

# (CF0) Department of Employment Services FY 2017 Draft Annual Performance Plan\*

Department of Employment Services has the following strategic objectives for FY 2017:

## Strategic Objectives

Strategic Objectives describe what the agency will do, at a high level, to achieve its Mission. These are action-based sentences that define what an agency does for its customers, whether the customers are residents or other District agencies, and how that improves the District.

Objective Number	Strategic Objective
1	Provide high quality training programs for adults and youth that are business driven and lead to an industry-recognized credential to improve employment outcomes for District residents.
2	Improve integration and coordination with District government agencies to reduce duplication of services, improve customer service, and increase employment and job retention for the District's most vulnerable residents; e.g., people experiencing homelessness, receiving TANF benefits, Returning Citizens, and those residing in Police Service Areas with high crime rates.
3	Improve the efficiency, integrity, and performance of unemployment compensation benefits and unemployment tax services provided to claimants and District employers.
4	Provide a more efficient and effective system to prevent workers from exposure to unsafe working environments and from falling beneath an unacceptable income level at times of unemployment due to injury or illness.
5	Improve employment or placement of District residents in government assisted projects, while enhancing the enforcement of said efforts via monitoring of existing First Source Agreements.
6	Create and maintain a highly efficient, transparent and responsive District government.**

## Activities

Activities include the work that happens on a daily basis to help achieve the Strategic Objectives. Activity names come from the Budget linen items. This is further divided into Daily Services, (ex. sanitation disposal), and long-term Key Projects that are high profile, one-time and span several years, (ex. redevelopment of Walter Reed Army Medical Center). Many agencies will mostly have Daily Services, whereas some agencies that are more capital-based will have several Key Projects.

Activity Header	Activity Title	Type of Activity
<b>1 - Provide high quality training programs for adults and youth that are business driven and lead to an industry-recognized credential to improve employment outcomes for District residents. (1 Activity)</b>		
Local Adult Training	Workforce Development Training Programs: connecting residents 18 years of age or older to Workforce Development Training Programs.	Daily Service

<b>2 - Improve integration and coordination with District government agencies to reduce duplication of services, improve customer service, and increase employment and job retention for the District's most vulnerable residents; e.g., people experiencing homelessness, receiving TANF benefits, Returning Citizens, and those residing in Police Service Areas with high crime rates. (2 Activities)</b>		
Local Adult Training	Workforce Development Training Programs: connecting residents 18 years of age or older to Workforce Development Training Programs.	Daily Service
One-Stop Operations	Job Centers: providing job seekers with a number of employment opportunities. Each center provides career counseling, resume assistance, job placement, vocational training, access to online services, information about local and national labor markets, and unemployment insurance.	Key Project
<b>3 - Improve the efficiency, integrity, and performance of unemployment compensation benefits and unemployment tax services provided to claimants and District employers. (1 Activity)</b>		
Benefits	Unemployment Benefits: providing temporary weekly benefits to workers who become unemployed due to no fault of their own.	Daily Service
<b>4 - Provide a more efficient and effective system to prevent workers from exposure to unsafe working environments and from falling beneath an unacceptable income level at times of unemployment due to injury or illness. (1 Activity)</b>		
OAH: Administrative Hearings Division	Hearings & Adjudication: Conducts formal administrative workers' compensation hearings for private and public sector employees and employers in the District.	Daily Service
<b>5 - Improve employment or placement of District residents in government assisted projects, while enhancing the enforcement of said efforts via monitoring of existing First Source Agreements. (2 Activities)</b>		
First Source	First Source Management, Monitoring, and Enforcement: managing and monitoring First Source Employment Agreements as well as handles all reporting regarding the agreements specified in the "First Source Employment Agreement Act"; e.g. the regular reports sent to the Council of the District of Columbia.	Daily Service
Employer Services	Business Services: Managing employer relationships, connecting them to the American Job Centers, and brokers products and services provided by DOES.	Key Project
<b>6 - Create and maintain a highly efficient, transparent and responsive District government. (2 Activities)</b>		
Local Adult Training	Workforce Development Training Programs: connecting residents 18 years of age or older to Workforce Development Training Programs.	Daily Service
Training and Employee Development	Staff Professional Development: providing opportunities for staff to enhance and develop skill-sets to improve efficiency and customer service.	Key Project

### Key Performance Indicators\*\*\*

Key Performance Indicators measure how well an agency is achieving its Strategic Objectives. They are outcome oriented and should be used to answer the question, "What does the agency need to measure to determine success?"

