I. **Agency Organization and Personnel**

1. **Please provide, as an attachment to your answers, a current organizational chart for your agency with the number of vacant and filled FTEs marked in each box. Include the names of all senior personnel, if applicable. Also include the effective date on the chart. Also, provide a narrative explanation of any organizational changes made during FY16 and thus far in FY17.**

    (See attachment 1)

2. **Please provide, as an attachment, a Schedule A for your agency, organized by program office, which identifies all employees by title/position, current salary, fringe benefits, and program office. The Schedule A also should indicate any vacant positions in the agency. Please do not include Social Security numbers.**

    (See attachment 2)

3. **Provide the number of FY16 full-time equivalents ("FTEs") for the agency, and FY17 FTEs to date, broken down by program and activity. Please also note the number of vacancies at the close of FY16 and in FY17, to date, by program and activity.**

    a. **For each vacant position, please note how long the position has been vacant and whether or not the position has been filled.**

        (See attachment 3)

    b. **How many vacancies within the agency were posted during FY16 and how many have been posted during FY17, to date?**

FY16	FTEs	Vacancies	Postings in FY16
Labor Standards	123	3	4
Workforce Development	216	27	19
Operations	109	9	18
Unemployment Compensation	151	16	17
TOTAL	599	55	58

FY17	FTEs	Vacancies	Postings in FY17
Labor Standards	128	8	1
Workforce Development	207	48	22
Operations	105	13	8
Unemployment Compensation	162	10	6
TOTAL	602	79	37

4. **Please provide:**

    a. **A list of vehicles owned, leased, or otherwise used by the agency and to whom the vehicle is assigned.**

As of April 11, 2013, of all *"Termed"* Leased Vehicles to the Department of Public Works were returned. In exchange the Department of Employment Services received the following vehicles.

New DOES Vehicle Fleet:

- Seven (7) 2013 Toyota Corollas
- Three (3) 2013 Ford F150s
- One (1) 2013 Dodge Caravan
- One (1) Mobil

The assignment of the fleet is as follows:

Make	Model	Year	Tag#	Assignee
Toyota	Corolla	2013	DC 9388	Director
Toyota	Corolla	2013	DC 9309	Director/HR Suite
Toyota	Corolla	2013	DC 9385	General Agency Pool
Toyota	Corolla	2013	DC 9304	General Agency Pool
Toyota	Corolla	2013	DC 9305	General Agency Pool
Toyota	Corolla	2013	DC 9387	General Agency Pool
Toyota	Corolla	2013	DC 9292	General Agency Pool
Ford	F150	2013	DC 9340	Office of Administrative Services
Ford	F150	2013	DC 9342	Office of Administrative Services
Ford	F150	2013	DC 9343	Office of Administrative Services
Dodge	Caravan	2013	DC 9453	General Agency Pool

 b. A list of employee bonuses or awards granted in FY16 and FY17, to date, if any.

There were no employee bonuses or awards granted in FY16 or FY17, to date.

 c. A list of travel expenses, arranged by event. For each such occurrence, list the official event titles, the names and job titles of the individuals who attended the event, the cost (detailed by cost of registration, lodging, airfare, per diems, etc.) of attending the event, the funding source used to pay for the expense, and how participation benefited the agency and its clients.

(See attachment 4)

5. **Please provide a copy of the agency staffing analysis, providing information on how DOES positions are allocated across funding sources.**

The Department of Human Resources does not require agencies to conduct staffing analyses.

6. **Please list and describe all employee training, by subagency, provided in FY16 and FY17, to date. In addition, please list and describe all proposed employee training for the remainder of FY17.**

(See attachment 4)

7. **Does the agency conduct annual performance evaluations of all its employees? If so:**

Yes.

   a. **Who conducts such evaluations?**

The supervisor submits the evaluation to the second level supervisor, or reviewer, who reviews and approves the evaluation, then holds the supervisor accountable for complying with the District Personnel Manual's performance management policy and procedure.

   b. **What steps are taken to ensure that all agency employees are meeting individual job requirements?**

Once approved, the supervisor holds a Year-End Discussion with the employee to discuss his/her performance.

