Government of the District of Columbia

WORKFORCE INVESTMENT ANNUAL REPORT

Program Year 2008
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MISSION

The Workforce Investment Council (DCWIC), appointed by the Mayor of the District of Columbia, is a representative and vested body of stakeholders established to oversee workforce development policies and resources that ensure a well coordinated and seamless integration of education, work readiness, and career training opportunities that lead to employment opportunities for all residents.

VISION

The DCWIC envisions a comprehensive, inclusive, well-integrated and effective workforce investment system designed to empower residents and employers and equip them for success in our highly competitive regional and global economies.

GUIDING PRINCIPLES

- **Comprehensive:** We will have high quality education, training, and employment services and the capacity to meet the needs of all residents, all employers, and our entire economy.

- **Inclusive:** We will bring all DC residents, employers, agencies and programs into the workforce investment system, such that all know and value how each group contributes towards realizing our vision. We serve women and men of all colors, creeds, religions, national origins, sexual preferences, and disability statuses, as well as employers of all sizes and in all industries.

- **Integrated:** Agencies and programs will know of one another’s efforts and dedicated resources, while at the same time working toward the same goals, using resources effectively and efficiently, and ensuring seamless programs for participants.

- **Effective:** We will bring all residents, employers, agencies and programs from “where they are” to “where they need to be” for success in the highly competitive regional and global economies.
A Message from the Director

The past Program Year (July 2008 - June 2009) has been an unprecedented period in the history of our nation, as the country continued to endure the worst economic recession since the Great Depression. In the District, unemployment has reached levels not seen in decades, and more residents than ever came to the public workforce system for assistance. Thousands of people in the District are suffering from the effects of the economic downturn and struggling to make ends meet after losing jobs, and thousands more are fearful they could be next.

In the tough economic times facing the nation today, workforce development plays an incredibly important role. There is hard work that must be done to improve the lives of working people and their families. This past program year we recommitted ourselves to that hard work.

Mayor Adrian Fenty appointed me as Director of the Department of Employment Services (DOES) in December 2008 and tasked me with ensuring that the agency was equal to the difficult challenges we face. We have worked cooperatively at DOES to improve the basic services that the people in the District depend on, including unemployment assistance and job referrals. We have focused on our responsibility to our next generation – our youth – and to delivering opportunities they need to succeed as adults, both in our Summer Youth program and throughout the year. We have put a new level of emphasis on the tremendous importance of adult job training and worker readiness. We strive to equip workers with the job readiness skills they need to succeed in the future. Workforce development is economic development and is the central focus of what we do at DOES.

At this moment, in these difficult times, our public workforce system has one of the most important missions in government today – to provide the basic services people depend on to live, as well as developing the long-term programs and strategies that will create pathways that lead to job readiness. We do not do this alone. We can only succeed in partnership with the District’s employers, community based service providers, local and national policy experts, workforce advocates and others. I am proud of the accomplishments we made this past program year, and I look forward to working with our partners to make even more progress in critical program and performance areas in the coming year.

Joseph P. Walsh
Director, Department of Employment Services
FROM THE WORKFORCE INVESTMENT COUNCIL

Our call to action is to ensure every resident in the District has access to lifelong learning and job training opportunities of the highest quality. Our vision under the DC WIC comprehensive workforce development plan is to assist working age adults get the work readiness and technical skills they need for higher-wage employment. The vision includes universal access to remediation classes for those with low literacy skills. It would provide community and technical college courses for youth and adults seeking career advancement. It assures customized training and apprenticeship programs so local residents can qualify for emerging middle and upper-income jobs.

The fundamental goal is to help unemployed and under-employed residents find jobs that pay family-sustaining wages. We are creating innovative partnerships with employers to ensure equal access to employment. It eliminates racial disparities in literacy and work readiness skills. It assures everyone a portion of the prosperity connected with DC’s vibrant economy.

In the longer term, our vision aims at ensuring all DC students will graduate on time with 12th grade proficiency levels in reading, math and science, so they can continue their studies at colleges, universities and postsecondary institutions.

Our vision is not a mere pipe dream. We simply need to work together to bring it to fruition.

Bill Dean
Chairman, District of Columbia Workforce Investment Council
President & CEO, M.C. Dean, Inc.
EXECUTIVE SUMMARY

The DCWIC and DOES are pleased to present the Workforce Investment Act (WIA) Program Year 2008 Annual Report. This report provides key information about WIA performance in the District from July 1, 2008 through June 30, 2009, as well as outcomes from selected Wagner- Peyser and local programs.

The past year has been a period of challenges and change for the District’s workforce investment system. Mayor Adrian M. Fenty appointed a new director of DOES as well as a new chair of the DC WIC. DOES also began working with partner government agencies, community based organizations, labor and employers to strategically plan and implement more than $10 million in workforce development funding from the American Recovery and Reinvestment Act (ARRA). The year also saw major improvements to the Unemployment Insurance (UI) and One-Stop Career Center systems in response to increased levels of customers in need of services.

The challenges we have faced are those that have impacted the entire nation. Affects of the national recession reverberated through the District’s workforce delivery system. Unemployment rose to 10.9 percent in June 2009, representing more than 35,000 jobless residents. To meet the demand, the District’s workforce system worked to increase our capacity to provide basic services to customers, as well as launch or extend partnerships with government and community service organizations to provide additional training and assistance to the long-term unemployed and the recently displaced. The District also extended educational opportunities to those on unemployment seeking training in high demand or high growth fields.

