



ONE CITY...ONE DOES

NEWSLETTER



The Internal Newsletter for the DC Department of Employment Services

DEPARTMENT OF EMPLOYMENT SERVICES

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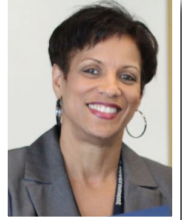
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Message from the Director

So much has happened since our last issue, and I continue to be impressed by all of the progress DOES is making as we strive to fulfill our mission of putting District residents back to work.



On May 16th, Mayor Gray joined DOES in recognizing outstanding One City • One Hire employer partners and celebrated OCOH's first milestone – the hiring of its 3,000th employee! Since its launch, over 3,200 District residents have been hired and over 690 employer partners have joined the initiative. I look forward to celebrating our next milestone of 5,000 hires!

Just a few weeks ago, DOES held a Path2Work event at the Convention Center targeting those District residents currently collecting Emergency Unemployment Compensation. Nearly 400 benefit recipients were presented with personalized reemployment and eligibility assessments and services, as well as the chance to meet and interview with employers.

In addition, the Office of Youth Programs (OYP) hosted its own Youth Path2Work at DOES Headquarters with the goal to help youth ages 18-24 find full-time employment. OYP conducted a series of pre-screening and information sessions along with interview and work readiness workshops.

Good news continued to roll in when the District's May unemployment rate dropped to a three-year low of 9.3%. Conversely, the unemployment rate's steady decline prompted the end of the federally funded Extended Benefits (EB) program. While I am pleased that unemployment in the District is decreasing, I know it means that thousands of people collecting EB will lose their lifelines. However, this news only pushes me to work harder, more creatively, and better effectively to find ways we can provide opportunities to help unemployed District residents, and I challenge each of you to do the same.

It is evident to me that our efforts at DOES are making a difference, and I welcome your feedback and suggestions of ways that DOES can better serve our constituents.

Sincerely,

Lisa Maria Mallory
Director

DOES UNVEILS PATH2WORK



A New Process to Help Lead the Unemployed to Jobs

This year has brought numerous changes to DOES including the Labor Standards Division moving from New York Avenue to new offices on Minnesota Avenue and a new café on the first floor of the headquarters building providing a variety of options for breakfast, lunch, and snacks. But the most important change that has occurred this year is how DOES helps put people back to work. It is called Path2Work.

The first Path2Work One City • One Hire Job Seeker's Symposium was held on April 14 at the Washington Convention Center and was attended by almost 1,300 unemployed District residents. The goal of the event was to motivate D.C. residents who have given up hope and try to connect them with employers who were hiring. In addition, the attendees heard motivational speaker Willie Jolley, Mayor Vincent C. Gray, and participated in workshops on Mastering DC Government's Ranking Factors; Tips and Techniques for Having a Successful Interview; and other topics.



"What made the Path2Work Symposium such a success is that the job seekers were evaluated at two pre-screening events at DOES before coming to the event and those who qualified for available job openings were interviewed by One City • One Hire employer partners," said Lisa María Mallory, DOES Director. "This is our new model that we will use going forward to help us match job seekers with employers. The days of job seekers coming to DOES events for random interviews are over."

Sixty-three unemployed District residents received job offers on-the spot at April's Path2Work. On June 9, DOES held its second Path2Work event at the Convention Center to provide individuals who receive Emergency Unemployment Compensation (EUC) information and assistance in completing necessary documentation required by the Department of Labor to continue receiving their benefits. Information on the One-Stop Career Centers, Project Empowerment, and other services provided by DOES was presented to the attendees. Some of the participants who were pre-screened were interviewed by employers. More Path2Work events are being planned, specifically for the Youth, Veterans, and other segments of the unemployed population.



ONE CITY ONE HIRE MILESTONE

DCOH Puts Over 3,000 D.C. Residents Back to Work



Mayor Vincent C. Gray announced that his One City • One Hire (OCOH) program has set a milestone by helping over 3,000 jobless District residents find work since the initiative was launched in September 2011. The Mayor made the announcement at a news conference held at PNC Bank's regional headquarters in downtown D.C.

The initiative, which is administered by the Department of Employment Services (DOES), is modeled after a similar program that was operated in Atlanta. The difference is that DOES has taken the lead in reaching out to businesses to participate as OCOH employer partners.

"When I took office, I promised to do all that I could to get District residents back to work, and connecting more than 3,000 previously unemployed people with jobs is an important step toward that goal," said Mayor Gray. "I want to commend the Department of Employment Services and our 600 plus One City • One Hire employer partners who have committed to work closely with the District government to help find sustainable employment for thousands of unemployed District residents."

