



Government of the District of Columbia

WORKFORCE INVESTMENT ANNUAL REPORT

Program Year 2004

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INTRODUCTION

Despite significant budget reductions and painful staff cuts, the department continued to move boldly forward in 2004. New program initiatives were launched to better serve ex-offenders and veterans transitioning into the civilian labor force. Automation upgrades were instituted in our Labor Standards, Workforce Development, and Unemployment Compensation programs. An improved DCNetworks Virtual One-Stop system and modernizations of the Unemployment Compensation system have greatly expanded access to services for all of our customers. We continue to make progress toward being able to provide many of our most critical services 24-hours-a-day, seven-days-a-week.

The department's outstanding achievements on our official performance indicators attest to our success in empowering and sustaining a diverse workforce. We met or exceeded 94% of the U.S. Department of Labor's Workforce Investment Act Performance Standards. On the ARGUS Scorecard, the District's new performance management system, we met or exceeded 71% of our Key Result Measures. Our Senior Community Service Employment Program significantly exceeded both its enrollment and job placement goals. Finally, *Project Empowerment Plus*, the District's groundbreaking ex-offender initiative, exceeded its planned service targets for the year.

We look forward to 2005 with optimism. Guided by Mayor Williams' vision of good jobs at good wages for all Washingtonians, we will continue to build partnerships with both private and public sector organizations and work closely with all of our stakeholders to improve and expand services to District and metropolitan area residents.

D.C. WORKFORCE INVESTMENT COUNCIL

Created in June of 1999 by Mayor Anthony Williams pursuant to provisions of the Workforce Investment Act of 1998, the District of Columbia Workforce Investment Council (WIC) is responsible for establishing the vision, mission, and goals for the District's workforce development programs and services. The WIC is a public-private partnership composed of business, union, and community leaders as well as government policymakers. The council has adopted a workforce development approach that seeks to integrate education, workforce preparation, and economic development activities to build a highly-skilled, knowledgeable, and flexible District workforce prepared to compete effectively in a global, 21st century marketplace.

In addition to advising the Mayor on important policy and funding allocation issues, the WIC conducts intensive oversight activities to assure that the department employs Workforce Investment Act resources effectively, provides appropriate activities and services to its customers, and meets its critical goals and objectives.

Now in its fifth year, the WIC has demonstrated its ability to guide and advise the Mayor on critical workforce development issues affecting the economy; establish and maintain key partnerships to support the workforce investment system; and act as a power broker to tap federal, local, and community capital to spur economic development in the city. Among the WIC's significant achievements in 2004 were:

- The WIC and DOES collaborated to develop the WIC-DOES Business Plan detailing One-Stop System strategies for providing employment services to all segments of the District's population. The Business Plan Addendum incorporates comments, observations, and recommendations derived from an extensive One-Stop Credentialing process that included a formal self-assessment

conducted by One-Stop managers and staff, onsite employer reviews conducted by the D.C. Chamber of Commerce, and feedback from reviews of the initial draft of the Business Plan.

- In compliance with a provision of the Workforce Investment Act which mandates the development of a “demand-driven system” responsive to employers’ workforce needs, the WIC and DOES developed the Industry Sector Initiative. Through this initiative, high-growth, high-demand industry sectors were identified, including healthcare, business services, communications, hospitality, and government. In 2004, the WIC partnered with the D.C. Hospital Association to implement an Industry Sector Initiative in the healthcare industry. The partnership resulted in the development of a joint venture in response to the President’s High Growth Job Training Initiative.
- The WIC, again working in partnership with DOES, developed and implemented a One-Stop Credentialing process that incorporated several management benchmarks for the One-Stop Career Center system. As a result of this process, the Mayor was able to certify the Franklin Street and Naylor Road One-Stop Career Centers as bona fide “full-service” centers.
- The WIC, 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. This initiative has allowed funds to be plugged into programs with the greatest needs. Initial WIC Resource Mapping outcomes showed 60 diverse programs in the District with combined budgets of more than \$160 million. The WIC has recently been asked to meet with representatives from major area foundations to discuss how they can effectively invest in the District’s workforce development system.
- The WIC will continue its role of oversight of the development of a comprehensive, seamless workforce investment system in the District that incorporates education, employment, and economic development (*Power of e3*) strategies to meet the goals of helping employers recruit qualified, skilled workers and helping prepare job seekers for high-demand, high-wage job opportunities. As an element of this effort, the WIC has developed standards to address cultural and linguistic competence related to service delivery at the One-Stop Career Centers.

VIRTUAL ONE-STOP

The department’s DCNetworks Virtual One-Stop (VOS) system provides the electronic framework 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 on-line which can be printed, downloaded, or e-mailed to employers; search for vocational training by provider or by program; obtain labor market information; research individual employers; and much more. Employers are able to post job vacancies; review resumes on-line, and schedule job interviews without staff intervention or assistance.

In 2004, the department implemented several important enhancements to VOS that greatly improve our ability to serve our customers. Among the enhancements added last year were:

- A Summer Youth Registration Form was introduced which allows for daily reporting of registrations and related data to the Office of Youth Programs.
- The Case Management system was enhanced and improved for Workforce Investment Act (WIA) programs, Project Empowerment, and Employment Services programs.
- The job vacancy posting function of DCNetworks was greatly enhanced to give customers the ability to search for jobs specific to their area of interest on large “job boards” such as Hot Jobs and Career Builders. The department also entered into an agreement with The Washington Post to spyder all of their job listings giving our customers easy access to this resource.
- Employers now have the capability of entering skill requirements for selected job openings into DCNetworks, broadening the possibility of compatible job matches.
- Rapid Response, a service the department provides to selected laid-off workers, has been incorporated into DCNetworks. Initial registration, rapid response activities, and relevant employer records are now in the VOS system allowing electronic federal reporting.
- The Profiling/Reemployment Services program has been updated to allow staff to contact participants and automatically generate scheduled activities.
- The capability to track costs related to programs and support services was added allowing the department to capture all dollars spent on each individual in training.
- WIA follow-up forms and business rules were updated, allowing staff to see who is eligible for follow-up within the system and to track and perform the essential follow-up services.

UNEMPLOYMENT COMPENSATION

The Unemployment Compensation Program is an important element of the District’s financial safety net. The program provides temporary income support to workers who lose their jobs through no fault of their own. It is funded primarily through payroll taxes on District employers. During 2004, the department continued implementing its ambitious plan to modernize the program which included the implementation of an interface with the VOS system that ensures that all persons filing for unemployment are registered in the one stop system. The overarching vision of this modernization effort is the creation of a system for the delivery of Unemployment Compensation services that offers 24-hour-a-day, seven-day-a-week access through the Internet and by telephone to our two major customer cohorts, unemployed workers and employers.

Direct Deposit of Benefits

In February 2004, unemployment compensation recipients were first provided the option of having their benefits directly deposited into either checking or savings accounts. The District is one of only 20 states that offer this payment option. By the end of 2004, approximately 35% of all benefits were paid by direct deposit. In 2004 plans have been initiated to provide benefit payments via a debit card by January 2006.

