to help District residents return to work and transition to new careers. Job training and employment continued to be the central mission of the agency. This past program year and into PY 10 the District is increasing its investments to create jobs, increase training opportunities, and connect more people with education or a new job. Among the highlights of our plan, providing \$3.5 million in direct job training funding through Individual Training Accounts; providing more than \$2.6 million to 18 partner Community Based Organizations and Training Providers to provide occupational skills training in high growth / high demand jobs as well as job readiness and life skill development; modernizing our Career Centers; and providing job training and placement assistance through our business and education partners to residents in emerging fields such as weatherization, energy efficiency and other green construction areas, as well as health care and IT.

With WIA and ARRA funding support, the District's Career Centers delivered core and intensive services aimed at creating a workforce that meets employer needs, including providing literacy and pre-employment training in high growth industries. These achievements included delivering staff assisted services to approximately 10,283 customers at Career Centers, while thousands more benefited from self-service offerings and our on-line "Virtual One Stop". We further sought to meet customer needs by establishing or extending memoranda of understanding and agreements with community stakeholders. Special attention was directed to assisting individuals with substantial barriers to employment through partnerships with agencies such as the Department on Disability Services, Rehabilitation Services Administration, DC Public Libraries, Court Services and Offender Supervision Agency, and the DC Housing Authority. Collaborations were also used to expand resident access to education and skills development, including agreements with the Office of the State Superintendent of Education, the University of the District of Columbia, the Office of the Deputy Mayor for Education, and Job Corps. The agency's ongoing customer outreach effort included more than 20 recruitment events and job fairs in PY 2009. Other examples of value-added services were employment readiness workshops for government application KSA writing, interviewing skills training, and resume building.

In PY 2009 WIA dislocated workers entered employment and retention rates were at 52.4 percent and 82.6 percent, respectively, while the average yearly earnings for this worker category was \$20,075.50, exceeding the negotiated goal of \$15,000.00. In addition, 103 dislocated workers were enrolled in ITA programs. Enhancement efforts centered on increasing the number of individuals placed in occupational skills training through WIA referrals, improving customer satisfaction, and repositioning and expanding Career Center operations to improve service delivery.

Strong adult customer participation totals in PY 2009 and increased number of training options were reflected in the cost-per-participant rate of \$112 per participant served. For dislocated workers, the total expenditure was \$3,532,763, which translates to \$5,978 per dislocated worker served.

ARRA Funded Initiatives

Career Technical Education – Newly created Career and Technical Education programs (CTE) for adults were offered by DOES during PY 2009 as pilot programs, with investments from ARRA. These programs gave District residents the opportunity to train for high growth industry careers and to gain the skills experience necessary to obtain entry-level positions. Training was provided by a variety of partners, such as the DC Students Construction Trades Foundation, the Hotel Association of Washington, DC, and the Community College of the District of Columbia, and used the District's three flagship CTE schools as the facilities for adult workers/learners in the evenings and weekends. Trades featured during year included carpentry, construction, and hospitality services. Training sessions ranged from nine to 36 weeks, followed by post-training and placement in externships with potential employers. Successful program graduates were issued industry-recognized certifications from noted organizations and associations. Overall, the CTE program consisted of nine cohorts and 88 participants. Of those, 24 students were successfully placed in employment or apprenticeships.

Goodwill of Greater Washington - Goodwill Industries, Inc., in partnership with DOES and the Green Builders Council of D.C., provided a 10-week job training program in the field of sustainable building. In PY 2009, 76 people were enrolled in six cycles of this program, and 55 students graduated. The program consisted of three weeks of employability training, four weeks of pre-apprenticeship covering green construction through the National Center for Construction Education and Research (NCCER) curriculum, and three weeks of training electives in weatherization and smart meter installation. Successful completion of the training results in industry-recognized certifications (NCCER Core and Green Advantage).

Workforce Development Grants: Occupational and Job Readiness Training - With \$2.6 million in ARRA and other funding, the District entered into partnerships with a number of local organizations to provide career development in the high-demand areas of green jobs and health care to more than 1,300 adults, as well as work readiness and job placement services. Participants gain marketable skills in weatherization, energy efficiency, recycling, home health care services and medical administrative services.

Because many residents need assistance beyond occupational training, the District awarded more than \$1 million of these grants to organizations providing "soft skills" training designed to increase participants' employability and ability to retain employment. These new partners, working on coordination with the One Stop Career Center system, will greatly expand the reach and capacity of the Career Center System. The awards are distributed as follows:

- \$600,000 for green job occupational training
- \$600,000 for "high growth /high demand" jobs in health care and IT
- \$500,000 for work readiness (work prep, life skills, supportive services)
- \$600,000 to support two Pilot Collaborations of multiple CBO partners working together on Work Readiness

Regional Workforce Training Grants - The District is undertaking several regional efforts supported by ARRA National Competitive Grants. US Labor Secretary Hilda Solis made additional funding available through five competitive grant opportunities. The District is a partner in three of those awards totaling \$14,127,753 in competitive grants through the US Department of Labor. These include:

- State Labor Market Information Grant - \$4 million award to the Mid-Atlantic Regional Collaborative (the MARC) Green Consortium, comprised of the District, MD and VA. With this funding, the MARC conducted a survey of the region's green businesses. The survey ran from December 1, 2009 to May 31, 2011 and findings will be made available online on a regional green jobs portal.
- The Energy Partnership Grant - \$4.6 million award to H-Cap, Inc., in conjunction with DOES, for adult training in environmental jobs. The project will train more than 500 area unemployed and incumbent environmental service workers in hospitals to incorporate more green practices into their jobs. The 2-year program began January 2010.
- Health Care Sector and Other High Growth and Emerging Industries Job Training Grant - \$4.9 million award to DOES in partnership with Providence Hospital. This grant provides training to more than 500 individuals in various health care fields, with a goal of producing more than 280 qualified health care industry workers and ensuring their placement in jobs over the next 3 years.

