



Government of the District of Columbia

WORKFORCE INVESTMENT ANNUAL REPORT

Program Year 2003

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STATE DIRECTOR'S MESSAGE

The District of Columbia Department of Employment Services continues to play a critical roll in the provision of comprehensive employment services to city residents. Our mission, which is achieved through empowering and sustaining a diverse workforce, requires that we capitalize on our existing partnerships and seek to encourage increased collaboration with public and private sector stakeholders invested in the social and economic stability of both youth and adult residents of the city.

During Program Year 2003, we have continued to face the challenges associated with an unstable economy. While the loss of jobs in the region has impacted our efforts to secure gainful employment for youth and adult job seekers, we have successfully implemented a number of new initiatives that have demonstrated the benefits of private sector buy-in, shaped our labor management partnership, enhanced our marketing and outreach efforts, and maximized opportunities for community involvement in the effective operation of our programs.

INTRODUCTION

The District of Columbia enjoyed a successful year in 2003, with the implementation of several new initiatives and the consolidation of important gains achieved in previous years. In 2003, the Department of Employment Services workforce development programs expanded services to ex-offenders, establishing partnerships with public and private organizations. Project Empowerment II is modeled after the District's Welfare to Work initiative and has brought hope and a real chance for a new beginning to hundreds of ex-offenders. We also reacted immediately to the local devastation caused by Hurricane Isabel and secured a National Emergency Disaster Grant that brought more than \$1 million to the city for storm clean-up and infrastructure repair activities.

The department continued to make significant strides on the technology front, as well. We instituted important upgrades to our Virtual One Stop system, greatly enhancing the ability of staff to employ systems features and significantly expanding access to both job seekers and employers. Likewise, our Unemployment Compensation program added new Internet features to its menu of services allowing customers the opportunity to file initial and weekly claims via the Internet, receive direct deposit benefit payments, among other enhancements.

In other areas, the department joined Mayor Anthony Williams's initiative to provide critical literacy services to an expanded cross-section of residents. In September, we officially launched our "Mobile One Stop" bus expanding our ability to provide workforce development services to neighborhoods and residents not conveniently served by our "brick-and-mortar" One Stop Career Centers. We also intensified our efforts to promote Apprenticeship training opportunities to a wider group of residents through

partnerships, aggressive recruitment, and by placing apprenticeship staff in our one stop centers.

Finally, the department consolidated major gains achieved in previous years. Although no new one stop centers were established in 2003, we took important steps to strengthen our current system of three full service and seven satellite centers by initiating important partnership discussions with Manpower Incorporated, the WashingtonPost.com, the University of the District of Columbia, and Southeastern University. All of which will further enhance the one stop system in 2004.

D.C. WORKFORCE INVESTMENT COUNCIL

Pursuant to provisions of the Workforce Investment Act of 1998 (Public Law 105-220, Title I, Section 111), Mayor Anthony Williams established the District of Columbia Workforce Investment Council through an Executive Order in October 1999. The Council is a public-private partnership consisting of business, union, and community leaders, as well as key government policymakers, who collectively establish the vision, mission, and goals for the District's workforce development programs and services. The Council continuously directs its efforts toward developing a workforce investment approach that will integrate education, workforce preparation, and economic development activities and result in a highly skilled, knowledgeable, and informed workforce that can compete effectively in a global marketplace.

The vision and goals established by the Council are reflected in the activities and initiatives undertaken through the implementation of the Workforce Investment Act. They demonstrate the commitment of the Council to making a constructive impact on local workforce programs, activities, and services and to convening and facilitating meetings and workgroups that respond to concrete District workforce needs. Among the Council's most significant initiatives in 2003 were:

- **State of the Workforce Report** - The Council, through its Employer Involvement/Labor Market Information Committee, developed a State of the Workforce study and produced a report that outlined the area's position in terms of workforce demand, current and future workforce supply, and quality-of-life issues.
- **One-Stop Credentialing** – The Council, through its One-Stop Oversight Committee, developed a One-Stop credentialing process that is employed by the full-service One-Stop Career Centers to insure a consistent level of quality of customer services.
- **Employer Survey** - The Council, through its Employer Involvement/Labor Market Information Committee, engaged more than 61,000 employers through the development of a “real time” employer survey to identify the current and emerging workforce needs of the local employer community.

- **Sector Analysis and Evaluation** - The Council, through its Employer Involvement/Labor Market Information Committee, served as the Advisory Board for the Sector Employment Demonstration Project sponsored by the U.S. Department of Labor. Committee members conducted oversight and review of sector analysis, the development of focus groups, and the preparation of the final strategic implementation plan related to this important project.
- **Resource Management** – The Council, in collaboration with the Office of the Deputy Mayor for Planning and Economic Development, created a “resource map” to identify and assess all public resources devoted to workforce education and training programs and services.
- **Comprehensive Youth Development System** – The Council’s Youth Investment arm endorsed the School Reform Initiative developed by the D.C. Public Schools that provides for establishing High School Career and Technology Academies that will train young people in growth industries and high-demand occupations. The Youth Investment Council is dedicated to providing a broad forum for youth issues and concerns and to making effective recommendations concerning urgent youth development issues.

VIRTUAL ONE-STOP

The department’s DCNetworks Virtual One-Stop (VOS) system provides the electronic network that links the individual One-Stop Career Centers into 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 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 openings, review resumes online, and schedule job interviews without staff intervention or assistance.

In 2003, the department implemented several important enhancements to VOS including upgrading the system from Version 5.0 to Version 6.0. Among the other VOS enhancements added last year were:

- Enhanced system navigation tools have been added, allowing staff and customers faster and easier access to the many available folders.

- A customer menu that now includes a “Questions and Answers” section that offers a checklist from which the customer can indicate his specific interest, such as changing careers, finding a job, or determining program eligibility. A step-by-step guide is then presented describing how to use VOS to accomplish the selected objective.
- Critical modules including Training Providers, Case Management Services, Job Order Entry, and Occupational Information have all been programmed to use the standardized U.S. Department of Labor O*Net Occupational Codes.
- Customer access to job openings has been greatly improved. Job seekers now see immediate search results from America’s Job Bank, Hot Jobs, and Monster. Other job search sites may be accessed through readily available links.
- The system’s capability to determine eligibility for WIA and other programs has been expanded.
- Phase I of the Individual Funds Tracking (IFT) system is incorporated in Version 6.0. This allows staff and managers to track and report specific funds expenditures for training and supportive services. Phase II, which will allow us to tie costs to particular funding sources, is scheduled for implementation in calendar year 2005.
- Online reporting capability has been expanded to allow reporting of data on the state level, by Ward, and by ethnicity.
- The capability to search job orders by Job Order Category was added, allowing staff to conveniently access all listings in specific categories such as First Source or Apprenticeship. And staff can now “case manage” employer job orders.
- A “front door” was added to the VOS Homepage that allows unemployment compensation customers easy access to initial claims filing, status checks, and other services.