Internet Filing of Initial Claims

In September 2004, individuals applying for unemployment compensation benefits were first provided the option of filing their initial claims on the Internet. Prior to this time, individuals were required to file in person at one of our three One-Stop Career Centers or, in the case of individuals residing outside the metropolitan area, through an unemployment office in another state. At first, only individuals who had worked exclusively in the District could file their initial claims on the Internet. This process was then extended to include the initial claims of individuals who had worked in more than one jurisdiction. Individuals may now also reopen existing claims on the Internet. By the end of 2004, more than 80% of claims were being filed on the Internet.

Telephonic Claims Filing

During 2004, the department developed and began testing the filing of bi-weekly claims for benefits over the telephone. This process will utilize Interactive Voice Response (IVR) system technology. Individuals will also be able to use this IVR system to check the status of the most recent four weeks that they have claimed. We anticipate that filing of bi-weekly claims over the telephone will be implemented by October of 2005.

Employer Internet Registration

During 2004, the department also began to develop a process which will allow employers to use the Internet to register for coverage under the District's Unemployment Compensation Program. This electronic process will also provide employers with a secure, immediate, and convenient method of updating their Unemployment Compensation Tax Accounts.

Electronic Tax Payments

In March of 2003, the department began an initiative with the District contractor govONE to establish electronic tax payment services. This initiative involved two applications. One was electronic payment of unemployment compensation taxes by employers either on the Internet or through an Interactive Voice Response (IVR) system. The second was employer submission of quarterly contribution reports and associated payments over the Internet. The first application has been successfully tested. In September 2004, the department received a grant from the U.S. Department of Labor for the implementation of employer quarterly reporting over the Internet. The department contracted with Northrop Grumman to develop the initiative. They have developed a prototype and anticipate that implementation will occur by January 2006.

EMPLOYER SERVICES

The Office of Employer Services (OES) serves as the department's primary link to the employer community, both in the District proper and the metropolitan area as a whole. OES strives to assure that employers are able to meet their human resources requirements with qualified workers. It also provides a broad menu of complementary services. OES is composed of a highly-skilled team of professionals who are committed to delivering high quality, value-added services expeditiously. The team provides "employer sensitive" services that result in satisfied employers who continue to make the department their first stop for employee recruitment assistance.

OES administers the Wagner-Peyser Employment Services (ES) program, a nationwide labor exchange system. The ES program is an integral part of the One-Stop Career Center delivery system and focuses on providing a variety of employment-related services including job search assistance, job referral, re-employment services, and recruitment services to employers.

Business Services Group

During 2004, the Business Services Group (BSG) identified the healthcare, hospitality, retail, and transportation industries as high growth industries. A series of forums was conducted to market the DCNetworks Virtual One-Stop system and provide technical networking assistance. The forums helped businesses to achieve their employment goals and meet their staffing needs.

- In September 2004, BSG staff met with Kenneth Gray, President of the Georgetown Partnership, to form a collaborative to bring BSG services to the Georgetown business community.
- In October 2004, the BSG partnered with the D.C. Hospital Association to present the first in a series of Employer Forums to members of the healthcare industry.
- The BSG assisted Regal Cinema in a special recruitment for its grand opening at Gallery Place. One of the intensive services provided by the BSG was the pre-screening of applicants. Account Executives provided the same services to other Gallery Place retailers including United Colors of Benetton, Ann Taylor Loft, and Urban Outfitters.
- During 2004, the BSG provided rapid response services to more than 150 House and Senate employees who were laid off following the election. The BSG, in conjunction with staff from A. Phillip Randolph One-Stop Career Center and the Office of Unemployment Compensation, provided pre-layoff intervention services to impacted workers and their employers.
- In order to expand the connection between job seekers and employers and to increase job search resources, the BSG established a partnership with Washingtonpostjobs.com. As a result of this partnership, all employment opportunities listed with the Post are available on the DCNetworks system.

Unemployment Insurance Claimant Re-Employment Program

The Re-Employment Program (REA), administered by OES, is a job search assistance resource for Unemployment Insurance (UI) claimants who are determined to be the most likely to exhaust their benefits. Each participant is required to complete a job assessment profile, attend a one-week workshop, and have an individual meeting with a job coach. The goal of the program is to assist unemployed customers to return expeditiously to full-time employment.

In 2004, REA staff conducted 44 five-day Job Readiness Workshops and 96 Job Club sessions. Through REA profiling, 546 UI claimants were identified for REA services. Of that number, 357 claimants completed a REA Job Readiness Workshop. By the end of the program year, 30% of the claimants who completed the workshops returned to work, 12% more than the department's REA plan anticipated. REA services also resulted in a significant decrease in UI claim duration, resulting in a \$157,000 reduction in benefits pay-outs, an amount 31% higher than anticipated in our REA plan.

First Source Employment Agreement Program

The primary goal of the First Source Employment Agreement Program (FSEP) is to ensure that District residents receive priority consideration for employment opportunities generated by entities receiving District government assistance above a legislatively established amount. FSEP staff closely monitors projects that are covered by the legislation to assure compliance. In 2004, more than 1,000 First Source Employment Agreements were entered into with covered employers and nearly 2,000 District residents obtained employment as a result of these agreements.

Job and Information Fairs

To fulfill its mission of “Linking Washington to the Workplace,” the department collaborated with businesses, government agencies, labor unions, and community organizations to sponsor job, career information, and recruitment fairs.

- More than 800 job seekers met with employers with job openings in government, retail sales, food services, construction, healthcare, and the hospitality industries at the June 2004 ***Job Opportunity Fair*** for District residents.
- Last spring, the ***4th Annual Labor-2-Youth Fair*** provided 500 high school students with career information on unionized occupations and apprenticeship programs.
- A two-day ***Recruitment Fair*** for the new Mandarin Oriental Hotel attracted more than 400 District job seekers with work experience in the hospitality industry. To date, 289 city residents have been hired by the luxury hotel.
- ***Southeastern University Fall Career Fair*** was held for university students to meet with local employers and gain information on career opportunities.
- Hundreds of District residents received information about departmental services at the ***Joint Utility Discount Day (JUDD)***, held in October 2004.
- The department participated in a series of four ***Community Information Fairs***, held in September and October in low-income communities to inform District residents of programs and services available through District government agencies and community organizations.

YOUTH SERVICES

Mayor Anthony A. Williams has established the expansion and improvement of services to District youth as one of his highest priorities. The Department of Employment Services is a key member of the public-private partnership Mayor Williams formed to help District youth make progress towards fulfilling and rewarding lives. Accordingly, the department has reorganized and revitalized its youth services system to deliver year round employment, training, and mentoring programs under the Passport-to-Work umbrella.

Passport-to-Work

The Office of Youth Programs (OYP) offers District youth 14 to 21 years of age several programs to equip them with the skills to make a smooth transition into the workforce. Designed to assist participants in developing the skills and attitudes needed to compete in today's dynamic workforce, these programs also provide meaningful work experience and career exposure. The Passport-to-Work program prepares District youth for successful entry into the 21st century labor market through the delivery of a continuum of innovative, year round services. These services are delivered through four major Passport-to-Work components administered by OYP.

