Chapter 6
Employment Need vs. Capacity

ABSTRACT

The objectives of a local audit were to assess whether the local employment services agency had developed and implemented sufficient internal controls to provide efficient and effective management of the District’s 12 employment programs. The audit found that the employment agency did not establish written performance criteria for its employment programs or provide adequate oversight of its programs and that, without performance criteria, the agency could not accurately measure the quality and effectiveness of training services or gauge whether programs were effective or whether program objectives had been met. Further, from 2009-2017, the employment agency experienced sustained performance issues resulting in an “at-risk” designation by Department of Labor. Negative audit reports from both local and federal auditors suggested that CSOSA clients referred to the District’s employment programs would have been unlikely to have received employment services.

BACKGROUND: THE DC DEPARTMENT OF EMPLOYMENT SERVICES

In this chapter, implementation of the District’s employment services programs will be examined through the use of both a local and a federal audit. The hypothesis will be similar to the one in the last section on housing.

More specifically, the hypothesis guiding this chapter will be the following: if the District’s employment services agency is able to obtain employment for most (80-90%) of District residents in need employment, THEN, most likely,
clients referred by CSOSA caseworkers will also be able to obtain employment there. However, IF the District’s employment services agency is unable to obtain employment for most (80-90%) of District residents THEN, most likely clients referred by CSOSA caseworker will be unable to obtain employment there.

The Carl D. Perkins Career and Technical Education (CTE) Improvement Act of 2006 (“Perkins Act”) requires states to develop the academic, career and technical skills of secondary and post-secondary education students who elect to enroll in CTE programs. The Department of Employment Services (DOES) oversees employment programs for the District. These responsibilities are spread across least 12 different District agencies. DOES has over a $120 million annual budget. Over $40 million of these funds are provided from the federal government each year towards programs that include workforce components at each of these agencies. (DC Adult Career Pathways Task Force, 2015, p. 15).

AN ASSESSMENT OF THE DC DEPARTMENT OF EMPLOYMENT SERVICES PROGRAM FIDELITY


The objectives of the audit were to assess whether DOES developed and implemented sufficient internal controls to provide efficient and effective management of these programs. The auditor found that the District employment services agency:

- Did not establish written performance criteria for CTE Programs or provide adequate Oversight of the Terms and Conditions Contained in the MOU.
- Without detailed performance criteria, (DOES could not) accurately measure the quality and effectiveness of training services of each CTE program or gauge whether CTE programs were effective or whether program objectives had been met.
- Did not establish written policies and procedures for monitoring the CTE programs.
- Could not provide dates of site visits or a report that documented the training that was provided.
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