



DC JOBS COUNCIL

POSITION BRIEF

Recommendations for Improvement of District One-Stop Centers

- 1) Codify self-sufficiency as primary benchmark, as stipulated in the DC Workforce Investment Act
 - a) Evaluations of services provided to clients measure progress toward self-sufficiency
- 2) Apply to US Department of Labor (DOL) for waiver to modify sequence of services so the DC Department of Employment Services (DOES) can deliver services more effectively
- 3) Continue to improve customer experience and effectiveness of services received
 - a) Days and hours of operation should be congruent with needs of users (e.g., Saturday morning hours may be more useful than Tuesday morning hours)
 - b) More locations, particularly in neighborhoods with greatest needs
 - c) Better customer satisfaction with One-Stop experience
 - i) Investigate/implement universal learning design as a way to provide information to clients with reading or other challenges
 - ii) Cultural competency training
 - iii) Other competencies/sensitivities
 - d) Better outcomes, determined by better measures
 - i) Encourage DOES to redefine metrics/performance measures beyond DOL requirement
 - (1) Number of people entering the door of a One-Stop
 - (2) Number turned away because of lack of identification
 - (3) Number referred elsewhere because of low literacy/poor computer skills
 - (4) Number provided with Basic services
 - (a) Percent of unemployed adult/youth customers placed in full-time unsubsidized employment from Basic services
 - (5) Number provided Intermediate services
 - (a) Percent of unemployed adult/youth customers placed in full-time unsubsidized employment from Intermediate services
 - (6) Number provided Intensive services
 - (a) Percent of unemployed adult/youth customers placed in full-time unsubsidized employment from Intensive services
 - (7) Percent of those placed in unsubsidized employment who remain employed in same jobs for 180 days
 - (8) Wage rates of those placed in unsubsidized employment, at placement and one year later
 - (9) Referrals to DC Department on Disability Services/Rehabilitation Services Administration (DDS/RSA)
 - (10) All measures aggregated and disaggregated by ward, by barrier (e.g., returning offenders), by gender, by race, by country of birth, and by other demographic measures.
 - 4) Ensure referrals to training partners who provide highest quality programs
 - a) Training provider qualifications should be

- i) Clearly communicated
 - ii) Germane to services provided
 - b) Ensure the training provider application process is transparent and reasonable
- 5) Ensure all services are accessible – language, disability, computer literacy, transportation, child care, etc.
 - a) Partner with other District agencies
 - i) Language line/interpreters
 - ii) DDS/RSA
 - iii) Office of State Superintendent of Education (OSSE)
 - b) Partner with CBOs to provide and/or refer to supportive services as necessary
 - i) Transportation
 - ii) Child care
 - iii) Housing (especially transitional)
 - iv) Access to telephones and email
 - v) Appropriate clothing (e.g., clothing for interviews, job-appropriate clothing such as steel-toed boots)
 - c) Consider implementation of mobile outreach teams
 - i) Neighborhoods
 - ii) Homeless shelters
 - d) Ensure assistive equipment (if necessary) is available and working, and that staff are trained to use it
 - e) Train all staff in special needs of homeless job seekers
 - f) Train staff and/or provide referrals to assistance with specific barriers
 - i) Criminal backgrounds
 - ii) Child support arrearages
- 6) Provide one number/website/office where folks can get help
 - a) Everyone counted, everyone assessed, everyone directed to appropriate help
 - i) Literacy
 - ii) Skills
 - iii) Interests
 - iv) Financial (e.g., use DCMASSC to assess eligibility for benefits)
 - b) Provide labor market information on available jobs, jobs with prospects for growth, average wages, and training requirements
 - i) Use WIC data to augment DOES data
 - c) Partner with other District agencies and CBOs
 - i) Department of Human Services/Income Maintenance Administration (DHS/IMA)
 - ii) CBO to help client find documentation, and Department of Motor Vehicles (DMV) to issue identification
- 7) Consider “boutique” One-Stops/offices within One-Stops
 - a) Special projects, such as when a new employer opens new site and needs lots of jobs filled fairly quickly, or if a business is closing and needs to place employees in new jobs
 - i) One contact for all job seekers
 - ii) Same contact for employer
 - b) Professional-level One-Stops
- 8) Improve marketing strategies so potential clients know what One-Stops can provide
 - a) Pay particular attention to information shared via word of mouth