



DOES PROGRAM GUIDE

Fiscal Year 2018

GOVERNMENT OF THE DISTRICT OF COLUMBIA Department of Employment Services

The Department of Employment Services is an Equal Opportunity Employer/Provider.
Auxiliary aids and services are available upon request to persons with disabilities.



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LETTER FROM THE DIRECTOR

Dear Washingtonians:

Under the guidance of the Honorable Mayor Muriel Bowser, I have the pleasure of leading the DC Department of Employment Services (DOES). Our focus is ensuring that District resources are leveraged to ensure equitable opportunities and high-quality service is delivered to residents across all eight wards. Key activities within this broader effort revolve around job training and employment services. DOES has developed and implemented a diverse suite of services that prepares the District's workforce for the many growing opportunities available through our thriving economy. Our investments ensure that residents have access to occupational skills training, needed supportive services, job coaching, and mentorship. These investments are essential to supporting the developing needs of our region's economy.



This program guide was designed to clearly display FY18 programmatic offerings, providing the necessary insights for residents to pursue the next steps in preparing for career opportunities. It also serves as a key tool for businesses to understand the skills that District job seekers attain prior to joining their ranks. Innovative programs such as *Apprenticeship DC* and the DC Infrastructure Academy (DCIA) are coupled with long standing successful initiatives (e.g., Project Empowerment and the Marion Barry Summer Youth Employment Program) to ensure that our residents are being placed on the pathway to the middle class.

I am proud to have the opportunity to empower job seekers to move forward along their desired career paths and become entrenched contributors to the District's economy. DOES is proud to lead concerted efforts in support of world-class skills training and employment driven initiatives that will create a world-class workforce system. As such, I am honored to present our FY18 offerings.

In Service,

A stylized, handwritten signature in white ink, appearing to read 'Odie Donald II'.

Odie Donald II
Director



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ADULT WORKFORCE PROGRAMS

American Job Centers

The American Job Centers (AJCs) are the “DOES gateways” to workforce development programs and services. AJCs offer a myriad of resources to District residents, including but not limited to career counseling and planning, resume assistance, workshops, interviewing, job placement assistance, occupational skills and on-the-job training, assigned case manager to assess and develop employment plan and provision of information about local and national labor markets and unemployment compensation. Unemployment compensation benefits can be filed at the centers from 8:30am-4:00pm. There are a total of four (4) centers located throughout DC.



Program Duration/Capacity: Year-round / No participant limit

Funding Source/Amount: Federal / \$10,439,802.58

Point of Contact: Melanie Winfield, Deputy Director of Workforce Development

American Job Center Headquarters 4058 Minnesota Avenue, NE Washington, DC 20019	Monday - Thursday 8:30am - 4:40pm Friday 9:30am - 4:40pm Main: (202) 724-2337 TTY: (202) 546-8879
American Job Center Northeast CCDC - Bertie Backus Campus 5171 South Dakota Avenue, NE Washington, DC 20017	Monday - Thursday 8:30am - 4:40pm Friday 9:30am - 4:40pm Main: (202) 576-3092 TTY: (202) 576-3102
American Job Center Northwest Frank D. Reeves Municipal Center 2000 14th Street, NW 3rd Floor Washington, DC 20009	Monday - Thursday 8:30am - 4:40pm Friday 9:30am - 4:40pm Main: (202) 442-4577 TTY: (202) 481-3451
American Job Center Southeast 3720 Martin Luther King, Jr. Avenue, SE Washington, DC 20032	Monday - Thursday 8:30am - 4:40pm Friday 9:30am - 4:40pm Main: (202) 481-3920 TTY: (202) 481-3923

Workforce On Wheels (W.O.W.)

Workforce On Wheels (W.O.W.), launched in late 2015, is a team of mobile workforce specialists recruited to expand service delivery in the District’s most vulnerable areas in order to provide the workforce services of the American Job Centers (AJCs) in the community. These workforce specialists serve as an “on-the-ground” task force throughout the community – their services are available during scheduled times at satellite offices or as needed per request of partner agencies, community-based organizations, or DC residents. This flexibility enables the AJCs to connect more people in disenfranchised communities to DOES resources and services. In 2016, the W.O.W. team deployed a Mobile AJC, a full-service bus that houses AJC staff and a computer lab. W.O.W. has expanded its focus to better concentrate a minimum of half its resources on older youth.