Summer Youth Employment Program

The Summer Youth Employment Program engages District youth 14 to 21 years of age in enriching and constructive work experience opportunities through a subsidized program supported with District funds and an unsubsidized program that provides jobs in the private and federal sectors. For several decades, this award-winning program has demonstrated what can be accomplished when the entire community mobilizes its resources to provide rewarding summer opportunities for its young people. In the subsidized component of this five-week program, youth are placed with government agencies and community and faith-based organizations where they earn \$5.15 hourly, working 20 to 30 hours weekly, depending on their age. In the unsubsidized component, youth compete for positions, earning up to \$12.00 hourly, and may work between 20 to 40 hours weekly.

In 2004, 9,374 District youth registered for summer jobs; 8,396 were referred to employers; and 7,337 were confirmed as working. Consistent with the mayoral direction of special outreach to serve youth attending the four "Transformation Schools" and residing in the 14 "Hot Spot" identified communities, OYP conducted on-site registrations at these schools and in these neighborhoods to ensure the delivery of services to applicants from these targeted, hard-to-serve areas.

Year Round Program

The Year Round Program, authorized by the Workforce Investment Act (WIA), provides youth who are 14 to 18 years of age with employability training, academic enrichment activities, and leadership development during the school year. To be eligible youth must be economically disadvantaged and face one or more of the following barriers: deficient in basic literacy skills; school dropout; homeless, runaway, or foster child; pregnant or parenting; offender; or require additional assistance to complete an educational program or secure and hold employment.

In 2004, the District's Year Round Program served 348 youth. During the school year, participants were engaged in academic enrichment activities, work readiness preparation, occupational skills training, and leadership and development projects. These services were provided by 11 community-based organizations. In the summer, year round program participants were enrolled in the five-week Summer Youth Employment Program.

During 2004, the District's Year Round Program ranked 2nd in the nation in the Diploma Rate category, 10th in the Skills Attainment category, and 19th in the Retention category according to the U.S. Department of Labor's nationwide WIA Negotiated Performance Standards scorecard.

Out-of-School Program

The Out-of-School Program, another WIA-authorized youth program, is designed to help young people who are no longer in school achieve both short and long-term educational and employment goals as well as increase their potential for long-term employment. To be eligible for this program, an individual must be 16 to 21 years of age; a school dropout, high school graduate, or GED holder; and basic-skills deficient, unemployed, or underemployed.

In 2004, the District's Out-of-School Program served 153 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.

During 2004, the District's Out-of-School Program ranked 1st nationally in the Entered Employment Rate and Employment Retention Rate categories, 4th in the Earnings Change category, and 5th in the Credentials Attained category according to the U.S. Department of Labor's nationwide WIA Negotiated Performance Standards scorecard.

Mayor's Youth Leadership Institute

The Mayor's Youth Leadership Institute (MYLI) is a year round program designed to train District youth in the concepts of leadership and self-development. In 2004, 150 young people participated in this innovative four-level program. Shared training areas among these levels are communications skills, public speaking, community service, conflict resolution, and teambuilding. The particular focus of each level is as follows:

- Alpha Level – Personal growth and development skills
- Beta Level – Community development
- Delta Level – Work readiness, life skills, and career exploration
- Omega Level – Practicum and internships

In 2004, the MYLI Summer Intensive Training module operated concurrently with the 2004 Passport-to-Work Summer Youth Employment Program. Youth leaders also earned \$5.15 for each hour of active engagement in training. This year, the classroom-based instruction was conducted at Howard University's Blackburn Center, the three-day/two-night camp experience took place at the Department of Parks and Recreation's Camp Riverview, and the summer module's culminating activities were held at The George Washington University's Marvin Center.

The program is often mentioned by alumni and parents of alumni for providing opportunities for District youth to acquire leadership skills and increase personal development. During 2004, MYLI members demonstrated what can be achieved through the Institute at the following venues:

- The MYLI Youth Mayor was one of two District youth delegates selected by Mayor Anthony A. Williams to attend the Third Annual Globalization Conference in Rome, Italy. The Conference highlighted the needs of children in conflict areas and stressed city-to-city efforts.
- The MYLI Youth Mayor introduced honorees at the 2004 Emancipation Day Commemorative Activities held at the City Museum.

- MYLI members helped launch the District's 2004 observance of National Youth Service Day (DC-NYSD) which focused on community involvement. The MYLI Youth Mayor, who served as youth spokesperson for DC-NYSD, participated in a taped television show to promote National Youth Service Day.
- The MYLI Youth Mayor and a MYLI member served as facilitators at the 2004 National Youth Voices Issues Forum. In this role, they led discussions concerning what youth can do individually and as a group to improve their communities, as well as what the Mayor and District officials can do regarding education, housing, and safety issues. Forum recommendations were presented to the Mayor and District officials.

TARGETED WORKFORCE DEVELOPMENT INITIATIVES

Veterans Services

The department places a high priority on providing services to those who have selflessly helped protect the nation's freedom and security. Through the federally-funded Disabled Veterans' Outreach Program (DVOP) and the Local Veterans' Employment Representative Program (LVER), more than 1,000 veterans were provided with a full range of employment-related services through the One-Stop Career Centers and special initiatives in 2004. We are proud to report that our veterans programs met or exceeded all federal performance goals as established by the U.S. Department of Labor. In addition, the Office of Veterans Affairs (OVA) realized several special achievements last year:

- **Transitional Services for Service Members Exiting the Armed Forces**

In 2004, OVA staff participated in twelve Transition Assistance Program (TAP) workshops at the U.S. Walter Reed Army Medical Center. The workshops provided service members, many of whom were returning from Iraq, with information on job opportunities, their rights as disabled veterans, and how to obtain priority status in the hiring process. TAP served 720 departing service members in 2004.

- **Services To Homeless Veterans**

The Veterans' Program Coordinator conducted 19 Mini-Transition Assistance Program Workshops at the Patterson Street Veterans Affairs Medical Clinic during the year. The workshops provided reintegration services to 356 veterans, many of whom were homeless, who were entering or exiting from the Regional Veterans' Affairs Medical Center Comprehensive Work Therapy Program.

- **The District's REALifeline Initiative Adopted as a Nationwide Program Model**

The program model for the national REALifeline program had its origin in the District of Columbia with the department's initiative to provide employment services to transitioning service members at the Walter Reed Army Medical Center. The program caught the attention of officials from the U.S. Department of Labor, and through further collaboration with the Departments of Veterans Affairs and Defense, REALifeline became a national program for service members and their spouses. REALifeline provides intensive assistance to service members and their spouses to facilitate their transition to the civilian workforce.

Faith-Based Initiative

In 2002, the District was one of the first 12 states to be awarded a Faith-Based and Community Initiative Grant by the U.S. Department of Labor. The department, in partnership with the District's Workforce Investment Council (WIC), used the grant funding to establish the Office of Faith and Community-Based Partnerships (OFCBP) to link faith and community-based organizations to the One-Stop Career Center system.

