



District of Columbia WORKFORCE INVESTMENT ACT Annual Report

Program Year

July 1, 2012 Through June 30, 2013



Vincent C. Gray, Mayor, District of Columbia
Lisa María Mallory, Director, Department of Employment Services
Michael N. Harreld, Chair, DC Workforce Investment Council

Contents

A Message from the Director of DOES	1
A Message from the Chair of the DC Workforce Investment Council	2
Section A. Program Year 2012 – Overview and Highlights	3
Section B. Program Specific Outcomes and Accomplishments	4
I. Federal Programs	4
1. Workforce Investment Act – Title I-B Programs	4
A. Adult Program	4
B. Dislocated Worker Program	4
C. Youth Program	5
2. Customer Satisfaction	6
3. Cost of Workforce Investment Activities	7
4. State Evaluation Activities	8
5. Policy Development	8
6. Other Federally Funded Programs	9
A. Base Realignment and Closure	9
B. Business Services Group	10
C. Rapid Response	11
D. Reemployment Services	11
E. Senior Community Service Employment Program	12
F. Trade Adjustment Assistance (TAA)	13
G. Veterans’ Program	13
H. Work Opportunity Tax Credit	14
II. Local Programs	15
1. Grants and Partnerships	15
2. Mayor’s Youth Leadership Institute	16
3. Microsoft Digital Alliance	16
4. Office of Apprenticeship, Information and Training	17
5. One City • One Hire	17
6. Project Empowerment	18
7. Summer Youth Employment Program	18
8. Workforce Intermediary Pilot Project	19
Section C. Additional Information and Assurances	19
Attachment – ETA 9091	20



A Message from the Director of DOES

"The enterprise that does not innovate inevitably ages and declines. And in a period of rapid change such as the present...the decline will be fast."

Peter F. Drucker, management consultant, educator, and author.

In Program Year 2012, the Department of Employment Services (DOES) continued strong investments to transform operations to meet its only mission, "to put people to work." From implementing dozens of new Standard Operating Procedures (SOPs) to advancing technological solutions to increase the path to work for job seekers, DOES created agency infrastructure improvements that resulted in a positive impact to the city's high unemployment rate.



Mayor Vincent C. Gray's job creation and economic development efforts and the launch of One City • One Hire have helped to bring down the unemployment rate to a historic low of 8.4 percent in December 2012, a rate that the District has not experienced since 2009. In Program Year 2012, One City • One Hire connected 2,500 unemployed District residents to work, and since its launch, 7,700 District residents have returned to work with the majority of these hires coming from Wards 5, 7, and 8 where unemployment historically has been the highest.

DOES introduced dozens of administrative, programmatic, operational, financial management, information technology, and security Standard Operating Procedures to better support employees with the guides needed to perform their work. DOES also began a rebrand of the American Job Centers (formerly One-Stop Career Centers) as recommended by the U.S. Department of Labor while leading efforts to increase service delivery through the establishment of new leadership and improved customer care training for staff. DOES looks forward to new Workforce Investment Council (WIC) certification standards to build on these accomplishments in 2014.

In addition, DOES saved nearly \$5 million in PY 2012 through implementation of a UI Benefits Debit Card Program, UI fraud recovery efforts, and the insourcing of payroll functions for various DOES programs. For the third year in a row, DOES ran a highly successful Summer Youth Employment Program for nearly 15,000 District youth, which came in under budget by \$2 million dollars through continuous program enhancements. This year, SYEP helped reduced fourth quarter school truancy by 42 percent through a campaign that tied school attendance to youth participation in SYEP.

The work of DOES is far from over. The efforts of Chairman Harreld and the members of the WIC this year have set the foundation for a strong public workforce system in the District of Columbia. As we witness national and local economy shifts such as the impact of sequestration cuts and the 2013 federal government shutdown, the time is now to ensure that DOES and the city's public workforce investment system, as a whole, continue to build on this new foundation so that our service to the District of Columbia is strong and focused on innovation, customer care, and putting people to work.

Lisa María Mallory
Director
Department of Employment Services

Board Members

The WIC Board is private-sector led and comprised of the following top-level representatives from the private sector, organized labor, government, education, and community-based organizations with extensive workforce investment experience.

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VICE-CHAIR

Joslyn N. Williams, Metropolitan Washington Council, AFL-CIO

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Marullus Williams, Limbic Systems

Calvin E. Woodland, Community College of the District of Columbia



A MESSAGE FROM THE CHAIR OF THE DC WORKFORCE INVESTMENT COUNCIL

The past year has been a transformational period for the Workforce Investment Council (WIC), as we have worked with the Department of Employment Services (DOES) and other key partners to evaluate and strengthen the District's investments in job training and employment services. While we recognize that we still have a long road ahead of us, I am encouraged that we have laid the foundations for a workforce system that meets the needs of all District residents and businesses.

One of the WIC's most significant accomplishments during this period was the development of new certification standards for the District of Columbia's American Job Centers (DCAJCs). Based on the recommendations of a multi-stakeholder task force, the new certification policy clearly outlines the process the WIC will use to approve and oversee DCAJCs and defines the minimum service levels and performance requirements that all DCAJCs must meet to maintain certification. The WIC will work with DOES and other mandatory partner programs to implement the new certification standards in 2014 with a goal of certifying all of the District's centers by the end of 2014.

The WIC also took steps to improve accountability for Workforce Investment Act (WIA)-funded job training programs, establishing new eligibility and performance requirements for training providers and encouraging investments in contextualized education and other services that have been demonstrated to improved employment outcomes for job seekers. Moving forward, the WIC and DOES will publish annual report cards for all providers that will allow participants to identify the training programs that best suit their needs and will allow the WIC and other stakeholders to better understand the District's return on investment.

In collaboration with DOES, the WIC continued efforts to improve outcomes for the District's year-round youth programs, developing new performance-based grants for both out-of-school and in-school youth and investing in technical assistance to help youth service providers strengthen services.

In the coming year, the WIC will seek to build on these achievements while taking the necessary steps to ensure that we are fulfilling our oversight responsibilities under WIA. I look forward to working with my fellow WIC members and other partners as we work to implement our vision of a city where all residents can participate fully in the region's economy, all businesses can find the skilled workforce they need to compete, and all communities are contributing to, and benefitting from, economic prosperity.

Sincerely,

Michael N. Harreld
Regional President, PNC Bank
Chairman, District of Columbia Workforce Investment Council

Section A. PROGRAM YEAR 2012 – OVERVIEW AND HIGHLIGHTS

The District continued to build a robust workforce development system and transform DOES operations. These two top goals will ensure the connection of District residents to jobs during critical economic times. Highlights of the program year include:

- The Workforce Investment Council (WIC), in collaboration with DOES, approved new policies related to American Job Center (AJC) One-Stop certification and performance, WIA eligible training providers, and individual training account (ITA) policies to improve AJC performance and to align workforce training with the needs of the regional labor market. More than 6,100 adults and youths received employment services via the District's DCNetworks web site and/or by staff-assisted services.
- One City • One Hire (OCOH) partnered with over 900 employers who have hired nearly 7,700 District residents since its launch.
- The District held six (6) OCOH Path2Work events, a series of career fairs/recruiting events for various and distinct populations, including youth, seniors, veterans, and Reemployment and Eligibility Assessment (REA) customers, at which training seminars and workshops were administered and participants met with employers hiring in the armed forces, District government, and university sectors.
- The District launched new in-school and out-of-school year-round programs, awarding more than \$2.5 million in performance-based grants to help at-risk youth connect to high-demand jobs and postsecondary education.
- The District formed a strategic alliance with Microsoft in January 2012 to increase technology access and computer-skills training for District residents. Since its inception, the program trained more than 400 city residents.
- The Senior Community Service Employment Program (SCSEP) served 71 participants who provided 48,387 hours of community service to District non-profit and government organizations. SCSEP increased participant enrollment and service delivery by 30 percent. Host agency participation increased by 10 percent. DOES launched the Health Care Workforce Development Initiative on October 20, 2012. Grants were awarded to four (4) organizations to carry out the work readiness and occupational training components of the program. As of June 30, 2013, 116 individuals were enrolled in training for Medical Office Administration, Certified Medical Assistant, Certified Nursing Assistant, and Home Health Aide positions. DOES obligated nearly \$600,000 to support the initiative.
- The DOES Business Services Group (BSG) created or extended a host of employer partnerships to recruit qualified employees. BSG joined the Washington Nationals, Levy Restaurant, and CSC in a major recruitment campaign effort, resulting in hiring over 250 District residents for stadium operations and hospitality services jobs.
- DOES continued a successful partnership with the DC Fire and Emergency Medical Services (FEMS) department to provide emergency medical training to 100 eligible District residents. From August 2012 to December, 2012, 67 participants completed the 160 classroom hours. As of February, 2013, 11 program graduates were employed with a private emergency services provider as Nationally Registered Emergency Medical Technicians. DOES also entered into a Memorandum of Understanding with FEMS to provide comprehensive firefighter training, emergency medical technician instruction, certification, and workplace literacy training.
- Nearly 15,000 young people gained enriching summer work experiences through the Mayor C. Gray's One City Summer Youth Employment Program. SYEP launched an initiative in spring 2013 tying SYEP participation to school attendance, resulting in a 42% increase in school attendance for formerly truant youth.
- These highlights assisted the agency to meet WIA common measure performance requirements. In PY12, the District met four (4) of the adult, dislocated worker and youth performance goals, and exceeded three (3) measures. The agency continues to improve on the two measures not met in PY12.

SECTION B. PROGRAM SPECIFIC OUTCOMES AND ACCOMPLISHMENTS

I. FEDERAL PROGRAMS

1. WORKFORCE INVESTMENT ACT – TITLE I-B PROGRAMS

The District's performance goals for Program Year (PY) 2012 were established in cooperation with the U.S. Department of Labor's Employment and Training Administration (ETA). This report covers performance and activities for adults, dislocated workers, and youths receiving WIA-funded services in the District. The statewide Annual Report ETA 9091 tables are included as an attachment following the narrative report. Cumulatively, this information provides a look at the employment experiences of program participants who exited programs into an improved but still recessionary climate. The measures examine job placement during the first quarter after exit, employment retention during the second and third quarters after exit, and six-month earnings during the second and third quarters after exit.

A. Adult Program

The WIA Adult Program provides quality employment and training services to help eligible customers find meaningful employment and gain self-sufficiency. The program is also structured to assist employers to identify skilled workers needed to compete and succeed in the workforce.

Table 1 provides performance results for the WIA Adult Program in PY 2012. The District is required to meet 80% of each negotiated rate. In PY 2012, the District's negotiated rate was 72%. The actual entered employment rate of 58.9% met the acceptable level of performance. The 77.9% retention rate exceeded the goal of 76%. The adult six-month average earnings of \$12,073 met the acceptable level of performance.

Table 1: WIA Adult Program Performance – PY 2012			
<i>Measure</i>	<i>Negotiated</i>	<i>Actual</i>	<i>Performance</i>
Entered Employment Rate	72.0%	58.9%	Met
Employment Retention Rate	76.0%	77.9%	Exceeds
Average Earnings	\$12,400	\$12,073	Met

In PY 2012, a total of 4,354 WIA Adult customers were served and used the District's self-service option via the DCNetworks system. Job seekers avail themselves of a variety of services at the AJCs, beginning with core services such as outreach, job search assistance, placement assistance, workshops, and labor market information.

Intensive service is the next level of customer service and includes comprehensive assessments, development of individual employment plans, one-on-one counseling, career planning, training, and a variety of specialized services and specialized workshops.

B. Dislocated Worker Program

The WIA Dislocated Worker Program is designed to help laid-off workers become reemployed as quickly as possible. The program also aims to increase the retention of dislocated workers (DWs) and increase their earnings by connecting them to jobs in demand. The District's AJC system delivers core and intensive services to

hundreds of DW customers at Career Centers, while thousands more benefited from self-service offerings using the DCNetworks system.

Table 2 provides performance results for the WIA Dislocated Worker Program in PY 2012. The District is required to meet 80% of each negotiated rate. The DW entered employment rate of 64.7% met the acceptable level of performance. The retention rate of 84.7% met the acceptable level of performance and was relatively unchanged from the PY 2011 level of 85%.

The actual DW average earnings in PY 2012 were \$15,010, which was \$3,990 under the negotiated goal of \$19,000. The PY 2012 rate was also lower than the PY 2011 actual average earnings level of \$21,064. In reviewing PY 2012 data, the District determined that a primary reason for the decrease in DW Average Earnings from PY 2011 to PY 2012 was the decline in participants served under the District's Base Realignment and Closure (BRAC) national emergency grant, which ended in June 2013. In PY 2011, BRAC participants made up approximately 30 percent of the overall DW denominator, with an average earnings rate of \$32,228, as compared to \$16,721 for non-BRAC DW participants.

Furthermore, only 3 percent of DW customers in PY 2012 were BRAC participants and counted toward the District's average earnings denominator, which resulted in a reduction in the overall earnings rate. Because BRAC participants typically have higher earnings than their counterparts who were not in the program, their exiting from the program significantly impacted the rate. The actual average earnings achieved in PY 2012 was more in line with historical negotiated levels of the past five (5) years.

Eight percent of DW customers who participated in training subsequently entered unsubsidized employment after the training. In addition, more than 84 percent of dislocated workers retained their employment for 12 months.

Table 2: WIA Dislocated Worker Program Performance – PY 2012			
<i>Measure</i>	<i>Negotiated</i>	<i>Actual</i>	<i>Performance</i>
Entered Employment Rate	80.0%	64.7%	Met
Employment Retention Rate	85.0%	84.7%	Met
Average Earnings	\$19,000	\$15,010	Not Met

C. Youth Program

The WIA Youth Program provides a range of programs and support to eligible youths between the ages of 14 and 21.

Table 3 provides performance results for the WIA Youth Program in PY 2012. Under Common Measures, there no longer are separate goals for older youth (18-21) and younger youth (14-18).

In PY 2012, the District exceeded both the placement in employment or education (62% actual vs. 60% negotiated) and the literacy numeracy goal (59% actual vs. 50% negotiated), and did not meet the attainment of degree or certificate measure (31% actual vs. 54% negotiated). PY 2012 actual placement outcomes were slightly improved over PY 2011 (60.3%), while degree/certificate attainment (55.4%) and literacy numeracy (64.3%) outcomes were both higher last program year.