8. **Please provide an explanation of the type of work approved for overtime pay. Please provide a list of employees and the amount of overtime they were paid.**

Overtime is awarded to DOES employees when they are required to perform their duties outside of their regularly scheduled tour of duty. Examples of the work that qualifies for overtime are listed below:

Bureau	Example of Overtime
Workforce Development	• MBSEYP certification and orientation events; • Mobile bus presence at community and outreach events; • Participation in community job fairs.
Operations	• Supervise Vendors (ex. painting, office renovations, furniture configurations, electrical services, etc.); • Provide support to agency programs for community and constituent events via equipment and furniture setup, technical support, logistics, etc.; • Updating of equipment and software.
Unemployment Insurance	• Change in political administrations that leads to an influx of unemployment; • Federal government shutdown; • End of seasonal employment (ex: bus drivers, retail employees, leaf blowers at DPW, etc.).

(See attachment 5)

II.   **<u>Budget</u>**

9. **Please provide a spreadsheet showing your agency's approved budget and actual spending, by, program, activity, service (if applicable), CSG and fund type, for FY16 and FY17, to date. In addition, please describe any variance**

greater than 5% between fiscal year appropriations and actual expenditures. Please provide both a hard copy and electronic version to the committee.

(See attachment 6)

10. **Please provide a chart showing your agency's approved FTEs and actual FTEs, by fund type, program, activity, service (if applicable) and CSG, for FY16 and FY17, to date. Please provide both a hard copy and electronic version to the committee.**

(See attachment 7)

11. **Please list any reprogramming, in or out, which occurred in FY16 or FY17, to date. For each reprogramming, please list the total amount of the reprogramming, the original purpose for which the funds were dedicated, and the reprogrammed used of funds.**

(See attachment 8)

12. **Please identify any special purpose revenue accounts maintained by, used by, or available for use by your agency during FY16 or FY17, to date. For each account, please list the following:**

    a. **The revenue source name and code;**
    b. **The source of funding;**
    c. **A description of the program that generates the funds;**
    d. **The amount of funds generated by each source or program in FY16 and FY17, to date; and**
    e. **Expenditures of funds, including the purpose of each expenditure, for FY16 and FY17, to date**

(See attachment 9)

13. **Please provide a detailed narrative of over-spending or under-spending by each division. Please detail where unspent funds were allocated.**

The overall agency surplus in FY16 was 3.62 percent. By division, overspending only occurred in the Agency Management Program (AMP), which slightly overspent by .05 percent. The Unemployment Insurance Program surplus was less than 3 percent, which was attributed to slightly less professional services than budgeted. The Labor Standards Division surplus was also less than 3 percent and was mainly attributed to receiving fewer indemnity payments than budgeted. The Workforce Development Division's surplus was less than 5 percent this surplus concerns obligations that did not convert to expenditures and, in some instances, lower enrollment and/or higher attrition than projected.

The agency's ending budget was $126,126,897.84 and expenditures were $121,558,989.47.

14. **Please identify and explain any and all spending pressures for FY16 and FY17, to date.**

There were no spending pressures in FY16 and no projected spending pressures for FY17.

15. **Please provide a complete accounting of all federal grants received for FY16 and FY17, to date.**

    (See attachment 10)

16. **Please provide a copy of the most recent cost allocation plan provided for the US Department of Labor.**

    (See attachment 11)

17. **D.C. Law requires the Mayor and the Chief Financial Officer to submit to the Council, simultaneously with a proposed budget submission, actual copies of all agency budget enhancements requests, including the "Form B" for all District agencies (See D.C. Code § 47-318.05a). In order to help the Committee understand agency needs, and the cost of those needs for your agency, please provide, as an attachment to your answers, all budget enhancement requests submitted by your agency to the Mayor or Chief Financial Officer as part of the budget process for fiscal years 2016, 2017, and 2018 (if available).**

    We are working with the Mayor's Budget Office and the Deputy Mayor for Greater Economic Opportunity on developing our budget. Budget enhancement requests for recent past fiscal years are being reviewed as part of this process. We will be happy to share the Mayor's FY18 budget once it has been submitted to the Council.