In 2004, the WIC/DOES partnership successfully competed for a follow-on 18-month grant. In the second half of 2004, the WIC/DOES partnership used grant funds to enter into Memoranda of Understanding agreements with 17 District faith and community-based organizations to provide intensive, targeted services to hard-to-serve District residents. In addition, innovative relationships were created between the WIC/DOES partnership and the D.C. Water and Sewer Authority and CVS/pharmacy to provide employment opportunities for our customers.

Mobile One-Stop Career Center

The WIC/DOES partnership also used funds from the 2002 Faith and Community-Based Initiative Grant to purchase a Mobile One-Stop Career Center van. The 33-foot van was delivered to the department on September 29, 2003. The Mobile One-Stop van is a fully equipped with state-of-the-art computers, telecommunications gear, environmental controls, and accommodations for disabled customers. The Mobile One-Stop van allows the department to bring its services directly to underserved neighborhoods and provide on-site services to residents participating in community and neighborhood events.

From its delivery until the end of 2004, the Mobile One-Stop van has appeared at 64 neighborhood and community events throughout the District. The events included job fairs, health fairs, back-to-school events, neighborhood summits, community information fairs, and Operation Fightback activities.

Services for Seniors

The department operates two Senior Community Service Employment Programs (SCSEPs) to provide meaningful part-time paid work experience and assistance in finding unsubsidized employment to eligible, low-income 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 2004, these programs, one funded directly by the U.S. Department of Labor and the other funded through an agreement with Senior Services America (SSA), had a combined budget of \$810,482 and served 182 seniors, placing 38 of them into unsubsidized employment. By achieving these outstanding service levels, the programs met 158% of their unsubsidized placement goal and 108% of their participant enrollment goal.

Hurricane Isabel National Emergency Grant

On the evening of September 18, 2003, the Washington metropolitan area was struck by Hurricane Isabel, one of the most devastating storms in local history. District residents awoke the next day to widespread power outages, inoperative traffic signals, massive quantities of debris strewn throughout the city, and thousands of uprooted trees. The city ground to a virtual standstill as both the federal and District governments were closed, as were most businesses.

In the face of this catastrophe, the department immediately applied to the U.S. Department of Labor for a \$1 million-plus national Emergency Disaster Grant. The grant was approved in November 2003, and, on

January 5, 2004, 77 District residents began storm cleanup and infrastructure repair activities in earnest. Working under the auspices of the District's Departments of Public Works, Transportation, and Parks and Recreation as well as the D.C. Water and Sewer Authority and the Executive Office of the Mayor, almost 100 total participants were employed under the grant prior to its completion on September 30, 2004. Participants performed a wide range of critical tasks to help the District recover from Hurricane Isabel. These included removing storm debris, clearing storm sewer outlets, spreading wood chips in recreational areas, conducting damage surveys, assessing street repair needs, and recruiting District residents to participate in Certified Emergency Response Team training.

PROJECT EMPOWERMENT

Project Empowerment, the District's innovative Welfare-to-Work program, concluded its fourth year of operation in 2004. An employment-driven program designed to address the needs of those receiving Temporary Assistance for Needy Families (TANF), the program has served more than 2,600 individuals since its inception. More than 1,000 former welfare recipients have entered unsubsidized employment and begun their journey toward economic self-sufficiency through the efforts of Project Empowerment staff. From the beginning, Project Empowerment adopted four fundamental principles that have enabled it to fulfill its mission and exceed its goals:

- *Build Partnerships* – Project Empowerment has established a broad network of partners including sister District government agencies, community and faith-based organizations, educational institutions, and federal agencies. In 2004, we transformed our partnership with the Sylvan Learning Center to more effectively provide educational services to program participants. In addition, we capitalized on our partnership with the D.C. Office of Personnel, established through the Mayor's "Hot Spots" initiative, to acquire 15 refurbished personal computers for use by our participants.
- *Provide Comprehensive Services* – The Project Empowerment program model is based on an integrated, comprehensive continuum of services. In 2004, we added a Financial Literacy component to our menu of services. This program provides participants with guidance on opening and maintaining bank accounts, managing money, and avoiding unwise debt. In addition, we worked with the Center for Workforce Development to enhance computer training for participants.
- *Build Bridges to the Employer Community* – Project Empowerment continues to place the highest priority on developing private sector employment opportunities for our participants. In 2004, we expanded our links with the employer community, developing training and employment opportunities in such areas as mailing services, auto repair, landscaping, graphic arts, and newspaper circulation.
- *Pursue Continuous Improvement* – Project Empowerment strongly believes in change, evolution, and improvement – it is not a static program. In 2004, we expanded the range of services offered to participants, adjusted successfully to serving a higher percentage of customers who had "failed" in previous programs, and intensified our efforts to expeditiously move participants into unsubsidized employment.

PROJECT EMPOWERMENT PLUS

For years, the District struggled to develop successful strategies to assist ex-offenders to reintegrate themselves into the community after incarceration. In January 2003, the department introduced Project Empowerment II, a program designed to provide intensive employability development services to a select group of serious and violent offenders in order to enable them to break the cycle of recidivist criminal behavior, transition into sustainable unsubsidized employment, and achieve economic self-sufficiency. The product of a partnership between the department, the federal Court Services and Offender Supervision Agency (CSOSA), and the Pretrial Services Agency for the District of Columbia, Project Empowerment II enrolled 400 offenders and placed 171 of them into meaningful jobs.

In April 2004, the U.S. Department of Justice awarded the District a grant of more than \$2 million to continue and improve Project Empowerment II. The Mayor and CSOSA officials led the effort to transform Project Empowerment II into the D.C. Re-Entry Pilot Program: *Project Empowerment Plus (PEP)*. They established the Criminal Justice Coordinating Council as the lead advisory body for the initiative and established five fundamental goals: prevent re-offending; enhance public safety; redeploy and leverage existing community resources; assist the offender to avoid crime, engage in pro-social community activities, and meet family responsibilities; and ensure program sustainability.

During 2004, *PEP* developed into an effective, employment-driven program. *PEP* enrolled 108 serious and violent offenders and engaged more than 80% of them in employment-related activities. Effective program enhancements were introduced that included offering bonuses to participants as an incentive for job retention, developing a database for housing referrals, and incorporating a Financial Literacy component into the training curriculum. In addition, *PEP* program completers were engaged to serve as peer-to-peer Job Coaches to support active participants. Perhaps most importantly, a comprehensive on-site supportive services network was established that offers critical services including health care, mental health care, substance abuse treatment, counseling, licensing, food stamps, child care, work clothing, and work tools.

APPRENTICESHIP INFORMATION AND TRAINING

In 2004, the Office of Apprenticeship Information and Training (OAIT) continued to aggressively develop new apprenticeship opportunities for District residents; monitor compliance with the District's mandatory apprenticeship legislation, D.C. Law 2-156; perform worksite analyses; and provide technical assistance to apprenticeship sponsors. In addition, OAIT greatly increased its efforts to promote apprenticeship as a rewarding career path among District young people and the structurally unemployed. We are confident 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.