Table 3: Youth Program Performance – PY 2012

<i>Measure</i>	<i>Negotiated</i>	<i>Actual</i>	<i>Performance</i>
Placement in Employment or Education	60.0%	62.0%	Exceeds
Attainment of Degree or Certificate	54.0%	31.0%	Not Met
Literacy or Numeracy Gains	50.0%	59.0%	Exceeds

Out-of-School Youth (OYS). In August 2012, the District released a Request for Applications (RFA) for OYS programming. The new OSY Program requires youth service providers to deliver services under one of two models: 1) Occupational Training, which helps youth participants obtain the skills necessary to transition quickly into well-paying jobs in the regional economy and 2) GED to College, which focuses on enabling participants to earn a high school diploma or GED while preparing for entry into postsecondary education or training. Grantees are required to deliver services through strategic partnerships with employers or similar entities (under the Occupational Skills Training model) or postsecondary institutions (under the GED to College model).

The District awarded over \$1.5 million to five (5) OSY programs, including three (3) GED to College Programs and two (2) Occupational Training Programs. The District anticipates that 200 youth will be served through the grant activities under the OSY Program, which began in November 2012.

In-School Youth (ISY). The new ISY Program requires youth service providers to deliver services in partnership with a secondary school located in the District and follow one of two program models: 1) Industry Awareness, which provides youth participants with academic instruction and targeted work experiences that prepares them for secondary school graduation and direct entry into unsubsidized employment or advanced occupational training and 2) Postsecondary Preparation, which assists youth in obtaining a secondary diploma or equivalent and prepares them to successfully enroll and persist in postsecondary education leading to a degree, certificate, or other credential.

The District awarded just over \$1 million to four (4) ISY grantees, including two (2) Industry Awareness grants and two (2) Postsecondary Preparation grants. Activities under the grant began in July 2013, and it is expected that approximately 240 youth will be served in PY 2013.

2. CUSTOMER SATISFACTION

DOES collects and records customer feedback on a daily basis, in adherence to WIA and the District's own service requirements. In PY 2012, the agency collected customer feedback via the following outlets: Customer Service Surveys distributed at each American Job Center; the agency website and the "Ask the Director" portal; social media; direct calls, letters, and visits to the agency; and regular meetings with community stakeholders and DOES employees. In addition, in February 2013, DOES began soliciting feedback from its customers through participation in the District's Grade DC program.

- **Customer Service Survey.** The District's AJCs provide customers with direct access to DOES staff, which makes the customer service survey cards essential to improving DOES' service offerings. DOES collects surveys from each AJC monthly to track and analyze customer comments and adjust service delivery as necessary. Responses to PY 2012 surveys indicated overall improvements in service delivery, which can be attributed to the agency-wide employee customer service training sessions conducted in February. Sixty-seven percent of customers visiting the AJCs indicated in the surveys that the quality of services received at DOES is "excellent" and 62 percent of customers "strongly agree" that DOES staff is helpful in finding solutions to problems in a timely manner.

- **Agency Website and “Ask the Director.”** The DOES website is another source for customer feedback. The “Ask the Director” portal allows customers to inquire about training opportunities, career planning assistance, unemployment compensation, and more. In addition, customers provide feedback about customer service, which allows the Office of the Director to promptly respond to any issues. In PY 2012, many queries and comments were related to unemployment compensation issues and customers’ inability to reach a DOES representative by phone. To amend these concerns, DOES has included customer service measures in its performance management plans to hold employees accountable for responsiveness to customers. DOES has also implemented Avaya phone messaging, which allows the agency to not only track call volume, but duration and quality of phone communication to and from DOES.
- **Social Media.** Social media, specifically Twitter and Facebook, allow for real-time interaction with DOES customers. Twitter and Facebook pages are monitored daily, with a core group of DOES employees dedicated to responding to and resolving customer inquiries. DOES also expanded its social media presence by developing a mobile application for its One City • One Hire initiative. The mobile application allows for District residents and One City • One Hire employer partners to register One City • One Hire information from their mobile devices.
- **Direct Calls, Letters, and Visits to the Agency.** One of the more common ways customers share feedback is through direct communication – calls, letters, and visits to the agency. This feedback is very important to the agency, and inquiries that reach the Office of the Director are immediately escalated. Customers who visit the agency are also important providers of feedback and are generally assisted by a staff member in an American Job Center.
- **Regular Meetings with Community Stakeholders and DOES Employees.** As a regular course of business, the DOES director, senior staff, and managers meet with stakeholders, including workforce development and advocacy organizations, other District agencies, area employers, constituents, and DOES staff. These meetings allow agency representatives to interact with idea-generators throughout the District. The feedback from these meetings has led to the enhancement of many DOES programs, including the local One City • One Hire program, which facilitated the hiring of over 7,700 District residents since inception.
- **Grade DC.** In February 2013, DOES began soliciting feedback through the District government’s Grade DC website, an innovative, analytical technology that collects feedback from web and social media sites such as Facebook and Twitter with the goal of helping customers easily offer actionable feedback to improve customer services. DOES was one of the first agencies to participate in this city-wide program and currently has an average B- grade over the five months of participation, which indicates the need for further improvement. DOES engages in a quick response to Grade DC comments that allows DOES to identify gaps in areas of service.

3. COST OF WORKFORCE INVESTMENT ACTIVITIES

Estimates of per participant costs for WIA Adults increased in PY 2012, with an average per participant cost of \$253, compared to \$82 in PY 2011 (based on 5,321 WIA Adults served). This was due to an increase in the number of participants that were served through WIA occupational training versus training using local funds. The estimated cost per DW Adult was \$2,538.28, which was a decrease from the PY 2011 average cost per participant of \$3,445 (based on 259 DW customers). Finally, the WIA Youth per participant cost averaged \$466.78, which also was a decrease in spending compared to \$658 in PY 2011 (based on 390 WIA Youths).

4. STATE EVALUATION ACTIVITIES

PY 2012

In accordance with the requirements of WIA section 136(e), the District conducted the following evaluations in PY 2012 with the goal of improving the effectiveness of its workforce system.

As noted below, the District has implemented new eligibility and performance requirements for all eligible training providers (ETPs), and will be issuing annual “report cards” for all eligible training providers as part of the District’s consumer reporting system. In order to establish a baseline for performance levels across providers, the WIC and DOES have partnered to review completion, job placement, earnings levels, and customer satisfaction outcomes for all ETPs receiving WIA-funded ITAs during the last two (2) program years. The District anticipates that these report cards will be completed in December 2013.

PY 2013

Throughout PY 2013, the District will be implementing new certification standards for the AJC system, which will include the establishment of new functional teams to deliver targeted services to job seekers and business customers, in addition to the development of improved procedures for the delivery of WIA-funded services. The new standards will also require each AJC to meet specific performance requirements for mandatory partner programs providing direct services through the AJC network. It is expected that the first comprehensive AJC certification review will take place in January 2014, and additional AJCs will be certified on a rolling basis throughout PY 2013.

As the new standards are implemented, the District intends to undertake ongoing evaluation activities that will support continuous improvement in the efficiency and effectiveness of WIA-funded services. Among other things, the District will seek to evaluate:

- The impact of new initial assessment procedures to ensure that participants are directed to the appropriate services to address their employment and other goals;
- The impact of revised procedures for the delivery of core and intensive services, with a focus on how such services can identify and address barriers to employment;
- The impact of new policies for processing and approving individual training accounts, with an emphasis on reducing delays in enrollment and increasing the number of participants engaging in training services; and
- The impact of increased referrals and co-enrollment between mandatory partner programs, including an analysis of how co-enrollment is improving overall outcomes across programs.

