

**DEPARTMENT OF EMPLOYMENT SERVICES**



Testimony of Lisa María Mallory  
Director  
Department of Employment Services

**Vincent C. Gray**  
Mayor

**Public Hearing**

before the

**COMMITTEE ON WORKFORCE AND COMMUNITY AFFAIRS**  
**Honorable Councilmember Marion Barry, Chairman**

on

**Fiscal Year 2012-2013**  
**Department of Employment Services Performance Oversight**

**\*Reconvened\***

**Wednesday, March 20, 2013\***

**10:00 a.m.**

**Room 412**  
**John A. Wilson Building**  
**1350 Pennsylvania Avenue, NW**  
**Washington, DC 20004**

Committee on Workforce and Community Affairs  
Wednesday, March 20, 2013\* Reconvened

Good morning Chairman Barry and members of the Committee on Workforce and Community Affairs. As you know, my name is Lisa Mallory and I am the Director of the Department of Employment Services. If I may, I would like to take this opportunity to elaborate upon my previous testimony, based on the discussions from the last two performance oversight hearings that have been held.

As you know, job creation and workforce development have been a priority for the Gray Administration. It is hard to find an event that the Mayor attends where he does not mention the efforts underway with *One City · One Hire* to support District job seekers and to encourage employers to work with DOES to find their new hires. I'm grateful for his leadership and desire to keep the program on the forefront of the public's mind. His effort helps the agency rebrand itself – by demonstrating to job seekers that we put people to work and by demonstrating to employers that we can find them that ideal candidate.

At DOES, nearly half of the agency's employees - a total of one hundred-ninety six (196) - have a tenure of over ten years. We are grateful for their service and legacy. We have a broad and innovative knowledge base that both tenured and new employees bring to the agency. I am grateful to be a part of this dynamic team. We have been unusually busy these past few weeks certifying youth for the Summer Youth Employment Program; planning and holding Path2Work and reemployment events; as well as preparing for the impact of sequestration on the unemployment compensation program.

We extended the opportunity for youth to certify last Saturday and now 14,770 District youth are certified and will continue the next steps of the SYEP program. Youth will attend orientations over the next few weeks and a career fair will be held in April for employers to meet youth prior to the summer. Additionally, for those older youth who are not connected to work or school, we will support them by connecting them directly to full-time work through *One City · One Hire* so they can begin their careers and support their families.

For sequestration, in addition to creating a communication strategy to reach out to those that will be impacted by a decrease in their Emergency Unemployment Compensation payments and reprogramming our technology, we are working with the federal government to put in place an effective short-term compensation program. This is an unprecedented activity and I am pleased to report that we are using state-of-the-art techniques to enable us to meet this challenge. To that end, we have established a website and phone number for the federal employees that will be impacted, and we are creating an automated process to expediently process what could be nearly 200,000 new claims.

As you know, *One City · One Hire* asks area employers to hire unemployed District residents. To date, DOES has partnered with 886 employers hiring 5,641 District residents since the initiative was launched. The majority of the hires are in Ward 5, 7, and 8. Employer partners include retail, customer service, construction, hospitality, health care, and education fields, among others. Salaries for *One City · One Hire* vary, from minimum wage/entry level Customer Service Associate positions that pay \$8.25 per hour, to apprentices who are paid from \$9.50 per hour to a high of \$17.92 per hour. A review of wage information shows that twenty-eight percent (28%) of *One City · One Hire* jobs paid an hourly average rate of \$15.35 per hour. We also know that the District government jobs we have recruited for average about \$48,938 in yearly salary. Also, last week we recruited for a Path2Work focused on the University sector. Opportunities ranged from police officer positions which pay \$21.62 per hour, Executive Support Assistant positions which pay \$36K to \$69K per year, systems analysts that pay up to \$77K per year to Director positions which pay over \$100K annually. For that event, forty-five percent (45%) of the candidates that were pre-screened advanced to the next round of interviews with university officials. We are proud of all of the attendees who learned more about the university systems' hiring process and the twenty (20) individuals who met and exceeded hiring manager expectations and have been invited for a second interview.

We are also proud to highlight our own efforts to hire and retain District residents at DOES. Sixty-one percent (61%) or 286 of the employees at DOES in Fiscal Year 12 were District residents. In the same period, sixty-four (64) new District residents were hired, which is eighty-three percent (83%) of the total hired. Notably, sixty-three percent (63%) of these new hires are from Wards 5, 7, and 8 – fourteen (14) alone from Ward 8. I am equally proud of the fifteen (15) District residents who work for DOES and

applied for and competitively earned new positions within DOES in Fiscal Year 12 and so far in Fiscal Year 13. I certainly encourage all DOES employees to apply for these open positions – because even in a freeze where promotions are not allowed, these posted positions are opportunities for employees to advance.

Finally, I also want to thank those individuals who testified the week before last about their difficulty with the Office of Wage and Hour. As you know, the Wage and Hour Office responds to each wage and hour complaint. However, it is clear that a new way to deliver service is necessary to ensure that the unit can continue to investigate all claims and ensure fairness in administering the District's Wage Payment and Collection Act and related wage Acts, while significantly improving service delivery.

We will continue to look closely at how these issues affect employees, and we have mapped the business processes of that unit to help us identify how we can leverage all resources in our agency to support the unit, including information technology and other existing employer violation enforcement activities. The goal is to ensure that we investigate fully all incidents of alleged wage and hour violations through maximizing our existing resources and partnering with appropriate District agencies to significantly improve service delivery. We will explore solutions and look forward to reporting on our progress. As you know, the Mayor will submit his Fiscal Year 2014 budget on Thursday, March 28<sup>th</sup>, and the agency is confident that needs will be adequately filled and funded.

As I mentioned, we have far more work to do to ensure that District residents are trained and connected to work, but I am proud of the work that has collectively been accomplished over the last two years by DOES employees as we also fix the long-standing and systemic problems highlighted at the former hearings and outlined in the many audit and Council reports. Progress is being made. With that said, I also want to again thank you for your many years of strong leadership in this city and your commitment getting District residents to work.

Thank you again for the opportunity to elaborate on my two prior appearances before you, and I welcome your questions.