
Department of Employment Services

www.does.dc.gov

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Table CF0-1

Description	FY 2016	FY 2017	FY 2018	% Change
	Actual	Approved	Proposed	from FY 2017
OPERATING BUDGET	\$121,019,030	\$143,225,202	\$144,366,123	0.8
FTEs	583.8	612.0	682.1	11.5

The Department of Employment Services (DOES) puts people to work. DOES achieves its mission by providing the necessary tools for the District of Columbia workforce to become more competitive using tailored approaches to ensure that workers and employers are successfully paired. DOES also fosters and promotes the welfare of job seekers and wage earners by ensuring safe working conditions, advancing opportunities for employment, helping employers find qualified workers, and tracking labor market information and other national economic measurements impacting the District of Columbia.

Summary of Services

DOES, the District of Columbia's lead labor and workforce development agency, provides customers with a comprehensive menu of workforce development services funded through a combination of federal grants and Local appropriations. DOES delivers basic income support services to unemployed or underemployed persons who lost their jobs through no fault of their own through the Unemployment Insurance division. The Labor Standards division ensures a safe and healthy work environment for workers in the District, administers a program to provide benefits to qualified individuals with employment-related injuries or illnesses, administers the District's wage-and-hour laws, and provides hearing and adjudication services to settle workers' compensation disputes. DOES' Workforce Development division provides job seekers with workforce development and training programs and services to ensure employers have access to qualified job candidates. Finally, DOES provides District youth with job training, academic enrichment, leadership, and employment opportunities through its Year-Round employment program, the Mayor Marion S. Barry Summer Youth Employment Program, and the Mayor Marion S. Barry Youth Leadership Institute.

The agency's FY 2018 proposed budget is presented in the following tables:

FY 2018 Proposed Gross Funds Operating Budget and FTEs, by Revenue Type

Table CF0-2 contains the proposed FY 2018 budget by revenue type compared to the FY 2017 approved budget. It also provides FY 2016 actual data.

Table CF0-2

(dollars in thousands)

Appropriated Fund	Dollars in Thousands					Full-Time Equivalents				
	Actual FY 2016	Approved FY 2017	Proposed FY 2018	Change from FY 2017	Percentage Change*	Actual FY 2016	Approved FY 2017	Proposed FY 2018	Change from FY 2017	Percentage Change
GENERAL FUND										
LOCAL FUNDS	58,144	63,770	62,380	-1,390	-2.2	194.4	191.5	230.5	39.0	20.4
SPECIAL PURPOSE REVENUE FUNDS	34,459	44,105	44,705	600	1.4	164.4	212.6	198.2	-14.4	-6.8
TOTAL FOR GENERAL FUND	92,602	107,875	107,084	-790	-0.7	358.8	404.1	428.7	24.6	6.1
FEDERAL RESOURCES										
FEDERAL GRANT FUNDS	26,801	35,350	35,355	5	0.0	207.5	207.9	230.4	22.5	10.8
TOTAL FOR FEDERAL RESOURCES	26,801	35,350	35,355	5	0.0	207.5	207.9	230.4	22.5	10.8
PRIVATE FUNDS										
PRIVATE GRANT FUNDS	125	0	260	260	N/A	0.0	0.0	0.0	0.0	N/A
PRIVATE DONATIONS	0	1	0	-1	-100.0	0.0	0.0	0.0	0.0	N/A
TOTAL FOR PRIVATE FUNDS	125	1	260	259	25,900.1	0.0	0.0	0.0	0.0	N/A
INTRA-DISTRICT FUNDS										
INTRA-DISTRICT FUNDS	1,491	0	1,667	1,667	N/A	17.5	0.0	23.0	23.0	N/A
TOTAL FOR INTRA-DISTRICT FUNDS	1,491	0	1,667	1,667	N/A	17.5	0.0	23.0	23.0	N/A
GROSS FUNDS	121,019	143,225	144,366	1,141	0.8	583.8	612.0	682.1	70.1	11.5

*Percent change is based on whole dollars.

Note: If applicable, for a breakdown of each Grant (Federal and Private), Special Purpose Revenue type and Intra-District agreement, please refer to **Schedule 80 Agency Summary by Revenue Source** in the **FY 2018 Operating Appendices** located on the Office of the Chief Financial Officer's website.

FY 2018 Proposed Operating Budget, by Comptroller Source Group

Table CF0-3 contains the proposed FY 2018 budget at the Comptroller Source Group (object class) level compared to the FY 2017 approved budget. It also provides FY 2015 and FY 2016 actual expenditures.

Table CF0-3

(dollars in thousands)

Comptroller Source Group	Actual FY 2015	Actual FY 2016	Approved FY 2017	Proposed FY 2018	Change from FY 2017	Percentage Change*
11 - REGULAR PAY - CONTINUING FULL TIME	28,209	31,831	35,660	36,395	735	2.1
12 - REGULAR PAY - OTHER	9,020	10,660	10,385	13,071	2,685	25.9
13 - ADDITIONAL GROSS PAY	378	113	0	0	0	N/A
14 - FRINGE BENEFITS - CURRENT PERSONNEL	8,002	9,220	10,232	10,512	281	2.7
15 - OVERTIME PAY	164	156	0	0	0	N/A
SUBTOTAL PERSONAL SERVICES (PS)	45,773	51,980	56,277	59,978	3,701	6.6