UNEMPLOYMENT COMPENSATION

The Unemployment Compensation Program is an important element of the District’s financial safety net. The program which is integrated with the District’s One Stop Career System, provides temporary income support to workers who lose their jobs through no fault of their own. It is funded primarily through payroll taxes on District employers. During 2003, the District’s Unemployment Compensation Program paid out a total of \$138,063,006 in benefits to 32,845 recipients who file claims through the one stop system. As a result of an improved economy and lower unemployment, these figures represent a 36% reduction in benefits paid compared to 2002 and a 12% reduction in

benefit recipients. In addition, the average benefit amount paid to each recipient fell from \$4,987 in 2002 to \$4,203 in 2003.

Continuation of the TEUC Program

The recession-inspired Temporary Emergency Unemployment Compensation (TEUC) program, originally scheduled to expire in December 2002, was extended by Congress and the President in January 2003 and again in May. TEUC provides as many as 13 additional weeks of benefits to individuals who have exhausted their regular benefit eligibility period. These extended benefits are paid in their entirety with federal funds. By the end of 2003, the department's Office of Unemployment Compensation (OUC) had processed more than 27,000 TEUC applications and paid out nearly \$62 million in TEUC benefits.

Implementation of the TEUC-A Program

In April 2003, legislation was enacted that established the TEUC-A Program. The purpose of this program is to provide as many as 13 additional weeks of benefits to displaced airline employees, as well as employees in related industries, who have exhausted both their regular and TEUC benefits. As with TEUC, all benefits paid out under TEUC-A are federally funded. The District made its first TEUC-A benefit payment in September 2003, and by the end of the year a total of \$133,823 had been paid to eligible claimants.

Disaster Unemployment Assistance

In September 2003, as a result of the devastation caused by Hurricane Isabel, President Bush formally declared the District a disaster area. Accordingly, District residents automatically became eligible for the Disaster Unemployment Assistance (DUA) Program if their unemployment was a direct result of the storm. Seven individuals applied for benefits under the DUA, and a total of \$1,374 in DUA benefits were paid.

Alternative Base Period

Early in 2003, the District City Council passed and Mayor Williams signed legislation that established an alternative base period for new claims filed on or after July 6, 2003. OUC expeditiously implemented this important legislation that expanded eligibility for benefits to individuals who would not have been eligible under the District's normal base period rules.

Unemployment Insurance Modernization

In August 2003, the United States Department of Labor (USDOL) awarded two new automation grants to the department. The first, in the amount of \$986,500, provided resources for the development and implementation of Internet employer registration. The

second, in the amount of \$474,558, supported the development and implementation of a program facilitating telephonic receipt of initial unemployment insurance claims.

- **Bi-Weekly Certification via the Internet**

Also in July 2003, OUC implemented a program developed by On Point Technology allowing unemployment insurance claimants to submit their bi-weekly claims over the Internet. This new program provides a more convenient, secure, and faster alternative to submitting claims documents through the mail. By the end of the year, more than 50% of all bi-weekly claims were being submitted through the Internet.

- **1099 Data via the Internet**

In late 2003, OUC implemented another program developed by On Point Technology that allows customers to access “Form 1099” data, including the total amount of benefits paid and the amount withheld for federal income tax purposes. This program will make it easier for customers to track their benefits payments and complete their federal income tax returns.

- **Internet-Based Employer Services**

Again with the assistance of our partner, On Point Technology, OUC implemented a series of Internet-based employer services in December 2003. These new services allow employers to view current charges against their account, as well as review claims in which they were the most recent employer of at least 30 days. If they choose, employers may also provide information regarding the separation of employees over the Internet.

- **Filing Initial Claims over the Internet**

In December of 2003, we completed the development of a program that will allow customers to file their initial claims over the Internet. Implemented in early 2004, this enhancement spares many customers the inconvenience of a personal visit to a One-Stop Career Center, allowing electronic filing 24 hours a day, seven days a week. As with the other technological upgrades, On Point Technology was our partner in the design and implementation of this program.

- **Direct Deposit of Benefit Payments**

The final feature added to the 2003 menu of services was the ability to offer customers the ability to deposit benefit payments directly into personal checking accounts.

YOUTH SERVICES

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

Passport-to-Work

The Passport-to-Work program prepares District youth to successfully enter the labor market by offering a continuum of year-round services. The Passport-to-Work program consists of three primary components: the summer program which provides temporary employment and academic enrichment opportunities through the subsidized Summer Youth Employment Program and the unsubsidized private and federal sector initiatives; the Year-Round Program, funded under the Workforce Investment Act (WIA) provides compensated employability development training, academic enrichment activities, and a leadership development module during the school year; and the WIA Out-of-School Program which provides employability and occupational skills training, GED preparation, and computer skills training to youth no longer enrolled in school. Additionally, since 2000, the Office of Youth Programs has operated the innovative Youth Opportunity Program, funded through a five-year grant from the U.S. Department of Labor.

- *2003 Summer Youth Employment Program*

SummerWorks 2003 was a five-week, locally subsidized employment and job readiness program for youth ages 14 to 21. More than 5,000 District youth were employed through *SummerWorks*. In addition, 469 District youth were employed through the unsubsidized federal and private sector program. Our private and public sector partners, including Verizon, Domestic Financial, and the D.C. Emergency Management Agency, demonstrated their commitment to District youth by donating more than \$173,000 to support summer youth employment.

- *Year-Round Program*

Last year, 401 District youth, 14 to 18 years of age and enrolled in secondary school, received services through the WIA Year-Round Program. During the school year, participants were engaged in academic enrichment activities, work readiness instruction, occupational skills training, and leadership development projects. Twelve community-based organizations were partners with the department to deliver these important services to our participants.

- *Out-of-School Program*

The WIA Out-of-School Program served 280 16-21 year-old youth in 2003. Designed to help young people achieve both short and long-term educational and employability development goals and increase their potential for long-term employment, the program offered employability skills workshops, career awareness and work readiness modules, basic education and GED preparation services, and vocational skills training.