Expanding Apprenticeship Opportunities

Last year, the D.C. Apprenticeship Council approved 28 new apprenticeship programs, 25 of which were in the building and construction trades. The development of these new apprenticeship programs can be attributed in a large part to OAIT's strict 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 to establish registered apprenticeship programs.

Also in 2004, OAIT worked closely with the D.C. Department of Consumer and Regulatory Affairs to draft and pass legislation that authorizes the establishment of apprenticeship programs in the occupation of Cosmetologist. Further, OAIT provided technical assistance that enabled the YMCA and Penn Quarters to successfully register Childcare Development apprenticeship programs.

Pre-Apprenticeship Training

Historically, OAIT has struggled with a persistent problem that has hindered our ability to enroll District residents in registered apprenticeship programs: too many District youth and adults lack the educational foundation and workplace skills necessary to qualify for available apprenticeship opportunities. The pre-apprenticeship training model was developed to provide the structure, guidance, and educational remediation that many residents need to succeed in registered apprenticeship programs.

In 2004, OAIT negotiated four pre-apprenticeship projects with current apprenticeship sponsors to provide preparatory training to District residents. These sponsors, Electrical Workers Local No. 26, Sheet Metal Workers Local No. 100, the Laborers Joint Training Fund, and the Washington Area New Automobile Dealers Association, enrolled 92 District residents in their pre-apprenticeship programs. Of these, 50 residents completed the training and 47 transitioned to registered apprenticeship programs.

Promotional Activities and Outreach Initiatives

OAIT continued to conduct an intensive promotional and outreach campaign to identify qualified apprenticeship candidates, particularly among District young people. We focused our efforts on developing a close relationship with the D.C. Public School system, hoping to interest students not heading for college to consider the opportunities apprenticeship can offer. In May, we partnered with the Washington, D.C. Building and Construction Trades Council to sponsor an Apprenticeship Workshop for senior high school guidance counselors. Held at the offices of the Electrical Workers Local No. 26, 27 guidance counselors from 14 District high schools attended this successful workshop. Staff also personally visited seven District high schools, carrying the apprenticeship message to both faculty and students. Further, during 2004, staff met with representatives from 35 community-based organizations located throughout the city to inform them of opportunities for their customers to seek rewarding careers through apprenticeship.

LABOR STANDARDS

The Labor Standards Bureau administers programs to compensate workers who have suffered workplace-related injuries or illnesses; enforce compliance with minimum wage, overtime, seats, garnishment, and wage payment laws; and provide occupational safety and health on-site consultation services to private sector employers, as well as a safety and health management program for employees. During 2004, the bureau realized a number of important achievements:

- The Office of Wage-Hour conducted 1,938 payroll audits to determine compliance with the District of Columbia's wage laws and collected \$456,240 in back wages due employees resulting from violations.
- The U.S. Department of Labor's Occupational Safety and Health Administration renewed the District's 21(d) On-Site Consultation Agreement in 2004. This federal grant funds 90 percent

of the operating costs for the District's private sector Occupational Safety and Health Program (OSH).

- OSH continued to provide consultation services, training, and assistance to smaller private sector employers in the District of Columbia. The unit successfully completed 250 visits in 2004. These included 144 initial and 51 follow-up visits, as well as 55 visits to provide training and program assistance support. Ninety-nine percent of the visits were to small employers. A total of 769 violations were identified by OSH staff during the initial visits. All serious hazards were abated.
- OSH participated in the department's risk management activities to include representation on the DOES Risk Management Committee and through training events. The program manager also represented the department on the District of Columbia Risk Management Council.
- The OSH program manager represented DOES as a member of the District of Columbia Local Emergency Planning Council. The Council was established to monitor and inform the public about the use of hazardous chemicals in the District.
- The OSH program manager served as a member of the federal Emergency Preparedness Executive Steering Committee. The focus of this committee is to plan the role of OSH consultations programs throughout the nation during emergency preparedness and readiness situations.
- The Office of Workers' Compensation (OWC) Special Fund Unit implemented streamlined processes, in partnership with its stakeholders, whereby the financial and medical status of a claimant's accepted disability is received and reviewed by OWC staff within a specified period of time. Additionally, OWC accomplished a 95% success rate in tracking and processing requests for reimbursement from employers/insurance carriers within 30 days of receipt.
- Phase I of the multi-phase OWC Electronic Document Management System and the Labor Standards Case Management System project has been completed and Phase II enhancements were initiated. The new system virtually eliminates a paper-based, manually-driven system and replaces it with a state-of-the-art automated system that substantially reduces the backlog of paper files and records, provides quicker retrieval and more efficient accessibility, increases staff productivity, and provides for better customer service. When completed, the new workers' compensation system will be the first fully internet-based, automated system in the country.

STAFF DEVELOPMENT

Throughout his tenure, Director Irish has placed a high priority on taking proactive steps to assure that all departmental managers and staff acquire the skills, knowledge, and abilities to effectively serve our customers. The department is committed to providing staff with professional development and positional skill enhancement opportunities that reinforce their ability to individually and collectively provide high quality services that our customers both expect and deserve.

In 2004, the Office of Staff Development (OSD) exceeded its goals and implemented, facilitated, and coordinated several important training initiatives. Although OSD focused its efforts on skills

enhancement within the Workforce Development Bureau, department-wide training initiatives were conducted as well. Among the noteworthy staff development activities in 2004 were the following:

The “Do Unto Others” Campaign

In-house customer service training has been grounded in the “Do Unto Others” (DUO) customer care initiative originated at DOES that promotes the effective provision of employment-related services to a culturally diverse customer base. Its purpose is to substantially incorporate culturally sensitive actions and attitudes into service delivery, positively enhancing the customer’s experience of, and accessibility to, our services.

The DUO specialized customer care initiative also reinforces an organizational culture that personifies shared values that guide not only how we treat customers, but also how we treat colleagues.

As part of DUO, an in-house training video featuring departmental staff as actors was produced to dramatize best practices to staff. The *Days of Our Lives in the Department of Employment Services* video premiered as part of the July 2004 customer service training for all staff and received the highest staff rating of “5” for training tool effectiveness and enjoyment. In September 2004, staff participated in “Votin’ On Our Values.” The purpose of this initiative was to identify guiding principles to shape future service delivery for One-Stop Career Center staff. Staff participated in an on-line election and chose five core customer service values. Another DUO initiative was the “Servin’ It Up” contest to acknowledge staff customer service accomplishments. Staff members receiving the highest number of customer acknowledgements for demonstrating customer service excellence were awarded a four-course meal prepared by the Associate Director of the Office of One-Stop Operations.

Workforce Development Bureau Training

The Workforce Development Bureau (WDB) remains committed to assuring the development of a knowledgeable, highly-skilled staff. Staff members receive ongoing, skill-based classroom instruction and hands-on, practical training in Virtual One-Stop system enhancements and applications, employment eligibility, job counseling, labor market information, unemployment insurance, technological upgrades, and specialized skill development, as needed.