Table CF0-3

(dollars in thousands)

Comptroller Source Group	Actual FY 2015	Actual FY 2016	Approved FY 2017	Proposed FY 2018	Change from FY 2017	Percentage Change*
20 - SUPPLIES AND MATERIALS	340	380	579	743	164	28.4
30 - ENERGY, COMMUNICATION AND BUILDING RENTALS	603	738	855	906	51	6.0
31 - TELEPHONE, TELEGRAPH, TELEGRAM, ETC.	870	1,157	889	1,423	534	60.0
32 - RENTALS - LAND AND STRUCTURES	615	650	720	958	238	33.1
34 - SECURITY SERVICES	1,014	978	800	1,333	533	66.6
35 - OCCUPANCY FIXED COSTS	1,173	1,220	1,527	895	-632	-41.4
40 - OTHER SERVICES AND CHARGES	13,807	20,680	19,732	18,649	-1,083	-5.5
41 - CONTRACTUAL SERVICES - OTHER	10,171	4,472	13,729	14,441	712	5.2
50 - SUBSIDIES AND TRANSFERS	38,074	37,457	46,907	43,933	-2,975	-6.3
70 - EQUIPMENT AND EQUIPMENT RENTAL	1,356	1,307	1,210	1,107	-103	-8.5
SUBTOTAL NONPERSONAL SERVICES (NPS)	68,023	69,039	86,948	84,388	-2,560	-2.9
GROSS FUNDS	113,796	121,019	143,225	144,366	1,141	0.8

*Percent change is based on whole dollars.

FY 2018 Proposed Operating Budget and FTEs, by Division/Program and Activity

Table CF0-4 contains the proposed FY 2018 budget by division/program and activity compared to the FY 2017 approved budget. It also provides FY 2016 actual data. For a more comprehensive explanation of divisions/programs and activities, please see the Division/Program Description section, which follows the table.

Table CF0-4

(dollars in thousands)

Division/Program and Activity	Dollars in Thousands				Full-Time Equivalents			
	Actual FY 2016	Approved FY 2017	Proposed FY 2018	Change from FY 2017	Actual FY 2016	Approved FY 2017	Proposed FY 2018	Change from FY 2017
(1000) AGENCY MANAGEMENT								
(1010) PERSONNEL	467	464	547	84	6.2	5.0	6.0	1.0
(1015) TRAINING AND EMPLOYEE DEVELOPMENT	426	428	488	60	4.3	1.0	3.0	2.0
(1017) LABOR MANAGEMENT PARTNERSHIPS	19	0	0	0	1.0	0.0	0.0	0.0
(1020) CONTRACTING AND PROCUREMENT	658	584	832	248	8.3	0.0	0.0	0.0
(1030) PROPERTY MANAGEMENT	688	720	597	-123	11.4	6.0	6.0	0.0
(1040) INFORMATION TECHNOLOGY	3,411	3,330	3,462	132	27.8	28.0	29.0	1.0
(1050) FINANCIAL MANAGEMENT	8	0	0	0	0.0	0.0	0.0	0.0
(1060) LEGAL	367	371	416	45	3.0	3.0	3.0	0.0
(1070) FLEET MANAGEMENT	671	647	672	25	1.0	6.0	6.0	0.0
(1080) COMMUNICATIONS	505	363	511	147	3.1	4.0	5.0	1.0
(1085) CUSTOMER SERVICE	283	383	367	-16	6.2	6.0	6.0	0.0
(1090) PERFORMANCE MANAGEMENT	2,005	2,163	1,672	-491	15.6	17.0	14.0	-3.0
SUBTOTAL (1000) AGENCY MANAGEMENT	9,508	9,453	9,563	111	88.1	76.0	78.0	2.0

Table CF0-4

(dollars in thousands)

