



Mayor Muriel Bowser
City Administrator Rashad M. Young



District of Columbia

ICH Executive Committee



January 09, 2018

Meeting Agenda



- I. **Welcome and Introductions**
- II. **Intersection of Employment Services and Homeless Services**
- III. **ICH Governance**
- IV. **Announcements:**
 - a) **Point in Time (PIT)**
 - b) **Homeward DC Progress Update**
 - c) **Other?**
- V. **Summary & Adjournment**

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Employment Services & Homeless Services

Presented to
Interagency Council on Homelessness
Full Council Meeting

ODIE DONALD II, DIRECTOR

DEPARTMENT OF EMPLOYMENT SERVICES | DECEMBER, 2017

Agenda

1

THE DISTRICT'S
WORKFORCE
DEVELOPMENT
ECOSYSTEM

2

LOCAL
LABOR
MARKET
INFORMATION

3

MEETING
LOCAL
EMPLOYMENT
&
JOB TRAINING
NEEDS

4

STRATEGICALLY
SERVING
INDIVIDUALS
EXPERIENCING
HOMELESSNESS

5

DOES
INTEGRATION
WITH
DEPARTMENT
OF HUMAN
SERVICES

6

QUESTIONS
&
ANSWERS

DC Workforce System

- The DC Workforce Investment Council (WIC) is the District's state workforce board, which provides strategic vision for the public workforce system.
- The WIC Board is comprised of a business majority, government officials, organized labor, community based organizations, and organizations with workforce development experience.
- DC is unique in that it is the only of the 9 single-area states that is also a single municipality.
- Under Mayor Muriel Bowser the District's workforce system has: served 100,000+ residents; provided 300,000+ services; increased services and trainings by 30%; and reinvested over \$831 million into the economy through employee wages.



Honorable Mayor Muriel Bowser,
Washington, DC

The District Workforce Development Ecosystem

The WIC
is the State
Workforce Board
in Washington,
DC

**Department
of
Employment
Services**

**DC Department of Energy
and Environment**

**DC Public
Library**

**University of
the District of
Columbia -
Community
College**

**University
of the
District of
Columbia**

**DC Office
on Aging**

**Department
of Health**

**Department
on
Disability
Services**

**Department
of Human
Services**

**The Office of
the State
Superintendent
of Education**

**Department of
Youth and
Rehabilitation
Services**

**Mayor's Office
on Latino Affairs**

American Job Centers

The Department of Employment Services American Job Centers, or One-Stops, provide job seekers with career counseling, resume assistance, job placement, vocational training, access to online services, digital/tech workshops, information about local and national labor markets, assistance enrolling in unemployment insurance, and much more.

The AJCs also administer training through vendors approved by the D.C. Workforce Investment Council. Training options include:

- CompTIA A+ & Security +
- Home Health Aide
- Phlebotomy Technician
- Paralegal Certification Program
- Child Development Associate Professional Preparation Program
- Medical Assistant
- EMT Basic, Intermediate, and Paramedic Program

The AJCs also refer eligible and interested job seekers to partner services or workforce development programs, including:

- OSSE Reengagement Center
- TANF or SNAP Enrollment
- Department of Disability Services
- Project Empowerment
- Pathways for Young Adults
- DC Career Connections
- Apprenticeships
- Senior Programs - SCSEP & Back to Work 50+ at DC DOES

AJC Locations

Northwest

Frank D. Reeves Center
2000 14th Street, NW
3rd Floor
Washington, DC 20009

Phone: (202) 442-4577

Northeast

UDC - Community College
Bertie Backus Campus
5171 South Dakota Ave, NE
Washington, DC 20017