The District expects to begin evaluation activities relating to the new AJC standards in January 2014, with a report on outcomes from the first year of implementation and recommendations for policy improvements, due to the WIC not later than April 2015. DOES will have primary responsibility for carrying out the evaluation activities, in consultation with the WIC.

5. POLICY DEVELOPMENT

In Program Year 2012, the District undertook an ambitious policy agenda to strengthen accountability and improve performance in the AJC system while ensuring compliance with federal requirements. The following three (3) initiatives represent key steps in the continuing transformation of the District’s workforce system:

- **AJC Certification.** Because the WIC was not fully operational until October 2011, the District had not developed required certification standards and procedures for AJCs. To address this, the District established

a multi-stakeholder One-Stop Certification Task Force in March 2013 responsible for reviewing current Career Center procedures and providing recommendations for minimum service levels, performance requirements, and access to supportive services. The WIC approved the new certification standards in July 2013. The first American Job Center is scheduled to be certified in January 2014.

The new certification standards will require AJC operators to demonstrate that their centers offer required job seeker services (including core, intensive, and training services under WIA), provide access to mandatory partner programs, and meet annual performance levels negotiated with the WIC. AJC operators will develop and submit operational plans to the WIC and the Mayor, detailing service delivery strategies, target populations, staffing patterns, and other key factors. The standards require all AJCs to be recertified every two (2) years.

- **New Eligibility and Performance Requirements for Adult Job Training Providers.** To ensure that job seekers have access to high-quality job training services, the District issued a number of new policies governing eligible training providers (ETPs) and individual training accounts (ITAs) to ensure that job seekers receive training that is aligned with the needs of District businesses. Key ETP revisions included new performance requirements and a revamped demand occupation list. The District is currently developing a new training provider “report card” template – based on the new performance requirements – that will enable job seekers to choose the training providers that best suit their career goals while allowing policymakers and the general public to understand how training dollars are being used. The new ETP policy went into effect in October 2013.

The District also made important changes in ITA policy by revising the payment structure to more clearly support contextualized instruction and job placement activities that help participants achieve employment and educational attainment goals. The policy also streamlines the process for enrolling individuals in ITA-funded programs to facilitate increase access to training services.

- **Improving Outcomes under the Year-Round WIA Youth Program.** In PY 2011, the District engaged in a significant redesign of both the Out-of-School (OSY) and In-School Youth (ISY) year-round programs funded under WIA, awarding over \$2.5 million in new performance-based grants designed to help at-risk youth achieve meaningful employment and postsecondary educational outcomes.

The WIC and DOES are actively working with grantees to strengthen program services and ensure that youth participants remain engaged. Throughout PY 2012, the WIC and DOES partnered with other District workforce funders to support technical assistance for youth organizations, including organizational self-assessments and peer learning opportunities. The lessons learned through these activities will enable participating OSY and ISY grantees to enhance capacity and improve program performance moving forward.

6. OTHER FEDERALLY FUNDED PROGRAMS

A. BASE REALIGNMENT AND CLOSURE

During PY 2012, the District successfully met the performance goal of serving 900 Base Realignment and Closure (BRAC) participants. The DOES BRAC Career Transition Center continued to operate at the American Job Center in Northeast, Washington DC on the Bertie Backus campus of the Community College of the District of Columbia.

The AJC-Northeast screened 782 BRAC-impacted employees of the Walter Reed Army Medical and Joint Base Anacostia Bolling for eligibility determination. In addition, 575 participants received intensive services. As of June 30, 2013, more than 162 impacted employees submitted WIA applications and enrolled

in training in various colleges, universities, and proprietary schools for short-term, high-demand, low-cost occupational skills training. The majority of workers completed training with a certificate of completion or the award of two- and four-year college degrees in broad fields of study, including paralegal, phlebotomy, information technology, nursing, health care, and project management, among others.

Forty-one (41) workers entered employment in PY 2012 as a direct result of career counseling, job search assistance, or training/education services received.

Near the closing of the BRAC program, the DOES BRAC Career Transition Center hosted an employment opportunities event for workers. The event was held on June 11, 2013 in partnership with the AJC-Northeast, the BSG, and the DOES Veterans' Program. Human resources recruiters representing naval installations in the region attended the event and presented the group with 200 vacant job announcements for positions that were open and immediately available.

Building on our participation in the Mid-Atlantic Regional Collaboration (MARC) with Maryland and Virginia, the District sought innovative ways to serve the remaining BRAC-impacted populations and those affected by economic downsizings. For example, BRAC staff helped customers navigate the federal hiring process by sponsoring workshops on "Ten Steps to a Federal Job." Case managers provided one-on-one resume writing sessions and techniques on interviewing skills and referred participants to other AJC programs and services, as needed.

B. BUSINESS SERVICES GROUP

With federal Wagner-Peyser/Employer Services (ES) funding, the District's Business Services Group (BSG) connects regional employers to qualified District job seekers. ES and BSG activities are integrated in the AJC network to offer businesses and job seekers with mutually beneficial support, including recruitment assistance, industry-oriented training, and placement services.

BSG Account Executives place a premium on organizations with emerging needs to hire and retain city residents. Through networking and using labor market information, the team helps discover job growth hot spots and employment opportunities. The BSG partners with employers to coordinate competency-based assessment pre-screenings, ensuring that job seekers possess the skills, knowledge, and abilities required to support employer investments in human capital.

In PY 2012, the BSG created or extended a host of employer partnerships, including DC United, Giant Foods, Walgreens, CVS Caremark, T.J. Maxx, 7-Eleven, ACE Cash Express, BRAVO Group Services, Mack-Cali Realty Corp., Manganaro MidAtlantic LLC, Guest Services, Madison Mechanical, Cleveland Construction, DC Street Cars via DDOT, Department of Justice, Department of Human Services, and many others. BSG joined the Washington Nationals, Levy Restaurant, and CSC in a major recruitment campaign effort, resulting in the hiring of over 250 District residents for stadium operations and hospitality services jobs.

In addition, BSG Account Executives participated in the DC Department of Human Resources' (DCHR) One City Fellows Program. Selected Fellows provide District government agencies with manpower and, in turn, residents receive valuable work experience. BSG facilitated DCNetworks training, distributed vacancy announcements, attended recruitment fairs, and followed up on leads received by internal agency programs.

C. RAPID RESPONSE

Authorized under the Workforce Investment Act, Rapid Response is an early intervention initiative that provides transitional services for workers affected by layoffs or closures in the District. Rapid Response services are delivered to employers and workers experiencing plant closures, mass layoffs, and natural disasters resulting in mass dislocations.

In PY 2012, the District delivered customized services to more than 1,000 impacted workers through 12 Rapid Response events.

The District follows the guidelines established by the federal government under the WARN Notification Act to trigger delivery of services. During PY 2012, the Rapid Response program has targeted its efforts on building, maintaining, and strengthening local partnerships. DOES continues to work collaboratively with representatives from local agencies to provide information on coping with a layoff, financial management, health care coverage, tax credits, housing assistance, and other supportive services affected workers may need.

The Rapid Response team provided immediate aid and guidance to companies by:

- Sharing experiences from handling previous closures and layoff events,
- Developing a specialized transitional plan of action for affected workers,
- Providing on-site information to assist with the transition, and
- Offering specialized assistance, such as information on upcoming recruitments, unemployment insurance compensation, supportive services, and other information requested by the employer.

The Rapid Response team established a partnership with the DCHR that allows DOES to have early warning of pending layoffs. Ninety percent of dislocations occur within the District and federal governments, therefore the District's layoff aversion strategies are used in conjunction with District and federal personnel policies.