On The Job Training - One of the most direct and successful job training and employment programs is On The Job Training (OJT). The District invests nearly \$11m in local dollars on this effort largely through Project Empowerment/Transitional Employment Program. The US DOL also recently awarded the District \$627,743 in additional ARRA funds for On-the-job training services to dislocated workers. As Secretary Solis stated: "These grants will help dislocated workers across the country learn while they earn. For most that will mean not just employment, but also the chance to receive training that allows them to upgrade their skills. As our economic recovery takes hold, this investment presents a win-win scenario. After all, workers are not the only ones who benefit from the approach. On-the-job training programs also offer tremendous returns for employers who commit time and other resources to training and hiring employees."

With the ARRA OJT grant, DOES is partnering with the Washington Hospital Center, Ardent360 LLC, a local green construction firm, and the DC Project. The partnership with the Washington Hospital Center will provide OJT for occupations and full-time employment in the health care system for at least six months to entry-level dislocated workers. DOES will pilot the OJT program in partnership with an array of small and medium size “green” non-profit and private employers to allow dislocated workers to acquire “green” skills in business administration and management, building retrofit, weatherization, and construction trades. Ardent360 LLC, a local green construction firm, has committed to hire between 5 and 15 dislocated workers as part of this OJT opportunity. The District is also developing and expanding a new OJT program, as well.

In PY10, the District is developing an expanded OJT initiative to build off these successes.

Facility Modernization:

To meet increasing demand the District will open new Career Center locations this year in Northwest and Southeast Washington communities, in addition to providing a customer service center in Northeast Washington at the agency’s newly constructed headquarters. With the new career center locations and services, DOES will strengthen partnerships, create new environments to educate and train a diverse workforce, and help fulfill the staffing needs of area companies and businesses. The Career Centers will provide state-of-the-art resources to businesses and residents, helping them navigate through the job market, equipping them with marketable job skills, and assisting in their job search efforts.

The following additional upgrades were planned or implemented:

- Internet connectivity upgrades were installed at the Emery Recreation Satellite Center that allow for faster and improved Internet connection.
- As a result of an analysis conducted of the full service centers, a number of infrastructure changes were made, including repositioning the scan card machines to encourage customer usage and reorganizing customer waiting areas for greater efficiency. Finally, a standardized workshop calendar was developed for use at all centers.

Youth Services

The Office of Youth Programs (OYP) develops and administers workforce development programs for District youth ages 14-21. OYP provides occupational skills training, work experience, academic enrichment, and life skills training to facilitate the development of work habits, skills, and attitudes that are essential for success in the workplace. By balancing workforce development with educational services, young adults are encouraged and equipped to complete their secondary education or vocational training, to pursue higher education, or enter the world of work. However, District youths who entered the DOES workforce development system continued to grapple with socio-economic and educational challenges that impact success rates. As a consequence, federal goals for youth literacy/numeracy, certification and employment and education placement were not met.

In order to improve program outcomes for youth participants, DOES developed a new request for proposals for youth service providers with an emphasis on program quality, national performance standards, and requirements to meet federal goals.

In addition, to better target services and determine eligibility for ARRA funding, this year DOES added a mechanism to the Summer Youth Employment Program application process for identifying at-risk youths or youths who face certain barriers to employment. DOES also established a pilot program, the Young Adult Internship Program (YAIP), with ARRA investments, to reengage disconnected youth between the ages of 18 and 24. Throughout the year we continued to serve young people through a range of programs, funded with ARRA and regular WIA youth funds. The cost-per-participant for these programs was approximately \$4,358 per youth served in PY 2009.

Young Adult Internship Program

It has been estimated that as many as 11,000 District youths between the ages of 16-24 are both out of school and out of work. Many do not complete high school and are not prepared to enter the workforce. In PY 2009, the OYP sought to address these concerns through implementation of the Young Adult Internship Program. Funded by the ARRA grant, the one-year pilot helped 575 young adults, ages 18-24, gain practical work experience. In addition to on-the-job work experience, YAIP participants attended regular workshops and participated in mentoring and training classes that promoted life-skill development, work readiness skills, financial literacy, critical thinking and problem solving.

In-School Program

The DOES In-School Program provides youth ages 14-18 with comprehensive, year-round academic enrichment and workforce development training. In-school programs offer opportunities for young people to develop and establish personal and career goals while acquiring training and work experience as part of their high school education. During PY 2009, the DOES partnered with 17 community-based providers to serve 525 District youth.

Out-of-School Program

In PY 2009, the District's Out-of-School Program served 200 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. To be eligible for this program, an individual must be between the ages of 16-21, a school dropout, a high school graduate, a GED holder, basic skills-deficient, unemployed, or underemployed.