A lot of energy and anticipation continued to emanate from the District’s Green Jobs efforts. The DOES Director served as co-chair of the Mayor’s Green Jobs Advisory Committee, which in March 2009 released a comprehensive Green Collar Jobs Demand Analysis; the District invested nearly $1 million in a new training partnership with Goodwill Industries and the Green Builders Council to provide training and job placement in green jobs in the construction sector; and DOES and the WIC continue to pursue competitive ARRA grants to further this work.

DOES reopened a BRAC career center to assist thousands of workers facing displacement from six military installations to be closed or consolidated. In addition, DOES continued other successful joint ventures with public and private partners, including a health career training program at a university hospital, a partnership to support ex-offenders, and work-based experiences for in- and out-of-school youth.

The District WIA performance in PY 2008 reflected the challenging year we faced; the District exceeding two and met three adult and dislocated worker measures, but did not meet the adult entered employment or the three youth outcome measures. We have examined projected performance goals, are restructuring our programs with the technical assistance and support of USDOL Regional Office, and have submitted a request to renegotiate PY 2009 performance goals to align them with current economic conditions.

Despite the challenges we face, we remain confident that the hard work begun this past program year will result in improved performance and new and innovative service delivery plans for the coming program year.
**Workforce Investment System Priorities**

The goals, objectives, and strategies of the DCWIC are the result of collaboration with workforce development stakeholders from across the District representing employers, labor organizations, educational institutions, public agencies, and community-based organizations. The four primary goals are:

1. **Youth**: Ensure that all youth in the District of Columbia receive the education, training, and support they need for success in postsecondary education and/or work.

2. **Adults**: Provide all adults residing in the District, including those facing barriers to education and employment, access to the education, training, and employment services needed to obtain and retain a good paying job in an ever-changing economy.

3. **Employers and Labor**: Meet the workforce needs of District employers by preparing students, current workers and dislocated workers with the proper skills and attitudes towards the workplace that employers need.

4. **Integration**: Integrate workforce development programs and services currently supported by separate funding streams and implemented by a large array of services, to identify and deliver the best possible services to residents across the city.

A comprehensive agenda for reinvigorating workforce development in the District of Columbia is outlined in ten strategic steps below. These steps are designed to provide a focus and direction for our partners, as they consider new or expanded workforce initiatives.

1. *Increase high school graduation rates and the percentages of District youth who meet basic proficiency levels.*
2. *Expand the availability of career pathways that span secondary and postsecondary education and training.*
3. *Increase postsecondary training capacity, especially at the community college level.*
4. *Increase financial aid and retention support for workforce education students.*
5. *Increase Adult Basic Education (ABE) and ESOL (English for Speakers of Other Languages) instruction that includes occupational skills training.*
6. *Expand opportunities for on job training, subsidized employment, and other workplace based vehicles for improving the skills and earning potential of District residents.*
7. *Expand and sustain customized training and apprenticeship programs in the construction, health and hospitality and new emerging industries, such as Green Jobs.*
8. *Expand customized training and apprenticeship programs for current workers.*
9. *Develop a Work Readiness Credential.*
10. *Integrate workforce investment system services*
ADULTS AND DISLOCATED WORKERS

The overall strategy for adult and dislocated worker services centered on organizing workforce development around industry-specific sectors and occupations that were in high demand in the city and the region, and programs that offer jobs and career ladders for people with less than a four-year degree.

WIA adult customer participation remained relatively constant (1,793) over the PY 2007 total (1,968). However, the One-Stop system experienced a tremendous surge in self-service (Wagner-Peyser) customer traffic – adding approximately 8,000 individuals. The remaining 812 customers received staff-assisted services in One-Stop centers. Adult earnings reached $12,167, well above both the negotiated ($11,500) and 80% ($9,200) wage goals. While the adult entered employment rate of 53.7% fell below the 82% threshold, the District met the retention rate, at 71.2%.

The PY 2008 WIA Dislocated Worker participation total was 60, a slight drop from PY 2007 level of 85. Dislocated worker entered employment and retention rates were met, at 75% and 86.1%, respectively, while the average yearly earnings for this worker category was $16,308.40, exceeding the negotiated goal of $14,500. In PY 2008, efforts centered on increasing the number of individuals placed in occupational skills training, including those referred through the Workforce Investment Act (WIA), improving customer satisfaction, and repositioning of One-Stop operations to enhance service delivery.

The One-Stop center system experienced a consistent influx of participants directly impacted by the economic and employment crisis in the District. We sought to accommodate customer needs by enhancing and expanding MOUs and MOAs with community stakeholders. Special attention was directed to assisting individuals with substantial barriers to employment through partnerships with agencies such as the District’s Court Services and Offender Supervision Agency, the Rehabilitation Services Administration, DC Housing Authority and Department of Disability Services. Collaborations were also used to expand all residents’ access to education and skills development, including agreements with the University of the District of Columbia (UDC), DC State Education Office, Job Corps, and other federal entities. Further integration of WIA, Wagner-Peyser, Veteran, Unemployment Insurance and local Way-to-Work programs continued through the District’s DCNetworks system. The approach has enabled the One-Stop system to reach customers that typically had not sought District employment services.