Program Duration/Capacity: Year-round / No participant limit

Funding Source/Amount: Local & Federal / No individual budget

Point of Contact: Melanie Winfield, Deputy Director of Workforce Development

Reemployment Services & Eligibility Assessment (RESEA)

The Reemployment Services and Eligibility Assessment (RESEA) program addresses the individual reemployment needs of individuals receiving unemployment insurance compensation and works to detect and prevent improper unemployment insurance (UI) payments. RESEA participants are active job seekers and UCX (ex-service members) who are receiving UI benefits. Program services include enrollment in the states' Job Bank, one-on-one coaching for developing an individual reemployment plan that includes work search activities and assessment for UI benefit eligibility.

Program Duration/Capacity: Year-round / No participant limit

Funding Source/Amount: Federal / TBD

Point of Contact: Melanie Winfield, Deputy Director of Workforce Development



Learn, Earn, Advance, Prosper (LEAP) Academy



The LEAP Academy is a network of interconnected District partners working together to refer, train, support, and employ residents in District jobs. Through extensive coordination of efforts, DC government agencies, educational organizations, community partners, and employers leverage their resources to provide LEAP participants with paid on-the-job work experience at District agencies for up to one (1) year. Individuals in the program earn wages, accumulate work experience, and obtain stackable credentials toward an obtainable career pathway.

Program Duration/Capacity:

Year-round / 50 participants

Funding Source/Amount: Local / \$1,991,000,36

Point of Contact: Charles Jones
Deputy Director of State Initiatives

Occupational Skills Training/ITAs

Customers who demonstrate the need for occupational skills training can qualify for an Individual Training Account (ITA) to assist with training costs from an Eligible Training Provider approved by the Workforce Investment Council (WIC). ITAs for up to \$5,000 are provided for training in a variety of fields including IT, Home Health Aide, Phlebotomy, Paralegal, Child Development, Medical Assistant, EMT and other occupations that fall within an in-demand industry. The ITA represents a cornerstone of self-sufficiency established by the Workforce Innovation and Opportunity Act (WIOA).

For more information or to see if you are eligible, please call (202) 724-7000 or visit one of our American Job Centers.

DC Infrastructure Academy

In Quarter 1 of 2018, DOES is launching a District of Columbia Infrastructure Academy ("Infrastructure Academy"), a partnership between DC Government and public and private sector partners that will create a pipeline to in-demand infrastructure jobs for District residents. The Infrastructure Academy will be launched in Ward 8, the ward with historically the highest unemployment rate (14%) of the eight wards in the District of Columbia. As part of the Infrastructure Academy, DOES's vision is to implement IT infrastructure related programming, including utility, energy efficiency, automotive, transportation and logistics and other infrastructure related training in one location.

Program Duration/Capacity: Year-round / No participant limit

Funding Source/Amount: Private / TBD

Point of Contact: Melanie Winfield, Deputy Director of Workforce Development



Project Empowerment



Project Empowerment provides job readiness and life skills training, work experience, job search assistance and a variety of supportive services to District residents who face multiple barriers to employment. Participants attend an intensive three (3) week training course and, upon completion, have the opportunity to be placed in subsidized employment for up to six (6) months. Participants must be District residents between the ages of twenty-two (22) to fifty-four (54) who are unemployed and are not recipients of government assistance, such as TANF or unemployment benefits. In addition, participants must demonstrate a substantial need for intensive employment assistance by exhibiting at least three (3) of the six (6) barriers recognized by Project Empowerment.

Program Duration/Capacity: Year-round / 700 participants

Funding Source/Amount: Local / \$10,035,135.13

Point of Contact: Charles Jones, Deputy Director, Division of State Initiatives

Aspire to Entrepreneurship Program



The Aspire to Entrepreneurship Program was established to promote the pursuit of entrepreneurship among the District's returning citizen population. Aspire provides work readiness and entrepreneurship training, mentorship, financial management counseling, business development support, and financial backing to returning citizens who wish to pursue entrepreneurship as a means of reentry into the workforce. The various components of Aspire work in conjunction with the multitude of supportive services available through each partnering agency to provide a solid foundation for program participants to grow and thrive.

Program Duration/Capacity: TBD / TBD

Funding Source/Amount: Local / \$200,000.00

Point of Contact: Charles Jones, Deputy Director, Division of State Initiatives



DC Career Connections (DCCC)



DC Career Connections (DCCC) is a work readiness program designed to provide more than four hundred (400) out-of-school and unemployed young adults with opportunities to gain valuable work experience, skills training, and individualized coaching and support to obtain employment. An integral component of Mayor Muriel Bowser's Safer, Stronger, DC plan, DCCC actively seeks to engage District youth in targeted Police Service Areas (PSAs) across the city, including but not limited to Langston/Carver, Lincoln Heights, Benning Terrace, Woodland Terrace, and Congress Park. With the help of stakeholders throughout the District – business leaders, community leaders, and service providers – DCCC provides young adults ages twenty (20) to twenty-four (24) with the opportunity to earn and learn while receiving the support they need to be empowered and connected to rewarding career opportunities.