Summer Youth Employment Program

The Summer Youth Employment Program (SYEP) provides District youth ages 14 to 21 with enriching and constructive summer work experiences through subsidized job placements in the private and government sectors. In PY 2009, more than 20,000 District youth participated in the program. Though largely locally-funded, DOES was pleased to have the opportunity to use a portion of ARRA youth funding toward salaries for WIA-eligible youth participants. Several key improvements were implemented in preparation for Summer 2010, including a more intensive supervisor orientation in policies and procedures, time entry, and youth development; an online "youth web portal" where participants find their certification status, job assignment, and important program announcements; and a partnership with *Bank-On DC* that allows youths ages 18 to 21 to open a new checking or savings account with several local financial institutions. In addition, DOES, in partnership with DOL, created and provided pre and post work readiness assessments to be completed by host supervisors to track youth progress.

According to a recent survey of SYEP participants:

- 91% of youth rated SYEP as a Good or Excellent opportunity for themselves and other youth;
- More than 16,000 of participants say they would not have had a job if there was no SYEP; and
- 89% believed their SYEP experience would benefit them in their future job search and work life.

Mayor's Youth Leadership Institute

The Mayor's Youth Leadership Institute (MYLI) is another local, year-round program designed to train District youth in the concepts of leadership, civic engagement, and personal development. In PY 2009, 557 young people participated in the summer component of this innovative, four-level program, and 206 participated in the school year component. The program elements include work readiness skills, life skills, communications skills, public speaking, community service, conflict resolution, and team building. Recent MYLI accomplishments include:

- 56 out of the 58 in the class of 2010 who graduated from high school are enrolled in college.
- Youth Leader Andrew Haynesworth received the Stephen Joel Trachtenburg Scholarship, a full, four-year scholarship to The George Washington University, for academic excellence and community service.
- Youth Leader Kevin Jackson completed his term as the Student Representative on the DCPS School Board for the 2009-2010 school year.

SPECIAL ADULT POPULATION PROGRAMS

Senior Community Service Employment Program

The Senior Community Service Employment Program (SCSEP) is a community service and work-based training program for older workers. Authorized by the federal Older Americans Act, the program provides subsidized, service-based training for low-income persons ages 55 or older who are unemployed and have poor employment prospects. The District's SCSEP offers these citizens part-time, work-based opportunities at non-profit or government agencies and assists with their transition to private or other unsubsidized employment opportunities in the community. In addition, the program provides a variety of supportive services to the citizens of the District of Columbia, such as referrals to job preparatory training, clothing assistance, and the development of Individual Employment Plans (IEPs).

During PY 2009, DOES SCSEP placed 98 participants into work-based training opportunities where they provided 74,532 community service hours to community service agencies and the residents of the District of Columbia. Fifteen of seniors participated in the University of the District of Columbia Home Health and Office and Workforce Technology programs while 14 secured permanent, unsubsidized employment in PY 2009. A number of participants were enrolled in the Microsoft *Elevate America* training program where they became certified in Microsoft applications.

Also during the program year, SCSEP hired a Job Developer who works to identify and encourage employers to offer unsubsidized positions and to also help develop IEPs for participants. On May 13, 2010, the DOES SCSEP held its first annual Job Fair aimed at finding unsubsidized employment for participants. More than 15 employers representing various industries participated and 100 SCSEP seniors attended.

In delivering these services to senior participants, DOES exceeded DOL Performance Measures for Community Service, Entered Employment, Employment Retention, Average Earnings, Service Level, and Retention at One Year. In addition, the District's SCSEP job search service was recognized as a Promising Practice that is innovative and that has had a positive impact on seniors. As stated in the DOL report, "the fact that participants are required to avail themselves of One-Stop services on a weekly basis represents a proactive approach to assisting participants to achieve unsubsidized employment in anticipation of individual duration limits imposed by the Department of Labor."

DOES SCSEP was also one of 21 jurisdictions in the nation that received an Additional Funding grant from the DOL that allowed the agency to offer additional subsidized training opportunities for senior residents of the District.

ARRA Funded Initiatives

With resources from ARRA, SCSEP entered into Host Agency agreements to place seniors in subsidized opportunities with the American Lung Association, the DC Department of Transportation (DDOT) Highway Construction/Infrastructure office, the District's Department of the Environment's Watershed Protection and Water quality divisions, and the Anacostia Watershed Society. All of these agencies promote the "greener environment" intent of the ARRA.

Seniors at the American Lung Association were trained to assist in providing education about smoking and air quality. At DDOT, participants were trained to assist minorities in finding employment on green highway construction projects and provided other outreach services related to highway construction and storm water projects. Senior workers also informed small business owners on how to develop projects that meet ARRA requirements and helped coordinate events and develop informational materials regarding green infrastructure projects.

Veterans' Services

In PY 2009, specialists from the DOES Disabled Veterans' Outreach Program (DVOP) and Local Veterans' Employment Representative (LVER) program continued to provide comprehensive services to meet the

employment and training needs of eligible veterans, especially those with disabilities and severe injuries. Funded by the federal “Jobs for Veterans State Grant,” DVOP and LVER staff deliver intensive case management services to veterans and promote the hiring of veterans through direct marketing and outreach activities with employers. Veterans’ services staff members assist Chapter 31 clients and all other veterans who visit the center. In PY 2009, the downtown Washington facility’s resource room served 1,723 customers.