- Charter Oak Consultants was engaged to translate WDB policies for exiting and contact procedures into standardized and measurable case management activities. Staff received a total of 44 training hours in the application and evaluation of service activities on policy-based performance requirements. The importance of effective and predictable service activities on the measurement and achievement of performance outcomes established the overriding theme for each training set.
- The Case Managers Institute (CMI), the first in-house school for One-Stop Career Center front line staff, was implemented in September 2004. CMI was created to standardize best practices and develop skill sets for all staff who provide direct services to customers. The CMI strives to insure regulatory compliance and improve customer service by strengthening linkages between workforce development policies and effective case management.

Department-Wide Training

In 2004, a wide range of critical training modules was offered to staff throughout the department. These offerings included skills development instruction in such areas as workplace essentials, organizational issues, professional development, computer technology, management and leadership development,

personal enrichment, and administrative services modernization applications. More than 80% of front-line staff received at least eight hours of classroom or on-line customer service training.

EQUAL OPPORTUNITY

Throughout his tenure, Director Gregg Irish has placed a high priority on stringently enforcing equal opportunity laws, regulations, and guidelines; maintaining a diverse workforce; and courteously and fairly serving our customers without regard to race, creed, nationality, gender, or sexual orientation. In 2004, the Office of Equal Opportunity (OEO), led by Director Valerie Kitchings, undertook several important initiatives to assure that the department met the equal opportunity benchmarks established by Director Irish.

- In early 2004, the department engaged a contractor to develop and administer training to frontline staff regarding service delivery to the gay, lesbian, transgender, and bi-sexual community. The training, held in March 2004, focused on issues confronted by this community when seeking government services. It also dealt with the common stereotypes and misconceptions normally associated with this group. The trainers, in addition to presenting oral and written guidance, provided a member from the gay, lesbian, transgender, and bi-sexual community to interact with staff and answer questions. The training course was successfully delivered to all staff from the One-Stop Career Center system and the Labor Standards Bureau.
- Also in March 2004, the Office of Human Rights held an orientation and training session for Equal Opportunity Counselors at the department. This training introduced new and incumbent counselors to the new forms and requirements associated with their duties.
- During 2004, OEO continued its efforts to increase awareness and service delivery to customers who are limited English proficient (LEP). On May 10, 2004, Director Irish, as a member of a panel that included the City Administrator, participated in a television show hosted by the Mayor's Office of Asian and Pacific Islander Affairs (OAPIA). Mr. Irish explained departmental initiatives developed for this community and discussed available departmental services. In addition, the Equal Opportunity Officer, along with a representative from the Youth Office, participated in the Asian Youth Workshop hosted by OAPIA. This workshop sought to increase dialogue among the District's Asian and African American youth. Information was disseminated on the department's youth programs.
- On May 17, 2004, the department held its first annual "Meet and Greet" for Asian and Latino community-based organizations. Information was provided regarding departmental programs and services. Program managers were present to answer attendee questions.
- Director Irish was named Chairperson of the Equal Opportunity Committee of the National Association of State Workforce Agencies (NASWA). Under Mr. Irish's leadership, the committee will publish a much needed template for developing an equal opportunity monitoring tool. This tool, designed to monitor equal opportunity activities and to determine whether programs and activities are being implemented in a non-discriminatory manner, will be posted on the NASWA website, making it available to all states. The committee also made plans for the national EO Conference in August 2005.

PROGRAMS AND EVENTS

The Office of Public Affairs spearheaded or assisted with the coordination of a wide range of community events, special programs, official ceremonies, and job and informational fairs in 2004. Among the most significant were:

2004 Walk for Literacy

The department partnered with television station W*USA-9 and START, Inc. to co-sponsor the *9Booking for Literacy 2004 Campaign*. The program was designed to increase awareness of literacy issues in the District of Columbia. Lack of literacy skills is a major problem in the District. This successful campaign engaged a broad spectrum of organizations and individuals to commit effort and resources to help address this critical problem.

2004 Passport-to-Work Youth Champions Partnership Campaign

To supplement funding for the Summer Youth Employment Program, the department organized the Youth Champions outreach initiative, asking local businesses to hire or sponsor summer jobs for District youth. In a June 2004 press conference at the headquarters of Verizon, Mayor Anthony A. Williams and chief executives from Verizon, the D.C. Emergency Management Agency, the Washington Metropolitan Council, AFL-CIO, and other local employers discussed the need to provide an additional 4,275 jobs for youth during the summer. The initiative raised a total of \$25,485 in private donations. Each \$1,000 donation paid for the work experience of one youth.

TEAM DC Summer Youth Employment Program

For the third consecutive year, approximately 40 young adults were trained by emergency management professionals to prepare for natural disasters and catastrophic situations caused by outside agents. TEAM DC was a six-week component of the Passport-to-Work Summer Youth Employment Program. Participants conducted 283 emergency preparedness presentations for some of the District's most vulnerable populations, particularly children and the elderly. This successful program concluded on August 6, 2004, with a closing awards ceremony attended by city officials, the lead trainer from George Washington University's Certification Emergency Response Team (CERT), and proud parents of the participants.

“Keeping It Real”

Keeping It Real is a half-hour cable show produced by and for District youth. The program is funded through the Youth Opportunity Program. *Keeping It Real* addresses major social, economic, and educational issues facing youth. Each month the show features a Youth Opportunity Program element or training initiative. *Keeping It Real* is cablecast on City Cable Channel 16 on Fridays at 5:30 p.m. and Saturdays at 12 p.m. and 8 p.m. The show can be viewed “on demand” through the Office of Cable Television and Telecommunications website at www.octt.dc.gov.

Pilot Re-Entry Program Launched to Aid Ex-Offenders

On July 20, 2004, Mayor Anthony A. Williams, Chief of Staff Kelvin Robinson, and other federal and local officials celebrated the grand opening of *Project Empowerment Plus*, a federally-funded pilot program to assist serious and violent ex-offenders as they seek to achieve economic self-sufficiency.

Funded by a \$2 million grant from the U.S. Department of Justice, *Project Empowerment Plus* is collaboration between the District government, the federal Court Services and Offender Supervision Agency (CSOSA), and a broad partnership network.

Project Empowerment Plus initiated operations on May 18, 2004. The program is housed at the Department of Employment Services where participants receive services that are designed to make the transition from incarceration to self-sufficiency less onerous. During its first year, the program exceeded its goal by serving 213 eligible individuals.

Uni-Love Breakfast, Rally, and Walk

This community event was sponsored by Reverend Willie Wilson, pastor of the Union Temple AME Church. The event, entitled “A Day of Remembrance” focused on curtailing youth-on-youth violence. Additionally, event leaders encouraged and promoted the involvement of the business and the faith communities in summer employment for youth. Department managers and staff participated in the walk/rally and its Mobile One-Stop Career Center van was available to provide information and services to community residents. The breakfast was held on May 24, 2004, at Union Temple and the walk and rally was held on June 5, 2004, starting at Ballou Senior High School and concluding at Union Temple.