As the District’s unemployment rate rose, the One-Stop center system vigorously sought alternative job development and training opportunities for job seekers. Under Mayor Adrian Fenty’s vision, the city’s job landscape is poised to grow a near limitless range of green job opportunities in construction, health care, mass transit, retail, government and many other fields. With support from ARRA and local resources, DOES joined in public-private ventures to offer new training and placement programs for adults, from installing solar panels and insulation, to learning eco-friendly building maintenance.

The Department accelerated outreach to business, hosting more than 30 recruitment events and job fairs for employers in PY 2008. The One-Stop system is also deepening its emphasis on connecting job seekers with opportunities in high growth and high demand industries. For example, in the area of health care, DOES extended a successful partnership with Georgetown University Hospital to train allied health workers. New alliances were forged with small businesses and local employers,
including Rent-a-Center, Commando Security, FedEx, Shute International and Prime Flight. By collaborating with the workforce system, employers have stepped outside their traditional recruitment methods to provide the value-added services of sponsoring employment readiness workshops, such as KSA writing, interviewing and resume development.

One-Stop accessibility continued to be a priority for the Department. To this end the District added two additional satellite centers in Northwest Washington – at the Emery Recreation center in Ward 4 and the Columbia Heights center in Ward 1.

Other activities to enhance service delivery and operations in PY 2008 included:

- Refining business processes for intake, orientation and assessment services which improved efficiency and effectiveness by reducing wait times for services;
- Adding Workforce Development Specialists to respond to increased customer traffic;
- Conducting more frequent staff development and training sessions that emphasize performance requirements, technical knowledge, professional development, and customer service, and
- Increasing specialized services in response to growing numbers of disabled customers utilizing One-Stop services.

As the One-Stop system strives to expand and improve over PY 2008, it is with a greater sense of urgency that we seek ways to reach and increase the capacity to serve more customers impacted by the ongoing economic crisis. These goals for PY 2009 include:

- Prioritizing veterans’ services;
- Expanding electronic service delivery through broad-banding, thereby increasing online training opportunities;
- Developing more Green Jobs training, employment, and entrepreneur opportunities;
- Increasing adult education, including nationally recognized certifications and short-term certificate programs;
- Opening a new, full-service One-Stop center, and
- Relocating a full-service center.

**YOUTH SERVICES**

The Office of Youth Programs (OYP) develops and administers subsidized and unsubsidized programs for young people ages 14-21 residing in the District. Programs are designed to provide academic enrichment, occupational skills training, life skills training, and to facilitate the development of the necessary work habits and attitudes that are essential for success in the workplace. By balancing employment training with academic enrichment services, youth are encouraged and enabled to complete their secondary education and pursue higher education, advanced training or enter the world of work.

In PY 2008 more than 680 youth took advantage of OYP offerings, which represented a small increase over PY 2007. Of all young people served by our system, the majority was in the 14 to 18 year-old range and most were in school. In fact, in-school enrollment in OYP programs increased...
approximately 18% over last year. Overall youth literacy/numeracy, certification and employment and education placement goals were not met.

The OYP pursued several initiatives in PY 2008. Most notably, the office worked to expand year-round programs. With ARRA investments, the Department began developing a year-round program to reengage disconnected youth. The new program would provide job readiness, life skills, GED and work experience for young adults who have become disengaged from traditional academic and career development arenas.

**WIA In-School Program**

The District’s In-School Program provides youth 14 to 18 years of age with employability training, academic enrichment activities, and leadership development during the school year. In program year 2008, the District’s In-School Program served WIA 435 youth. OYP partnered with 17 community based organizations to provide these services.

**WIA A Out-of-School Program**

In PY 2008, the District’s WIA-funded Out-of-School Program served 248 youth through contracted service providers who delivered employability skills and career awareness workshops, work readiness modules, basic education and GED preparation services, and vocational skills training. To be eligible for this program, an individual must be 16 to 21 years of age, a school dropout, a high school graduate, a GED holder, basic skills-deficient, unemployed, or underemployed. Moving into PY 2009, the OYP will expand the scope and resources of the program with the goal of servicing up to 650 youth.

**Expanded Year-Round Program**

One of the more exciting initiatives from OYP was the development of an expanded year-round program. Implementation of this program will be achieved with federal ARRA funding, with focus on “Reconnecting Disconnected Youth (RDY),” ages 18 to 24. The RDY program is aimed at serving up to 1,000 youth from areas of high poverty and low income who have become disengaged from school and work. Youth will receive practical work experience, academic enrichment, work readiness training and other life skills training while earning minimum wage.

**Summer Youth Employment Program**

The Summer Youth Program is a locally funded program that engages District youth, 14 to 21 years of age, in enriching and constructive work experiences through subsidized and unsubsidized placements in the private and federal sectors. In Program Year 2008, more than 19,000 District youth participated in the summer employment program. Numerous management issues last year were addressed by adding additional staff and developing a strategic plan to administer youth enrollment of this magnitude.