Another notable example of exemplary service is the division’s partnership with the Department of Veterans’ Affairs to provide services to homeless veterans via “Stand Down” activities. Stand downs are typically one-day events providing services to homeless veterans, such as food, shelter, clothing, health screenings, VA and Social Security benefits counseling, and referrals to a variety of other essential services, such as housing, employment, and substance abuse treatment. The District was recently awarded an additional \$92, 000 to its DVOP grant to fund a DVOP to coordinate a “Homeless Veteran’s Initiative” aimed at alleviating homelessness of veterans in the Nation’s Capital.

REALifelines

REALifelines is an award-winning, DOL-funded project, conducted in collaboration with the Department of Defense (DoD) and the military service branches. It creates a seamless, personalized assistance network to ensure that seriously wounded and injured service members and their spouses are trained for and employed in rewarding careers in the civilian labor force. A REALifelines DVOP professional meets personally with each severely wounded or injured service members at the Walter Reed Army Medical Center to assist him/her transition into the civilian workforce.

Rapid Response

When layoffs and business closures are imminent, Rapid Response team members go into action to provide guidance and immediate assistance to employers and workers. Employers who utilize Rapid Response services experience benefits beyond the initial period of downsizing that extend through the year. Such advantages include receiving accurate information about the WARN Act and other federal laws and regulations; lower unemployment insurance costs as workers are retrained and quickly re-employed; and positive public relations for employers. For employees, the benefits start with direct connections to job vacancy information and unemployment insurance. But they find many other links to federal and local resources and services through the DCNetworks system, such as information about Social Security benefits and the COBRA program.

In PY 2009, the Workforce Development Bureau received 42 layoff notifications that affected 2297 workers, and the Rapid Response Team coordinated 42 events with employers to coincide with the impending layoffs.

Apprenticeship

Apprenticeship is a system of training a new generation of skilled practitioners. Apprentices help mobilize the workforce with structured, on-the-job learning in traditional industries such as construction and manufacturing, as well as new emerging industries such as health care, information technology, energy, telecommunications, and more.

During the past program year, the DOES apprenticeship office coordinated more than 20 apprenticeship recruitment events with new and current apprenticeship sponsors, which created employment opportunities for District residents. The DC Apprenticeship Council also approved 68 new apprenticeship programs. Sixty-six were in the construction trade areas and were based on the city’s mandatory apprenticeship law, DC Law 2-156. Overall, the number of new apprenticeship programs approved during this period increased 43 percent over last program year. This increase is also based on DOES’ monitoring of construction activities at District government-assisted projects and enforcing the apprenticeship law.

In all, 1,517 new apprentices were accepted by union and non-union apprenticeship sponsors, including 374 who were city residents. Although the total number of new apprentices decreased by 47, the number of residents who were accepted as new apprentices increased by 67, or 18 percent. Also during the period, the apprenticeship

office provided services to 608 customers related to apprenticeship at the H Street, NE office, including employers, apprentices, and public.

On June 10, 2010, DOES joined Mayor Fenty, the Office of Public Education Facilities Modernization and the Department of Parks and Recreation to kick-off the largest job fair in the District focused specifically on construction trade employment and apprenticeships for all school and recreation construction projects. The event attracted nearly 600 residents seeking 200 immediate job, training, and apprenticeship opportunities, with many positions being filled on the spot.

Compliance

The District continues to lead surrounding jurisdictions in the number of construction projects, many of which receive financial assistance from the District government. To ensure apprenticeship and employment opportunities for residents on these projects, the apprenticeship office staff made 127 site visits to monitor activities and the number of residents employed as apprentices. The reviews found that between 52 percent and 87 percent of apprentices were District residents. That percentage significantly exceeded the city's mandatory apprenticeship requirement, which is 35 percent city residents. Also during this period, staff conducted 53 quality assessment reviews of sponsors' apprenticeship programs to determine compliance with apprenticeship training regulations and standards, and staff conducted 18 apprenticeship compliance reviews of apprenticeship sponsors' apprenticeship programs to ensure compliance with Code of Federal Regulations (CFR) 29 Part 30.

The Department took on additional responsibilities in monitoring construction and renovation projects that received District government finance that were subject to Davis-Bacon federal laws. As a result of reviewing certified payroll records, a total of \$359,592.04 was paid to construction workers, including apprentices in restitution payments. Apprenticeship staff found instances of noncompliance among contractors who failed to pay workers the required prevailing hourly wage rates, including benefits.

Pre-apprenticeship

Local funding for pre-apprenticeship training was significantly reduced in PY 2009. However, the apprenticeship office was successful in coordinating three pre-apprenticeship projects in partnerships with current apprenticeship sponsors in which 70 disadvantaged residents were enrolled to receive preparatory training that assisted them in meeting apprenticeship eligibility requirements. Forty-one of the participating residents successfully completed the pre-apprenticeship training and were accepted as apprentices.

WAGNER-PEYSER PROGRAMS

Employer Services

Creativity and flexibility have become core principles of business in a volatile economic climate. This was particularly true in PY 2009 as employers revamped workforce strategies in ways that encourage both stability and growth. The Office of Employer Services' (OES) business-first philosophy ensures that employer needs are heard, understood, and addressed. Over the years, OES has developed and implemented a continuum of services that respond to the needs of the employer customer. Services include:

- Labor exchange;
- Recruitment services;
- Education services;
- Labor Market Information services;
- Employer incentives; and
- Staff-assisted services, including applicant pre-screening, tax credit assistance, and revenue bond compliance.