Division/Program and Activity	Dollars in Thousands				Full-Time Equivalents			
	Actual FY 2016	Approved FY 2017	Proposed FY 2018	Change from FY 2017	Actual FY 2016	Approved FY 2017	Proposed FY 2018	Change from FY 2017
(100F) AGENCY FINANCIAL OPERATIONS								
(110F) BUDGET OPERATIONS	1,400	1,487	1,456	-31	11.6	11.0	11.0	0.0
(120F) ACCOUNTING OPERATIONS	1,235	1,380	1,405	25	11.2	12.0	12.0	0.0
SUBTOTAL (100F) AGENCY FINANCIAL OPERATIONS	2,635	2,867	2,861	-6	22.8	23.0	23.0	0.0
(2000) UNEMPLOYMENT INSURANCE								
(2100) TAX COLLECTIONS	10,487	11,429	10,293	-1,136	38.7	64.7	57.5	-7.2
(2200) BENEFITS	13,900	17,486	17,295	-191	78.0	91.0	98.0	7.0
(2400) BENEFIT PAYMENT CONTROL UNIT (BPC)	1,227	815	1,205	389	13.9	9.0	15.0	6.0
(2500) COMPLIANCE AND INDEPENDENT MONITORING	1,546	1,677	1,844	168	5.8	15.0	16.0	1.0
NO ACTIVITY ASSIGNED	1	0	0	0	0.0	0.0	0.0	0.0
SUBTOTAL (2000) UNEMPLOYMENT INSURANCE	27,161	31,407	30,637	-770	136.4	179.7	186.6	6.9
(3000) LABOR STANDARDS								
(3200) OFFICE OF WAGE HOUR	1,875	2,267	3,531	1,264	16.1	18.0	25.0	7.0
(3300) OFFICE OF OCCUPATIONAL SAFETY AND HEALTH	540	708	622	-86	5.1	6.0	6.0	0.0
(3400) OFFICE OF WORKERS' COMPENSATION	12,445	15,204	15,264	60	77.9	68.0	67.0	-1.0
(3500) OAH: ADMINISTRATIVE HEARINGS DIVISION	2,952	3,232	3,697	465	26.1	23.0	24.0	1.0
(3600) OAH: COMPENSATION REVIEW BOARD	1,381	1,725	1,655	-70	14.9	14.0	13.0	-1.0
SUBTOTAL (3000) LABOR STANDARDS	19,193	23,136	24,769	1,633	140.0	129.0	135.0	6.0
(4000) WORKFORCE DEVELOPMENT								
(4100) SENIOR SERVICES	585	584	645	61	1.9	2.2	2.2	0.0
(4200) PROGRAM PERFORMANCE MONITORING	920	1,205	890	-315	12.2	10.8	8.5	-2.3
(4250) LOCAL ADULT TRAINING	7,690	8,109	5,471	-2,639	4.3	12.1	13.5	1.4
(4300) OFFICE OF APPRENTICESHIP INFO. AND TRNG	774	838	1,150	312	6.0	6.0	6.0	0.0
(4400) TRANSITIONAL EMPLOYMENT	9,898	9,142	0	-9,142	22.2	22.0	0.0	-22.0
(4500) EMPLOYER SERVICES	2,528	2,876	2,703	-173	14.9	21.6	19.5	-2.2
(4510) FIRST SOURCE	1,038	1,153	1,251	98	9.2	9.0	9.0	0.0
(4530) VETERAN AFFAIRS	203	825	694	-131	5.0	7.4	6.1	-1.2
(4600) ONE-STOP OPERATIONS	8,000	13,057	10,468	-2,589	59.5	61.6	64.6	3.0
(4700) LABOR MARKET INFORMATION	976	1,013	1,040	27	8.4	8.6	8.1	-0.5
(4810) YEAR-ROUND YOUTH PROGRAM	10,966	13,587	11,148	-2,438	35.3	22.6	38.3	15.7
(4820) MARION BARRY SUMMER YOUTH EMPLOYMENT PGM	17,275	20,054	18,643	-1,411	10.7	11.1	24.4	13.3
(4830) MARION BARRY YOUTH LEADERSHIP INSTITUTE	914	1,274	1,078	-196	5.8	8.3	5.3	-3.0
(4900) STATE-WIDE ACTIVITIES	751	2,647	4,628	1,980	1.0	1.0	2.0	1.0
NO ACTIVITY ASSIGNED	4	0	0	0	0.0	0.0	0.0	0.0
SUBTOTAL (4000) WORKFORCE DEVELOPMENT	62,521	76,363	59,809	-16,554	196.4	204.3	207.5	3.2

Table CF0-4

(dollars in thousands)

Division/Program and Activity	Dollars in Thousands				Full-Time Equivalents			
	Actual FY 2016	Approved FY 2017	Proposed FY 2018	Change from FY 2017	Actual FY 2016	Approved FY 2017	Proposed FY 2018	Change from FY 2017
(5000) STATE INITIATIVES								
(5100) TRANSITIONAL EMPLOYMENT	0	0	10,244	10,244	0.0	0.0	38.0	38.0
(5200) DC CAREER CONNECTIONS	0	0	4,492	4,492	0.0	0.0	13.0	13.0
(5300) LEAP	0	0	1,991	1,991	0.0	0.0	1.0	1.0
SUBTOTAL (5000) STATE INITIATIVES	0	0	16,727	16,727	0.0	0.0	52.0	52.0
TOTAL PROPOSED								
OPERATING BUDGET	121,019	143,225	144,366	1,141	583.8	612.0	682.1	70.1

(Change is calculated by whole numbers and numbers may not add up due to rounding)

Note: For more detailed information regarding the proposed funding for the activities within this agency's programs, please see **Schedule 30-PBB Program Summary by Activity** in the **FY 2018 Operating Appendices** located on the Office of the Chief Financial Officer's website. "No Activity Assigned" indicates budget or actuals that are recorded at the division/program level.

Division Description

The Department of Employment Services operates through the following 6 divisions:

Unemployment Insurance (UI) – provides basic income replacement insurance to workers unemployed through no fault of their own, thereby contributing to the economic stability of the Washington, D.C. metropolitan area.

This division contains the following 4 activities:

- **Tax Collections** – collects quarterly taxes from for-profit local employers and reimbursement payments from local non-profit employers, which finance the payment of weekly benefits to workers unemployed without fault;
- **Benefits** – provides cash payments to customers who are unemployed through no fault of their own and are able, available, and actively seeking work;
- **Benefit Payment Control Unit (BPC)** – promotes and maintains integrity of the UI division through prevention, detection, investigation, prosecution, and recovery of UI overpayments made to claimants. BPC is also responsible for the investigation and determination of fraudulent and/or erroneous payment cases; and
- **Compliance and Independent Monitoring** – collects and analyzes necessary data to assess the validity of UI benefit payment activities, assesses the underlying causes of error in the UI benefit payment and collection of UI taxes, and recommends corrective action to the problems identified.