Phone: (202) 576-3092

Southeast

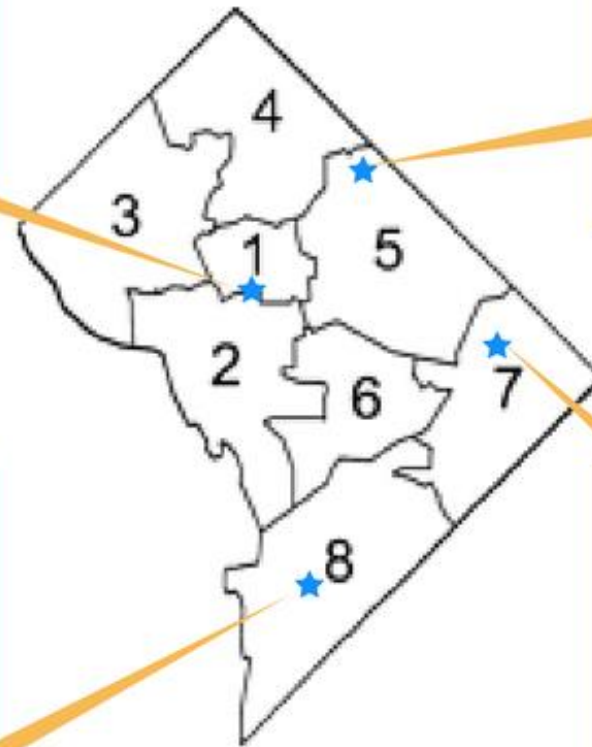
3720 MLK Jr. Ave., SE
Washington, DC 20032

Phone: (202) 741-7747

Headquarters

DOES Headquarters
4058 Minnesota Ave., NE
Washington, DC 20019

Phone: (202) 724-2337



Continuous Improvement

Customer Journey Solutions



American Job Center Renovations



Workforce Wednesdays



CUSTOMER SERVICE

BILL OF RIGHTS

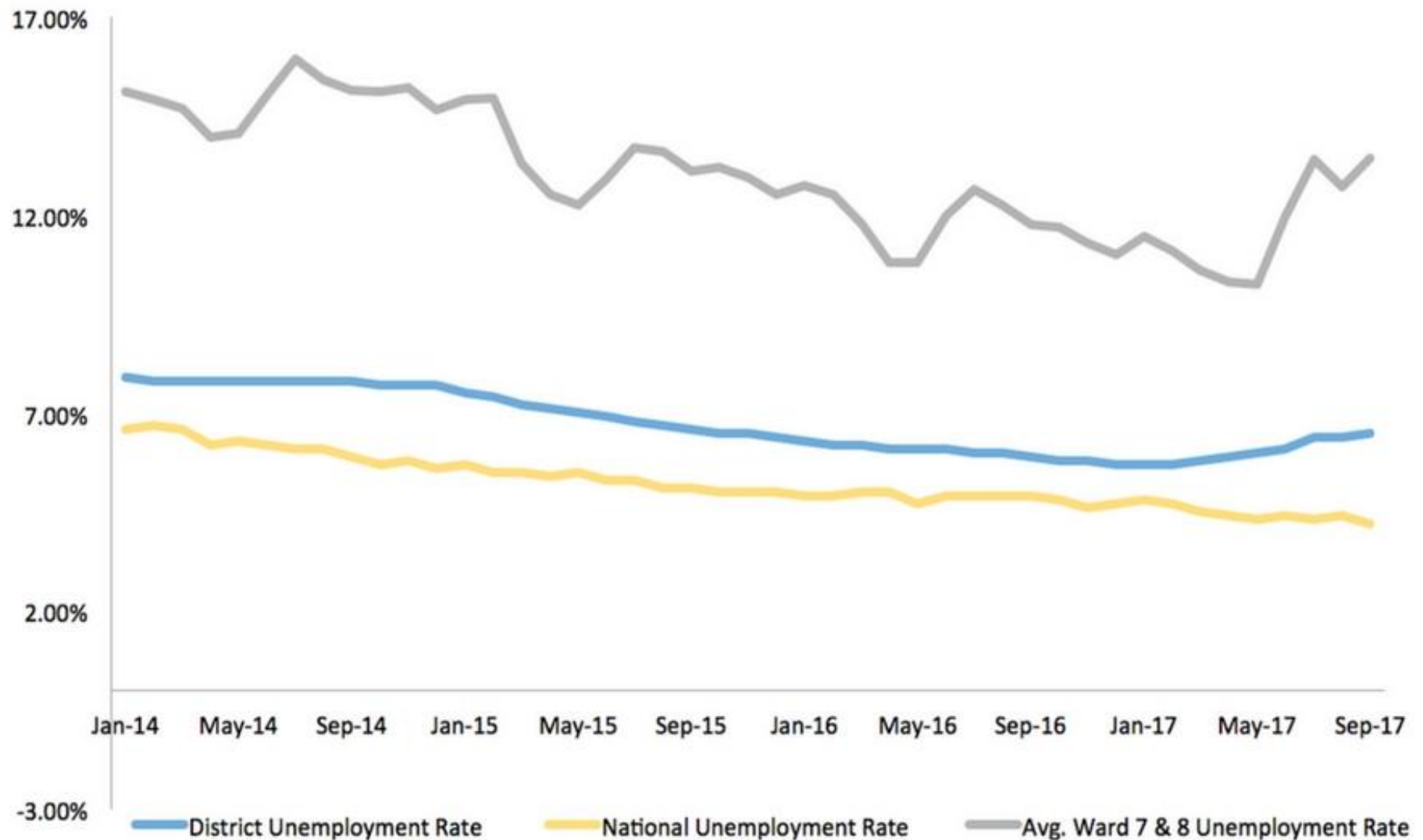
- I. **THE RIGHT TO PROFESSIONAL TREATMENT**
Our Customers have the right to receive prompt, courteous, and respectful service
- II. **THE RIGHT TO KNOW WHO IS ASSISTING YOU**
Our Customers have the right to know the name of the DOES employees