Youth Opportunity (YO!) Program

The District's Youth Opportunity Program has served more than 1,600 young people since its initiation in 2000. The program offers both in-school and out-of-school youth who live in pre-designated communities an innovative menu of career development, school-based learning, work-based learning, and leadership development experiences delivered through our seven YO! partners:

Action to Rehabilitate Community Housing
1227 Good Hope Road, S.E.

D.C. Link and Learn
1789 Columbia Road, N.W.

Community Equity Empowerment Program
(Ballou Senior High School)
340 4th Street, S.E.

Friendship House
619 D Street, S.E.

Covenant House of Washington
2001 Mississippi Avenue, S.E.

Latin American Youth Center
1419 Columbia Road, N.W.

United Planning Organization Quantum Program
301 Rhode Island Avenue, N.W.

Our YO! partners work cooperatively with the department to provide job training, life skills instruction, mentoring, military enlistment information, apprenticeships, high school diploma and GED preparation, counseling, tutoring, and recreational activities. The ultimate goal of YO! is the placement and retention of participants in post-secondary educational institutions or long-term employment with career advancement opportunities. Organizations such as the National Council of Negro Women and Concerned Black Men support YO! by providing mentors to enhance participant success. Among the highlights of the YO! 2003 program year were:

- *Television Production* – YO! participants learn the basics of television production through hands-on production of a monthly show, *Keeping It Real*, that airs on D.C. Cable Channel 16. The show features issues that confront youth on a daily basis such as substance abuse, teen sex, self-improvement, and other contemporary subjects.
- *Fire and Emergency Medical Services (EMS) Cadet Training* – This program

provides instruction, training, and employment for those YO! participants who are interested in becoming firefighters or EMS technicians. Cadets undergo a one-year probationary period while they receive on-the-job training. So far, eleven YO! participants have graduated from this program and gone on to employment with the D.C. Fire Department.

- *Ben and Jerry's Business Partnership* – The Latin American Youth Center, one of our leading YO! sponsors, has entered into a partnership with Ben and Jerry's Ice Cream to provide on-the-job training and employment to participants. Through this initiative, many participants have gained valuable training and work experience, advanced educationally, and developed life skills that will enable them to compete and succeed in the world of work.
- *TEAM DC Disaster Training* – In 2003, YO! continued its TEAM DC Disaster Relief Program in partnership with the Emergency Management Agency, the American Red Cross, the D.C. Fire Department, the Metropolitan Police Department, and the Department of Parks and Recreation, among others. The purpose of this program is to teach youth how to react safely, swiftly, and capably in the face of disaster situations. Through this program, which is certified by the American Red Cross, participants have learned to provide residents of the District with much needed information on how to deal with emergencies and catastrophic events.
- *Learning Centers* – In 2003, YO! established two learning centers at Covenant House and Friendship House for young people who are assessed as having sub-8th grade literacy levels. The program, which served 170 youth last year, has been selected as a "Diploma Plus" training site by the U.S. Department of Labor.

Mayor's William's Youth Leadership Institute (MYLI)

The Mayor's Youth Leadership Institute is a year-round program designed to train District youth in the concepts of leadership and self-development. In 2003, 150 young people participated in this innovative program. Institute participants represent a broad cross-section of ethnic, cultural, and economic backgrounds reflective of the diverse population of the District. Leadership development training begins for members of the Institute at age 14 and generally concludes at age 17, as participants transition from high school to post-secondary education. Last year, 20 fourth-year youth matriculated into post-secondary educational institutions. Youth leaders are active in a variety of activities and special projects that allow them to demonstrate their newly learned skills:

- "The Youth Government," a replication of the District government;
- "Operation Shadow the Leader," in which youth leaders spend an entire day with District government officials to see first hand how plans and decisions are made;
- Serving as hosts to youth visiting the District from cities across the nation.

In 2003, Youth Mayor April York accompanied Mayor Williams and other senior District government and business leaders on a trade mission to Brussels, Belgium. Youth leaders visited “Ground Zero” in New York City and met with fire and police “first responders” and the Director of Safety for the New York City school system. In addition, Institute members made a special presentation to Secretary Tom Ridge, head of the federal Homeland Security Administration.

PROJECT EMPOWERMENT

Project Empowerment, the District’s innovative Welfare-to-Work program, concluded its third year of operation in 2003. During its brief history, the program has served more than 2,300 individuals and placed more than 780 in unsubsidized employment. Project Empowerment managers and staff have dedicated themselves to providing the services, support, and encouragement that long-term welfare recipients need to make the transition from a life of dependency to one of hope, possibility, and economic self-sufficiency. The foundation of Project Empowerment’s success has been built on several important strategies:

Build Partnerships

Project Empowerment grew out of a partnership with the Department of Human Services, formed to execute the Mayor’s mandate to effectively administer the federal Welfare Reform programs that were introduced in 1996. Since then, we have continued to create productive partnerships with educational organizations, the business community, local government and regional agencies, and community and faith-based organizations. In 2003, Project Empowerment expanded its roster of partners by entering into agreements with the Internal Revenue Service (IRS), the Federal Deposit Insurance Corporation, and Citibank, among others. As a result of our partnership with the IRS, Project Empowerment became a certified Volunteer Income Tax Assistance (VITA) site. Staff assisted more than 140 welfare recipients and other low-income individuals in preparing their federal and District income taxes, assuring that they took advantage of all available tax credits and deductions.

Provide Comprehensive Services

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

Build Bridges to the Employer Community

Project Empowerment's primary goal is to place customers in sustainable unsubsidized employment that leads to economic self-sufficiency. Accordingly, the development of mutually beneficial relationships with employers is one of the program's foremost priorities. We work hard at nurturing ties to our employer-partners by offering customized recruitment assistance, providing on-the-job support to employed program participants, and facilitating access to available federal tax credits. This approach has proven quite effective. In FY 2003, we succeeded in placing 319 customers in unsubsidized employment. In addition, nearly 98% of our employer-partners renewed their partnerships with the program. As Joyce Rawlings of our employer-partner, Global Aviation, has said, "The Project Empowerment participants are doing a wonderful job. It's a good feeling to help someone get their life together while making a good investment for your business."