**Mayor’s Youth Leadership Institute**

The Mayor’s Youth Leadership Institute (MYLI) is another local, year-round program designed to train District youth in the concepts of leadership and self-development. In PY 2008, 557 young people participated in the summer component of this innovative four-level program and 250 participated in the school year component. Training among these levels consists of communications skills, public speaking, community service, conflict resolution, and team building.
SENIOR COMMUNITY SERVICE EMPLOYMENT PROGRAM

The overall strategy for the Senior Community Service Employment Program (SCSEP) division in PY 2008 was to develop community service training assignments that met both participant and employer needs. In PY 2008, 65 seniors were assigned to host agencies providing community service to the residents of the District of Columbia. Seventeen participants graduated from our UDC Institute of Gerontology class in April 2009 with certificates in Home Health training or Clerical/Administrative Skills.

The District exceeded the WIA retention core Performance Goal by 15.5%, and also surpassed the federal Community Service Performance Core Performance Goal by 4.9%. In another measure of the program’s success, SCSEP successfully recruited host Agencies and the filled all authorized slots for the PY 2008 ARRA grant as of September 2009.

With eventual unsubsidized employment as a goal, host training sites were recruited and chosen for their ability and willingness to equip seniors with the skills needed to perform work functions – such as computer experience for an office trainee – and to place senior participants in the jobs they prefer. SCSEP participants received training and work experience in many job skill areas, including clerical and receptionist, customer service, kitchen/food service, janitorial, maintenance and housekeeping, and retail sales.

The program is always looking for agencies that provide the best training opportunities and future hiring potential. Also, as training assignments become vacant – due to job placements, or terminations – SCSEP makes every effort to assign new trainees to those host agencies. However, SCSEP routinely maintains waiting lists for host training sites, as well as for program-eligible applicants.

VETERANS’ SERVICES

For nearly five years, the District has operated the country’s first veterans-only One-Stop career center. Two Disabled Veterans’ Outreach Program (DVOP) specialists assigned to the center assist Chapter 31 clients and all other veterans who visit the center. The facility has its own resource room which, in PY 2008, served 1,656 veteran customers. Center staff partnered with the Department of Veterans’ Affairs to provide services to homeless veterans via “Stand Down” activity. Stand downs are typically one-day events providing services to homeless veterans such as food, shelter, clothing, health screenings, VA and Social Security benefits counseling, and referrals to a variety of other necessary services, such as housing, employment and substance abuse treatment. More than 1,000 disabled, economically and educationally disadvantaged veterans were served at the city’s veterans’ employment center at the Walter Reed Army Medical Center (WRAMC).

The District conducted a Veterans’ Job Fair last fall near Veteran’s Day. Thirty- six employers participated with over 600 veterans and active-duty service members attending, while approximately 125 veterans attended the “10 Steps to a Federal Job Workshop” conducted in collaboration with Veterans’ Affairs Veterans’ Rehabilitation & Employment Division.
Rapid Response

The District’s Rapid Response program provides immediate services to employers and workers experiencing downsizing or closures. The Rapid Response Team is comprised of the Rapid Response Coordinator and representatives from One-Stop Operations, the Unemployment Insurance Division, and the Department of Labor Security and Benefits Administration. When WARN notices are issued, the DOES Director and the Rapid Response Team are notified and respond. Rapid Response activities are scheduled at mutually agreed upon time between the employer and DOES.

In PY 2008, the Workforce Development Bureau received 26 WARN notices and the Rapid Response Team coordinated some 26 events with employers affecting 3004 workers.

Apprenticeship

During Fiscal Year 2008, the DC Apprenticeship Council approved 29 new apprenticeship programs, most of which were in construction trade areas. While construction has declined in the District, the industry remains more active here than elsewhere in the country, and opportunities for skilled tradesmen are still available.

With a ARRA investment of $1.2 million, a new “Training for Jobs Now” program was developed to offer adults pre-apprenticeship certification and training in construction, carpentry, HVAC, electrical, and culinary arts and hospitality management starting in September. Another promising new partnership offers automotive technician apprenticeships in conjunction with the Department of Public Works (DPW). DPW is the first District government agency to sponsor an apprenticeship program, and at the time of publication had already hired five residents as new apprentices. The office met with officials of seven other District government agencies to promote the value of the apprenticeship

Program Year 2008 saw 1,564 new apprentices accepted by union and non-union apprenticeship sponsors, which is a 29% decrease from PY 2007 and which reflects the impact of the downturn of the construction industry. We also were successful in negotiating eight pre-apprenticeship training initiatives in partnership with current apprenticeship sponsors. One-hundred-four (104) residents successfully completed pre-apprenticeship training and were accepted registered apprentices or employed in their related trade areas.

Employer Services

The Office of Employer Services (OES) is an important component of the District’s workforce development system. The division’s business-first philosophy is central to the continuation and creation of employment opportunities for District residents. This approach ensures that employer needs are heard, understood and addressed. Over the years, OES has developed and implemented a continuum of services that respond to the needs of the employer customer. These include:

- Recruitment services;
- Education services;
- Labor Market Information services;
- Employer incentives; and
- Staff-assisted services such as applicant pre-screening, referrals, job fairs, tax credit assistance, bonding, and DCVOS.