Customer Bill of Rights

Labor Market Indicators

Since January 2015 we have seen real improvement:

- Unemployment rate in DC decreased by 12%
- Unemployment rate in Ward 7 and Ward 8 decreased by 7.8% and 6.8% respectively
- Total number of DC residents that are employed increased by 19,000
- Total number of jobs in DC increased by 42,000
- Initial monthly unemployment insurance benefits claimants decreased by 7.6%
- Total number of unemployed DC residents decreased by 2,000 people
- The average weekly median duration of unemployment for Black and African American residents decreased by almost 20 weeks



- DC Department of Employment Services, Office of Labor Market Information & Department of Labor National Bureau of Labor Statistics

However, we still have work ahead of us to get more DC residents on a pathway to the middle class.

DC's HOT 50 Jobs

- Since January of 2015, Professional and Business Services has had the highest employment increase by industry, with 12,500 new jobs
- The highest in-demand occupation is Computer Occupations - All Other, with an average of 1,684 vacancies each month
- The highest in-demand occupation requiring less than a bachelor's degree is Computer User Support Specialists, with an average of 923 vacancies each month

LINK: <https://does.dc.gov/page/washington-dcs-hot-50-jobs>

Visit the DOES website for more hot job projections by education level



The graphic features a stylized map of Washington, DC, with three stars above it. The text reads: "WASHINGTON, DC's HOT 50" in large orange letters, followed by "TOMORROW'S HIGH - DEMAND • HIGH - WAGE CAREERS" in smaller orange letters. Below this is "JOB OUTLOOK THROUGH 2024" in large black letters. At the bottom, there are four columns of text: "HIGH DEMAND OCCUPATIONS", "NUMERIC JOB GROWTH 2014-2024", "ANNUAL MEDIAN WAGE", and "EDUCATION AND TRAINING".

Targeted Programs

- START Hospitality
- Workforce on Wheels
- McKinsey Social Initiative/
DC Career Connections
- Apprenticeship DC
- DC Infrastructure Academy
- Marion S. Barry Summer
Youth Employment Program
- Project Empowerment



What is DOES's long-term strategy to integrate quality employment services into the District's homelessness services system?