Business Services

Business Services Group (BSG) associates are trusted workforce advisors to their clients. It is through the networking and outreach activities of the BSG Account Executive team that many businesses join with the District government in special efforts to market available jobs to city residents via recruitment events and Internet job bank portals. In PY 2009 a host of employer partnerships were created or extended, including Prime Flight Aviation, Aramark, Manpower, International Spy Museum, DC Convention Center, Levy Restaurants, Pepco Holdings, Forever 21, Microsoft Corporation, Brandon Technology Consulting, Inc., and a host of others. BSG joined Levy Restaurants of the Washington Nationals in a major recruitment effort that resulted in the hiring of over 300 individuals in positions in the food service industry.

The agency partnered with Microsoft to bring Microsoft's *Elevate America* voucher program to the District. The program offered no-cost vouchers for Microsoft eLearning courses and select certification exams available to residents, training providers, colleges/universities, faith-based organizations, the unemployed, the under-employed, and more. BSG continued to coordinate and host job readiness workshops in resume writing, interviewing skills, social media, and learning the federal job application process.

Work Opportunity Tax Credit

The Work Opportunity Tax Credit (WOTC) is a federal tax credit incentive offered to private sector businesses that hire individuals from 12 target groups who have consistently faced significant barriers to employment. The main objective of this program is to help targeted employees move from economic dependency to self-sufficiency as they earn a steady income and become contributing taxpayers. Participating employers are compensated by being able to reduce their federal income tax liability. WOTC joins other workforce programs that help encourage workplace diversity and facilitate access to good jobs for workers. In PY 2009, the District eliminated a backlog of WOTC program applications and was later commended by the DOL for the timeliness of reviews and processing of WOTC applications.

Job Bank

Job Bank is a component of the city's DCNetworks system, a computerized national labor exchange network. The system is designed to match employers with job seekers. Any employer, both local and national, can use the Job Bank to place job orders and search for applicants by skill-set or position. The system provides guidance, training, and technical assistance to employers seeking to post job openings, identify potential employees, research current and local job market data, and effect hiring incentives.

In PY 2009, in accord with ARRA and an associated July 14, 2009 Executive Order by the Mayor, the District began requiring public and private employers with ARRA-funded jobs to list those jobs on the site. Accordingly, the DOES Job Bank service was enhanced to allow the weekly tracking of ARRA-funded jobs. Reports generated by the system show the jobs created and posted by District government agencies and private sector organizations, as well as hiring statistics and jobs filled by District residents. Compliance efforts resulted in 70 percent of employers posting ARRA jobs on the system.

Green Jobs

On-the-Job Training

On June 30, 2010, DOES was awarded an ARRA grant of \$627,753 from DOL for an on-the-job (OJT) training program for dislocated and long-term unemployed District residents. Our partners in this program are the Washington Hospital Center, which is providing health care training, and the DC Project and Ardent360 LLC, which are "green" partners. The DC Project and Ardent360 collaborated with DOES to identify green companies to hire and train residents in building retrofit, weatherization, and construction trades.

ARRA Funded Green Training Programs

ARRA resources also support another significant green training program in the District. In May 2010, the District released a Request for Applications to fund up to five training organizations in addition to our green partners, the

DC Project and Ardent360, to provide training, skills building, and job placement in the areas of weatherization, energy efficiency and other green construction and maintenance areas. These grants were awarded early in PY 2010 and training will be completed by June 30, 2011.

Green Labor Market Information Regional Project

On December 1, 2009, DOES began implementation of the Mid-Atlantic Regional Collaborative (MARC) Green Consortium Labor Market Information (LMI) grant, a regional award to the State of Maryland, the Commonwealth of Virginia, and the District. The MARC Green Consortium has four major deliverables: 1) implementing a regional (District of Columbia, Maryland, and Virginia) employer survey to capture the number, types, and skill requirements for regional "green jobs," 2) disseminating survey findings, 3) conducting related research, and 4) establishing a regional, integrated "green" employment and training portal and automated labor exchange, to be designed and managed by Geographic Solutions. ICF International, an area consulting firm, has disseminated over 35,000 green job surveys to area businesses. Findings from the survey, as well as the roll-out of the regional green jobs portal, will be released to the public in PY 2010.

DCNetworks

DCNetworks (Virtual One-Stop system) provides the electronic framework that links individual Career Centers to an integrated structure. The system is designed to provide a web-based tracking, reporting, and case management system for use by staff as well as customers. In addition to unique visits (customers perform one or more functions on the site) the DCNetworks site experienced a marked surge in user "hits" (customers viewing the site). In FY 2008, there were 35,779,309 customer hits. In FY 2009, the number increased to 88,309,968 – more than a 60 percent rise in use.

A major upgrade of the system was launched January 21, 2010. Virtual One-Stop (VOS) Version 10 provides customers with a wealth of labor market information and workforce staff with the tools necessary to conduct effective case management. Job seekers are able to develop resumes and cover letters and submit them directly to an employer online. The upgraded system manages several employment programs, including unemployment insurance, and has features that help economists monitor employment growth in a specified region. In addition the District implements a "24-hour veterans' priority hold" on new job orders keyed in VOS by staff or employers. This function gives veterans 24 hours to apply or be referred to the job opening before other candidates can apply. Other enhancements include:

- A User Guide to VOS Reports was added. This guide provides descriptions of the many online reports, definitions of terms, and other useful features.
- The Labor Market Information section has been reorganized to offer a more user-friendly interface, including vivid graphing and charting capabilities.
- Listings of green jobs and ARRA jobs became available, as well as a mapping capability that shows the location of the job and other geographical information.