III. **Property and Other Fixed Costs**

18. **Provide a list of all properties occupied by DOES in FY16 and thus far in FY17. For each property, what were your total rental costs in FY16 and what have been your total rental costs thus far in FY17?**

    - 4056 Minnesota Avenue, NE
    - 2000 14th Street, NW
    - 5171 South Dakota Avenue, NE
    - 3720 Martin Luther King Jr. Avenue, SE

    See below.

19. **Provide a list of DOES fixed costs budget and actual spending for FY16 and thus far in FY17.**

Comp Object Title	FY2016_Approved Budget	FY2016_YTD Expenditure
FUEL AUTOMOTIVE	11,957.00	7,965.36
ELECTRICITY	603,912.00	611,041.53
WATER	180,378.00	92,290.80
TELEPHONE, TELETYPE, TELEGRAM, ETC	922,210.43	1,156,938.97
RENTALS - LAND AND STRUCTURES	1,313,062.00	649,912.52
OCCUPANCY FIXED COSTS	1,470,388.00	1,220,154.90
SUSTAINABLE ENERGY	26,894.00	26,894.00
SECURITY SERVICES	1,125,538.00	977,680.59
	5,654,339.43	4,742,878.67

Commodity	Comp Object Title	FY2017_Approved Budget	FY2017_YTD Expenditure
0301	FUEL AUTOMOTIVE	10,287.00	0.00
0305	ELECTRICITY	665,783.00	132,762.44
0307	WATER	154,322.00	25,177.32
0308	TELEPHONE, TELETYPE, TELEGRAM, ETC	888,959.19	126,456.19
0309	RENTALS - LAND AND STRUCTURES	720,000.00	224,706.86
0310	OCCUPANCY FIXED COSTS	1,526,886.00	303,537.60
0330	SUSTAINABLE ENERGY	24,603.00	0.00
0440	SECURITY SERVICES	800,178.00	205,939.45
Grand Total		4,791,018.19	1,018,579.86

20. **What steps were taken in FY16 and FY17, to date to reduce the following:**

   a. **Energy use**

   DOES continues to work with DGS to conserve energy by requesting that staff shut off all computers, printers etc. at close of business. The building's lighting system is one that operates on a timer (lighting automatically shuts off at 10:30pm) shifting to emergency lighting status unless otherwise requested by the tenant. Additionally, the system operates under a motion-detected activator that automatically shuts the lighting off if it does not detect any movement for 10 minutes. As for HVAC, the building is a Green Building and operates on an Energy Management System (EMS) and is also on a timed schedule. HVAC supply automatically converts to an energy saving mode after 6:30pm Monday thru Friday. Both HVAC and lighting remain in energy saving mode through the weekend unless otherwise requested, whereby it is then programed to provide service by specific zones as needed.

   b. **Communication costs**

   DOES will be completing an independent audit on internal communication devices and will be streaming the equipment deployment/assignment process of distributing communication devices only to essential employees. DOES will also be adding data and spending caps to all mobile device plans to reduce costs. DOES changed Agency cellular service from T-Mobile to Sprint, refreshed 180 agency cell phones, implemented new Helpdesk Solution DellKace and deployed Mobil Unit Wireless Setup and Configuration.

   c. **Space utilization**

   DOES continued to assess and reallocate individual space throughout the 4058 Minnesota Avenue headquarter location. During the requested period (FY16 and FY17)

DOES has added an additional 150 workspaces bringing the total addition of seats to 350.