Labor Standards – provides worker protection and dispute resolution services for the workers and employers of the District so that disputes are resolved fairly and the safety of the workplace is ensured.

This division contains the following 5 activities:

- **Office of Wage Hour** – enforces the District's wage-hour laws through compliance audits for the benefit of private-sector employees so that they can be paid at least the minimum wage, required overtime, all earned and promised wages, living wage, required sick leave, and amounts required by other labor laws;

- **Office of Occupational Safety and Health** – provides on-site consultation services, investigations, training, and program assistance to private-sector employers so that they can identify and correct workplace hazards;
- **Office of Workers' Compensation** – processes claims and provides informal dispute resolution, insurance-coverage compliance monitoring, and related services to private-sector injured workers, employers, insurance carriers, and other stakeholders;
- **Administrative Hearings Division** – provides formal administrative hearings to employees, employers, and the District government so that rights and responsibilities are determined fairly, promptly, and in accordance with the workers' compensation acts; and
- **Compensation Review Board** – provides administrative review of case decisions (compensation orders) issued by the Administrative Hearings Division and/or the Office of Workers' Compensation.

Workforce Development – provides employment-related services for unemployed or underemployed persons so that they can achieve economic security and compete in the global economy.

This division contains the following 13 activities:

- **Senior Services** – provides subsidized employment placements to District residents who are both 55 years old or older and economically underprivileged so that they can develop or enhance their job skills and be placed in unsubsidized employment;
- **Program Performance Monitoring** – provides compliance, oversight, and technical assistance to training vendors, procurement staff, and departmental administrators;
- **Local Adult Training** – provides training programs that teach job skills that will facilitate the expansion of employment opportunities for District adult residents;
- **Office of Apprenticeship Information and Training** – provides apprenticeship promotional services and assistance to District residents and apprenticeship sponsors and administers the pre-apprenticeship program;
- **Employer Services** – provides technical assistance, recruitment, referral, placement, planning, and oversight services to area employers/businesses so that they can hire qualified individuals;
- **First Source** – establishes hiring requirement of District residents for jobs associated with government-assisted projects in order to combat the under-employment of District residents;
- **Veteran Affairs** – administers the two federal grants, Local Veteran's Employment Representative (LVER) and Disability Veterans Outreach Program (DVOP), which the agency receives from the Department of Labor (DOL). All services provided through these programs are directly for veterans;
- **One-Stop Operations** – provides comprehensive employment support, unemployment compensation, training services, and supportive services through a network of easily accessible locations;
- **Labor Market Information** – administers four Bureau of Labor Statistics programs and an Employment and Training Administration program under a Federal/State cooperative agreement;
- **Year-Round Youth Program** – provides year-round services to eligible youth, including subsidized employment, academic enrichment activities, and vocational training to prepare participants for the workforce;
- **Marion Barry Summer Youth Employment Program (SYEP)** – provides temporary, subsidized summer employment and academic/workforce enrichment activities to eligible District youth;
- **Marion Barry Youth Leadership Institute** – administers a four-level youth leadership training and development program emphasizing citizenship and leadership skills; and
- **State-Wide Activities** – includes Workforce Innovation and Opportunity Act statewide funding that is reserved for statewide activities including incentive grants, technical assistance, management information systems, evaluation, and "One-Stop" system building. In addition, permissible statewide activities include incumbent worker projects, authorized youth and adult activities, and additional system building. For additional information, please refer to the Workforce Innovation and Opportunity Act, Public Law 113-128, which was signed into law August 22, 2014.

Division of State Initiatives (DSI) - is comprised of locally funded signature programs highlighted by Project Empowerment, as well as DOES' suite of branded programming. DSI programs are aimed to provide comprehensive employment services to underserved adults that face multiple barriers to employment. Participants are empowered through relevant training, substantive work experiences, and a wide-range of supportive services. Through extensive collaboration with District agencies and the local business community, DSI seeks to generate positive, long-term employment outcomes through opportunity created by transitional employment.

This division contains the following 3 activities:

- **Transitional Employment “Project Empowerment”** - is a transitional employment program that provides job readiness training, work experience, and job search assistance to District residents who face multiple barriers to employment. Participants attend an intensive, three-week training course and upon completion have the opportunity to be placed in subsidized employment for up to six months. In addition to job readiness training, and job search assistance, Project Empowerment provides supportive services such as adult basic education, job coaching, and occupational skills training. The goal of Project Empowerment is for participants to secure permanent, unsubsidized employment;
- **DC Career Connections** - is a work readiness program designed to provide more than 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 Safe, Stronger DC Initiative, DC Career Connections actively seeks to engage District youth in targeted Police Service Areas (PSAs) across the District; and
- **Learn, Earn, Advance, Prosper (L.E.A.P.)** - is a network of interconnected partners utilizing the “earn-and-learn” approach that will link the city's unemployed residents with employment, education and training opportunities. The earn-and-learn approach applies the apprenticeship model to skill development, allowing individuals to earn a wage while participating in an on-the-job training experience and concurrently participating in related technical instruction. This framework allows individuals to earn wages and accumulate work experience, thus bolstering their ability to advance along a career pathway and into the middle class.

Agency Management – provides for administrative support and the required tools to achieve operational and programmatic results. This division is standard for all agencies using performance-based budgeting.