D. REEMPLOYMENT SERVICES

DOES resumed its Extended Unemployment Compensation, Reemployment Services, and Reemployment Eligibility Assessment (EUC RES/REA) program the week of March 18, 2013. To address individuals who were not contacted by the third week of their claim series and fell into backlog status, the agency offered EUC RES/REA sessions one day a week at three (3) of the District's AJCs. DOES invited 300 customers per week to EUC RES/REA information sessions. Of those, 150 per week were from the backlog list and the other 150 per week were new claimants. Approximately 3,340 recipients have been served through the effort, to date.

WIA DWs benefitted from reemployment services by receiving intensive, career-related guidance and information. Our focus was on helping participants reenter the workforce, which would reduce their need for unemployment insurance benefits. "Profiling" participants underwent a two-day comprehensive program which included the following:

- Labor market information
- Eligibility review of UI benefits
- Development of an Individual Employment Plan (IEP)
- Review of work search activities
- Overview of Wagner-Peyser and WIA services

- Resume development
- Introduction of Internet-based self-services through enrollment in DCNetworks
- Interviewing techniques
- Identification of skills and abilities
- Training opportunities

Claimants were assigned to case managers who ensured that information was accurately captured in DC-Networks via the Skills Builder, Resume Builder, and the Virtual Recruiter systems. Customer follow-up was scheduled at 20-, 30-, and 60-day intervals for additional services through WIA and/or referrals to other resources, based on individual circumstances.

Once a REA customer returned to work full-time, the information was entered in the database. The completed form provided employment verification information. Additionally, staff performed wage bumps and made follow-up telephone calls to ascertain the employment status of participants.

Reemployment program attendance reports were shared with the UI staff on a weekly basis. Non-compliant customers are subject to interruption of benefits.

E. SENIOR COMMUNITY SERVICE EMPLOYMENT PROGRAM

The Senior Community Service Employment Program (SCSEP) is the largest federally-funded program specifically targeting older adults seeking employment and training assistance. SCSEP's on-the-job training and employment program is designed to help mature job seekers age 55 and older update their jobs skills and build work experience and confidence to gain employment in today's job market.

DOES' SCSEP helps seniors find work and develop new skills and talents, while assisting in maintaining their economic security. Participants receive paid training while gaining valuable skills and experience. Participants use their skills and talents to improve their communities by training in a wide variety of locations, including offices, daycare centers, senior nutrition programs, and other community organizations.

During PY 2012, the SCSEP operating budget totaled \$514,104.00. DOES SCSEP was authorized for 47 slots. The following accomplishments occurred during the program year:

- SCSEP served 140 participants who provided 42,772 hours of community service to District non-profit and government organizations.
- DOES SCSEP conducted two food handlers certification courses. Twenty-six (26) participants passed an intensive food handlers test and received ServSafe© certification to handle food in the District, Maryland, and Virginia; all participants received licenses from the District's Department of Health (DOH) and are also certified by the National Restaurant Association.
- DOES SCSEP piloted a six-week customized Online Job Search training for mature job seekers to assist participants in learning how to utilize DOES job search engines, complete online applications, and utilize social media.
- DOES SCSEP successfully placed 27.3% (26) of its participants in unsubsidized employment opportunities, exceeding the DOL performance measure of 26.4%.
- DOES SCSEP developed a Host Agency policy manual that details the policies and procedures of the program and promotes the goals and expected outcomes of the program.
- DOES SCSEP entered into five (5) additional host agency agreements with the National Committee to Preserve Social Security and Medicare, Perry School, Terrific, Inc., Project ReDirect, and Uniting Our Youth totaling twenty (20) active agencies.

F. TRADE ADJUSTMENT ASSISTANCE (TAA)

Trade Adjustment Assistance (TAA) is a federal program that provides a variety of reemployment services and benefits to workers who have lost their jobs or suffered a reduction of hours and wages as a result of increased imports or shifts in production outside of the United States. Workers may be eligible for training, travel allowance, subsistence allowance, Reemployment Trade Adjustment Assistance (RTAA), Alternate Trade Adjustment Assistance (ATAA), job search assistance, relocation allowance, Trade Readjustment Assistance (TRA), and Health Coverage Tax Credit (HCTC). Certified individuals may be eligible to receive one or more program benefits and services depending on what level of assistance is needed to return them to suitable, sustainable employment.

During Program Year 2012, DOES received \$678,900 in TAA funding. One petition has been filed on behalf of 18 dislocated workers, which resulted in the certification of four (4) petitions for TAA/ATAA/RTAA services and benefits through DOL.

G. VETERANS' PROGRAM

In PY 2012, DOES Disabled Veterans Outreach Program (DVOP) specialists, the Local Veterans Employment Representatives (LVER) and the Non-Veteran Employment Specialist staff provided 21,776 services to a total of 1,260 eligible veterans. This assistance was a combination of core-related services and intensive services delivered at AJCs, including AJC orientation, initial assessments, Internet job searches, resume writing, labor market information, job development, employee pre-screenings, individual counseling, career guidance assessments, and job readiness training.

Jobs for Veterans State Grant Performance Outcomes (JVSG). The District exceeded all JVSG-funded performance goals in PY 2012. The DVOP Entered Employment Rate (EER) for disabled veterans was 59% against a negotiated measure of 57%. The DVOP disabled veteran Employment Retention Rate (ERR) was 79% against a negotiated measure of 76%. The LVER Recently Separated Veterans Entered Employment Rate (EER) was 69% against a negotiated measure of 66%, and the LVER Recently Separated Veteran Employment Retention Rate (ERR) was exceptionally successful at 97% against a negotiated measure of 77%. The District's combined Veteran Average Earnings (AE) for PY 2012 was \$18,756.25 against a negotiated measure of \$16,000.00.

Priority of Service. In PY 2012, the DOES Veterans Program Coordinator provided Priority of Service (POS) training to Career Center managers and non-veterans services staff to ensure compliance with U.S. Code Title 38. In addition, all District DVOP/LVER staff successfully completed the required training mandated by the US Department of Labor at the National Veterans Training Institute (NVTI). They continually reinforce POS requirements at the center level among newly assigned and seasoned staff.

Gold Card. A total of 895 Gold Card veterans were registered in the DCNetworks system in PY 2012. These veterans are entitled to up to six (6) months of case management services, career guidance, individual counseling, labor market information, job referrals, and referral to training and apprenticeship programs. Many self-registered and/or applied for Unemployment Insurance (UI) benefits. The Veterans Program Coordinator queries the DCNetworks system on a monthly basis to identify Gold Card veterans and sends a list to the DVOP/LVER staff to contact and offer AJC services.

Veterans Retraining Assistance Program. In PY 2012, the District approved 550 veterans for participation in the Veterans Retraining Assistance Program (VRAP). Of those, a total of 283 veterans enrolled in training for a high-demand occupation identified by the US Department of Veterans Affairs (VA). The VRAP program was established by Congress and signed into law by as part of the VOW to Hire Heroes Act of 2011.