1 Ensure that all District residents have access to our American Job Centers (AJCs)

2 Expand the reach of our AJCs through:

- Online Services
- Pop-ups
- Affiliates
- Workforce on Wheels

3 Enhance customer service delivery and outreach:

- Customer Navigation
- Community Conversations

DOES Programs

Workforce Development Bureau

American Job Centers

Workforce on Wheels

Veteran's Program

Apprenticeships

On-The-job Training

Marion S. Barry Summer Youth Employment Program

Special Programs:

- Work Opportunity Tax Credit
- Trade Adjustment Assistance
- Rapid Response

Division of State Initiatives

Project Empowerment:

- ASPIRE to Entrepreneurship
- DC Jail Work Readiness Program
- DC Court Diversion Program

DC Career Connections

Senior Community Service Employment Program

Back to Work 50+ at DC DOES

LEAP Academy

Office of Strategy and Innovation

Customer Navigation Center

DOES Community Conversations

THE DEPARTMENT OF EMPLOYMENT SERVICES ASSISTS THOUSANDS OF RESIDENTS EXPERIENCING HOMELESSNESS EACH YEAR. ITS TRANSITIONAL EMPLOYMENT PROGRAMS PROVIDE WRAPAROUND SERVICES AND FOLLOW A 3-PHASE MODEL



**3-WEEK INTENSIVE,
SUBSIDIZED JOB READINESS
PROGRAM FOCUSED ON
SOFT/LIFE SKILLS**



**UP TO 6 MONTHS OF
SUBSIDIZED WORK
EXPERIENCE, TRAINING, OR
CONTINUING EDUCATION**



**LONG-TERM JOB
RETENTION COACHING
AND FINANCIAL
RETENTION BONUSES**

Snapshot: DOES Program Participants Experiencing Homelessness

PROJECT EMPOWERMENT

- Homeless (no shelter) – 10%
- Living at home with parents – 21%
- Own my own home or apartment – 4%
- Rent a shared Apartment – 6%
- Rent alone – 7%
- Shared housing with relatives/friends – 17%
- Shelter – 15%
- Temporarily living w/ relatives/friends – 20%

DC CAREER CONNECTIONS

- Homeless (no shelter) – 3%
- Living at home with parents – 56%
- Own my own home or apartment – 1%
- Rent a shared apartment – 4%
- Rent alone – 7%
- Shared housing with friends/relatives – 16%
- Shelter – 7%
- Temporarily living w/ relatives/friends – 6%

*Based on self-reported data collected at intake.

Homelessness

Challenge:

Understanding scope, scale, and impact of homelessness on DOES' workforce development program participants

Challenge:

Only 16.7% of single adults experiencing homelessness reported that they were employed in the 2017 Point In Time (PIT) survey

Challenge:

10% of DC Career Connections (DCCC) participants are homeless and 22% are experiencing housing insecurity

Challenge:

25% of Project Empowerment (PE) participants are homeless and 37% are experiencing housing insecurity

Solution:

DOES has been working with DHS & the ICH to align and improve its data capture framework within its programs

Solution:

The Workforce on Wheels bus visits Adam's Place Day Shelter and other targeted locations each week to connect residents to job training programs

Solution:

DCCC participants can enroll in a Match Savings program with CAAB, allowing them to earn \$2,000 for housing by saving just \$500

Solution:

PE is launching a single adult transitional housing pilot program to put its participants on the pathway to permanent housing

DOES Makes Connections Across the District



Project Empowerment Impact Snapshot



SERVING THOSE WITH BARRIERS

Nearly **90%** of participants are "returning citizens" and less than half have a high school diploma or GED.



EXPANDING THE WORKFORCE

Since 2012, **2,041%** Project Empowerment participants have secured a job through the program.



BUILDING PATHWAYS TO THE MIDDLE CLASS

Quarterly wage data from before and after the program indicates that on average, participants' annual salaries increase from **\$7,308** to **\$18,011**^{a)}.

Since 2012, on average, our graduates have experienced a **688% increase**^{b)} in their annual wages.



PROVIDING CRITICAL SUPPORTS

Participants are given ample time to improve their future employment prospects, spending an average of **5.2 months** in the program, receiving education, training, and subsidized employment.