To date, over 690 employers have signed-up and committed to hiring at least one unemployed D.C. resident. When the program was rolled-out last September, 15 businesses initially agreed to participate in the program. Now, employers representing small, mid-sized, and large businesses are signing-up to participate in OCOH in large part due to various incentives offered to the employers. DOES provides companies with tax credits, wage subsidies, and money for on-the-job training (OJT).

The DOES OJT program is funded with local dollars and is designed to assist businesses in providing training in occupations that meet the needs of the employer. The goal of the OJT program is to place participants in occupations that will enhance their prospects for long-term employment. Employers enter into an agreement with DOES to hire, train, and retain individuals after they have successfully completed the training program. Businesses will be reimbursed 90 percent of the new employee's wages while he/she is training, for up to 6 months.

Executives from PNC Bank, DC USA, and other One City • One Hire employer partners participated in the news conference. Michael Harreld, PNC Bank's Regional President, said, "One City • One Hire definitely has benefits."

"We were delighted to join the Mayor's initiative, and we have been pleased with our partnership and the screening process that helps us identify potential job candidates," added Harreld. "What we are about is hope. If we leave thousands behind, we still have miles to go before we sleep."

One City • One Hire is also part of a larger effort to upgrade the level of customer service at DOES and to offer a more customized approach for employers and job seekers.



EMPLOYEE INTERVIEW:

Tonya Sapp



It is hard to believe that someone in grade school knows what she wants to do when she becomes an adult. Many

young people talk about becoming a firefighter or pilot

when they are in elementary

school, but very few turn their dreams into reality. Tonya Sapp, the Department of Employment Services' General Counsel, is living her dream every day.

When she was 18 months old, her mother took her to the doctor because she was not walking but speaking in complete sentences. After explaining the dilemma and expressing her concerns, the doctor told Sapp's mother not to worry. Shortly after the visit to the doctor's office, she began to walk. Some would say talking in complete sentences before she was two years old gave Sapp an early start in her career.

As a fourth grade student at Emery Elementary School in Northeast D.C., Sapp said she knew what she wanted to be. She told her mother, who worked at the school, that she wanted to become a government lawyer one day. After graduating as the valedictorian in her class from Cardozo High School, Sapp began her journey.

She attended Georgetown University and graduated with a political science degree. After leaving Georgetown, Sapp earned her law degree from George Mason University's Law School in Fairfax, Virginia. With her law degree in hand, her first job as an attorney was with Fairfax County where she served as a prosecutor for eight years before accepting a position with the CNA Insurance Company for two years, specializing in workers compensation and other civil litigation matters.

Sapp, who has been working for the D.C. Government for 14 years, began her career with the Office of the Attorney General where she supported the Commission on Mental Health Services, the forerunner to the D.C. Department of Mental Health. She later was appointed the Deputy Attorney General of the Health and Human Services Division in the Office of the Attorney General.

In July 2011, Sapp was named General Counsel for the Department of Employment Services. As the General Counsel, she is responsible for providing legal counsel and advice to Director Mallory, senior management, and program staff on all matters that impact the agency. She drafts legislation and regulations, reviews Memoranda of Understanding (MOUs), policy statements, and any official documents released by the agency.

“Everybody needs to know their jobs are critical to our mission. We can't succeed unless everybody does their jobs.”

“We've all got to work as a team,” said Sapp. “Everybody needs to know their jobs are critical to our mission. We can't succeed unless everybody does their jobs. At DOES, you have to work together. I always tell the folks on my team – if you don't know something, ask and find out.”

Sapp's dream to become a government lawyer as a 4th grade student at Emery Elementary School has been fulfilled. She says the most rewarding part of her job at DOES is knowing each day that she is helping to make a difference in the lives of DOES employees and the agency's customers.

DOES SPEAKER SERIES

BALANCE is the Key to Life!



On April 24, Guest Speaker, Manifest Ra, a local Wellness Consultant and Motivational Speaker, addressed staff providing a useful formula to help "busy people" minimize stress, do more with less, and live their best life. The formula to begin the process toward balance:

- Mindfulness - Become more aware in the present moment
- Healthy Eating – Provide your body the proper fuel
- Proper Rest - Essential to rebound & cultivate energy
- Learn to Relax – Discover what helps you unwind

It is never too late to create balance and enjoy life's journey! Manifest Ra's book, *Life Balance for Busy People*, is coming out this fall.

One-Stop Career Centers to Become *American Job Centers*



Unemployed DC residents will soon be visiting American Job Centers. The six One-Stop Career Centers located across the city that have been serving the jobless will be rebranded American Job Centers. For over a decade, the One-Stop Career Centers have provided a variety of services to help job seekers find employment.

In recent weeks, the Employment and Training Administration in the Department of Labor issued a memorandum encouraging all states and local workforce investment areas to change the name of the One-Stops to the American Job Centers to provide a unifying name and brand that identifies virtual and in-person publicly-funded workforce development services as part of a single network.