VRAP offers up to 12 months of training assistance to unemployed veterans who:

- Are at least 35 but no more than 60 years old
- Are unemployed at the date of application
- Received an other than dishonorable discharge
- Are not be eligible for any other VA education benefit program (e.g., the Post-9/11 GI Bill, Montgomery GI Bill, Vocational Rehabilitation and Employment Assistance)
- Are not in receipt of VA compensation due to un-employability
- Are not enrolled in a federal or state job training program

Ancillary Services. District DVOP/LVER staff, in partnership with VA Vocational Rehabilitation & Employment (VR&E) staff, held a two- day job readiness workshop in PY 2012. There were 50 veterans, 17 employers, one training vendor, and one supportive service agency in attendance at this workshop. Day One consisted of guidance in the federal hiring process and interview techniques. On Day Two, veterans heard from employers from the federal government, private sector, contractors, and non-profit organizations who discussed their current hiring needs, application processes, training opportunities, and apprenticeship programs. At the conclusion of the workshop, the veterans interacted with the employers, submitted resumes, and were given instructions on next steps to be considered viable candidates for their respective organization(s).

H. WORK OPPORTUNITY TAX CREDIT

The Work Opportunity Tax Credit (WOTC) is a federal tax credit available to employers for hiring individuals from certain target groups who have consistently faced significant barriers to employment. In PY 2012, WOTC produced 1,294 certifications and 1,980 denials.

During the PY 2012, the District revised internal WOTC processes to ensure continuity and expedience. The office responded to requests, conducted follow-up, and issued decisions on a quarterly basis. Properly certified individuals potentially earn a tax credit of \$1,200 to \$9,600 for their employer. Near the midpoint of the program year, the WOTC acquired a new database to better assist with data management, quarterly reporting, and output of certification or denial decisions.

The WOTC was temporarily suspended from January 2012 to January 2013, due to federal reauthorization lapse. During the program hiatus, the District accepted and processed WOTC applications but could not make final decisions until the program received approval from the federal government. The only active target groups during the hiatus were new veterans groups enacted by the Vow to Hire Heroes Act of 2011. While in hiatus, most target groups remained inactive, including the following:

- Temporary Assistance for Needy Families (TANF) Recipients,
- Supplement Nutritional Assistance Program (SNAP) Recipients,
- Designated Community Residents,
- Vocational Rehabilitation Referrals,
- Supplemental Security Income Recipients,
- Summer Youth Employees, and
- Ex-felons.

On January 2013 approval was received via IRS Notice 2013-13 to reactivate the WOTC Program. Since that time, the District has received over 1,600 WOTC applications, an increase due in part to the agency's outreach efforts to the business community.

II. LOCAL PROGRAMS

1. GRANTS AND PARTNERSHIPS

Entrepreneurial Training Program. On October 1, 2012, DOES implemented a locally funded entrepreneurial training program for under-employed and unemployed District residents through four (4) community-based organizations. The overarching goals are to create jobs and promote economic growth in local communities. As of June 30, 2013, 195 individuals were enrolled and 136 completed the entrepreneurial training program. To support this program, DOES obligated nearly \$1.1 million and spent approximately \$507,000 by the end of PY 2012.

Health Care Workforce Development Initiative. DOES launched the local Health Care Workforce Development Initiative on October 20, 2012. The benefit of the initiative is two-fold: 1) to provide training to unemployed residents of high poverty areas in the city and 2) to produce workers to meet the region's demand for health care workers. DOES awarded grants to four (4) organizations to carry out the work readiness and occupational training components of the program. As of June 30, 2013, 116 individuals were enrolled in training for Medical Office Administration, Certified Medical Assistant, Certified Nursing Assistant, and Home Health Aide positions. DOES obligated nearly \$600,000 to support the initiative.

Employment Retention Services/Career Navigation Professional Development Grant. In November of 2012, DOES joined with Goodwill of Greater Washington to offer Employment Retention Services to workers who received intensive or training funded by DOES. The goals of the Career Navigation Professional Development grant are to increase the job retention rate of training graduates and identify and implement best practices in employment retention service. By the end of PY 2012, 21 individuals were enrolled in the retention program. In September 2013, the program was scheduled to add seven (7) Career Navigation Professional Development cohorts, including Resumes/Cover Letters; Interviewing Techniques and Comprehensive Job Searching Skills; Career Matching with Interests, Skills, and Work Preferences; Career Development Benefits of Starter Jobs; and Building a Career Network. The program is slated to serve up to 200 current customers who have already received services through the AJC network and are considered "job-ready." DOES obligated more than \$530,000, and spent over \$130,000 to support its activities through PY 2012.

DC Fire and Emergency Medical Services (FEMS)/ Emergency Medical Technician (EMT) Training. DOES continued a partnership with the FEMS department to provide emergency medical training to 100 eligible District residents. The course, which ran from August 2012 to December, 2012, followed National Education Standards (NES) curricula and met the requirements for students to take the National Registry EMT Certification Examination. Sixty-seven participants completed the 160 classroom hours required by the NES. As of February, 2013, 11 program graduates were employed with a private emergency services provider as Nationally Registered Emergency Medical Technicians. In May 2013, DOES and FEMS entered into a new cooperative agreement to provide EMT training to eligible District residents. On June 3, 2013, 108 participants received four (4) weeks of preparation consisting of CPR certification and a basic overview of relevant terms and concepts to ensure readiness for the EMT course, which began July 1, 2013. Both MOUs, which span Fiscal Years 2012 and 2013, were funded at \$880,000 each.

FEMS Firefighter Cadet Training. In December, 2012, DOES entered into an MOU with FEMS to provide comprehensive firefighter training, emergency medical technician instruction, certification, and workplace literacy to District residents who are U.S. citizens, ages 17 through 21. Individuals must also possess a high school diploma or GED, have a valid District driver's license or learner's permit at the time of application, and must have maintained a cumulative GPA of 2.0 throughout high school. Participants who successfully complete and graduate from the cadet program are offered permanent, full-time employment with FEMS as a Firefighter/EMT. Throughout Fiscal Years 2011 and 2012, 35 DOES customers successfully completed the cadet program and were subsequently hired by the FEMS department.

Metropolitan Police Department (MPD) Police Cadet MOU. An MOU between DOES and the MPD was established in December, 2012 to recruit and train eligible District residents for careers in law enforcement. The goal of the program is to ensure that there is a steady pool of candidates who meet the entrance requirements necessary to become recruit officers. Moreover, the program ensures that prospective members of MPD are drawn from the communities the department serves. In addition to receiving on-the-job training, police cadets must attend and satisfactorily complete a college-level program at the University of the District of Columbia Community College (UDC-CC). Upon completion of their studies, police cadets receive their Associate's degrees, which fulfill the educational requirement to enter the Recruit Officer Training Program. To support tuition and other training related costs for 16 cadets, DOES provided nearly \$68,000 to MPD via Intra-District transfer.

University of the District of Columbia Community College (UDC-CC) Adult Learning. DOES entered into an MOU with the UDC-CC in May, 2012 to help adult District residents achieve their employment goals. As part of this agreement, customers have enrolled in courses such as Microsoft Information Technology Academy, A++ Certification, HVAC installation, customer service, and administrative training. As of June 30, 2013, 225 individuals were enrolled in, and 159 completed, training programs under this MOU. DOES obligated approximately \$2.5 million and has spent more than \$540,000 to support UDC-CC Adult Learning activities in PY 2012.

2. MAYOR'S YOUTH LEADERSHIP INSTITUTE

The Mayor's Youth Leadership Institute (MYLI) is designed to train youths in the concepts of leadership, personal development, teamwork, civic engagement, and employability. Program elements include work readiness, life skills, communication, public speaking, conflict resolution, and team building. Achievements this past year included:

- Twenty-seven MYLI seniors graduated from high school, and 27 were accepted into postsecondary education programs.
- The MYLI arranged for youth leaders to participate in the American Councils for International Education, DC Center for Global Education and Leadership (CGEL).
- The MYLI prepared to send youths to an exchange program in Japan.