IV.   Agency Programs and Policies

21. List each program and policy initiative ("program") of your agency during FY16 and FY17, to date. Provide the following information for each program:

a. A detailed description of the goals of the program;

Transitional Employment
- Project Empowerment – Provides rigorous work readiness training and substantive work experience to residents with multiple barriers to employment. The lessons the program has learned throughout program enrollment serve as a solid foundation for permanent, long-term employment.
- Career Connections – Provides training and work experience to youth ages 20 to 24. The program targets youth in priority police service areas.
- Senior Community Service Employment Program (SCSEP) – Provides part-time training positions with local non-profit or public agencies to District seniors ages 55 and older so that they may gain new or updated skills that will enable them to become self-sufficient and enter the job market.

Office of Workforce Development (OWD)
- Wagner-Peyser – Wagner-Peyser, or Employment Service, serves as the "front-door" of the AJC system, providing universal access to all job seekers seeking employment and career services.   This includes referrals to partner programs and reemployment services for individuals receiving unemployment insurance.
- WIOA Adult – Provides career and training services through the AJC system to help job seekers who are at least 18 years old succeed in the labor market. Service delivery is tailored to the individual needs of the jobseekers.
- WIOA Dislocated Worker – The WIOA Dislocated Worker program provides the same services, with a focus on clients that have recently been dislocated from employment and are unlikely to return to the same industry or occupation. Service delivery is tailored to the individual needs of the jobseekers.
- Jobs for Veterans State Grants (JSVG) – Provides workforce services to veterans with significant barriers to employment (Disabled Veteran's Opportunity Program—DVOP) and outreach to local employers to hire veterans (Local Veterans Employment Assistance—LVEA).
- LEAP – LEAP is a network of interconnected partners utilizing the "earn-and-learn" approach that links 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.
- On-the-Job Training (OJT) – The OJT program pairs local employers with active jobseekers who are unemployed, underemployed, or not fully proficient in a particular skillset or job function in an effort to provide training, mentorship, and employment opportunities.

Office of Youth Programs (OYP)

- ISY: Provides academic enrichment activities, work-readiness skills, project-based learning, life skills and leadership development. The goal of the program is to help prepare District youth to successfully transition from high school into post-secondary education, advanced training, unsubsidized employment, or a career in the military. During the school year, youth ages 14-18 will have the opportunity to participate in the In-School Program. To be eligible, youth must be a District resident and in grades 9 through 12. In-School Program participants will remain in this program until they graduate from high school and will receive follow-up services.
- OSY: The Out-of-School Program provides occupational skills training, career awareness counseling, work readiness modules, basic education, GED preparation, supported internship experiences, as well as vocational skills training. Training is currently provided in, but not limited to: Retail Services, Hospitality, Administrative Assistance (MOS), Information Technology, Culinary Arts, and Automotive Services. Out-Of-School programs serve young adults ages 16- 24 who are no longer attending secondary or post-secondary school. It is a training vehicle that assists youth in achieving short and long term educational and employability goals through relevant occupational skills training and guidance.
- MBYLI: Leadership development training begins for members of the Institute at age 14, and generally concludes at age 17, when they are ready for college or other post-secondary opportunities. The Institute is strongly supported by its Alumni Association, an auxiliary group which meets regularly to generate support for the Institute.
- MBSYEP: The Mayor Marion S. Barry Summer Youth Employment Program (MBSYEP) is a locally funded initiative sponsored by the Department of Employment Services (DOES) that provides District youth ages 14 to 24 with enriching and constructive summer work experiences through subsidized placements in the private and government sectors.

b. The name of the employee who is responsible for the program;

Transitional Employment
- Project Empowerment – Charles Jones, Deputy Director, Division of State Initiatives;
- Career Connections – Charles Jones, Deputy Director, Division of State Initiatives; and
- SCSEP – Charles Jones, Deputy Director, Division of State Initiatives.

Office of Workforce Development (OWD)
- Wagner-Peyser – Sheree Finley;
- WIOA Adult – Sheree Finley;
- WIOA Dislocated Worker – Sheree Finley;
- Jobs for Veterans State Grants (JSVG) – Christopher Rollins;
- LEAP – Monica West; and
- On-the-Job Training (OJT) – Todd Beazer.