**Business Services Group**

The Business Services Group (BSG) had a busy and productive year of meeting employer demands. Through the work of the BSG Account Executive Team, a host of employer partnerships were created or extended in PY 2008. These employer partners include the US Office of Personnel Management, US Department of State, US Census Bureau, Metropolitan Washington Airports Authority, Dulles Transit Partners, Brandon Technology and Consulting, Walton & Green Consultants, Bonneville International Corporation (WTOP News/Radio), Peridot Solutions, Data Systems Analyst, The Ad Agency, ARAMARK, BB&T, PNC and SunTrust banks, PEPCO, The Washington Post, and many others.

In August 2008, BSG co-partnered a job fair with the Washington Metropolitan Airports Authority which drew over 150 job seekers from throughout the metropolitan area. The event was hailed as a success by the Board of Directors for the Airports Authority and the DC City Council. We also joined with FedEx Field to conduct a job fair that attracted nearly 60 applicants, 50 of whom were referred for hire. Other noteworthy events included hosting a recruitment fair for Prime Flight Aviation, IHOP and Giant Foods, and participating in Congresswoman Eleanor Holmes Norton’s annual job fair. BSG staff also conducted several DCNetworks.org training sessions for employers.

**Green Jobs Initiative**

The District continues to offer one the most comprehensive green jobs programs in the nation. The District’s Green Building Act, Green Collar Jobs Advisory Council and the federal Green Jobs Act offer new challenges and new opportunities for District businesses and residents.

An intensive green jobs training effort was developed and initiated in PY 2008 with substantial support from ARRA funding. “Green Pathway DC” is a new collaboration between DOES, Goodwill Industries of Greater Washington, and the Green Builders’ Council of D.C. Green Pathway DC that will offer hundreds of District residents training in sustainable building, weatherization, and smart meter installation. The goals of the project are to place out-of-work and disadvantaged residents in higher paying jobs; create a local workforce capable of building energy efficient and environmentally sustainable buildings, homes, and communities; and provide a proven path to green industry employment in the District.

The District’s ARRA investment is also being used to support new adult training programs for in-demand industries. To start, DOES has prepared a solicitation (RFP) seeking qualified training providers to operate training programs in the District associated with the clean energy industry and other environmentally sustainable employment.

**DCNetworks**

DCNetworks (Virtual One-Stop system) provides the electronic framework that links individual One-Stop Career Centers to an integrated structure. The system is designed to provide a web-based tracking, reporting, and case management system for use by staff as well as customers. A number of
critical upgrades were begun in PY 2008 to identify and track green job activity and to implement critical ARRA changes, including:

- Advanced reporting functions.
- Expanded job search “spidering” function. Add jobs from web sites of smaller companies with 250, 100 or 50 employees.
- New self-service career assessment and profiling tool.
- Expanded system to include Trade Adjustment Assistance Act customers, with capability to produce required federal reports.
- Advanced Fund Tracking” module.
- Allows for expansion of youth program eligibility to age 24 under the ARRA.

**Base Realignment and Closure (BRAC)**

As deadlines draw near for the closure or reconsolidation of six military installations, the District has stepped up its BRAC-related activities and presence. Estimates are that approximately 13,200 civilian and military employees will be affected by the closures and realignments. Most significantly, DOES’ reopened the BRAC Career Transition Center at the Walter Reed Army Medical Center (WRAMC) to provide a comprehensive set of services for dislocated workers.

In PY 2008 DOES served nearly 900 BRAC impacted employees, largely from the WRAMC and the Naval Criminal Investigative Service (NCIS) and Andrews Air Force Base. A District-sponsored recruitment fair for employees of NCIS and members of the U.S. Naval Intelligence community drew approximately 150 job seekers and more than 25 employers from federal and local agencies, as well as private industry. We projected that by June 2009, more than 2,000 employees from the six installations would have sought one or more core, intensive and/or training services.

To better prepare for increased customer demand, DOES surveyed employees of WRAMC and Andrews Air Force Base to assess their training needs. DOES staff also participated in 12 Town Hall meetings at WRAMC to communicate information about services available to BRAC-impacted employees. The survey and outreach efforts generated about 300 requests for training.

**Unemployment Insurance**

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

By modernizing the UI system the District is poised to receive over $28 million in ARRA funds. To accomplish this, the District has made several reforms and legislative changes, including:

- New Training Opportunities for the Unemployed: DC has adopted permanent provisions to provide a training benefits program for claimants in approved training programs in high growth / high demand fields.
- Dependents’ Allowance: The District has created a temporary dependents’ allowance commencing August 2009 through calendar year 2010.
• Additional Benefits: The District passed legislation creating an Additional Benefits program for up to 20 weeks for unemployment claimants who have exhausted all local and federal unemployment programs. The effective date is August 30, 2009 and January 16, 2009 is the end date for this program.

Benefits
In PY 2008, the UI Benefits Division continued system modernization, including an Interactive Voice Response phone system that captures basic information from the claimant for the initial claims application. This time-saving upgrade gathers information from the customer before a claims examiner connected to the call. This procedure shortened the initial claims process. However, since all new claims are now taken remotely, a need arose to verify the identity of claimants. A claimant authentication process was implemented that allows staff to review, enter and track identification information provided by the claimant after the initial claim is filed.