3. MICROSOFT DIGITAL ALLIANCE

The District formed a strategic alliance with Microsoft last year to increase technology access and computer-skills training for District residents. Since January 2012 to date, the program trained more than 405 residents. The Microsoft Digital Alliance also bolsters professional development for teachers and broadens access to science, technology, engineering, and math opportunities for students. In addition, Microsoft provided significant partner support and engagement to local Certified Business Enterprises.

The District initiated the Microsoft Digital Alliance initiative throughout the AJC system, which offers in-house training to customers interested in learning basic Microsoft Office computer skills. Classes are run for three (3) consecutive weeks with students receiving a certificate of completion once they have completed all of the program modules.

District-based companies received access to Microsoft product groups, technical training, sales-pipeline support, marketing strategy, and material development services. As part of the Digital Alliance, DOES provided training on basic technology tools to help participating residents develop digital skills required for many entry-level jobs. DOES AJCs will help identify candidates with gaps in digital literacy and work to close those gaps by exposing residents to digital basics through Microsoft's Digital Literacy Curriculum.

4. OFFICE OF APPRENTICESHIP, INFORMATION AND TRAINING

The Office of Apprenticeship, Information and Training (OAIT) is responsible for administering the District's state apprenticeship program, including recruiting and enrolling apprentice trainees, registering employers as apprenticeship sponsors, and providing oversight, technical assistance, and monitoring to ensure compliance with federal and state laws. The program offers a unique, flexible training system that combines job-related technical instruction with structured on-the-job learning experiences. Other specific responsibilities of the OAIT are to:

- Develop materials and conduct public awareness campaigns to encourage participation of job seekers employers, unions, and other organizations;
- Develop policies and plans to enhance opportunities for job seekers to participate in skilled training, both on-the-job and through related theory instruction;
- Provide technical assistance to employer apprenticeship programs;
- Coordinate the effective use of federal, state, and workforce development resources to create a clear training-to-employment corridor for DOES customers, and
- Engage in partnership activities with other state programs, educational institutions, and trade organizations.

Fiscal year 2013 continued to be an exciting period for the OAIT. Construction-related trades make up 90% of DOES' apprenticeship sponsors. The DC Apprenticeship Council approved 30 new programs in the construction trades. Currently, four (4) trades also have pre-apprenticeship programs: electrician, laborer, ironworker, and plumber.

At the time of publication, pre-apprenticeship classes were in progress and specific details related to apprenticeship placements were expected to be available upon class completion. Recruitment events are held regularly, and DOES continued to rigorously recruit potential applicants. Workforce projections related to the construction of the new DC United soccer stadium will allow OAIT to craft their recruiting efforts to specifically meet those demands.

5. ONE CITY • ONE HIRE

One City • One Hire (OCOH) is an employer-driven hiring initiative aimed at putting all unemployed District residents back to work. The program is based on the recognition that if every business in the Washington metropolitan area hired just one unemployed District resident, the boost to the regional economy would be felt almost immediately.

In PY 2012, OCOH was a significant contributor to the District's improved employment picture. Approximately 7,700 District residents were hired as a result of OCOH job placement activities since its launch in September 2011, and 900 employers have joined this exciting effort. Nearly 2,600 District residents were connected in PY 2012 and 224 employers were recruited during that same period. Other notable achievements of the program include:

- A feature in Bloomberg Business Week, March 2012
- Winner of the 2012 Harvard University Bright Ideas on Innovative Government Programs Award
- First Department of Labor state institution to launch a mobile application. (bit.ly/13R5hcT)

One City • One Hire's ancillary brand, Path2Work is designed as a series of pre-screening, training, and hiring events tailored for various and distinct District populations, such as youth, mature workers, and veterans. As a result of the Mayor's focus on job-creating economic development projects, the District's unemployment rate dropped from a high of 11.2 percent in September 2011 to 8.5 percent in June 2013.

In May 2013, DOES launched a One City • One Hire mobile phone application to allow job seekers and employers to sign up for the initiative through their smartphones. Future versions will include the ability for employers to send job descriptions directly to DOES and for DOES to send resumes to hiring employers.

6. PROJECT EMPOWERMENT

Project Empowerment is a local program that provides employment and training services to chronically unemployed and underemployed District residents with significant barriers to employment. The program provides critical work experience through subsidized employment, leading to future, unsubsidized positions. At the time of publication in FY 2013, Project Empowerment enrolled 722 participants and was on track to place 51% of those who successfully completed their subsidized placements into unsubsidized employment.

In FY 2013, the majority of customers were referred to Project Empowerment by the AJCs for intensive assistance. Most have poor work histories and lack the capacity to overcome the employment barriers such as low levels of education and literacy and inadequate occupational skills. Moreover, the majority of Project Empowerment participants were previously incarcerated and many others are homeless, which is another significant obstacle to employment.

Project Empowerment partners with the Court Services and Offender Supervision Agency (CSOSA) to provide case management, training, work experience, and job placement to residents under their jurisdiction. CSOSA supervises adult DC Code offenders, and the District is receiving an increasing number of returning citizens. This partnership expands DOES capacity to provide offenders the opportunity to receive needed education, vocational training, job placement support, and/or job retention support.

In an effort to strengthen customer skills and employment marketability, Project Empowerment provides structured basic computer training courses for all customers. Participants are also provided extensive Job Development services. Project Empowerment sponsored two (2) special cohorts, in partnership with the DC Superior Courts' Fathering Court, for fathers who have child support orders. This effort proved to be extremely successful and linked participants to valuable employment, training, and education opportunities.

In partnership with the D.C. Department of Transportation, Project Empowerment operated the DOES Pre-Apprenticeship Highway Construction Program. Each graduate received a nationally recognized credential (i.e., OSHA 30, Flagger certifications, Cardiopulmonary resuscitation (CPR) /First Aid, blue print reading, basic Spanish, construction math, and workplace safety.) Project Empowerment also has a partner with the Laborers Union Number 657. The participants attend a four-week pre-apprenticeship training that prepares graduates for the unions-registered apprenticeship program in the skill laborer trade and assists in their efforts to obtain unsubsidized employment.

7. SUMMER YOUTH EMPLOYMENT PROGRAM

The Summer Youth Employment Program (SYEP) 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. More than 15,000 District youth participated in the 2013 summer employment session through the SYEP. During the six-week program, young people earned a stipend while learning and developing the skills and work ethics necessary to succeed in the workplace. SYEP participants gain exposure to various exciting careers and interact with dynamic working professionals in both the private and public sector. This year's program included a partnership between DOES and the DC Public Schools and the DC Public Charter Schools to encourage truant youth to increase their school attendance by tying their attendance in school to their upcoming summer job. The campaign resulted in a 42% increase in school attendance for these formerly truant youth.

8. WORKFORCE INTERMEDIARY PILOT PROJECT

The WIC is responsible for administering the District's workforce intermediary pilot project, a \$1.6 million locally funded initiative that will bring together multiple stakeholders connected to two (2) target industries – hospitality and construction – to implement training and placement strategies that help employers in those key sectors fill immediate and long-term skill needs.