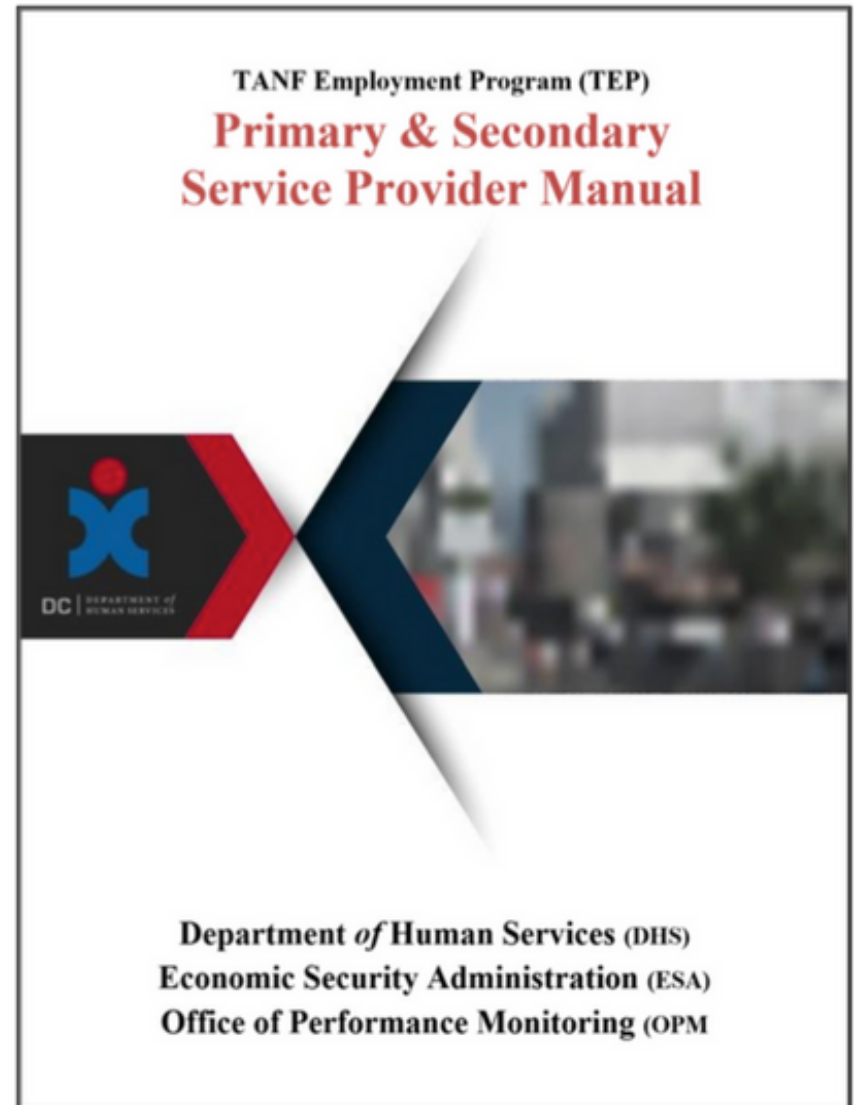
a) For all participants earning wages in DC, MD, or VA in the quarters before or after their time in the program. b) Based upon participants' DC, MD, and VA wages in quarters before and after their time in the program. Includes participants earning \$0 wages in those quarters.

DHS + DOES: Combating Homelessness Through Employment & Training

**Laura Zeilinger, Director
Department of Human Services**

DHS Employment Services for Families

- Through TANF, work-eligible families experiencing homelessness can connect to employment supports:
 - TEP Providers (primary) help with education & employment goals
 - Homeless service providers (secondary) help with housing stabilization
- By connecting housing stabilization goals to the Individual Responsibility Plan (IRP), families are better able to build financial independence
- DHS has increased staffing levels to better integrate TANF and FRSP to improve outcomes for families.



DHS Employment Services for Singles

- Recent enhancements to the SNAP Employment & Training Program (SNAP E&T):
 - Increased community outreach
 - New federal funding to provide Capacity Building workshops for providers
- DHS has increased number of customers served:
 - FY16: 4,101
 - FY17: 6,879
 - FY18: 752 (October)
- Continuing in FY18:
 - Partnerships with DOES and MORCA to provide workforce development and training

Discussion Questions



- ❖ Follow-up questions for DOES and DHS about the December full Council presentation?
- ❖ Looking ahead to 2018, what tasks/projects do we need to prioritize with regard to employment?
- ❖ What data do we need to track progress/success?