President Obama has requested a streamlined re-employment system to help unemployed job seekers return to work. An important facet of the effort is to raise awareness of Federal resources available to the public by visually identifying these in-person and virtual employment resources under a single recognizable identity – the American Job Center network.

Signage, collateral materials, and other information will be changed to the American Job Center over the next few months.

Veterans Retraining Assistance Program (VRAP)



D.C. Veterans are First in the Nation to Apply for Veterans Retraining Assistance Program

DC Works! One-Stop Career Center in Southeast Helps Local Vets

Cheryl Blackburn and Julius Ware II were the first Veterans in the nation to apply for the Veterans Retraining Assistance Program (VRAP) at the DC Works! One-Stop Career Center on Martin Luther King Jr. Avenue. The program is a joint effort provided by the Department of Labor and the Department of Veterans Affairs. VRAP was developed to retrain 99,000 Veterans for high-demand jobs and offers 12 months of training assistance to unemployed Veterans.

Ms. Blackburn is an Army Veteran with experience in customer service and as a security contractor, but she is unemployed. Mr. Ware is also an Army Veteran and unemployed. He once operated his own electrical company and held a job in public works for a town in Maryland.

"I want to use the VRAP to earn a college degree in finance and use my talents to be a great help to an employer," said Blackburn. Blackburn is 51 and wants to further her education and become more marketable in this highly competitive job market.

Ware, 52, is a former Army Sergeant. He places a high priority on continuing his education and getting prepared for the future. "The Veterans Retraining Assistance Program will help me complete my formal education and give me skill sets to compete for new job opportunities," said Ware.

Blackburn and Ware were using services at the DC Works! Career Center in Southeast D.C. and were counseled by Linda Lee, the Local Veterans

Employment Representative (LVER) with the Department of Employment Services. Lee is an Army Veteran and understands what Veterans face in today's job market.

"Ms. Blackburn and Mr. Ware became the first Veterans nationwide to sign-up for VRAP because they knew how to prioritize their lives and seize an opportunity," said Lee. "I am confident that through the VRAP initiative, they will enhance their employability and be successful."

The VRAP program is limited to 45,000 participants nationwide from July 1, 2012, through September 30, 2012, and 54,000 participants from October 1, 2012, through March 31, 2014. Veterans participating in the program may receive up to 12 months of assistance equal to the monthly full-time payment rate under the GI Bill, which is currently \$1,473 per month.

"DOES is here to help all unemployed Veterans learn about VRAP, the Gold Card program, and other initiatives that will help lead them to permanent jobs," said Lee.



DOES IN THE NEWS



The Washington Times

D.C. will defend resident hiring law

<http://www.washingtontimes.com/news/2012/may/31/dc-will-defend-resident-hiring-law/>

Seniors Working and DOES SCSEP

More Seniors Working Past Retirement Age

http://ozarksfirst.com/fulltext?nxd_id=654452



dcist

DC Unemployment Rate Continues to Decline

dcist.com/2012/06/dc_unemployment_rate_continues_to_d.php

D.C. Scrambling to Help Unemployed Find Jobs

<http://www.nbcwashington.com/video/#!/blogs/first-read-dmv/D-C--Scrambling-to-Help-Unemployed-Find-Jobs/155826285>



D.C. Unemployment Program Reaches 3,000 Hires

http://wamu.org/news/12/05/16/dc_unemployment_program_reaches_3000_hires



Mayor Gray Press Briefing and 3,000th One City One Hire Participant and Employer Partners

http://www.youtube.com/watch?v=-KJ_B8s_rL4



District jobs program puts 3,000 residents to work

-The Washington Post

Mayor Vincent C. Gray announced that 3,000 District residents have now found jobs through the One City One Hire program, an aggressive effort to put 10,000 unemployed residents back to work in a year's time.

Gray (D) used his biweekly news conference to give an update on the program that launched in September 2011 and is modeled after a similar initiative in Atlanta.

The District Department of Employment Services program matches unemployed residents with jobs available, mostly in the private sector. The city lures employers with tax credits, wage subsidies and money for on-the-job training. When the program began last year, 15 businesses signed up. Gray said the city now has 655 employer participants.

Read more: http://www.washingtonpost.com/blogs/dc-wire/post/district-jobs-program-puts-3000-residents-to-work/2012/05/16/gIQAGZk9TU_blog.html

DEANWOOD CAFE OPENS AT DOES HEADQUARTERS



It's Breakfast, Lunch, and More at the New Deanwood Café

The Deanwood Café opened its doors on May 28th and has experienced a rapid growth in customers and popularity among DOES employees. With breakfast sandwiches and a lunch menu that includes soup; cole slaw; chicken salad; tuna salad; hamburgers; beef hot dogs; turkey burgers; and veggie burger sandwiches to name a few, the café has something for everyone. A salad bar will soon be offered with fresh vegetables and fruit. There is also a complete selection of various juices, sodas, ice tea, coffee, nuts, and cookies baked in the cafe every day for individuals with a sweet tooth. The item that seems to get rave reviews from everyone is the rotisserie chicken. We asked a few of our colleagues what they liked best about the new Deanwood Café.