OTHER SERVICES

Base Realignment and Closure (BRAC)

BRAC is the federal acronym for a system of federally-funded services at military installations slated for realignment or closure. In June 2007, the District was awarded a \$1.0 million National Emergency Grant (NEG) as part of a \$10 million DOL investment between the District, Maryland, and Virginia.

Operating under a continuation grant, the District continued to provide transitional workforce development services under a Regional Training Agreement (RTA) to meet the needs of BRAC-impacted employees. DOES worked closely with BRAC program representatives from the Maryland Department of Labor, Licensing & Regulations, and the Virginia Governor's Office to address regional BRAC workforce issues, problems, and opportunities in a coordinated and comprehensive manner.

More than 1,500 participants received core and intensive services at installations affected by BRAC in the District. The services were delivered at the BRAC Career Transition Center, in town hall meetings on installations, and at career Transition Services and Human Resources Summit Planning meetings. DOES provided short term counseling and referral services to help military spouses with their training and employment needs.

Memorandum of Understanding

Since 2007, the District has been party to a Memorandum of Understanding with the Walter Reed Army Medical Center (WRAMC) to operate a BRAC Career Transition Center on the grounds of the WRAMC installation and to set forth a process for referring employees for services. The District accommodated the need of the WRAMC staff by offering flexible hours of operation at the center. The opening of the center was announced in a press release in major newspapers.

Higher Education Consortium

The District, in partnership with Maryland and Virginia, built a regional consortium of higher education institutions offering specific training for BRAC-affected workers. Courses are offered through colleges and universities that are on an approved list of providers. The BRAC Initiative expanded the approved list of regional training providers to include online course work to accommodate the needs of multiple participants enrolling in the same courses. The District also collaborated with several training providers to sponsor specialized and dedicated classroom training to enable DOES to meet the needs of this unique customer base.

Outreach Activities

DOES engaged the services of two professional marketing firms to develop a visible sign of the BRAC Initiative and the MARC Regional Partnership. The primary products were the construction of the MARC website: <http://marcworks.org> and a MARC newsletter. In addition, the District hosted regional meetings of the MARC Executive Committee on a bi-monthly basis. The MARC kickoff meeting was held in October 2009 and was attended by more than 100 military, education, government, economic, and talent development leaders from across the region.

Unemployment Insurance

The Unemployment Insurance (UI) program helps workers who are unemployed through no fault of their own meet eligibility requirements to receive monetary payments for a specific period of time, or until they find employment.

In PY 2009, the District continued modernization of the UI system by implementing several reforms introduced in PY 2008 with ARRA resources. The rising unemployment rate caused by the current recession significantly increased demands on the outdated legacy UI mainframe system. During this critical time when claimants need basic services to make ends meet, the District also took immediate steps to expand unemployment coverage, raise the amount paid to those receiving unemployment benefits, create a temporary dependency allowance for claimants, and allow eligible claimants to pursue education and training in high growth sectors while receiving UI benefits. These efforts positioned the District to receive an additional \$27 million in federal ARRA monies to fully modernize the outdated mainframe unemployment compensation system.

The District amended unemployment law to extend the length of time claimants can file an appeal of an initial determination – from 10 to 15 days – and to expand eligibility for those who had to leave jobs for compelling family reasons, such as domestic violence that affects one’s ability to maintain employment, caring for a sick family member, or moving because a spouse relocated to another location for employment. Lastly, the District enacted legislation to create a voluntary program that would allow employers to reduce employee hours while employees collect partial unemployment benefits, in an effort to avoid employee layoffs.

Benefits

In addition to the major legislative changes, UI tripled the number of claims takers, more than quadrupled phone line capacity, and added evening and weekend hours to respond to the high demand the recession created. To ensure faster and more efficient claims processing, fraud detection and facilitation monitoring, DOES secured access to NDNH This system confirms current wages nationally and offers an added protection against individuals who fraudulently claim or collect benefits in the District. The system will be fully operational in PY 2010 and will complement other, innovative electronic systems included in the District's full modernization program.

The District continued paying extended benefits to eligible claimants through PY 2009. Nearly 60% of all UI eligible claimants went on to receive extended benefits through the federally funded program. In PY 2009, the District paid \$208 million in regular benefits and \$249 million in extended benefits payments, including \$1.5 million in dependency allowances and \$35.5 million for the federal additional compensation program.

Tax

The UI Tax division manages a comprehensive employer unemployment tax collection program. In PY 2009, the division was responsible for more than 29,039 active employer accounts. The initial tax rate for new employers is 2.7%. The tax rate for experienced employers ranges from 1.6% to 7.0%. In addition, employers are charged a .02% administrative assessment annually.

In PY 2009, UI tax performance continued a pattern of mixed achievements and gains. Overall, the division met or exceeded nine of the 13 federally mandated performance measures. The UI Tax division exceeded the USDOL standard for timely determinations of new employers, with an average of 79.3 percent of all determinations being made timely. The UI Tax division continues to meet the expected 2 percent audit penetration rate with more than 563 audits performed, which represents more than a 300 percent increase. Collections activities are highly productive, with only 3 percent of payments arriving late and an overall collections success rate of 98 percent

In PY 2009, the District continued to develop several applications to assist with annual UI performance goals. Tax division staff now have detailed wage and benefit charge information through web-based applications and employer compliance functions for important tax forms are now shared electronically.