Since July of 2008, the District began paying extended benefits to eligible claimants. As a result of the increased number of claimants eligible for various local and federal programs the current caseload for the District is approximately 35,599. In PY 2008, the District paid close to $166 million in regular benefits and $99.1 million in extended benefits payments.

Tax
The UI Tax Division manages a comprehensive program that administers the employer unemployment tax collection program. The division processes more than 28,261 registered employer accounts. The initial tax rate for new employers is 2.7%. The tax rate for experienced employers ranges from 1.3% to 6.6%. In addition, employers are charged a .02% administrative assessment annually.

In PY 2008, UI tax performance continued a pattern of mixed achievements and gains. Overall, the division met or exceeded 10 of the 13 federally mandated performance measures. We exceeded the USDOL standard for timely determinations of new employers, with an average of 80.3% of all determinations being made timely. We met the expected 2% penetration rate with more than 500 audits performed, which represents a 300% increase over previous years.

The division continued to develop several applications to assist with annual performance goals. Innovations included a refund application to address internal control issues and improve timeliness in processing employer refund requests. With implementation of this system, 99% of all refunds processed have been verified as “good” credits with less than a 1% error rate.

TRANSITIONAL EMPLOYMENT PROGRAM

The Transitional Employment Program (TEP) is a local program to help chronically unemployed and underemployed District residents secure stable, long-term employment. The TEP provides critical work experience through subsidized employment, leading to future unsubsidized positions. TEP participants are characterized by low levels of education and literacy, and inadequate occupational skills. Currently, TEP has enrolled 926 new participants. Of these new participants, 723 have enrolled in and completed Job Readiness Training, with approximately 90% placed into subsidized or unsubsidized employment.
Most TEP participants have poor work histories and lack the capacity to overcome these significant barriers to employment. Moreover, the majority of TEP participants are ex-offenders, adding another significant obstacle to employment. In December, TEP began job readiness training at the DC Jail for inmates with imminent release dates. Upon release, TEP case management staff provided supportive services and assist participants to transition into employment opportunities. TEP also has staff members stationed at the DC Superior Court and the DC Office of Child Support to increase the availability of resources for District residents. Each of these initiatives will connect residents to job training, basic computer skills training, GED preparation, “wraparound” supportive services, and referrals to unsubsidized employment opportunities, to name a few.

Additionally, TEP is a participant in General Educational Development (GED), Adult Basic Education, English as a Second Language, and External Diploma programs. The program has partnered with the Office of the State Superintendent for Education, the College Board Educational Opportunity Center, and the Ballou STAY GED/EDP program in order to connect participants to educational opportunities.

LEGISLATIVE DEVELOPMENTS

ARRA: A ARRA readiness assessment by US DOL in April 2009 found the District to have appropriate plans for disbursement of resources and implementation of meaningful employment services and programs. The District indicated that it intends to double its current ITA levels and increase the funding levels by $500. The intention is to expand federal government hiring, and green jobs through partner coalitions.

The District received the following ARRA allotments for workforce development:

- WIA Adult - $1,542,940;
- Dislocated Worker - $3,969,821;
- Youth – $3,792,823;
- Wagner-Peyser State - $$535,285;
- Wagner-Peyser Reemployment Services - $892,142

The following is a list of legislative proposals that were adopted by the Council of the District of Columbia during PY 2008:

Bill 18-188: Unemployment Compensation Extended Benefits Amendment Act of 2009:
Passed in April 2009, this bill extends unemployment benefits to claimants for an additional 20 weeks by allowing the District to use federal ARRA funds.

Bill 18-420: Unemployment Compensation Administrative Modernization Amendment Act of 2009: To further support District workers who become unemployed and their families during the economic downturn, the Obama Administration introduced and the Council of the District of Columbia passed the Unemployment Compensation Administrative Modernization Amendment Act of 2009 in July. The bill adds a $15 dependency allowance ($50 maximum) for unemployment insurance claimants and allows claimants to enter into job training while receiving Unemployment Insurance benefits.

Bill 18-421 - Unemployment Compensation Additional Benefits Program Emergency Amendment Act of 2009: In July 2009, the Administration also introduced and the Council of the District of
Columbia passed the “Unemployment Compensation Additional Benefits Program Emergency Amendment Act of 2009” to provide additional unemployment benefits for up to 20 additional weeks for claimants who have exhausted all other benefits sources. This bill immediately helped those 2,500 individuals whose benefits would have been exhausted beginning in the end of August.

**Bill 18-183 – Get D.C. Residents Training for Jobs Now Act**
Using American Recovery and Reinvestment Act funds, this bill, which passed June 2009, establishes establish evening, weekend and summertime adult career technical education programs in three District owned facilities -- the Academy of Construction and Design at Cardozo Senior High School, the Hospitality High School at Roosevelt, and Phelps Vocational High School. This program will provide training for 200 District residents in culinary arts, hospitality management, and construction and green jobs. The program opens fall 2009 and is a partnership with the Deputy Mayor for Education and the Department of Employment Services.