Pursue Continuous Improvement

From the inception of the Project Empowerment program, we have eagerly adopted the concepts of change, evolution, and improvement. We are determined to increase the program's relevance to its customers and reconfigure or add components to make the program more effective. Early on, we created the Job Coaching concept and added a Job Club module to increase the success rate of our unsubsidized placement and job retention efforts. We extended the duration of our Job Readiness component when it became apparent that our customers needed more intensive workplace preparation instruction. In 2003, we took several additional steps to improve Project Empowerment:

- We expanded services under the agreement that we negotiated with Sylvan Learning Systems in 2002. Sylvan is one of the nation's most respected providers of adult basic education services for low-income individuals. In 2003, we more than doubled the number of participants enrolled in basic education and GED preparation classes offered through Sylvan. As a result, more of our customers have raised their literacy levels, thereby qualifying for advanced vocational training, or earned their GEDs.
- The DCNetworks Virtual One-Stop case management system (VOS) provides the electronic platform for integrating the various components of the District's workforce development system and facilitates employer and job seeker access to employment, training, and educational information. In 2003, Project Empowerment's case management system, previously a manual system, became part of VOS. This system upgrade has greatly expanded the ability of Project Empowerment Case Managers to track participant progress and to maintain and manage accurate program data.

PROJECT EMPOWERMENT II

One of the most persistent and serious problems facing the District over the past several years has been the inability of ex-offenders to successfully reintegrate themselves into the community. A recent study by the Executive Office of the Mayor found that approximately 2,500 adult and 200 juvenile ex-offenders return to the District each year and that more than 1,100 of these individuals are classified as “high-risk.” More than 70% have a history of substance abuse and 39% have committed violent crimes. Most have dropped out of school and, on average, have a 7th grade literacy level.

Recognizing that the Project Empowerment program model has been very effective in assisting individuals with multiple barriers to employment, the federal Court Services and Offender Supervision Agency (CSOSA) and the Pretrial Services Agency (PSA) for the District of Columbia entered into a formal agreement with the department through a Memorandum of Understanding (MOU) to establish an employability development program for District ex-offenders. This program, Project Empowerment II, began operation on January 27, 2003. Its purpose is to provide intensive employability development services to a select group of ex-offenders in order to enable them to transition into sustainable unsubsidized employment and to achieve financial self-sufficiency.

The initial year of operation of Project Empowerment II has been extremely successful. The program surpassed its goal of serving 300 ex-offenders by almost 33%, serving a total of 398 men and women. Project staff placed 103 participants into unsubsidized employment, giving these individuals a second chance to reenter society and avoid reincarceration.

As 2003 drew to a close, the Mayor’s Office and other primary stakeholders developed a plan to build on the success of Project Empowerment II through Project Empowerment Plus, a more comprehensive and improved ex-offender reentry program. Project Empowerment Plus will expand the core DOES-CSOSA-PSA partnership as agencies such as the U.S. Bureau of Prisons, the Metropolitan Police Department, the D.C. Prisoners Legal Services Project, and many others join in our efforts to help ex-offenders build productive lives. Project Empowerment Plus will be funded largely through a grant of more than \$2 million from the U.S. Department of Justice

LITERACY SERVICES

One of the District’s greatest workforce development challenges has been the chronically low level of reading, writing, and basic mathematics abilities among adult District residents. The District’s State Education Office reports that the District ranks last among all U.S. states and territories in adult literacy. Almost 37% of District adults score in the lowest of the five established literacy cohorts. In an economy that is increasingly technology-based, strong literacy skills are a necessity for advancement in the workplace.

Accordingly, in 2003 the department implemented several initiatives to help bring literacy services to our customers who need them:

- We published our second annual edition of the Adult Basic Education Resource Guide which provides detailed information on 30 organizations that offer no-cost or low-cost basic education, GED preparation, and English-as-a-Second Language (ESL) services. One-Stop Career Center Case Managers use the guide to identify appropriate referrals for customers who need basic education remediation.
- Through a partnership with the Mayor's Adult Literacy and Lifelong Learning Initiative, the D.C. Workforce Investment Council, and the D.C. State Education Agency, the department secured the services of Lifelong Learning Coaches. The Coaches, housed at the One-Stop Career Centers, provide on-site literacy services to customers who require educational remediation to maximize their employability. This "win-win" partnership offers customers individualized assistance from trained literacy professionals, provides space for confidential assessment and tutoring, and is supported by state-of-the-art technology and adult literacy software.
- Three adult education instructors are providing services through the department as a result of a partnership with the Literacy AmeriCorps program administered locally by DCLEARNS, the District's membership coalition of literacy services providers.
- In a related initiative, staff in the department's One-Stop system now have access to AT&T's Language Line Service. This service allows staff to communicate with any non-English speaking customer who calls or walks into one of our centers.

Departmental managers and staff will continue to focus intently on the literacy issue in the future. We all recognize the critical importance of helping to improve the reading, writing, and math skills of the District's workforce.

APPRENTICESHIP

In 2003, the department's Office of Apprenticeship Information and Training (OAIT) placed increased emphasis on expanding both the variety and number of apprenticeship opportunities available to District residents and on developing effective promotional and recruitment strategies to expand the pool of candidates for enrollment in apprenticeship programs. We continue to believe that apprenticeship is one of the most effective training models in today's workforce development arena. Apprenticeship links trainees directly with skilled, experienced journey workers who provide hands-on, one-on-one skills training that is coupled with intensive classroom instruction. In addition, most apprenticeable occupations are unionized, offering outstanding wage and fringe benefits packages and ample opportunities for career advancement.

Pre-Apprenticeship

For years, the department has faced a stubborn problem that has often hindered our ability to enroll District residents in apprenticeship programs: too many District youth and adults lack the educational foundation and workplace skills to qualify for available apprenticeship opportunities. To ameliorate this problem, we have focused our efforts on developing pre-apprenticeship programs to provide the structure, guidance, and educational remediation that many residents need to successfully enter the formal apprenticeship system.

In 2003, the Cement Masons Union (Local 891), the Electricians Union (Local 26), the Sheet Metal Union (Local 100), the Laborers Joint Training Fund, and the Washington Area New Automobile Dealers Association partnered with the department to offer pre-apprenticeship programs. These five programs generated 190 pre-apprenticeship opportunities, 178 of which were filled by District residents. All pre-apprenticeship program completers entered formal apprenticeships with their sponsors, setting out on the road to rewarding careers.

Expanding Apprenticeship Opportunities

In 2003, the District of Columbia Apprenticeship Council approved 41 new apprenticeship programs. Establishment of these new apprenticeship programs can be attributed to OAIT's aggressive enforcement of the District's mandatory apprenticeship legislation, D.C. Law 2-156. In brief, this legislation requires companies receiving contract awards on projects that receive District government financial assistance must establish registered apprenticeship programs.