Agency Financial Operations – provides comprehensive and efficient financial management services to, and on behalf of, District agencies so that the financial integrity of the District of Columbia is maintained. This division is standard for all agencies using performance-based budgeting.

Division Structure Change

The proposed division structure changes are provided in the Agency Realignment appendix to the proposed budget, which is located at www.cfo.dc.gov on the Annual Operating Budget and Capital Plan page.

FY 2017 Approved Budget to FY 2018 Proposed Budget, by Revenue Type

Table CF0-5 itemizes the changes by revenue type between the FY 2017 approved budget and the FY 2018 proposed budget. For a more comprehensive explanation of changes, please see the FY 2018 Proposed Budget Changes section, which follows the table.

Table CF0-5

(dollars in thousands)

DESCRIPTION	DIVISION/PROGRAM	BUDGET	FTE
LOCAL FUNDS: FY 2017 Approved Budget and FTE		63,770	191.5
Other CSFL Adjustments	Multiple Programs	1,108	0.0
LOCAL FUNDS: FY 2018 Current Services Funding Level (CSFL) Budget		64,877	191.5
Create: To reallocate resources for agency restructure	State Initiatives	15,625	36.0
Decrease: To align Fixed Costs with proposed estimates	Multiple Programs	-890	0.0
Decrease: To align personal services and Fringe Benefits with projected costs	Multiple Programs	-1,591	-2.3
Decrease: To reallocate resources for agency restructure	Multiple Programs	-13,278	0.0
LOCAL FUNDS: FY 2018 Agency Budget Submission		64,743	225.2
Enhance: To enhance the enforcement and compliance of wage laws	Labor Standards	363	2.0
Transfer-In: From DOEE for transit benefit program enforcement	Labor Standards	34	0.0
LOCAL FUNDS: FY 2018 Mayor's Proposed Budget		65,140	227.2
Enhance: To support the Building Service Employees Minimum Work Week Act of 2016 and the Returning Citizens Portal of Entry program	Multiple Programs	440	4.0
Reduce: To reflect a reduction in nonpersonal services	Multiple Programs	-3,200	0.0
LOCAL FUNDS: FY 2018 District's Proposed Budget		62,380	231.2
FEDERAL GRANT FUNDS: FY 2017 Approved Budget and FTE		35,350	207.9
Increase: To support additional FTEs	Multiple Programs	1,579	22.5
Decrease: To align Fixed Costs with proposed estimates	Multiple Programs	-191	0.0
Decrease: To partially offset projected adjustments in personal services costs	Multiple Programs	-1,382	0.0
FEDERAL GRANT FUNDS: FY 2018 Agency Budget Submission		35,355	230.4
No Change		0	0.0
FEDERAL GRANT FUNDS: FY 2018 Mayor's Proposed Budget		35,355	230.4
No Change		0	0.0
FEDERAL GRANT FUNDS: FY 2018 District's Proposed Budget		35,355	230.4
PRIVATE GRANT FUNDS: FY 2017 Approved Budget and FTE		0	0.0
Increase: To align budget with projected revenues	Workforce Development	260	0.0
PRIVATE GRANT FUNDS: FY 2018 Agency Budget Submission		260	0.0
No Change		0	0.0
PRIVATE GRANT FUNDS: FY 2018 Mayor's Proposed Budget		260	0.0
No Change		0	0.0
PRIVATE GRANT FUNDS: FY 2018 District's Proposed Budget		260	0.0
PRIVATE DONATIONS: FY 2017 Approved Budget and FTE		1	0.0
Decrease: To align budget with projected grant awards	Workforce Development	-1	0.0
PRIVATE DONATIONS: FY 2018 Agency Budget Submission		0	0.0
No Change		0	0.0
PRIVATE DONATIONS: FY 2018 Mayor's Proposed Budget		0	0.0
No Change		0	0.0
PRIVATE DONATIONS: FY 2018 District's Proposed Budget		0	0.0
SPECIAL PURPOSE REVENUE FUNDS: FY 2017 Approved Budget and FTE		44,105	212.6
Create: To reallocate resources for agency restructure	State Initiatives	9	0.0
Increase: To align budget with projected revenues	Multiple Programs	1,146	0.0

Table CF0-5

(dollars in thousands)

DESCRIPTION	DIVISION/PROGRAM	BUDGET	FTE
Increase: To align Fixed Costs with proposed estimates	Multiple Programs	724	0.0
Decrease: To reallocate funding within agency (across fund types)	Multiple Programs	-1,280	-14.2
SPECIAL PURPOSE REVENUE FUNDS: FY 2018 Agency Budget Submission		44,705	198.5
No Change		0	0.0
SPECIAL PURPOSE REVENUE FUNDS: FY 2018 Mayor's Proposed Budget		44,705	198.5
No Change		0	0.0
SPECIAL PURPOSE REVENUE FUNDS: FY 2018 District's Proposed Budget		44,705	198.5
INTRA-DISTRICT FUNDS: FY 2017 Approved Budget and FTE		0	0.0
Create: To reallocate resources for agency restructure	State Initiatives	1,029	16.0
Increase: To align budget with projected revenues	Workforce Development	638	7.0
INTRA-DISTRICT FUNDS: FY 2018 Agency Budget Submission		1,667	23.0
No Change		0	0.0
INTRA-DISTRICT FUNDS: FY 2018 Mayor's Proposed Budget		1,667	23.0
No Change		0	0.0
INTRA-DISTRICT FUNDS: FY 2018 District's Proposed Budget		1,667	23.0
GROSS FOR CF0 - DEPARTMENT OF EMPLOYMENT SERVICES		144,366	683.1

(Change is calculated by whole numbers and numbers may not add up due to rounding)

FY 2018 Proposed Budget Changes

The Department of Employment Services' (DOES) proposed FY 2018 gross budget is \$144,366,123, which represents a less than 1.0 percent increase over its FY 2017 approved gross budget of \$143,225,202. The budget is comprised of \$62,379,641 in Local funds, \$35,354,888 in Federal Grant funds, \$260,001 in Private Grant funds, \$44,704,618 in Special Purpose Revenue funds, and \$1,666,975 in Intra-District funds.