REGULATORY DEVELOPMENTS

Legislation

The following is a list of legislative measures adopted by the Council of the District of Columbia in PY 2009:

DC Act 18-0401: Unemployment Compensation Reform Act of 2010

In addition to making permanent the provision to allow unemployment claimants eligible to pursue education and training in high growth sectors while receiving UI benefits, this act also extends the length of time a claimant can file an appeal of an initial determination with respect to benefit eligibility and expands eligibility to those who had to leave jobs for compelling family reasons.

DC Act 18-0490 Keep D.C. Working Act of 2009

The measure establishes partial unemployment compensation for workers and provides employers with an alternative to layoffs by establishing a voluntary program that would enable an employer to reduce employee hours and have the employees receive unemployment compensation corresponding to the reduction in hours.

DC Act 18-0462 Subtitle P: Unemployment and Workforce Development Administrative Account

This act expands the purpose of select UI funds to include workforce development.

Waivers

1. Waiver of WIA Section 133(b)(4) to increase the allowable transfer amount between Adult and dislocated worker funding streams allocated to a local area. This waiver provided the District with funding flexibility while ensuring consistency with Congressional intent regarding appropriated levels for WIA adult and dislocated worker programs.
2. Waiver of WIA Section 134(a) to permit local areas to use a portion of local funds for incumbent worker training. The waiver allowed the District to conduct incumbent worker training. However, the waiver was not exercised.
3. Waiver to permit the District to replace the performance measures at WIA Section 136(b) with the common measures. This waiver permitted the District to negotiate and report WIA outcomes against the common measures only, rather than the performance measures described at WIA Section 136(b).
4. Waiver of the provision at 20 CFR 663.530 that prescribes a time limit on the period of initial eligibility for training providers. The waiver allowed the District to postpone the determination of the eligibility of training providers, and provided opportunity for training providers to re-enroll and be considered enrolled as initially eligible training providers.



WORKFORCE DEVELOPMENT

Success Stories IN THE DISTRICT OF COLUMBIA

★ Charlie M. completed the Goodwill Green Pathways training program last year, including the smart meter installation elective. He was recently hired by Scope Services, a contractor for PEPCO. Charlie was quickly promoted, received additional on-the-job training from Scope Services, and is making \$15 an hour.

★ Ronald N. entered the Goodwill program to follow his lifelong dream of becoming an electrician. While enrolled in the course, he took a job placement test at M.C. Dean, Inc., one of the nation's premier engineering integration providers. Ronald achieved an almost perfect score of 97% on the exam. He started his career at M.C. Dean making \$15 an hour and was soon invited to join the electrician apprenticeship program. He was recently transferred to work at the Walter Reed Army Medical Center, where he now earns \$27 an hour.

★ David S., a DOES Veterans' Services customer, was seeking employment as an IT Telecommunication Specialist. Working with center staff, he talked about the stress of being unemployed. However, it wasn't long after David submitted his resume to the "preferred employers" site on DCNetworks and participated in a series of career workshops at the veterans' center that he found employment. He now makes six figures.

★ After more than six years working as a systems administrator and network engineer at Electronic Data Systems Corporation, Leeann W. was laid off. She had been unable to secure employment without the required certifications or a 4 year college degree. She enrolled in computer training through the Franklin Career Center. Leeann obtained her Microsoft Certification as a Systems Engineer through George Mason University and was quickly hired. She currently earns \$110,000 a year.

SENIOR STARS!

- **DOES placed three seniors in community service assignments in the District's Department of Transportation office and one was hired on a full-time, unsubsidized permanent basis.**
- **Two SCSEP participants were permanently hired at the Anacostia Watershed Society.**
- **A SCSEP senior was hired at the U.S. Navy Yard for a full-time, unsubsidized permanent position.**

★ Malik J. is a service-connected disabled veteran who came to the DVOP program following a RIF from the District government. Staff recommended to Malik that he apply for occupational skills training through WIA, as he met all the initial requirements. After deciding on the ASM Education Center, Inc. Malik started his training in September 2009. He was one of only three DOES students in ASM's CCNA/CCNP certification program who successfully passed the arduous exam on a first attempt. When staff made a follow up call in July to Malik, he reported that he had been hired by the U.S. Department of Housing and Urban Development at an annual starting salary of \$65,000.

Workforce Development Success Story



Navy Veteran Michelle P. is another winning story for the Veterans One-Stop Career Center. When Michelle came to DOES, she had been unemployed for nine months. Although she holds a Masters Degree and is extremely bright, Michelle had not had any luck being called back for interviews. Puzzled and frustrated, she was starting to wonder if she would ever work again. DVOP Henry Youngblood started working with her using a task-driven approach. He recognized that Michelle, like so many other educated and talented people, was a victim of the harsh economy, and her confidence had been shaken by the first period of extended unemployment in her life.

Mr. Youngblood began coaching Michelle on what to do to get hired in today's market. She was advised to attend the monthly Veterans Rehabilitation & Employment Job Readiness Workshop, and she was put in contact with Dennis May, a program director at the U.S. Veterans Affairs office in the District. Mr. May is in charge of national recruiting for the Veterans Administration and the President's special initiative to recruit more disabled veterans for all government departments. Michelle responded with renewed hope and enthusiasm, tending diligently to all the tasks assigned to her. Mr. Youngblood became her advocate - calling, faxing, e-mailing information about her, and "talking her up." Several agencies expressed interest. It was, however, Michelle's own drive and personal diligence in contacting and re-contacting people that resulted in her becoming employed by Veterans Affairs. On September 13, she became part of a team at Veterans Affairs that reviews allocation of space, resources, and identification.