Measure	New Measure/ Benchmark Year	FY 2014 Actual	FY 2015 Actual	FY 2015 Target	FY 2016 Target	FY 2017 Target
<b>1 - Provide high quality training programs for adults and youth that are business driven and lead to an industry-recognized credential to improve employment outcomes for District residents. (10 Measures)</b>						
Percentage of adult participants completing adult workforce development training programs.		Not available	74%	Not available	75%	75%
Percent of adult participants employed after receiving intensive services and completing a training program.	X	Not available	Not available	Not available	Not available	62%
Percentage of youth employed after receiving intensive services and completing a training	X	Not available	Not available	Not available	Not available	35%
Percentage of residents with disabilities employed after receiving vocational rehabilitation.	X	Not available	Not available	Not available	Not available	45%
Percentage of residents who are hard-to-hire, unemployed for 12 months or more, employed after receiving intensive and/or core services.	X	Not available	Not available	Not available	Not available	62%
Median quarterly earnings of adult participants employed after receiving intensive services and completing a training program.	X	Not available	Not available	Not available	Not available	\$5,130
Median quarterly earnings of youth participants employed after receiving intensive services and completing a training	X	Not available	Not available	Not available	Not available	\$1,586
Median quarterly earnings of participants with disabilities employed after receiving intensive services and completing a training program.	X	Not available	Not available	Not available	Not available	\$4,685
Percent of adult participants who attain a credential after receiving intensive services and completing a training program.	X	Not available	Not available	Not available	Not available	54%

Percent of youth participants who attain a credential after receiving intensive services and completing a training program	X	Not available	Not available	Not available	Not available	33.6%
<b>2 - Improve integration and coordination with District government agencies to reduce duplication of services, improve customer service, and increase employment and job retention for the District's most vulnerable residents; e.g., people experiencing homelessness, receiving TANF benefits, Returning Citizens, and those residing in Police Service Areas with high crime rates. (1 Measure)</b>						
Time-frame to access training from registration in WIOA.	X	Not available	Not available	Not available	Not available	14
<b>3 - Improve the efficiency, integrity, and performance of unemployment compensation benefits and unemployment tax services provided to claimants and District employers. (2 Measures)</b>						
Percent of all first unemployment insurance payments made to eligible claimants within 14 days of the first compensable week-ending date.		67%	81.59%	87%	87%	87%
Percent of new unemployment insurance status determinations made within 90 days of the ending date of the first quarter of liability.		79.2%	75.98%	70%	70%	70%
<b>4 - Provide a more efficient and effective system to prevent workers from exposure to unsafe working environments and from falling beneath an unacceptable income level at times of unemployment due to injury or illness. (3 Measures)</b>						
Percent of back wages collected from employers on valid wage and hour complaints		100%	97%	97%	97%	97%
Percent of workers compensation formal hearings finalized within 120 working days.		77.9%	80%	80%	80%	80%
State ranking per premium rate to secure workers' compensation coverage in the District of Columbia.		Not available	51	51	51	51
<b>5 - Improve employment or placement of District residents in government assisted projects, while enhancing the enforcement of said efforts via monitoring of existing First Source Agreements. (2 Measures)</b>						
Percent of DC Residents filling new available positions.		27%	Not available	28%	30%	30%
Number of First Source Agreements executed.	X	Not available	Not available	Not available	Not available	100
<b>6 - Create and maintain a highly efficient, transparent and responsive District government. (9 Measures)</b>						

Contracts/Procurement- Expendable Budget spent on Certified Business Enterprises	X	Forthcoming October 2016				
Contracts/Procurement- Contracts lapsed into retroactive status	X	Forthcoming October 2016				
Budget- Local funds unspent	X	Forthcoming October 2016				
Budget- Federal Funds returned	X	Forthcoming October 2016				
Customer Service- Overall Customer Service Satisfaction	X	Not available	Not available	Not available	Not available	75
Human Resources- Vacancy Rate	X	Forthcoming October 2016				
Human Resources- Employee District residency	X	Forthcoming October 2016				
Human Resources- Employee Onboard Time	X	Forthcoming October 2016				
Performance Management- Employee Performance Plan Completion	X	Forthcoming October 2016				

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**Performance Plan End Notes:**

\*For more information about the new structure and components of FY 2017 draft performance plans, please see the FY 2017 Proposed Budget and Financial Plan, Volume 1, Appendix E

\*\*\*"Create and maintain a highly efficient, transparent and responsive District government" is a new Strategic Objective this year required for all agencies.

\*\*\*Key Performance Indicators that are new may not have historical data and may only have FY 2017 targets.