Current Services Funding Level

The Current Services Funding Level (CSFL) is a Local funds ONLY representation of the true cost of operating District agencies, before consideration of policy decisions. The CSFL reflects changes from the FY 2017 approved budget across multiple divisions, and it estimates how much it would cost an agency to continue its current divisions and operations into the following fiscal year. The FY 2018 CSFL adjustments to the FY 2017 Local funds budget are described in table 5 of this agency's budget chapter. Please see the CSFL Development section within Volume 1: Executive Summary for more information regarding the methodology used and components that comprise the CSFL.

DOES' FY 2018 CSFL budget is \$64,877,473, which represents a \$1,107,775, or 1.7 percent, increase over the FY 2017 approved Local funds budget of \$63,769,697.

CSFL Assumptions

The FY 2018 CSFL calculated for DOES included adjustments that are not described in detail on table 5. These adjustments were made for a net decrease of \$22,441 in personal services to account for Fringe Benefit costs based on trend comparative analysis, and an increase of \$229,090 in nonpersonal services based on the Consumer Price Index factor of 2.5 percent. Additionally, an increase of \$901,126 was made for the Fixed Cost Inflation Factor to reflect estimates based on historical expenditures of Department of General Services' commodities, Telecommunications, and fleet services.

Agency Budget Submission

Create: In its FY 2018 proposed operating budget, DOES established a new division in its organizational structure. The Division of State Initiatives (DSI) will be responsible for providing comprehensive employment services to underserved adults that face multiple barriers in attaining employment. To accomplish these goals, the division will be supported by \$15,624,528 and 36.0 Full-Time Equivalent (FTE) positions in Local funds. Of these FTEs, 13.0 are new and 23.0 were Local-funded and reallocated from existing divisions.

DOES' budget proposal includes allocations of \$9,037 in Special Purpose Revenue (SPR) funds and the establishment of an Intra-District (ID) budget in the net amount of \$1,028,607 and 16.0 FTEs to support the DSI division. The ID budget is supported by a Memorandum of Understanding (MOU) with the Department of Human Services to support services for participants in the Transitional Employment and the Marion Barry Summer Youth Employment Program (MBSYEP); and an MOU with the Department of Health to support the Project Empowerment Home Visits program.

Increase: In Federal Grant funds, the budget proposal includes a net increase of \$1,578,756 and 22.5 FTEs due to a realignment of FTEs between Special Purpose Revenue and Federal Grant funds.

In FY 2018, DOES established a new Private Grant fund in the amount of \$260,001 entitled "Cities for Financial Empowerment." Revenues from this fund will be allocated to the Workforce Development division to support the MBSYEP.

In SPR funds, the budget proposal includes a net increase of \$1,145,705, primarily in the Unemployment Insurance division to align the budget with anticipated revenues collected under the Worker's Compensation Administrative fund, the Unemployment Insurance Interest and Penalties fund, and the Wage Theft Prevention fund. Additionally, the SPR budget proposal includes a net increase of \$724,396 primarily in the Unemployment Insurance division. This adjustment aligns the budget with Fixed Costs projections based on estimates from the Department of General Services (DGS) and the Office of the Chief Technology Officer (OCTO) for Energy, Telecommunications, Security, and Occupancy.

In the proposed budget for Intra-District funds, the Workforce Development division reflects a net increase of \$638,368 and 7.0 FTEs. These funds will be used to support services for participants in the MBSYEP and Year-Round programs.

Decrease: The proposed Local funds budget reflects a net decrease of \$889,873 across multiple divisions. This adjustment is due to Fixed Costs estimates from DGS and OCTO and reflects a net projected decrease in usage among Energy, Telecommunications, Security, and Occupancy. In addition, the proposed Local funds budget reflects personal services adjustments across multiple divisions. These adjustments reflect a projected net decrease of \$1,590,887 to align salary and Fringe Benefits costs, including the reallocation of 2.3 FTEs to the newly created DSI division. A net decrease of \$13,278,299 in Local funds across multiple divisions will not adversely affect the level of service provided to District citizens. This action shifts funding to the State Initiatives division and other areas will now be supported by Intra-District funds.

The proposed net decrease of \$191,157 across multiple divisions in Federal Grant funds was made to align the budget with Fixed Cost estimates from DGS and OCTO for Energy, Telecommunications, Rent, Security, and Occupancy; and a proposed net decrease of \$1,382,217 across multiple divisions was made to support projected increases in personal services and align the budget with projected grant awards.

In Private Donations, the proposed budget reflects a decrease of \$1,000 in the Workforce Development division to align the budget with anticipated donations.