Further, eight federal government agencies including the Departments of Labor, Transportation, Commerce, Interior, Justice, and Treasury continued their participation in the innovative Child Care Development Specialist apprenticeship program that was pioneered by the department in 2001 and 2002. OAIT also pursued an initiative with the Washington Metropolitan Area Transit Authority (WMATA) to establish a new apprenticeship program in the occupation of Elevator/Escalator Repairer.

Community Outreach

In 2003, OAIT took concrete steps to bolster outreach efforts and effectively promote apprenticeship as an attractive career development route for District residents, particularly young people. In this regard, we coordinated two Apprenticeship Summits to inform community-based organization (CBO) representatives about the benefits of introducing apprenticeship to their customers. Representatives from more than 20 CBOs attended the summits, held in June and July.

We also finalized plans to establish mutually beneficial recruitment linkages with District high schools in 2004. The purpose of this initiative is to expose and educate high school

students about apprenticeship as a viable career option. Since vocational education is no longer offered through the District's public school system, linkages between apprenticeship sponsors and the schools will facilitate the channeling of qualified graduates into available apprenticeship programs. Current plans call for OAIT to begin working with Cardozo, Ballou, and Coolidge Senior High Schools in 2004 to get this initiative off the ground.

OAIT also concluded the planning process to sponsor Apprenticeship Workshops for local Parent-Teacher Associations and high school Guidance Counselors to secure their assistance in promoting apprenticeship among District students.

FAITH-BASED INITIATIVE

In 2002, the District was one of twelve states to be awarded a Faith-Based and Community Initiative Grant by the U.S. Department of Labor. Funding from this grant was used to create an Office of Faith and Community-Based Partnerships (OFCBP) within the department to link faith and community-based organizations to the District's One-Stop Career Center system. This Office's work supports the premise that faith and community-based organizations have the potential to significantly augment the efforts of the department and the D.C. Workforce Investment Council in providing universal access to essential training and support services for District residents. In 2003, OFCBP realized several major achievements:

- By the end of the year, OFCBP had signed on 17 faith and community-based partner organizations. Innovative outreach and community education strategies played a major role in acquiring these partners.
- The department purchased a "Mobile One-Stop" van to enhance outreach and service delivery to customers not conveniently located near one of our "brick and mortar" One-Stop Career Centers. The van was delivered to the department in late September of 2003 and, by the end of the year, had appeared at 13 events and served more than 2,000 customers.
- Throughout 2003, OFCBP continued to aggressively seek out additional partner organizations that could offer effective services to District residents. Among the partners added last year were the Arriba Center, Victory Outreach Ministries, the Marshall Heights Community Development Organization, and Redemption Ministries. These new partners provide a wide range of critical services including job placement for disabled persons, substance abuse counseling, job re-training, and entrepreneurial training.

SPECIAL WORKFORCE DEVELOPMENT INITIATIVES

First Source Employment Program

The purpose of the First Source Employment Program is to ensure that District residents receive priority for employment opportunities generated by entities receiving government assistance above a legislatively established amount. During 2003, more than 2,700 District residents obtained employment as a result of First Source program efforts. Also during 2003, program staff monitored 936 First Source agreements to ensure that covered employers were in compliance with hiring and reporting requirements.

Account Executive Teams

In 2003, the Office of Employer Services, acting on employer feedback gained during a series of First Source forums, created and deployed Account Executive Teams (AETs). In line with the department's objective of being responsive to the needs of the business community, the AETs serve as the primary points of contact between the department and individual employers. The AETs have enhanced the rapport between the department and employers, thereby generating increased employment opportunities for District residents.

Programs for Veterans

The department places a very high priority on helping those who have selflessly helped protect the nation's freedom and security. Through federally-funded initiatives such as the Disabled Veterans' Outreach Program and the Local Veteran's Employment Representative Program, in 2003 we provided staff-assisted services to 1,280 veterans, career guidance services to 1,194 veterans, case management services to 246 veterans, and job search assistance to 615 veterans. In addition, staff conducted 12 Transition Assistance Program workshops through which 446 veterans, many homeless, received community reintegration services. Finally, the State Veterans' Program Coordinator worked closely with representatives from the U.S. Departments of Defense, Veterans Affairs, and Labor to develop methods and strategies for effectively delivering services to military men and women about to be discharged to prepare them for reentering civilian life.

Services for Seniors

The department operates two Senior Community Service Employment Programs (SCSEPs) to provide meaningful part-time paid work experience and help in finding unsubsidized employment to eligible, low-income District seniors, age 55 and older. SCSEP participants are placed with local government agencies and community-based organizations who act as "Host Agencies" providing valuable services to the community as a whole and to the senior community in particular. In Program Year 2003, these programs, one funded directly by the U.S. Department of Labor and the other funded through an agreement with Senior Services America, Inc., a national SCSEP sponsor, served 206 District seniors, placing 36 of them into unsubsidized employment. By

achieving these outstanding service levels, the programs met 150% of their unsubsidized placement goal and 122% of their participant enrollment goal.

Hurricane Isabel National Emergency Grant

Hitting during the evening of September 18, 2003, Hurricane Isabel proved to be one of the most devastating storms ever to strike the Washington metropolitan area. The storm's aftermath left approximately 50% of the District's electricity customers in the dark, rendered hundreds of traffic signals inoperative, resulted in massive quantities of debris from damaged and uprooted trees, closed both the federal and District government for two days, and even contributed to a traffic fatality.

In the face of this catastrophe, the department quickly applied to the U.S. Department of Labor for a National Emergency Disaster Grant for slightly more than \$1 million. The grant was approved in early November, and the department quickly implemented its project to help provide post-storm clean up and infrastructure repair assistance. The department, as the grant administrator, formed an effective partnership with its sister District government agencies including the Departments of Public Works, Transportation, Parks and Recreation, the D.C. Water and Sewer Authority, and the Executive Office of the Mayor. These partners have worked diligently to clean up storm debris; clean out storm discharge structures; replant trees; spread mulch; repair damage to streets, signage, and other transportation infrastructure; and educate citizens on how to respond to emergency situations. Activities under this grant are scheduled to continue through June 30, 2004.

STAFF DEVELOPMENT

In 2002, the delivery of staff development and training services was restructured and the Office of Staff and Organizational Development (OSOD) was established. Director Irish charged OSOD with developing, promoting, and supporting a results-oriented internal workforce whose professional progression is based on a clear understanding of individual and organizational goals and defined by increased employee involvement and improved job performance. For 2003, OSOD established three major goals: stabilize services delivered through the office during a time of managerial and programmatic transition; redefine the scope and operations of the office to reflect the current and future needs of departmental staff; and frame these services to fit the mission determined by the Director. In striving to meet and exceed these goals, OSOD achieved several significant objectives in 2003:

Customer Service Orientation

A comprehensive Customer Service Orientation module was developed to assist new hires and current staff, particularly those involved in providing WIA services on how their positional responsibilities align with the department's mission and vision. Training focused on customer service skills, standards, and the rationale for providing

extraordinary customer service. Additionally, a Customer Service Orientation Handbook was produced, published, and distributed to staff.