New Business Development Center Launched

The District of Columbia Minority Business Development Center (DCMBDC) was launched in April 2004 to support the creation and expansion of minority-owned businesses in the Washington Metropolitan Area. The new center, located at the department’s headquarters at 64 New York Avenue, N.E., is operated in partnership with the National Community Reinvestment Coalition (NCRC) and funded by a U.S. Department of Commerce grant.

The grand opening ceremony was attended by Mayor Anthony A. Williams; Council Member Harold Brazil; John Taylor, the President and CEO of NCRC; Ronald Langston, the National Director of the Minority Business Development Agency, U.S. Department of Commerce; as well as small/minority business owners and other business and community organization representatives.

In 2004, DCMBDC provided business consulting services to 150 clients, facilitated access to over \$455,000 in capital to 75 small businesses, identified incubator space and office equipment for seven start-up businesses, and sponsored 25 business seminars and workshops.

The District of Columbia Celebrates National Youth Service Day

Approximately 180 youth from the District’s Youth Opportunity Program (YO!) participated in political panel discussions and community service projects during the 2004 National Youth Service Day celebration on April 17, 2004, at Friendship Edison Public Charter School. The department, in partnership with the National Council of Negro Women and several YO! Partners, sponsored the *YO! D.C. Celebrating Service* projects and awards program.

Unemployment Insurance (UI) On-line System Launched

A ceremony recognizing the launching of the UI modernization project was held at the Franklin Street One-Stop Career Center on March 5, 2004. City Administrator Robert Bobb and Chief Technology Officer Suzanne Peck spoke during the event. The new automated system allows UI claimants to file initial claims for unemployment benefits on-line 24-hours a day, file bi-weekly claims on-line, and have

UI benefits deposited directly into a checking or saving account. The implementation of direct deposit ranked the District as the 19th state nationally and only the 2nd in the region to offer this automated service.

Tours of the One-Stop Career Centers

The Office of Public Affairs coordinated several tours of One-Stop Career Centers. Visitors were interested in special program initiatives, the general operation of the Career Centers, partnership efforts, and the Virtual One-Stop System:

- **March 4, 2004** – The Franklin Street One-Stop Career Center hosted Steven Friedman, Chair of the President’s National Economic Council, Secretary of Labor Elaine Chao, and Deputy Secretary of Labor Emily DeRocco.
- **March 5, 2004** – A delegation from the People’s Republic of China, Ministry of Labor and Social Security, toured the Franklin Street One-Stop Career Center.
- **March 12, 2004** – A delegation from Northern Ireland consisting of government officials and executives of non-profit organizations toured the Franklin One-Stop Career Center.
- **March 15, 2004** – The South Capitol Street-CVS/pharmacy Once-Stop Career Center, Franklin Street One-Stop Career Center, and the Mobile One-Stop Career Center hosted a delegation of workforce development officials from Portland, Oregon.
- **August 5, 2004** – Council member Harold Brazil was given a tour of the Franklin Street One-Stop Career Center and Project Empowerment, the department’s Welfare-to-Work program.

LEGISLATIVE INITIATIVES

There was significant legislative activity in 2004, as the department worked with the Mayor and the Council to codify programmatic revisions and improvements and introduce new legislation. Several laws were enacted, sent for Congressional review, and will become law in 2005.

- The Congressional review waiting period for Bill 15-436, the “Unemployment Compensation and Domestic Violence Amendment Act of 2003,” expired on June 19, 2004, and the bill became D.C. Law 15-171. It provides that individuals who leave employment due to domestic violence may be eligible for unemployment compensation benefits while the contribution accounts of affected employers are not charged.
- Bill 15-578, the “Unemployment Compensation Weekly Benefit Amount Amendment Act of 2004,” was enacted on December 29, 2004. It increases the maximum weekly benefit amount for unemployment compensation claims to \$359 per week.
- Bill 15-526, the “Unemployment Compensation Pension Offset Reduction Act of 2004,” was enacted on December 29, 2004. It significantly reduces the offset of pension payments from weekly benefit amounts.
- Bill 15-276, the “Unemployment Compensation Funds Appropriation Authorization Act of 2004,” was enacted on December 29, 2004. It provides permanent authorization to appropriate \$7.6 million in Reed Act funds to improve the administration of the Unemployment Compensation Program.

- Bill 15-884, the “Apprenticeship Requirements Amendment Act of 2004,” was enacted on December 29, 2004. It requires certain contractors and beneficiaries of government projects to both register apprenticeship programs with the D.C. Apprenticeship Council and, as of July 1, 2005, to employ District residents for 35% of the apprenticeship hours worked on a covered project.
- Bill 15-880, the “Minimum Wage Amendment Act of 2004,” was enacted on December 29, 2004. It increases the District’s minimum wage to \$6.60 per hour in 2005 and to \$7.00 per hour in 2006.
- Bill 15-675, the “Workers’ Compensation Administration Appeal Reform and Antifraud Amendment Act of 2004,” was not enacted, but recast and enacted as part of the “Fiscal Year 2005 Budget Support Act of 2004” (D.C. Law 15-205). It changes the appeal process for Workers’ Compensation Orders and creates certain audit requirements.
- The department also originated legislation to establish a Living Wage for certain government contractor employees, to establish performance bonds for the First Source Employment Agreement Program, and to create employer tax credits for hiring youth employees in the summer. These legislative initiatives were either not introduced or not acted upon by the expiration of the Council period. Much of this legislation is expected to be reintroduced in 2005.

PERFORMANCE MEASURES

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	\$2,942	\$3,600	\$2,970
Employment Credential Rate	59.0%	62.6%	59.0%	48.9%
Dislocated Workers				
Entered Employment Rate	78.0%	78.1%	78.0%	78.2%
Employment Retention Rate	85.0%	73.1%	88.0%	86.1%
Earnings Replacement Rate	95.0%	86.0%	98.0%	89.7%
Employment Credential Rate	70.0%	69.5%	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	\$3,500	\$4,636	\$3,237	\$4,233
Employment Credential Rate	54.0%	75.0%	51.3%	64.0%
Younger Youth				
Skills Attainment Rate	77.0%	96.7%	77.0%	91.0%
Employment Credential Rate	61.0%	95.3%	61.0%	85.7%
Placement Retention Rate	56.0%	72.3%	56.0%	66.5%
Customer Satisfaction				
Participant Satisfaction	72.0%	70.6%	70.5%	52.4%
Employer Satisfaction	70.0%	66.1%	69.0%	62.6%

Goals

Legend

Met Minimum Standard (Achieved 80% of Negotiated Goal)