In SPR funds, the proposal includes a net decrease of \$1,279,519 to align the personal services budget with anticipated expenditures, which includes the reallocation of 14.2 FTEs to Federal Grant funds.

Mayor's Proposed Budget

Enhance: In Local funds, DOES reflects a net increase of \$363,052 and 2.0 FTEs in the Labor Standards division. This funding will be used by the Office of Wage-Hour to support the Wage laws and Wage Theft Prevention Act.

Transfer-In: The proposed Local funds budget includes a transfer of \$34,000 to the Labor Standards division from the Department of Energy and Environment (DOEE). These funds will be used to support the enforcement of the transit benefit programs for District employers.

District's Proposed Budget

Enhance: DOES' proposed Local funds budget includes an increase of \$440,022 across multiple divisions. This adjustment includes a technical adjustment of \$375,022 allocated from the Non-Departmental Account to support 4.0 additional FTEs in accordance with the Building Service Employees Minimum Work Week Act of 2016, in the Labor Standards division, within the Office of Wage Hour activity; and \$65,000 to support the Returning Citizens Portal of Entry program that provides workforce development assistance for returning citizens in the State Initiatives division, within the Transitional Employment activity. The Returning Citizens Portal of Entry will serve as a one-stop shop for returning citizens to get connected to holistic supports and resources like housing, employment, and health care.

Reduce: DOES' proposed Local funds budget is decreased by \$3,200,374 across multiple divisions. The reduction is primarily within the Workforce Development division and includes reductions that reflect past lower levels of spending in several programs and activities, and a reduction to the Marion Barry Summer Youth Employment Program to reflect participation rates in last year's program.

Agency Performance Plan*

The Department of Employment Services (DOES) has the following strategic objectives for FY 2018:

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.

Objectives

1. Increase customer service and customer satisfaction by providing and delivering professional, helpful, high quality service and assistance before, during, and after the customer's requirements are met, including promptness, politeness, professionalism, and personalization.
2. Improve and increase the capabilities of DOES staff, enhancing professional development, through access to education and training opportunities in the workplace, through outside organizations and through watching others perform through best practices.
3. Increase and improve business engagement by: 1) discovering opportunities to create business value through capabilities, assets and investments; 2) launching and governing projects and programs that capitalize on those opportunities; and 3) ensuring that the potential business value from those opportunities is fully realized.
4. Create efficient service delivery by defining the content of our services, the roles and responsibilities of our customers and service providers, and setting service quality expectations, availability, and timeliness for our service delivery.
5. Improve unified and universal branding, creating, and sustaining a unique image for DOES services mainly through advertising campaigns with a consistent theme.
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 line 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 have more of their budget come from capital funding will have several key projects.

1. Increase customer service and customer satisfaction by providing and delivering professional, helpful, high quality service and assistance before, during, and after the customer's requirements are met, including promptness, politeness, professionalism, and personalization. (1 Activity)

Activity Title	Activity Description	Type of Activity
Workforce Development Training Programs	Connecting residents 18 years of age or older to Workforce Development Training Programs.	Daily Service

2. Improve and increase the capabilities of DOES staff, enhancing professional development, through access to education and training opportunities in the workplace, through outside organizations and through watching others perform through best practices. (2 Activities)

Activity Title	Activity Description	Type of Activity
Workforce Development Training Programs	Connecting residents 18 years of age or older to Workforce Development Training Programs.	Daily Service
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

3. Increase and improve business engagement by: 1) discovering opportunities to create business value through capabilities, assets and investments; 2) launching and governing projects and programs that capitalize on those opportunities; and 3) ensuring that the potential business value from those opportunities is fully realized. (1 Activity)

Activity Title	Activity Description	Type of Activity
Unemployment Benefits	Providing temporary weekly benefits to workers who become unemployed due to no fault of their own.	Daily Service

4. Create efficient service delivery by defining the content of our services, the roles and responsibilities of our customers and service providers, and setting service quality expectations, availability, and timeliness for our service delivery. (1 Activity)

Activity Title	Activity Description	Type of Activity
Hearings and Adjudication	Conducting formal administrative workers' compensation hearings for private and public sector employees and employers in the District of Columbia, so that rights and responsibilities are determined fairly, promptly, and according to due process.	Daily Service

5. Improve unified and universal branding, creating, and sustaining a unique image for DOES services mainly through advertising campaigns with a consistent theme. (2 Activities)

Activity Title	Activity Description	Type of Activity
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
Business Services	Managing employer relationships, connecting them to the American Job Centers, and brokers products and services provided by DOES. Encouraging local businesses to participate in District employment programs and to take advantage of the many free services that support their business needs; e.g., Office of Safety and Health consultations.	Key Project

6. Create and maintain a highly efficient, transparent, and responsive District government. (2 Activities)**

Activity Title	Activity Description	Type of Activity
Workforce Development Training Programs	Connecting residents 18 years of age or older to Workforce Development Training Programs.	Daily Service
Staff Professional Development	Providing opportunities for staff to enhance and develop skillsets 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?”