Office of Youth Programs (OYP)
Thennie Freeman is the Associate Director for the Office of Youth Programs.

c. The total number of FTEs assigned to the program (include the name and title of each employee assigned to the program, with the percent of the employee's time dedicated to the program; and

Transitional Employment

Name	Job Title	Program	Time Dedicated
Ayesha Upshur	Program Manager	Project Empowerment	50
David Lloyd	Program Analyst	Project Empowerment	100
Setareh Yelle	Program Analyst	Project Empowerment	100
Tesfa Wube	Program Analyst	Project Empowerment	100
Rhayda Barnes-Thomas	Staff Assistant	Project Empowerment	100
Lashawn Jackson	Staff Assistant	Project Empowerment	30
Ricky Lewis	Facilitator	Project Empowerment	100
David Gill	Facilitator	Project Empowerment	100
Alec Vincent	Facilitator	Project Empowerment/DC Jail Program	100
Robert Mann	Account Executive	Project Empowerment	100
Valerie Miller	Account Executive	Project Empowerment	100
Michael Skinner	Account Executive	Project Empowerment	100
Vann-Di Galloway	Account Executive	Project Empowerment	100
Steven Frazier	Account Executive	Project Empowerment	50
Sharlene Miles	Job Coach	Project Empowerment	100
Rosamond Sessoms	Job Coach	Project Empowerment	100
Akil Waite	Job Coach/DC Jail Program	Project Empowerment	100
James Smith	Job Coach	Project Empowerment	100
Latoya Twyman	Job Coach	Project Empowerment	100
Charles Smith	Job Coach	Project Empowerment	100
Tynice Simpson	Intake Specialist	Project Empowerment	100

Name	Job Title	Program	
Lakeisha Lewis	Intake Specialist	Project Empowerment	100
Alecia Wilson	Program Support Assistant	Project Empowerment	100
Scott Bishop	Program Support Assistant	Project Empowerment	100
Chaundra Jordan	Retention Specialist	Project Empowerment	100
Valerie Jackson	Retention Specialist	Project Empowerment	100
Ayesha Upshur	Program Manager	SCSEP	50
Donti McField	Program Coordinator	SCSEP	100
Steven Frazier	Account Executive	SCSEP	50
Lashawn Jackson	Staff Assistant	SCSEP	20
Kenya Harris	Program Analyst	DC Career Connections	100
Joy Gregory	Program Analyst	DC Career Connections	100
Akande Johnson	Facilitator	DC Career Connections	100
Rodney Mack	Account Executive	DC Career Connections	100
Paul Saddler	Account Executive	DC Career Connections	100
Ronald Kelly	Account Executive	DC Career Connections	100
Sherman Justice	Job Coach	DC Career Connections	100
Clarence Barner	Job Coach	DC Career Connections	100
Debra Rowe	Job Coach	DC Career Connections	100
Linwood Bunch	Job Coach	DC Career Connection	100
Tonya Pickett	Intake Specialist	DC Career Connections	100
Lashawn Jackson	Staff Assistant	DC Career Connections	50

FY16 Workforce Development

Name	Job Title	Program	Time Dedicated
Ervin, Michael	Workforce Dev. Spec. (DVOP)	Disabled Veteran's Oppo. Prog. (JVSG)	100
Finley, Sheree L.	Associate Dir, One Stop Operations	Disabled Veteran's Oppo. Prog. (JVSG)	5
Givens, Sheldon K.	Workforce Dev. Spec. (DVOP)	Disabled Veteran's Oppo. Prog. (JVSG)	100
Hampton, Lana	Workforce Dev. Spec. (DVOP)	Disabled Veteran's	100

