

ARLINGTON EMPLOYMENT CENTER

PROGRAM MISSION: To link job seekers with employers to promote self-sufficiency and economic growth.

The Employment Center provides convenient one-stop services to job seekers and employers. There is one process flow for all customers that integrates the different employment programs, and a tracking system to ensure that customer needs are being met. First-time job seekers, including walk-ins, meet with an employment counselor who makes a preliminary assessment of how best to serve them. Different levels of services are then available based on the job seeker needs, expectations, and funding sources. Job seekers may be able to accomplish a largely self-directed job search in the Resource Room. There, internet access and a variety of job search tools are available to help them under the guidance of Resource Room staff. Some may need the more intensive assistance of a case manager and job developer. Whatever path the job seekers need to take, the Employment Center helps them develop the skills necessary to succeed in today's workplace, through assessment, career and pre-employment counseling, and workshops.

Job seekers may also receive job training, if eligible. The training component is contracted out to public and private institutions and specialized training vendors. Job seekers with limited language proficiency may also receive English language training that is contracted out to Arlington Education and Employment Program (REEP) / Arlington County Public Schools.

To transition Temporary Assistance to Needy Families (TANF) recipients to self-sufficiency by participating in employment, services under the Virginia Initiative for Employment Not Welfare Program (VIEW) are available and are provided in cooperation with eligibility workers from Public Assistance.

The job seekers served fall into two groups: those who are eligible for and can be enrolled in federally funded grant programs, and the general public, who cannot be served by grant programs either because of eligibility requirements or limited grant funding. Both groups of job seekers receive similar employment service; however, grant funded job seekers may also receive job training based on their individual needs and the availability of training funds in the respective programs. The federal grant programs administered by the Employment Center assist the following customers:

- ❖ Unemployed, underemployed, adult laid off workers - served through the Workforce Investment Act.
- ❖ Youth ages 16 to 21, in or out of school – served through the Workforce Investment Act.
- ❖ TANF recipients – served by the VIEW Program.
- ❖ Residents of Arna Valley, Buckingham, Columbia Heights West, and Nauck – served through the Community Development Block Grant Program.

The Employment Center continues its successful consortium relationship with the City of Alexandria, under the direction of the Alexandria/Arlington Workforce Investment Board. The Workforce Investment Board is a 42-member business-led board that works in partnership with the local elected officials to provide direction and oversight to services funded by the Workforce Investment Act. Under the leadership of the Workforce Investment Board and through its public relations efforts, the Consortium is developing a strong relationship with the business community with the view to addressing their recruitment needs.

The Employment Center developed a strong working relationship with Arlington Economic Development to connect with the demands of local businesses and to understand local labor market growth and trends. Leveraging economic development opportunities enhances workforce development. Current services include helping with area employers' recruitments by posting their job vacancies, hosting job fairs, providing interviewing facilities, assisting with special recruitment needs, and screening and matching job applicants. With the view to developing stronger partnerships between small businesses and the Employment Center, services are expanding through targeted marketing, to include business consultant activities that assess organizational needs, conduct labor market research, and problem solve.

**DEPARTMENT OF HUMAN SERVICES
ECONOMIC INDEPENDENCE DIVISION**

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Arlington Employment Center				
	FY 2004	FY 2005	FY 2006	% Change:
	<u>Actual</u>	<u>Adopted</u>	<u>Proposed</u>	<u>'05 to '06</u>
Personnel	\$2,165,590	\$2,173,933	\$2,226,613	2%
Non-Personnel	1,457,133	1,154,504	1,296,581	12%
Alexandria Pass Through	1,101,780	449,277	405,456	-10%
Total Expenditures	4,724,503	3,777,714	3,928,650	4%
State/Federal Grants - Arl	2,108,392	1,561,617	1,745,659	12%
State/Federal Grants - Alex	1,080,193	449,277	405,456	-10%
Total Revenues	3,188,585	2,010,894	2,151,115	7%
Net Tax Support	\$1,535,918	\$1,766,820	\$1,777,535	1%
Authorized FTEs	45.8	35.2	35.2	
Funded FTEs	45.8	35.2	35.2	

SIGNIFICANT BUDGET HIGHLIGHTS:

- ↑ Non-Personnel expenditures increased for client training and supportive services by \$142,077 due to grant requirements.
- ↓ Alexandria pass through is reduced (\$43,821) due to an overall decrease in shared funding and a revision in the Alexandria / Arlington formula allocation.
- ↑ FY 2006 total revenue increased (\$140,221) due to VIEW, TANF, Rapid Response, and LPACAP funding streams partially offset by Alexandria pass-through.

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PERFORMANCE MEASURES:

	FY 2002 <u>Actual</u>	FY 2003 <u>Actual</u>	FY 2004 <u>Actual</u>	FY 2005 <u>Estimate</u>	FY 2006 <u>Estimate</u>	FY 2006 <u>Goal</u>
<i><u>Mission Outcome Measures</u></i>						
Job placement rate:						
General public	72%	67%	65%	65%	65%	67%
Grant funded	73%	70%	70%	70%	70%	70%
Welfare recipients	80%	79%	77%	77%	77%	77%
Percent of students completing English language courses	75%	75%	70%	72%	72%	75%
<i><u>Customer Measures</u></i>						
Number of continuous quality improvement initiatives	N/A	N/A	20	25	25	27
Percent of customers reporting high satisfaction	N/A	N/A	89%	90%	90%	92%
<i><u>Workload Measures</u></i>						
<i><u>Job Seeker Services</u></i>						
Number served in Resource Room	6,030	8,135	7,343	7,400	7,400	7,400
Number served in individualized services	2,313	2,418	1,677	1,600	1,600	1,600
Number served in English language training	2,748	2,783	2,854	2,900	2,900	3,000
Number served in Family Literacy	N/A	N/A	761	580	580	630
Number served in Teen Expo	998	1,100	800	1,100	1,100	1,200
Number served in activities for youth	N/A	113	675	700	700	725
<i><u>Employer Services</u></i>						
Number of job vacancies generated by the Center	3,802	3,802	3,926	3,960	3,980	3,985
Number of job vacancies generated at Teen Expo	1,200	1,400	2,268	2,300	2,300	2,350
Number of Employer Events	N/A	N/A	10	20	22	25

- ❖ Number served in Resource Room reflects repeat visits.
- ❖ Resource Room activity directly relates to recovering economy.
- ❖ Customer Measures reporting began FY 2004.
- ❖ Tracking for the Family Literacy and Employer Events began in FY 2004.