Program Duration/Capacity: Year-round / 400 participants

Funding Source/Amount: Local / \$4,492,000.00

Point of Contact: Charles Jones, Deputy Director, Division of State Initiatives



Senior Community Service Employment Program (SCSEP)



The Senior Community Service Employment Program (SCSEP) offers subsidized skills training and job placement assistance to disadvantaged residents ages fifty-five (55) and older. The program tailors recruitment, training, and employment strategies to help place seniors with host agencies for training and employment in growth industries. SCSEP aims to strengthen host agencies' responsibilities to provide sufficient skills training and professional development that will lead to employment; and to actively engage and coordinate with employers during the transition of participants into unsubsidized employment, as well as secure permanent unsubsidized employment. SCSEP also provides job-matching assistance to employers who are interested in hiring qualified, trained, mature workers and no-cost community service assistance to government or non-profit agencies that host SCSEP trainees.

Program Duration/Capacity: Year-round / 30 participants

Funding Source/Amount: Local and Federal / \$644,770.93

Point of Contact: Charles Jones, Deputy Director, Division of State Initiatives

BACK TO WORK 50+



BACK TO WORK 50+ promotes the full reintegration of talented job seekers, ages fifty (50) to sixty-four (64), into the workforce.

The program was created in partnership with the AARP

Foundation in an effort to enhance opportunities for mature job seekers by broadening access to critical employment resources and to connect senior job seekers from all Wards of the city with services supporting their reentry into the workforce.

Program Duration/Capacity: 4 weeks / 75 participants

Funding Source/Amount: Local / No individual budget

Point of Contact: Charles Jones, Deputy Director, Division of State Initiatives



DC Jail Work Readiness Program



The DC Jail Work Readiness program was launched in July 2015 as a collaborative effort between DOES and the Department of Corrections (DOC). This program provides six (6) weeks of intensive work-readiness and life skills training to District residents approaching release from incarceration, as well as post-release support and subsidized employment. The program aims to ease the personal, financial, and emotional stresses that returning citizens face upon release by bringing tailored services directly to them. A critical benefit of the program is that participants have the opportunity to start earning a wage almost immediately after being released, providing financial stability during a critical transitional period. The DC Jail Work Readiness Program is an optional program that is available to interested eligible residents of all ages who are incarcerated at the DC Jail Central Detention Facility.

Program Duration/Capacity: 6 weeks / Work in progress

Funding Source/Amount: Local / No individual budget

Point of Contact: Charles Jones, Deputy Director, Division of State Initiatives





BUSINESS SERVICES

The Office of Apprenticeship, Information and Training (OAIT)

Apprenticeships combine on-the-job learning with classroom instruction, teaching workers the practical and theoretical aspects of highly skilled occupations. Apprenticeship programs are sponsored by employers, labor groups and employer associations.

The Apprenticeship program provides oversight of the apprenticeship system in the District of Columbia. The Apprenticeship Program safeguards the well-being of apprentices, ensures the quality of programs, provides integrated employment and training information to sponsors, employers and trainers. Prospective employers work with the Apprenticeship program to develop on-the-job learning plans, related classroom instruction and operating procedures. Apprenticeship training programs are an extension of education and are available for out-of-school youth and adults. Currently, there are apprenticeship opportunities in construction, IT, automotive, barbering and cosmetology. The apprenticeship office is working to expand areas for apprenticeship to include hospitality, healthcare and security. .

Program Duration/Capacity: Year-round / No participant limit

Funding Source/Amount: Local / \$1,150,163.18

Point of Contact: Melanie Winfield, Deputy Director of Workforce Development

Job Bank

The DC Network Job Bank, is an online, computerized national labor exchange network that serves as a virtual recruiter and matches employers with job seekers. Any employer, local or national, can use the Job Bank to post job orders, review resumes and applications and search for candidates who fit their needs. The Business Services staff provides guidance, training, and technical assistance to employers who are seeking to post job openings, identify potential employees, research current and local job market data, and assess the effectiveness of hiring incentives.