Employee Testimonials:

"The ambiance of the café is very inviting and the cleanliness and customer service are outstanding. My favorite item is the chicken breast because it is well seasoned and you receive a generous portion for \$3.75."

- Delores Mason

"The food is fresh, and it is good to see local residents working there. It is clean and the staff is courteous."

-- Michael Watts

"Deanwood Café is convenient and provides great customer service. I love the variety, and I think they make the best milkshakes."

-- Patricia Ross

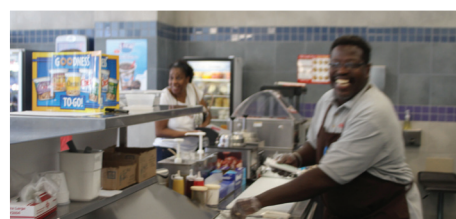
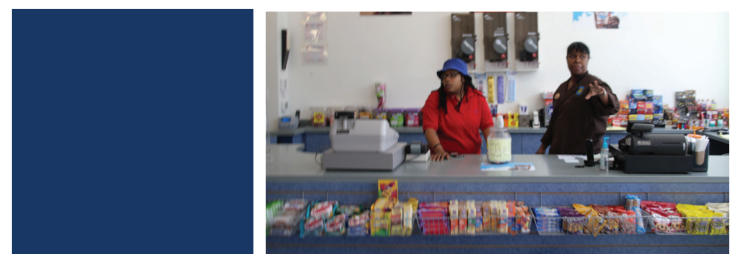
"I like the fact that the café is convenient and adjacent to the building. The customer service is very good, and the people are very nice."

- Larry Barnes

"That rotisserie chicken is delicious. It's very tasty, filling, and it's healthier than fried chicken. The customer service is pretty good."

-- Carolyn Harris

The Deanwood Café hours are from 6:30 a.m. to 6:30 p.m., Monday through Friday.



HUMAN RESOURCES CORNER

Employee Birthdays

Happy Birthday to all employees who have birthdays in *May and June!*

Employee Appreciation Program

Congratulations to the Employee of the Quarter (Q2):
Corey Rush, Office of Hearings and Adjudication

Job Openings

To view available **DC government positions**, please visit www.dchr.dc.gov.

To view available **federal government positions**, please visit www.usajobs.gov.

Tips for Answering Ranking Factors

To prepare responses to ranking factors:

- Read the vacancy announcement thoroughly.
- Review your resume.
- Add information relevant to each ranking factor.
- Link all of these different examples explicitly to the ranking factors.
- Write your ranking factors in the first person.
- Focus on any outcomes to which you directly contributed.
- Make sure your answers reflect your level of responsibility.
- Target each ranking factor answer to read between half a page and a page in length.
- Review your answers.

Give examples that show:

- **Initiative:** You saw a problem and resolved it.
- **Innovation:** You developed a new system; used software for a new purpose.
- **Leadership:** You mentored less experienced employees.
- **Complexity:** You experienced challenging times on the job.
- **Scope:** You were involved in a variety of work that covered many functional areas (e.g., personnel, budget, IT, etc.).
- **Teamwork:** You were part of a team activity whose members possessed different skills and abilities, shared a common purpose, and worked together to achieve clearly identifiable goals (remember when showing team activity to identify YOUR role in the team, not the role of the team).

Sample Ranking Factor Responses:

Skill in collecting, analyzing, and summarizing data using computer software. - In my current position, I have used the following software packages [list examples]. Using these software packages, I have been able to complete assignments such as [give examples that show what you completed, what you did, and what the outcome was]. I completed these assignments for [indicate who requested] and performed them as part of a project on [indicate if part of a larger project]. The final result of the actions I performed included [give examples] and supported others in the work environment by [give reasons]. Indicate whether you have any special skills, received any awards for what you did in your job, or have completed any training that you can relate directly to the ranking factor.

CONGRATS

*Norman Nixon &
Sinjoyla Townsend*



We would like to congratulate two of our own DOES employees for being recognized as Cafritz finalists. Congratulations to Norman Nixon in the Office of Youth Programs and Sinjoyla Townsend in the DC Works! One-Stop Career Center, SE.

(The Morris & Gwendolyn Cafritz Foundation Awards for Distinguished DC Government Employees recognizes individuals who exemplify the best in public service).

NEWSLETTER SURVEY

*Thank you for
your feedback!*

Thank you to all employees who completed the Employee Survey in our March/April Edition. We have incorporated a couple of the suggestions in this edition and will be including even more in our next edition. Thank you for your time!



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