Virtual One Stop Version 6.0 Training

OSOD provided 89 hours of staff training on the new Virtual One-Stop (VOS) 6.0 case management and fund tracking system application for One-Stop operations. The office also created an interactive, on-line Desk Aid that provides an at-a-glance introduction to the VOS 6.0 system.

The “Do Unto Others” (DUO) Campaign

Guided by the motto of “Harmonizing with Every Voice,” the DUO campaign is a strategic initiative of specialized customer service that aims at improving and enhancing employment-related services to our culturally diverse universe of customers, particularly those with limited English proficiency. In October 2003, 503 departmental staff received DUO training during a two-day session. The goal of the campaign is to elevate staff awareness of cultural differences and develop staff skills that will incorporate culturally sensitive actions and attitudes into service delivery. Further, successful implementation of this campaign will result in enhanced accessibility to departmental and one stop services by our culturally diverse customers.

System and Document Development

In 2003, OSOD developed and implemented a wide range of systems enhancements and document improvements to create an administrative infrastructure that could better support departmental operations. These enhancements and improvements included Training Authorization Announcements, a Pre-Procurement Checklist, a Training Room Reservation and Accountability Form, a Focus Group Training Template, a Workshop Facilitation Training Template, a Case Management Documentation Template, a Customer Service Training Template, a Coaching Skills Training Template, a Customer Service Orientation Package, a standardized Staff Commendation Letter, a standardized Customer Acknowledgement Letter, and a standardized Performance Consultancy Services Agreement.

PROGRAMS AND EVENTS

The department participated in more than 30 community events, town hall meetings, and job fairs during 2003. Among the most significant programs and events held in 2003 were:

Workforce Innovations 2003 Conference and Mayoral Reception

This event is the premier annual conference for the national workforce investment system. Co-sponsored by the U.S. Department of Labor and the National Association of Workforce Boards and held during the period of July 8-10, 2003, the conference focused on economic development, education, and employment. As the host city for the conference, the District welcomed more than 400 attendees and facilitated an interactive workshop and tours of the Franklin Street and South Capitol Street/CVS pharmacy One-Stop Career Centers. In addition, the department worked closely with the Executive Office of the Mayor to plan and sponsor the Mayor's Reception, held at the City Museum on July 7th.

Apprenticeship Signing Ceremony

In an historic signing ceremony at the Wilson Building on July 9, 2003, Mayor Williams and representatives of the Washington Building and Construction Trades Council sealed an important agreement by the Council to commit to providing increased apprenticeship opportunities to District residents. The agreement included a pledge by the Council to accept 266 District apprentices in 2003.

Release of the District's "State of the Workforce" Report

At a breakfast meeting, the Mayor and Director Irish were joined by officials of the D.C. Workforce Investment Council, the D.C. Chamber of Commerce, and the Metropolitan Washington Council of Governments to officially release the "State of the Workforce" report. The report addressed major topics including workforce demands, current workforce supply, future workforce supply, and quality-of-life issues.

"Youth Champions" Press Conference

In 2003, more than 9,000 District young people registered for the department's Summer Youth Employment Program. Unfortunately, available federal and District funding fell far short of the amount needed to support the number of youth interested in working. Accordingly, Mayor Williams developed the "Youth Champions" initiative, designed to generate financial support and summer job commitments from the private sector. The initiative was launched with a press conference featuring the Mayor, Director Irish, and executives from Verizon, the AFL-CIO's Metropolitan Washington Council, and the D.C. Emergency Management Agency, among others. The Mayor's important message was carried by television stations WUSA, Fox 5, NBC 4, WJLA, and Cable Channel 16, as well as print outlets including The Washington Post and the City Paper.

Veterans Assistance Satellite One-Stop Career Center Grand Opening

Mayor Anthony Williams and Director Irish were joined by officials of our partner, the U.S. Department of Veterans Affairs Washington Regional Office, to celebrate the Grand Opening of the District's Veterans Assistance Satellite One-Stop Career Center. The

center is the first in the nation established as a collaborative effort between the federal Veterans Affairs agency and a state workforce development agency. As such, the center is able to offer the full range of veterans' benefits as well comprehensive workforce development services including job search and job training assistance.

Launch of the Mobile One-Stop Career Center

Mayor Williams, Director Irish, and leaders of the department's Office of Faith and Community-Based Partnerships officially launched the Mobile One-Stop Career Center at a ceremony held on September 29, 2003. The Mobile One-Stop is a van fully equipped with state-of-the-art computers, telecommunications gear, environmental controls, and accommodations for disabled customers. The Mobile One-Stop allows the department to bring its services directly to underserved neighborhoods and provide on-site services to residents participating in community and neighborhood events.

Third Annual Labor Market Information Forum

In conjunction with the D.C. Workforce Investment Council, the department co-sponsored this important event to highlight current and future labor market trends and projections. We were extremely fortunate to have Dr. Stephen Fuller, noted George Mason University Labor Economist, as the forum's main guest speaker. Dr. Fuller discussed the changing economic structure of the Washington metropolitan area, and was joined by Ray Whitman, Labor Economist for Trends Associates, who discussed labor market projections for the period of 2006-2010.

LEGISLATIVE INITIATIVES

- In the summer of 2002, Mayor Williams first announced an initiative to pursue legislation to create a "Job Opportunity Bank" to increase employment opportunities for low-income District residents. Originally conceived as a stand-alone bill, Deputy Mayor Eric Price determined that a more effective approach would be to introduce the concept as an amendment to the "Neighborhood Economic Development and Investment Act of 2003," Section 47-340.23.

The amendment, which has been sent to the Council of the District of Columbia's Committee on Finance and Revenue, would direct that TIF funds, Payments in Lieu of Taxes (PILOT) funds, authorized fees, and special assessments be deposited in the D.C. Neighborhood Economic Development Fund and be used, "to pay the costs of job training, placement and apprenticeship programs, as well as the costs of operating and administering economic development programs, including the provision of credit support, loans, grants, contracts, and the implementation of other initiatives that are consistent with and in furtherance of the purposes of the Act."