**Mayor’s Order 2009-126:** This order, issued in July 2009, requires all District government agencies and their contractors to post jobs created by ARRA funds to be posted on the District’s DOES online site: DCNetworks.org.
II. Table Section

Table B - Adult Program Results

<table>
<thead>
<tr>
<th>Reported Information</th>
<th>Negotiated Performance Level</th>
<th>Actual Performance Level</th>
</tr>
</thead>
<tbody>
<tr>
<td>Entered Employment Rate</td>
<td>82.0%</td>
<td>53.7%</td>
</tr>
<tr>
<td>Employment Retention Rate</td>
<td>82.0%</td>
<td>71.2%</td>
</tr>
<tr>
<td>Average Earnings</td>
<td>$11,500.00</td>
<td>$12,167.60</td>
</tr>
</tbody>
</table>

Table C - Outcomes for Adult Special Populations

<table>
<thead>
<tr>
<th>Reported Information</th>
<th>Public Assistance Recipients Receiving Intensive or Training Services</th>
<th>Veterans</th>
<th>Individuals With Disabilities</th>
<th>Older Individuals</th>
</tr>
</thead>
<tbody>
<tr>
<td>Entered Employment Rate</td>
<td>46.2%</td>
<td>52.4%</td>
<td>11</td>
<td>19</td>
</tr>
<tr>
<td></td>
<td>199</td>
<td>21</td>
<td></td>
<td>42</td>
</tr>
<tr>
<td>Employment Retention Rate</td>
<td>67.1%</td>
<td>84.6%</td>
<td>11</td>
<td>6</td>
</tr>
<tr>
<td></td>
<td>79</td>
<td>13</td>
<td></td>
<td>10</td>
</tr>
<tr>
<td>Average Earnings</td>
<td>$10,035.30</td>
<td>$13,913.50</td>
<td>$153,048</td>
<td>$10,920.50</td>
</tr>
</tbody>
</table>

Table D - Other Outcome Information for the Adult Program

<table>
<thead>
<tr>
<th>Reported Information</th>
<th>Individuals Who Received Training Services</th>
<th>Individuals Who Received Only Core and Intensive Services</th>
</tr>
</thead>
<tbody>
<tr>
<td>Entered Employment Rate</td>
<td>54.1%</td>
<td>53.0%</td>
</tr>
<tr>
<td>Employment Retention Rate</td>
<td>73.1%</td>
<td>68.9%</td>
</tr>
<tr>
<td>Average Earnings</td>
<td>$12,636.70</td>
<td>$1,655,413</td>
</tr>
</tbody>
</table>
### Table E - Dislocated Worker Program Results

<table>
<thead>
<tr>
<th>Reported Information</th>
<th>Negotiated Performance Level</th>
<th>Actual Performance Level</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Entered Employment Rate</td>
<td>90.0%</td>
<td>75.0%</td>
<td>33</td>
</tr>
<tr>
<td>Employment Retention Rate</td>
<td>89.0%</td>
<td>86.1%</td>
<td>31</td>
</tr>
<tr>
<td>Average Earnings</td>
<td>$14,500.00</td>
<td>$16,308.40</td>
<td>$505,559</td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th>Reported Information</th>
<th>Veterans</th>
<th>Individuals With Disabilities</th>
<th>Older Individuals</th>
<th>Displaced Homemakers</th>
</tr>
</thead>
<tbody>
<tr>
<td>Entered Employment Rate</td>
<td>100.0%</td>
<td>100.0%</td>
<td>85.7%</td>
<td>100.0%</td>
</tr>
<tr>
<td>Employment Retention Rate</td>
<td>100.0%</td>
<td>100.0%</td>
<td>66.7%</td>
<td>0.0%</td>
</tr>
<tr>
<td>Average Earnings</td>
<td>$16,371.50</td>
<td>$15,269.00</td>
<td>$19,168.50</td>
<td>0.0%</td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th>Reported Information</th>
<th>Individuals Who Received Training Services</th>
<th>Individuals Who Received Only Core and Intensive Services</th>
</tr>
</thead>
<tbody>
<tr>
<td>Entered Employment Rate</td>
<td>69.0%</td>
<td>86.7%</td>
</tr>
<tr>
<td>Employment Retention Rate</td>
<td>88.9%</td>
<td>83.3%</td>
</tr>
<tr>
<td>Average Earnings</td>
<td>$16,712.30</td>
<td>$15,877.50</td>
</tr>
</tbody>
</table>
### Table H.1 - Youth (14 - 21) Program Results

<table>
<thead>
<tr>
<th>Reported Information</th>
<th>Negotiated Performance Level</th>
<th>Actual Performance Level</th>
</tr>
</thead>
<tbody>
<tr>
<td>Placement in Employment or Education</td>
<td>71.0%</td>
<td>51.9%</td>
</tr>
<tr>
<td>Attainment of Degree or Certificate</td>
<td>61.0%</td>
<td>37.4%</td>
</tr>
<tr>
<td>Literacy or Numeracy Gains</td>
<td>52.0%</td>
<td>36.2%</td>
</tr>
</tbody>
</table>