Throughout 2012 and early 2013, the WIC engaged with dozens of employers, training providers, and others to identify opportunities for targeted workforce investments in both sectors. Based on these findings, the WIC has initiated a series of grants that will support hospitality placement and training activities for more than 200 District residents annually, with services slated to begin by October 2013. The WIC expects to launch efforts in the construction sector by mid-2014.

SECTION C. ADDITIONAL INFORMATION AND ASSURANCES

ASSURANCE REGARDING UNIFORM REPORTING OF REQUIRED ELEMENTS

The District assures that all required elements reported in ETA Form 9091 and elsewhere in the PY 2012 annual report are reported uniformly so a state-by-state comparison can be made.

WAIVERS

1. Waiver of WIA Section 133(b)(4) to increase the allowable transfer amount between adult and dislocated worker funding streams allocated to a local area: This waiver provided the District with funding flexibility while ensuring consistency with Congressional intent regarding appropriated levels for WIA adult and dislocated worker programs.
2. Waiver of WIA Section 134(a) to permit local areas to use a portion of local funds for incumbent worker training: This waiver allowed the District to conduct incumbent worker training. However, the waiver was not exercised.
3. Waiver to permit the District to replace the performance measures at WIA Section 136(b) with the common measures: This waiver permitted the District to negotiate and report WIA outcomes against the common measures only, rather than the performance measures described at WIA Section 136(b).
4. Waiver of the provision at 20 CFR 663.530 that prescribes a time limit on the period of initial eligibility for training providers: This waiver allowed the District to postpone the determination of the eligibility of training providers and provided opportunity for training providers to re-enroll and be considered enrolled as initially eligible training providers. The District did not utilize this waiver in PY 2012, but will use the waiver to postpone certain provider reporting requirements under the new ETP policy that went into effect in October 2013.

ATTACHMENT – ETA FORM 9091

OMB Approval No.: 1205-0420

Expires: 02/28/2009

State Name: DC

Date Submitted: 09/30/13

WIA Title IB
Annual Report Form (ETA 9091)
Program Year 2012
 Revised for Common Measures

II. Table Section

Table B - Adult Program Results

Reported Information	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	72.0%	58.9%	485
			823
Employment Retention Rate	76.0%	77.9%	575
			738
Average Earnings	\$12,400	\$12,073.0	\$6,929,701
			574

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	50.6%	125	37.5%	18	30.3%	10	40.9%	45
		247		48		33		110
Employment Retention Rate	79.1%	129	78.6%	22	87.5%	7	81.0%	47
		163		28		8		58
Average Earnings	\$11,391	\$1,469,449	\$12,986	\$285,685	\$13,948	\$97,635	\$11,254	\$528,949
		129		22		7		47

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	52.2%	202	64.9%	283
		387		436
Employment Retention Rate	81.4%	263	75.2%	312
		323		415
Average Earnings	\$13,641	\$3,587,632	\$10,746	\$3,342,069
		263		311

Table E - Dislocated Worker Program Results

Reported Information	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	80.0%	64.7%	191
			295
Employment Retention Rate	85.0%	84.7%	221
			261
Average Earnings	\$19,000	\$15,010	\$3,317,137
			221

Table F - Outcomes for Dislocated Worker Special Populations

Reported Information	Veterans		Individuals With Disabilities		Older Individuals		Displaced Homemakers	
Entered Employment Rate	50.0%	7	66.7%	4	58.3%	28	0.0%	0
		14		6		48		1
Employment Retention Rate	71.4%	5	50.0%	1	81.3%	26	100.0%	1
		7		2		32		1
Average Earnings	\$14,516	\$72,581	\$14,281	\$14,281	\$13,692	\$355,992	\$14,960	\$14,960
		5		1		26		1

Table G- Other Outcome Information for the Dislocated Workers Program

Reported Information	Individuals Who Received Training Services		Individuals Who Received Only Core and Intensive Services	
Entered Employment Rate	64.9%	100	64.5%	91
		154		141
Employment Retention Rate	86.7%	78	83.6%	143
		90		171
Average Earnings	\$16,960	\$1,322,901	\$13,946	\$1,994,236
		78		143

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

Reported Information	Negotiated Performance Level	Actual Performance Level	
Placement in Employment or Education	60.0%	62.4%	166
			266
Attainment of Degree or Certificate	54.0%	31.1%	83
			267
Literacy or Numeracy Gains	50.0%	58.5%	120
			205

Table L - Other Reported Information

Reported Information	12 Month Employment Retention Rate		12 Month Earning Increase (Adults and Older Youth) or 12 Months Earning Replacement (Dislocated Workers)		Placement in Non-traditional Employment		Wages At Entry Into Employment For Those Individuals Who Entered Unsubsidized		Entry Into Unsubsidized Employment Related to the Training Received of Those Who Completed Training Services	
Adults	79.4%	577	\$4,726	\$3,421,577	1.6%	8	\$5,564	\$2,693,127	6.4%	13
		727		724		485		484		202
Dislocated Workers	84.3%	204	106.6%	\$3,099,012	1.6%	3	\$7,847	\$1,498,826	8.0%	8
		242		\$2,906,358		191		191		100

Table M - Participation Levels

Reported Information	Total Participants Served	Total Exiters
Total Adult Customers	5,504	6,442
Total Adult self-service only	4,354	5,546
WIA Adult	5,321	6,286
WIA Dislocated Worker	259	219
Total Youth (14-21)	390	258
Younger Youth (14-18)	179	108
Older Youth (19-21)	211	150
Out-of-School Youth	286	192
In-School Youth	104	66

Table N Cost of Program Activities

Program Activity			Total Federal Spending
Local Adults			\$1,349,690
Local Dislocated Workers			\$657,416
Local Youth			\$182,047
Rapid Response (up to 25%) WIA Section 134(a)(2)(B)			\$43,492
Statewide Required Activities (up to 15%) WIA Section 134(a)(2)(B)			\$60,297
Statewide Allowable Activities WIA Section 134(a)(3)	Program Activity Description		
Total of All Federal Funding Listed Above			\$2,292,942

Table O - Local Performance

Local Area Name District of Columbia	Total Participants Served	Adults	5,321	
		Dislocated Workers	259	
		Older Youth (19-21)	211	
		Younger Youth (14 - 18)	179	
ETA Assigned # 11005	Total Exiters	Adults	6,286	
		Dislocated Workers	219	
		Older Youth (19-21)	150	
		Younger Youth (14 - 18)	108	
Reported Information		Negotiated Performance Level	Actual Performance Level	
Entered Employment Rates	Adults	72.0%	58.9%	
	Dislocated Workers	80.0%	64.7%	
Retention Rates	Adults	76.0%	77.9%	
	Dislocated Workers	85.0%	84.7%	
Average Earnings	Adults	\$12,400	\$12,073	
	Dislocated Workers	\$19,000	\$15,010	
Placement in Employment or Education	Youth (14-21)	60.0%	62.0%	
Attainment of Degree or Certificate	Youth (14-21)	54.0%	31.0%	
Literacy or Numeracy Gains	Youth (14-21)	50.0%	59.0%	
Description of Other State Indicators of Performance (WIA Section 136(d)(1))		NA		
Overall Status of Local Performance		Not Met	Met	Exceeded
		2	4	3



THE DISTRICT OF COLUMBIA

"One City, One Government, One Voice"

VINCENT C. GRAY, MAYOR

DEPARTMENT OF EMPLOYMENT SERVICES

LISA MARÍA MALLORY, DIRECTOR

DC WORKFORCE INVESTMENT COUNCIL

MICHAEL N. HARRELD, CHAIR