Program Duration/Capacity: Year-round / No participant limit

Funding Source/Amount: Local / No individual budget

Point of Contact: Melanie Winfield, Deputy Director of Workforce Development

Rapid Response (RR)

The Rapid Response (RR) program responds to Worker Adjustment and Retraining Notifications (WARN) of layoffs and plant closings. The delivery of services is timed to occur before the workers are laid off. The RR unit works with employers and employee representatives to maximize public and private resource distribution in order to minimize disruptions associated with mass layoffs. RR services are tailored to meet the needs of the employer, with services delivered on-site while accommodating work schedules and assisting workers through transitions associated with job loss.

Program Duration/Capacity: Year-round / Participant limit varies due to federal budget

Funding Source/Amount: Federal / No individual budget

Point of Contact: Melanie Winfield, Deputy Director of Workforce Development

Trade Adjustment Act (TAA)

The Trade Adjustment Assistance (TAA) Program provides aid to U.S. workers who have experienced job loss as a result of foreign trade. Through federal funding, the TAA Program attempts to provide trade-affected workers with opportunities to obtain the skills, resources, and support needed to achieve reentry into the workforce. Program benefits and services to individual workers are administered by the states, while technical assistance and oversight is provided by the US Department of Labor Employment and Training Administration, Office of Trade Adjustment Assistance. The DOES TAA team intakes and processes the Trade Readjustment Assistance (TRA) application, provides reemployment services, provides information

for liable state determinations, and procures and funds the approved training, including subsistence and transportation assistance.

Program Duration/Capacity: Year-round / Participant limit varies due to federal budget

Funding Source/Amount: Federal / \$342,851.41

Point of Contact: Melanie Winfield, Deputy Director of Workforce Development



Foreign Labor Certification (FLC)

The Foreign Labor Certification (FLC) program process varies depending upon the program utilized by the employer. Information regarding the specific application process is available on the U.S. Department of Labor's (DOL's) website. Applications are filed and initiated by the employer, based on their individual needs.

The DOL works to ensure that the admission of foreign workers to work in the U.S. labor market will not adversely affect the job opportunities, wages, and working conditions of native-born workers.

Program Duration/Capacity: Year-round / Participant limit varies due to federal budget

Funding Source/Amount: Federal / \$54,103.74

Point of Contact: Melanie Winfield, Deputy Director of Workforce Development

Work Opportunity Tax Credit (WOTC)

The Work Opportunity Tax Credit (WOTC) is a federally-funded program that reduces the federal tax liability of private, for-profit employers that hire new employees from selected target groups. Individuals in these target groups have consistently struggled to gain employment. The program provides an opportunity for targeted workers to achieve self-sufficiency by receiving a steady income and resume federal and local tax payment. Credit amounts are based upon a percentage of wages paid to, and hours worked by, properly certified employees.

Program Duration/Capacity: Year-round / Participant limit varies due to federal budget

Funding Source/Amount: Federal / \$66,000.00

Point of Contact: Melanie Winfield, Deputy Director of Workforce Development

On-the-Job Training Program (OJT)

On-the-Job training (OJT) is a program in which employers have an opportunity to train, mentor and hire candidates who are not fully proficient in a particular skillset or job function. Through the OJT model candidates receive the hands-on training necessary to increase their skills, knowledge and capacity to perform the designated job function. OJT ensures unemployed and underemployed jobseekers have a chance to enter / re-enter the workforce through an "Earn While You Learn" model. This streamlined approach allows employers to be reimbursed up to 75% of an established wage rate in exchange for the training provided to participating candidates for up to six (6) months.

Program Duration/Capacity: Year-round / Employers & Participants limited by available funding

Funding Source/Amount: Local and Federal / \$1,000,000

Point of Contact: Melanie Winfield, Deputy Director of Workforce Development



OFFICE OF YOUTH PROGRAMS (OYP)



The Office of Youth Programs (OYP) develops and administers workforce development programs for District youth ages fourteen (14) to twenty-four (24). OYP provides occupational

skills training, work experience, academic enrichment, and life skills training to facilitate the development of work habits and skills that are essential for success in the workplace. The following programs are currently offered through the OYP:

Marion S. Barry Summer Youth Employment Program (MBSYEP)

The Marion S. Barry Summer Youth Employment Program (MBSYEP) is a locally funded initiative administered by DOES that provides District youth ages fourteen (14) to twenty-four (24) with enriching and constructive summer work experiences through subsidized placements in the private and government sectors. Through MBSYEP, DOES strives to provide young people with the opportunity to earn money and gain meaningful work experience, learn and develop the skills, attitudes, and commitment necessary to succeed in today's world of work, gain exposure to various exciting career industries, and interact with dynamic working professionals in a positive work environment.