### Table L - Other Reported Information

<table>
<thead>
<tr>
<th>Reported Information</th>
<th>12 Month Employment Retention Rate</th>
<th>12 Month Earning Increase (Adults and Older Youth) or 12 Months Earning Replacement (Dislocated Workers)</th>
<th>Placement in Non-traditional Employment</th>
<th>Wages At Entry Into Employment For Those Individuals Who Entered Unsubsidized</th>
<th>Entry Into Unsubsidized Employment Related to the Training Received by Those Who Completed Training Services</th>
</tr>
</thead>
<tbody>
<tr>
<td>Adults</td>
<td>75.3%</td>
<td>$3,361.80 $1,085,855 1.4% 5 $4,908.20 $1,658,973 9.4% 21</td>
<td>Dislocated Workers 81.4% 97.2% $868,179 $892,959 0.0% 0 $7,896.90 $260,599 5.0% 1</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Dislocated Workers</td>
<td>81.4%</td>
<td>$3,361.80 $1,085,855 1.4% 5 $4,908.20 $1,658,973 9.4% 21</td>
<td>Dislocated Workers 81.4% 97.2% $868,179 $892,959 0.0% 0 $7,896.90 $260,599 5.0% 1</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Table M - Participation Levels

<table>
<thead>
<tr>
<th>Reported Information</th>
<th>Total Participants Served</th>
<th>Total Exiters</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Adult Customers</td>
<td>1,793</td>
<td>1293</td>
</tr>
<tr>
<td>Total Adult self-service only</td>
<td>812</td>
<td>656</td>
</tr>
<tr>
<td>WIA Adult</td>
<td>1,750</td>
<td>1271</td>
</tr>
<tr>
<td>WIA Dislocated Worker</td>
<td>73</td>
<td>37</td>
</tr>
<tr>
<td>Total Youth (14-21)</td>
<td>697</td>
<td>369</td>
</tr>
<tr>
<td>Younger Youth (14-18)</td>
<td>566</td>
<td>290</td>
</tr>
<tr>
<td>Older Youth (19-21)</td>
<td>131</td>
<td>79</td>
</tr>
<tr>
<td>Out-of-School Youth</td>
<td>249</td>
<td>149</td>
</tr>
<tr>
<td>In-School Youth</td>
<td>448</td>
<td>220</td>
</tr>
</tbody>
</table>
## Table N Cost of Program Activities

<table>
<thead>
<tr>
<th>Program Activity</th>
<th>Total Federal Spending</th>
</tr>
</thead>
<tbody>
<tr>
<td>Local Adults</td>
<td>$2,090,155.00</td>
</tr>
<tr>
<td>Local Dislocated Workers</td>
<td>$3,451,055.00</td>
</tr>
<tr>
<td>Local Youth</td>
<td>$2,212,393.00</td>
</tr>
<tr>
<td>Rapid Response (up to 25%) WIA Section 134(a)(2)(B)</td>
<td>$139,267.00</td>
</tr>
<tr>
<td>Statewide Required Activities (up to 15%) WIA Section 134(a)(2)(B)</td>
<td>$786,237.00</td>
</tr>
<tr>
<td>Statewide Allowable Activities WIA Section 134(a)(3)</td>
<td></td>
</tr>
</tbody>
</table>

Total of All Federal Funding Listed Above: $8,679,107.00
### Table O - Local Performance

<table>
<thead>
<tr>
<th>Local Area Name</th>
<th>District of Columbia</th>
<th>Total Participants Served</th>
<th>Adults</th>
<th>1750</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>Dislocated Workers</td>
<td>73</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Older Youth (19-21)</td>
<td>131</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Younger Youth (14 - 18)</td>
<td>566</td>
<td></td>
</tr>
<tr>
<td>ETA Assigned #</td>
<td>11005</td>
<td>Total Exiters</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Adults</td>
<td>1271</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Dislocated Workers</td>
<td>37</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Older Youth (19-21)</td>
<td>79</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Younger Youth (14 - 18)</td>
<td>290</td>
<td></td>
</tr>
</tbody>
</table>

### Reported Information

<table>
<thead>
<tr>
<th>Entered Employment Rates</th>
<th>Adults</th>
<th>82.0%</th>
<th>53.7%</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Dislocated Workers</td>
<td>90.0%</td>
<td>75.0%</td>
</tr>
<tr>
<td>Retention Rates</td>
<td>Adults</td>
<td>82.0%</td>
<td>71.2%</td>
</tr>
<tr>
<td></td>
<td>Dislocated Workers</td>
<td>89.0%</td>
<td>86.1%</td>
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<td>Average Earnings</td>
<td>Adults</td>
<td>$11,500.00</td>
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<td></td>
<td>Dislocated Workers</td>
<td>$14,500.00</td>
<td>$16,308.40</td>
</tr>
<tr>
<td>Placement in Employment or Education</td>
<td>Youth (14-21)</td>
<td>71.0%</td>
<td>51.9%</td>
</tr>
<tr>
<td>Attainment of Degree or Certificate</td>
<td>Youth (14-21)</td>
<td>61.0%</td>
<td>37.4%</td>
</tr>
<tr>
<td>Literacy or Numeracy Gains</td>
<td>Youth (14-21)</td>
<td>52.0%</td>
<td>36.2%</td>
</tr>
</tbody>
</table>

Description of Other State Indicators of Performance (WIA Section 136(d)(1))

Not Met | Met | Exceeded

Overall Status of Local Performance

<table>
<thead>
<tr>
<th>Not Met</th>
<th>Met</th>
<th>Exceeded</th>
</tr>
</thead>
<tbody>
<tr>
<td>4</td>
<td>3</td>
<td>2</td>
</tr>
</tbody>
</table>