Performance Measures	FY 2002		FY 2003		FY 2004	
	Goal	Actual	Goal	Actual	Goal	Actual
Numbered of Youth Placed in Summer Jobs	5,000	6,092	2,800	5,494	5,000	7,337
Number of Youth Place in Year-Round Internships and Work Experience	1,000	1,032	1,000	1,389	336	326
Number of TANF/Welfare-to-Work Recipients Place in Unsubsidized Employment	350	390	350	341	200	203
Number of TANF/Welfare-to-Work Recipients Place in Subsidized or Transitional Employment	500	676	500	504	200	220
Number of Residents Place in Pre-Apprenticeship and Step-Up Programs	115	213	145	183	78	92
Percentage of DOES Registered Customers Placed in Jobs	20%	20%	60%	57.4%	58%	61%
Number of Customers Accessing Services Through the Agency's One-Stop Career Center System	50,000	66,430	70,000	73,395	90,000	123,231
Number of Residents Placed as a Result of First Source Agreements	2,100	2,307	2,200	2,520	2,500	1,989
Number of Residents Placed in Private Sector Unsubsidized Jobs	2,400	3,613	3,500	3,512	3,500	3,058

District of Columbia Government
Department of Employment Services

WIA Annual Report Tables for PY 2004

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	70.40	398	991	991	40.20
Employers	69	72.13	805	1198	1198	67.20

Table B: Adult Program Results At-A-Glance

	Negotiated Performance level	Actual Performance Level	
Entered Employment Rate (%)	66	66.10	520
			787
Employment Retention Rate (%)	82	77.70	405
			521
Earnings Change in Six Months	3600	2927	1460575
			499
Employment and Credential Rate (%)	59	63.90	186
			291

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 (%)	60.20	56	71.40	35	60	15	58.20	64
		93		49		25		110
Employment Retention Rate (%)	70.10	54	83.30	25	45.50	5	72	36
		77		30		11		50
Earnings Change in Six Months	3524	260783	4393	127396	2894	31835	2068	93060
		74		29		11		45
Employment and Credential Rate (%)	56.50	35	75	12	50	9	56.10	37
		62		16		18		66

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 (%)	73.1	204	62.2	316
		279		508
Employment Retention Rate (%)	77.0	181	78.3	224
		235		286
Earnings Change in Six Months	3,857	848,561	2,194	612,014
		220		279

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

	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	78.0	81.6	328
			402
Employment Retention Rate	88.0	86.7	359
			414
Earnings Replacement in Six Months	98.0	110.3	5,150,708
			4,670,391
Employment and Credential Rate	63.6	75.9	142
			187

Table F: Outcomes for Dislocated Worker Special Populations

Reported Information	Veterans		Individuals With Disabilities		Older Individuals		Displaced Homemakers	
Entered Employment Rate	82.9	29	75.0	6	70.7	29	100.0	5
		35		8		41		5
Employment Retention Rate	83.3	25	100.0	6	87.1	27	66.7	4
		30		6		31		6
Earnings Replacement Rate	100.4	336,208	130.3	57,903	85.9	324,709	143.5	96,536
		334,994		44,425		377,931		67,268
Employment And Credential Rate	78.9	15	66.7	4	65.0	13	100.0	4
		19		6		20		4

Table G:
Other Outcome Information for the Dislocated Worker Program

Reported Information	Individuals Who Received Training Services		Individuals Who Received Only Core and Intensive Services	
Entered Employment Rate (%)	85.6	160	78.1	168
		187		215
Employment Retention Rate (%)	88.3	173	85.3	186
		196		218
Earnings Replacement Rate (%)	113.1	2,521,842	107.7	2,628,866
		2,229,192		2,441,199

Table H: Older Youth Results At-A-Glance

	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	65.0	92.2	71
			77
Employment Retention Rate	73.0	90.9	70
			77
Earnings Change in Six Months	3,237	4,499	301,462
			67
Credential Rate	51.3	63.5	54
			85

Table I: Outcomes for Older Youth Special Populations

Reported Information	Public Assistance Recipients		Veterans		Individuals With Disabilities		Out-of-School Youth	
Entered Employment Rate	89.5	17	0.0	0	100.0	1	92.1	70
		19		1		1		76
Employment Retention Rate	71.4	10	0.0	0	100.0	1	90.8	69
		14		1		1		76
Earnings Change in Six Months	3,010	39,133	0	0	9,321	9,321	4,511	297,707
		13		1		1		66
Credential Rate	70.8	17	0.0	0	100.0	1	64.3	54
		24		1		1		84

Table J: Younger Youth Results At-A-Glance

	Negotiated Performance Level	Actual Performance Level	
Skill Attainment Rate	77	96.0	525
			547
Diploma or Equivalent attainment Rate	61	83.3	75
			90
Retention Rate	56	79.0	143
			181

Table K: Outcomes for Younger Special Populations

Reported Information	Public Assistance Recipients		Individuals with Disabilities		Out - of - School Youth	
	Skill Attainment Rate	96.9	219	75.0	3	87.8
		226		4		123
Diploma or Equivalent Attainment Rate	93.1	27	0.0	0	55.0	11
		29		1		20
Retention Rate	61.8	34	0.0	0	88.4	84
		55		1		95

Table L: Other Reported Information

	12 Months 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	69.70	343	3229	1546926	7.9	41	3623	1738925	51.90	40
		492		479		520		480		77
Dislocated Workers	78.20	312	107.2	4845367	9.1	30	5672	1730007	41.50	22
		399		4521028		328		305		53
Older Youth	75.70	53	3784	189218	22.50	16	2513	133198		
		70		50		71		53		

Table M: Participation Levels

	Total Participants Served	Total Exiters
Adults	1081	915
Dislocated Workers	333	370
Older Youth	129	68
Younger Youth	542	261

Table N: Cost of Program Activities

Program Activity		Total Federal Spending
Local Adults		2,472,312
Local Dislocated Workers		1,324,914
Local Youth		1,652,941
Rapid Response (up to 25%) 134 (a) (2) (A)		27,866
Statewide Required Activities (up to 25%) 134 (a) (2) (B)		788,064
Statewide Allowable Activities 134 (a) (3)	Program Activity Description	
Total of All Federal Spending Listed Above		6,266,097

Table O: Summary of Participants

Local Area Name D.C. Workforce Investment Council 1	Total Participants Served	Adults	1,081
		Dislocated Workers	333
		Older Youth	129
		Younger Youth	542
ETA Assigned Number	Total Exiters	Adults	915
		Dislocated Workers	370
		Older Youth	68
		Younger Youth	261

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	70	70.40
	Employers	69	72.10
Entered Employment Rate	Adults	66	66.10
	Dislocated Workers	78	81.60
	Older Youth	65	92.20
Retention Rate	Adults	88.20	77.70
	Dislocated Workers	88	86.70
	Older Youth	73	90.90
	Younger Youth	56	79

Earnings Change/Earnings Replacement in Six Months	Adults(\$)	3600	2927
	Dislocated Workers	98	110.3
	Older Youth(\$)	3237	4499.43
Credential/ Diploma Rate	Adults	59	63.90
	Dislocated Workers	63.60	75.90
	Older Youth	51.30	63.50
	Younger Youth	61	83.30
Skill Attainment Rate	Younger Youth	77	96
Skill Description of Othere State Indicators of Performance			
Overall Status of Local Performance	Not Met		
		3	14