Through MBSYEP, DOES strives to provide young people with the opportunity to:

- ★ Earn money and gain meaningful work experience;
- ★ Learn and develop the skills, attitudes, and commitment necessary to succeed in today's world of work;
- ★ Gain exposure to various exciting career industries; and
- ★ Interact with dynamic working professionals in a positive work environment.

Program Duration/Capacity:

6 weeks / 14,000+ participants

Funding Source/Amount: Local

/ \$18,549,444.34

Point of Contact: Unique

Morris-Hughes, Chief Strategy Officer, Office of Youth Programs



The Pathways for Young Adults Program (PYAP)

The Pathways for Young Adults Program (PYAP) is designed to assist out-of-school and unemployed District residents ages eighteen (18) to twenty-four (24) through combined occupational training, life skills development, and work readiness instructions to connect them back to the world of work successfully. The three (3) areas of occupational training include allied health, administrative services/technology, and basic IT.

Through PYAP, DOES strives to provide youth with the opportunity to:

- ★ Gain meaningful work experience through a paid internship;
- ★ Learn and develop skills, attitudes and commitment necessary to succeed in today's world of work while interacting with dynamic working professionals in a positive work environment; and
- ★ Receive occupational training necessary to gain a nationally recognized credential within the specialized field of interest.

Program Duration/Capacity: 6-7 months / 100-200 participants

Funding Source/Amount: Local & Federal / Budget embedded within Year-Round Youth

Point of Contact: Unique Morris-Hughes, Chief Strategy Officer, Office of Youth Programs



Youth Earn & Learn Program (YEALP)

The Youth Earn & Learn Program (YEALP) is offered to up to two hundred (200) District youth ages sixteen (16) to twenty-four (24) who are out-of-school, unemployed, and facing significant barriers to employment as defined by WIOA based on a two-tiered approach. YEALP participants are expected to achieve several outcomes that are measured by the U.S. Department of Labor (DOL). The outcomes include improving literacy and numeracy skills (if they are identified as basic skills deficient upon enrollment) as well as obtaining their secondary school credential or GED, an industry-recognized credential, and full-time, unsubsidized employment or enrolling in post-secondary education or advanced training upon program completion.

Program Duration/Capacity: Year-round / 200 participants

Funding Source/Amount: Local & Federal / Budget embedded within Year-Round Youth

Point of Contact: Unique Morris-Hughes, Chief Strategy Officer, Office of Youth Programs



Marion Barry Youth Leadership Institute (MBYLI)

The Marion Barry Youth Leadership Institute (MBYLI) was founded in 1979 as a year-round program to train District youth in the fields of leadership and self-development. The MBYLI training model emphasizes practical, hands-on experience and a holistic approach to developing leaders for the 21st century. Each year, one hundred and fifty (150) young people participate in the year-round program and three hundred and fifty (350) youth participate in the Summer Training Program.

Youth leaders are active in a variety of programs and special projects that allow them to demonstrate their acquired skills. These activities include:

- ★ MBYLI Youth Government – a replication of the District government;
- ★ Overnight residential training on local college campuses and local camp sites;
- ★ Serving as hosts to youth visiting the Nation's Capital from cities across the United States and from countries around the world;
- ★ Developing and publishing an MBYLI newsletter;
- ★ Hosting an annual public speaking competition for youth;
- ★ Hosting an annual Community Awards Banquet;
- ★ Performing community service work; and
- ★ Sponsoring issue forums with local government officials and prominent industry professionals.

Program Duration/Capacity: Year-round & summer programs / 150 participants for year-round & 350 participants for summer

Funding Source/Amount: Local / \$1,087,247.57

Point of Contact: Unique Morris-Hughes, Chief Strategy Officer, Office of Youth Programs



Seeds for Success Youth Program

The Seeds for Success program is a partnership involving the Maya Angelou Young Adult Learning Center (MAYALC), Department of Public Works (DPW), and DOES to expand workforce development offerings to include a landscaping employment training program. Seeds for Success is a pathway for young adults in the District of Columbia to continue their education while starting a career. The participants engage in a three (3) week paid training that offers a combination of academic instruction, employability and occupational training in landscaping, and the opportunity to participate in a paid internship with DPW.

Program Duration/Capacity: 3 weeks / 28 participants

Funding Source/Amount: Local / No individual budget

Point of Contact: Melanie Winfield, Deputy Director of Workforce Programs





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