- The “Apprenticeship Enforcement Amendment Act of 2003” (Bill 15-150) was introduced in the Council. The major purpose of this bill is to strengthen compliance with provisions of the District’s mandatory apprenticeship statute, D.C Law 2-156, thereby expanding the range of organizations with registered apprenticeship programs and increasing the number of apprenticeship opportunities for District residents. Bill 15-150 also repeals the provision in D.C Law 14-24, “The 51 Percent District Residents New Hires Amendment Act of 2001,” that exempts non-profit organizations from the requirements of D.C. Law 5-93, “The First Source Employment Agreement Act of 1984.”
- The “Unemployment Compensation Weekly Benefit Amount Amendment Act of 2003” (Bill 15-578) was introduced in the Council. The purpose of this legislation is to increase the weekly unemployment compensation benefit amount available to the unemployed from a current maximum of \$309 per week to a new level of \$359 per week. This bill will improve the average claimant’s ability to meet essential living expenses while seeking suitable employment.
- The “Unemployment Compensation Pension Offset Reduction Amendment Act of 2003” (Bill 15-526) was introduced in the Council. This legislation would limit the reduction of weekly unemployment compensation benefits amounts to offset pension payments. Current pension offsets discriminate against older workers by significantly reducing or eliminating unemployment compensation benefits that the older worker has earned through recent employment. The District is one of only three states in the nation that offsets all pension payments. Under the proposed legislation, pension payments made by the base period employer will continue to be offset. The legislation will bring the District’s unemployment compensation system into congruence with the systems of most other states in the area of pension offsets.

“SUPPORTING OPPORTUNITIES FOR ALL”

Performance Measures	FY 2001		FY 2002		FY 2003	
	Goal	Actual	Goal	Actual	Goal	Actual

Summary of Fiscal Year (FY) 2003 Performance (September – October)

Number of Youth Placed in Summer Jobs	5,000	5,752	5,000	6,092	2,800	5,494
Number of Youth Placed in Year-Round Internships and Work Experiences	1,000	1,073	1,000	1,032	1,000	1,389
Number of TANF/Welfare-to-Work Recipients Placed in Unsubsidized Employment	1,000	309	350	390	350	341
Number of TANF/Welfare-to-Work Participants Placed in Subsidized or Transitional Employment	500	561	500	676	500	504
Number of Residents Placed in Pre-Apprenticeship and Step-Up Programs	105	116	115	213	145	183
Percentage of DOES Registered Customers Placed in Jobs	20%	19%	20%	20%	60%	5.74%
Number of Customers Accessing Services Through the Agency’s One-Stop Career Center System	45,000	82,036	50,000	66,430	70,000	73,395
Number of Residents Placed as a Result of First Source Agreements	2,000	2,302	2,100	2,307	2,200	2,520
Number of Residents Placed in Private Sector Unsubsidized Jobs	2,400	3,657	2,400	3,613	3,500	3,512

OUTCOMES ON WIA MEASURES

Program Year (PY) 2003 Performance Compared to PY 2002

Performance Measures	PY 2002		PY 2003	
	Negotiated	Actual	Negotiated	Actual
Adult				
Entered Employment Rate	66.0%	67.5%	66.0%	66.7%
Employment Retention Rate	75.0%	70.2%	82.0%	79.0%
Earnings Change	\$3,600.00	\$2,942.00	\$3,600.00	\$2,970.01
Employment Credential Rate	59.0%	63.5%	59.0%	48.9%
Dislocated Worker				
Entered Employment Rate	78.0%	78.1%	78.0%	78.2%
Employment Retention Rate	85.0%	73.1%	88.0%	86.1%
Earnings Change	95.0%	151.3%	98.0%	89.7%
Employment Credential Rate	67.0%	70.1%	63.6%	64.8%
Older Youth				
Entered Employment Rate	65.0%	73.5%	65.0%	95.8%
Employment Retention Rate	72.0%	88.6%	73.0%	98.1%
Earnings Change	\$3,200.00	\$4,636.00	\$ 3,237.00	\$4,233.40
Employment Credential Rate	50.0%	75.0%	51.3%	64.0%
Younger Youth				
Skills Attainment Rate	77.0%	96.7%	77.0%	91.0%
Employment Retention Rate	56.0%	64.9%	56.0%	66.5%
Diploma or Equivalent Rate	61.0%	95.2%	61.0%	85.7%
Customer Satisfaction				
Participant Satisfaction	72.0%	70.6%	70.5%	52.4%
Employer Satisfaction	70.0%	66.1%	69.0%	62.6%

The District fell short of the Participant Customer Service measure by 4%. During that period, with Regional assistance, the District received extensive technical assistance from Charter Oak, Inc., however, the improvements are just beginning to show results. For example, for our most recent quarter (6/01 -9/30) individual satisfaction is at 67.5% (with a 51.5% response rate) and employer satisfaction is at 70.8 (with a 56% response rate). We will continue on this road to improvement of satisfaction and response rates in PY'04.

WIA Annual Report Data

State Name: DC

Program Year: 2003

Table A: Workforce Investment Act Customer Satisfaction Results

Customer Satisfaction	Negotiated Performance Level	Actual Performance - Level - American Customer Satisfaction Index	Number of Surveys Completed	Number of Customers Eligible for the Survey	Number of Customers Included in the Sample	Response Rate
Participants	70.5	52.4	26	563	563	4.6
Employers	69	62.6	199	989	989	20.1

Table B: Adult Program Results At-A-Glan

	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	66	66.7	459
			688
Employment Retention Rate	82	79	391
			495
Earnings Change in Six Month	3,600	2,970	1,446,395
			487
Employment and Credential Rate	59	48.9	172
			352

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	58.6	68	63.9	23	26.9	7	40.2	39
		116		36		26		97
Employment Retention Rate	73.5	36	82.1	23	64.3	9	72	54
		49		28		14		75
Earnings Change in Six Months	2,232	109,391	1,624	45,463	1,228	17,189	2,146	158,796
		49		28		14		74
Employment and Credential Rate	43.1	28	45	9	31.3	5	12.8	6
		65		20		16		47

Table D: Other Outcome Information for the Adult Program

Reported Information	Individuals Who Received Training Services		Individuals Who Only Received Core and Intensive Services	
Entered Employment Rate	61.4	197	71.4	262
		321		367
Employment Retention Rate	79.1	219	78.9	172
		277		218
Earnings Change in Six Months	2,858	783,087	3,114	663,308
		274		213