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- ❖ New documents drafted to clarify:
 - Organizational Structure of the ICH
 - Roles and Responsibilities of members and chairs
 - Code of Conduct for all participants
- ❖ Key takeaways:
 - Consistent engagement and participation
 - Internal mechanisms for gathering feedback from subject matter experts on issues
 - Internal mechanisms for communicating decisions back to agency and mobilizing resources to implement decisions



- ❖ Proposed Bylaw Changes
 - Minor tweaks per HSRA Amendments (e.g., addition of private sector seats, update references)
 - Allow for a transition period for outgoing members chairing committees
 - Update Standing Committees
 - ✓ Dissolve DPM Committee & Reassign Tasks
 - ✓ Elevate Youth to Committee level
- ❖ Will seek approval for updated bylaws at February Executive Committee Meeting.

Governance, Cont.



Seeking Approval of Committee Chairs:

- ❖ Executive: Laura Zeilinger (DHS) & Schroeder Stribling (N Street Village)
- ❖ ERSO: Dallas Williams (DHS) & Jill Carmichael (National Community Church)
- ❖ Strategic Planning: Carter Hewgley (DHS) & Kelly McShane (Community of Hope) [*Transition Period*]
- ❖ Housing Solutions: Polly Donaldson (DHCD) & Chapman Todd (development consultant)
- ❖ Youth: Tamara Mooney (DHS) & Ramina Davidson (DCAYA)

Governance, Cont.



❖ Homework:

➤ Agencies:

- ✓ Identify Agency PoC for relevant Committees and Work Groups (send to Theresa.Silla@dc.gov)
- ✓ Review expectations and internal protocol with your teams
- ✓ Work with ICH staff to finalize 2018 priorities (to be shared at February Executive Committee Meeting)

➤ Committee Chairs:

- ✓ Update charter and list of voting members (to be reviewed at February Executive Committee Meeting)
- ✓ Work with ICH staff to finalize 2018 priorities (to be shared at February Executive Committee Meeting)

Governance, Cont.



Standing Committee	Seats (designated, voting members required by Bylaws)			Associated Working Groups
	Government	Community	Constituents w/ Lived Experience	
Executive	5 Bylaws require: DHS, DBH, DCHA, DHCD, and TCP	3 Bylaws require: 1 service provider, 1 advocate, and 1 private sector representative	2	<ul style="list-style-type: none"> • HMIS Visibility • Employment
ERSO	6 Bylaws require: DHS, DBH, HSEMA, CFSA, OSSE, and TCP	5	2	<ul style="list-style-type: none"> • Shelter Capacity • Shelter Conditions • Street Outreach
Strategic Planning	7 Bylaws require: DHS, DBH, DCHA, DHCD, VA, DOES and TCP	4	2	<ul style="list-style-type: none"> • Veterans NOW • Singles CAHP • Family System Advocates • DV
Housing Solutions	8 Bylaws require: DHS, DBH, DCHA, DHCD, DCHFA, VA, TCP, and CFSA	7	2	<ul style="list-style-type: none"> • Leveraging Medicaid • Landlord Engagement • Tenant Barriers
Youth	TBD (Bylaws being updated)	TBD	TBD	TBD

Filling 2018 Vacancies



- ❖ *Call for Nominations* form updated based on feedback received following last round of appointments.
- ❖ Seats expiring in 2018 all have a *May* expiration; propose to open call for nominations on 1/19/18.
- ❖ Seats expiring include:
 - 2 Providers
 - 3 Individuals with Lived Experience
 - 2 Advocates
- ❖ Will also solicit nominations for 3 private sector seats.
- ❖ Will use same process (of non-conflicted members) to review nominations and finalize list for MOTA.

Consumer Stipends



- ❖ Have identified resources to begin stipends (once administrative process is finalized – likely Feb).
- ❖ Will be available to consumers appointed to full Council and Charter Committee Members.

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