1. Increase customer service and customer satisfaction by providing and delivering professional, helpful, high quality service and assistance before, during, and after the customer's requirements are met, including promptness, politeness, professionalism, and personalization. (5 Measures)

Measure	New Measure/ Benchmark Year	FY 2015 Actual	FY 2016 Actual	FY 2016 Target	FY 2017 Target	FY 2018 Target
Median earnings of adult participants employed after receiving intensive services and completing a training program	No	Not Available	Not Available	Not Available	\$6,200	\$6,200
Percent of adult participants completing adult workforce development training programs	No	74%	Not Available	75%	75%	75%
Percent of adult participants employed after receiving intensive services and completing a training program	No	Not Available	Not Available	Not Available	62%	62%
Percent of residents who are hard-to-hire, unemployed for 12 months or more, and special populations such as residents with disabilities and returning citizens, employed after receiving intensive and/or core services	No	Not Available	Not Available	Not Available	62%	62%
Percent of youth participants who attain a credential after receiving intensive services and completing a training program	No	Not Available	Not Available	Not Available	50%	50%

2. Improve and increase the capabilities of DOES staff, enhancing professional development, through access to education and training opportunities in the workplace, through outside organizations and through watching others perform through best practices. (1 Measure)

Measure	New Measure/ Benchmark Year	FY 2015 Actual	FY 2016 Actual	FY 2016 Target	FY 2017 Target	FY 2018 Target
Average number of calendar days to access training from registration in Workforce Innovation and Opportunity Act (WIOA)	No	Not Available	Not Available	Not Available	14	14

3. Increase and improve business engagement by: 1) discovering opportunities to create business value through capabilities, assets and investments; 2) launching and governing projects and programs that capitalize on those opportunities; and 3) ensuring that the potential business value from those opportunities is fully realized. (2 Measures)

Measure	New Measure/ Benchmark Year	FY 2015 Actual	FY 2016 Actual	FY 2016 Target	FY 2017 Target	FY 2018 Target
Percent of all first unemployment insurance payments made to eligible claimants within 14 days of the first compensable week-ending date	No	81.6%	82.3%	87%	84%	84%

(Continued on next page)

3. Increase and improve business engagement by: 1) discovering opportunities to create business value through capabilities, assets and investments; 2) launching and governing projects and programs that capitalize on those opportunities; and 3) ensuring that the potential business value from those opportunities is fully realized. (2 Measures)

Measure	New Measure/ Benchmark Year	FY 2015 Actual	FY 2016 Actual	FY 2016 Target	FY 2017 Target	FY 2018 Target
Percent of new unemployment insurance status determinations made within 90 days of the ending date of the first quarter of liability	No	76%	73.5%	70%	70%	70%

4. Create efficient service delivery by defining the content of our services, the roles and responsibilities of our customers and service providers, and setting service quality expectations, availability, and timeliness for our service delivery. (3 Measures)

Measure	New Measure/ Benchmark Year	FY 2015 Actual	FY 2016 Actual	FY 2016 Target	FY 2017 Target	FY 2018 Target
Percent of back wages collected from employers on valid wage and hour complaints	No	97%	94.6%	97%	97%	97%
Percent of workers compensation formal hearings finalized within 120 working days	No	80%	66%	80%	80%	80%
State ranking per premium rate to secure workers' compensation coverage in the District of Columbia	No	51	42	51	51	51

5. Create and maintain a highly efficient, transparent, and responsive District government. (9 Measures)**

Measure	New Measure/ Benchmark Year	FY 2015 Actual	FY 2016 Actual	FY 2016 Target	FY 2017 Target	FY 2018 Target
Budget- Federal funds returned	No	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017
Budget- Local funds unspent	No	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017
Contracts/Procurement- Contracts lapsed into retroactive status	No	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017
Contracts/Procurement- Expendable Budget spent on Certified Business Enterprises	No	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017
Customer Service-Overall Customer Service Satisfaction	No	Not Available	Not Available	Not Available	75	75
Human Resources- Employee District residency	No	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017
Human Resources- Employee On-board Time	No	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017
Human Resources- Vacancy Rate	No	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017
Performance Management- Employee Performance Plan Completion	No	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017

WORKLOAD MEASURES

Workload Measures, also called inputs or outputs, quantify an activity, effort or process that is necessary to make progress towards the Strategic Objectives. They help answer the question; “How much are we doing?”

1. Workforce Development Training Programs: connecting residents 18 years of age or older to Workforce Development Training Programs.

Measure	New Measure/ Benchmark Year	FY 2014 Actual	FY 2015 Actual	FY 2016 Actual
Number of trainees entering workforce development programs	Yes	Not Available	Not Available	New Measure

2. 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.

Measure	New Measure/ Benchmark Year	FY 2014 Actual	FY 2015 Actual	FY 2016 Actual
Number of customers visiting American Job Centers (AJCs)	No	20,234	26,900	28,875

3. Unemployment Benefits: providing temporary weekly benefits to workers who become unemployed due to no fault of their own.

Measure	New Measure/ Benchmark Year	FY 2014 Actual	FY 2015 Actual	FY 2016 Actual
Average number of issues cleared and/or resolved by Benefits Claims Examiners	Yes	Not Available	Not Available	New Measure
Number of calls to the call center (Customer Navigation Center) regarding unemployment insurance benefits	No	Not Available	Not Available	Not Available

4. 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.

Measure	New Measure/ Benchmark Year	FY 2014 Actual	FY 2015 Actual	FY 2016 Actual
Average number of First Source Agreements executed	Yes	Not Available	Not Available	New Measure

Performance Plan Endnotes

*For more information about the structure and components of FY 2018 draft performance plans, please see the FY 2018 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 required for all agencies.

***Key Performance Indicators that are new may not have historical data and may only have FY 2018 targets.