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

	Negotiated Performance Level		Actual Performance Level	
	Entered Employment Rate	78	78.2	392
Employment Retention Rate	88	86.1	385	447
Earnings Replacement in Six Months	98	89.7	5,100,160	5,685,693
Employment and Credential Rate	63.6	64.8	160	247

Table F: Outcomes for Dislocated Worker Special Populations

Reported Information	Veterans		Individuals With Disabilities		Older Individuals		Displaced Homemakers	
	Entered Employment Rate	70.5	31	75	6	74.4	29	75
		44		8		39		4
Employment Retention Rate	76.7	23	75	6	82.1	32	0	0
		30		8		39		1
Earnings Replacement Rate	89.9	418,596	106.7	89,899	70.7	390,678	0	1
		465,661		84,285		552,430		46,497
Employment And Credential Rate	52.2	12	100	3	43.8	7	50	1
		23		3		16		2

Table G: Other Outcome Information for the Dislocated Worker Program

Reported Information	Individuals Who Received Training Services		Individuals Who Received Core and Intensive Services	
	Entered Employment Rate	77.7	192	78.7
	247		254	
Employment Retention Rate	87.1	189	85.2	196
		217		230
Earnings Replacement Rate	90.7	2,587,803	88.7	2,512,357
		2,853,898		2,831,795

Table H: Older Youth Results At-A-Glance

	Negotiated Performance Level	Actual Performance Level	
		Entered Employment Rate	65
	72		
Employment Retention Rate	73	98.1	53
			54
Earnings Change in Six Months	3,237	4,233	177,803
			42
Credential Rate	51.3	64	48
			75

Table I: Outcomes for Older Youth Special Populations

Reported Information	Public Assistance Recipients		Veterans		Individuals With Disabilities		Out-of-School Youth	
	Entered Employment Rate	100	18	0	0	0	0	74.6
18			1		1		71	
Employment Retention Rate	100	13	100	1	0	0	98.1	52
		13		1		1		53
Earnings Change in Six Months	4,917	34,422	6,545	6,545	0	0	4,233	177,803
		7		1		1		42
Credential Rate	63.2	12	0	0	0	0	64.9	48
		19		1		1		74

Table J: Younger Youth Results At-A-Glance

	Negotiated Performance Level		Actual Performance Level	
	Skill Attainment Rate	77		91
				577
Diploma or Equivalent Attainment Rate	61		85.7	138
				161
Retention Rate	56		66.5	103
				155

Table K: Outcomes for Younger Youth Special Populations

Reported Information	Public Assistance Recipients		Individuals Disabilities		Out-of-School Youth	
Skill Attainment Rate	91.1	184	100	1	79.5	124
		202		1		156
Diploma or Equivalent Attainment Rate	92	46	0	0	70.7	53
		50		1		75
Retention Rate	58.6	17	50	4	84.3	43
		29		8		51

Table L: Other Reported Information

	12 Month Employment Retention Rate		12 Mo. Earnings Change (Adults and Older Youth) or 12 Mo. Earnings Replacement (Dislocated Workers)		Placements for Participants in Nontraditional Employment		Wages At Entry Into Employment For Those Individuals Who Entered Employment Unsubsidized Employment		Entry Into Unsubsidized Employment Related to the Training Received of Those Who Completed Training Services	
Adults	67.9	358	2,606	1,362,933	7.6	35	3,783	1,717,436	47.3	52
		527		523		459		454		110
Dislocated Workers	77.1	388	91.8	5,726,161	7.9	31	6,223	2,420,759	48.5	49
		503		6,239,896		392		389		101
Older Youth	61.1	22	3,720	119,024	13	9	2,259	149,090		
		36		32		69		66		

Table M: Participation Levels

	Total Participants Served	Total Exitors
Adults	1,671	1,015
Dislocated Workers	848	550
Older Youth	212	85
Younger Youth	616	288

Table N: Cost of Program Activities

Program Activity		Total Federal Spending
Local Adults		\$3,014,123.00
Local Dislocated Workers		\$1,737,432.00
Local Youth		\$2,115,326.00
Rapid Response (up to 25%) 134 (a) (2) (A)		\$55,000.00
Statewide Required Activities (up to 25%) 134 (a) (2) (B)		\$549,660.00
Statewide Allowable Activities 134 (a) (3)	Program Activity Description	
Total of All Federal Spending Listed Above		\$7,471,541.00

WIA Annual Report Data

State Name: DC

Program Year: 2003

Table O: Summary of Participants

Local Area Name: DC Metro	Total Participants Served	Adults	1,671
		Dislocated Workers	848
		Older Youth	212
		Younger Youth	616
	Total Exiters	Adults	1,015
		Dislocated Workers	550
		Older Youth	85
		Younger Youth	288

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants		
	Employers		
Entered Employment Rate	Adults		
	Dislocated Workers	66.7	
	Older Youth	78.2	
Retention Rate	Adults	95.8	
	Dislocated Workers	79	
	Older Youth	86.1	
	Younger Youth	98.1	
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	66.5	
	Dislocated Workers	2,970	
	Older Youth (\$)	89.7	
Credential / Diploma Rate	Adults	4,233.4	
	Dislocated Workers	48.9	
	Older Youth	64.8	
	Younger Youth	64	
Skill Attainment Rate	Younger Youth	85.7	
Description of Other State Indicators of Performance			
		91	
Overall Status of Local Performance		Not Met	Met
			Exceeded

WIA Annual Report Data

State Name: DC

Program Year: 2003

Table O: Summary of Participants

Local Area Name: D.C. Workforce Investment Council 1	Total Participants Served	Adults	1,671
		Dislocated Workers	848
		Older Youth	212
		Younger Youth	616
	Total Exiters	Adults	1,015
		Dislocated Workers	550
		Older Youth	85
		Younger Youth	288

		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	70.5	52.4	
	Employers	69	62.6	
Entered Employment Rate	Adults	66	66.7	
	Dislocated Workers	78	78.2	
	Older Youth	65	95.8	
Retention Rate	Adults	82	79	
	Dislocated Workers	88	86.1	
	Older Youth	73	98.1	
	Younger Youth	56	66.5	
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,600	2,970	
	Dislocated Workers	98	89.7	
	Older Youth (\$)	3,237	4,233	
Credential / Diploma Rate	Adults	59	48.9	
	Dislocated Workers	63.6	64.8	
	Older Youth	51.3	64	
	Younger Youth	61	85.7	
Skill Attainment Rate	Younger Youth	77	91	
Description of Other State Indicators of Performance				
Overall Status of Local Performance		Not Met	Met	Exceeded
		1	6	10