Michelle's story is but one example of what is accomplished through teamwork and collaboration. However, the final and most powerful factor in this story was Michelle herself ... her talent, her diligence and *her ability to adapt - like every good Vet!*



State Name: DC

Date Submitted: 09/27/2010

WIA Title IB
Annual Report Form (ETA 9091)
Program Year 2009
Revised for Common Measures

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

Reported Information	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	72.0%	57.9%	249
			430
Employment Retention Rate	75.0%	69.5%	246
			354
Average Earnings	\$11,500.00	\$12,414.5	\$3,029,150
			244

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	43.8%	57 130	41.7%	10 24	46.7%	7 15	33.3%
Employment Retention Rate	63.3%	50 79	75.0%	12 16	68.4%	13 19	60.0%	12 20
Average Earnings	\$12,122.1	\$593,985 49	\$28,276.8	\$311,045 11	\$9,989.6	\$129,865 13	\$12,875.3	\$141,628 11

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	44.8%	94	70.5%	155
		210		220
Employment Retention Rate	69.1%	130	69.9%	116
		188		166
Average Earnings	\$14,641.7	\$1,874,333	\$9,957.0	\$1,155,017
		128		116

Table E - Dislocated Worker Program Results

Reported Information	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	80.0%	52.4%	22
			42
Employment Retention Rate	84.0%	82.6%	19
			23
Average Earnings	\$15,000.00	\$20,075.50	\$381,434
			19

Table F - Outcomes for Dislocated Worker Special Populations

Reported Information	Veterans		Individuals With Disabilities		Older Individuals		Displaced Homemakers	
Entered Employment Rate	50.0%	1	0.0%	0	66.7%	4	33.3%	1
		2		0		6		3
Employment Retention Rate	0.0%	0	0.0%	0	100.0%	4	100.0%	1
		0		0		4		1
Average Earnings	0.00	\$0.00	0.00	\$0.00	\$11,298.8	\$45,195	\$19,326.0	\$19,326
		0		0		4		1

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	55.6%	10	50.0%	12
		18		24
Employment Retention Rate	92.9%	13	66.7%	6
		14		9
Average Earnings	\$18,241.2	\$237,136	\$24,049.7	\$144,298
		13		6

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

Reported Information	Negotiated Performance Level	Actual Performance Level	
Placement in Employment or Education	65.0%	48.8%	147
			301
Attainment of Degree or Certificate	61.0%	40.4%	122
			302
Literacy or Numeracy Gains	48.0%	26.1%	6
			23

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	69.2%	279	\$1,695.2	\$676,386	6.0%	15	\$4,810.7	\$1,197,869	0.0%	0
		403		399	249	249		94		
Dislocated Workers	84.4%	27	78.0%	\$524,516	0.0%	0	\$7,582.1	\$166,807	0.0%	0
		32		\$672,759	22	22		10		

Table M - Participation Levels

Reported Information	Total Participants Served	Total Exiters
Total Adult Customers	20,770	17,593
Total Adult self-service only	18,734	16,816
WIA Adult	20,272	17,520
WIA Dislocated Worker	591	103
Total Youth (14-21)	472	174
Younger Youth (14-18)	414	128
Older Youth (19-21)	58	46
Out-of-School Youth	104	90
In-School Youth	368	84

Table N Cost of Program Activities

Program Activity		Total Federal Spending
Local Adults		\$1,917,475.00
Local Dislocated Workers		\$2,448,595.00
Local Youth		\$1,965,903.00
Rapid Response (up to 25%) WIA Section 134(a)(2)(B)		\$359,369.00
Statewide Required Activities (up to 15%) WIA Section 134(a)(2)(B)		\$659,325.00
Statewide Allowable Activities WIA Section 134(a)(3)	Program Activity Description	
Total of All Federal Funding Listed Above		\$7,350,667.00

Table O - Local Performance

Local Area Name District of Columbia	Total Participants Served	Adults	20,272	
		Dislocated Workers	591	
		Older Youth (19-21)	58	
		Younger Youth (14 - 18)	414	
ETA Assigned # 11005	Total Exiters	Adults	17,520	
		Dislocated Workers	103	
		Older Youth (19-21)	46	
		Younger Youth (14 - 18)	128	
Reported Information		Negotiated Performance Level	Actual Performance Level	
Entered Employment Rates	Adults	72.0%	57.9%	
	Dislocated Workers	80.0%	52.4%	
Retention Rates	Adults	75.0%	69.5%	
	Dislocated Workers	84.0%	82.6%	
Average Earnings	Adults	\$11,500.00	\$12,414.50	
	Dislocated Workers	\$15,000.00	\$20,075.50	
Placement in Employment or Education	Youth (14-21)	65.0%	48.8%	
Attainment of Degree or Certificate	Youth (14-21)	61.0%	40.4%	
Literacy or Numeracy Gains	Youth (14-21)	48.0%	26.1%	
Description of Other State Indicators of Performance (WIA Section 136(d)(1))		NA		
Overall Status of Local Performance		Not Met	Met	Exceeded
		4	3	2