		Oppo. Prog.(JVSG)	
Finley, Sheree L.	Deputy Dir for Workforce Dev.	Disabled Veteran's Oppo. Prog.(JVSG)	3
Lee, Linda J.	Workforce Dev. Spec. (DVOP)	Local Veteran's Employment Assistance (JVSG)	100
Rollins, Christopher D.	Workforce Dev. Program	Local Veteran's Employment Assistance (JVSG)	100
Amaya, Maria	Manpower Dev. Spec.	Employment Service – Wagner-Peyser	100
Barreto, Maria J	Workforce Dev. Spec. (Bil.)	Employment Service – Wagner-Peyser	33
Berry, Carolyn A.	Workforce Dev. Spec.	Employment Service – Wagner-Peyser	100
Bonham, Noelle C.	Supvy. Workforce Dev. Spec.	Employment Service – Wagner-Peyser	33
Bradley, Tawanna	Manpower Dev. Spec.	Employment Service – Wagner-Peyser	35
Brown, Veronica Jo	Manpower Dev. Spec.	Employment Service – Wagner-Peyser	20
Drakeford, Patricia Ann	Workforce Development Spec.	Employment Service – Wagner-Peyser	30
Finley, Sheree L.	Associate Dir, One Stop Operations	Employment Service – Wagner-Peyser	35
Fleming, Geoffrey Todd	Manpower Dev. Spec.	Employment Service – Wagner-Peyser	30
Foster, Angela F.	Program Support Assis.	Employment Service – Wagner-Peyser	100
Gillis, Aja C	Workforce Development Spec.	Employment Service – Wagner-Peyser	100
Gray, Cynthia R.	Program Support Assis.	Employment Service – Wagner-Peyser	100
Harris, Diane Renee	Program Support Assis.	Employment Service – Wagner-Peyser	100
Hodge, Sylvia L.	Clerical Assis. (OA)	Employment Service – Wagner-Peyser	100
Ingram, Vanessa A.	Workforce Dev. Spec.	Employment Service – Wagner-Peyser	70
Lane, Nichola Martin	Program Analyst (Accnt. Exec.)	Employment Service – Wagner-Peyser	75
Marshall, Rolandra	Supvy Manpower Dev. Specialist	Employment Service – Wagner-Peyser	27
Massey, Curtis J.	Manpower Dev. Spec.	Employment Service – Wagner-Peyser	51
Mendez, Dany	Workforce Dev. Spec.	Employment Service – Wagner-Peyser	100
Moten, Michel D.	Workforce Dev. Spec.	Employment Service – Wagner-Peyser	100
Owens, Dorothy	Workforce Dev. Spec.	Employment Service	33

W.		– Wagner-Peyser	
Parker, Mary Elizabeth	Manpower Dev. Spec.	Employment Service – Wagner-Peyser	5
Powell, Syrika S	Workforce Dev. Spec.	Employment Service – Wagner-Peyser	100
Rivers-Baines, Carolyn A.	Program Support Assis. (OA)	Employment Service – Wagner-Peyser	100
Robinson, Regina Yvonne	Supvy Workforce Dev. Special.	Employment Service – Wagner-Peyser	5
Sadler, Michelle R.	Clerical Assis. (OA)	Employment Service – Wagner-Peyser	62
Serrano, Claudia L.	Program Analyst – Bil.	Employment Service – Wagner-Peyser	60
Shockley, Cara L.	Staff Assis.	Employment Service – Wagner-Peyser	100
Stevenson, Michael	Workforce Dev. Spec.	Employment Service – Wagner-Peyser	50
Stewart, Dario R.	Supvy Manpower Dev. Spec.	Employment Service – Wagner-Peyser	34
Stokes, Frances A.	Workforce Dev. Spec.	Employment Service – Wagner-Peyser	50
Walker, Takiiyah	Workforce Dev. Spec.	Employment Service – Wagner-Peyser	100
Washington, Carlos R.	Workforce Dev. Spec.	Employment Service – Wagner-Peyser	100
White, Dorian N.	Manpower Dev. Spec.	Employment Service – Wagner-Peyser	100
Williams, Patricia Ann	Manpower Dev. Spec.	Employment Service – Wagner-Peyser	100
Witt, Clayton	Workforce Dev. Spec.	Employment Service – Wagner-Peyser	67
Albanese, Adam W.	Program Analyst	WIOA Adult	45
Batres, Susana P.	Manpower Dev. Spec.	WIOA Adult	75
Bonham, Noelle C.	Supvy. Workforce Dev. Spec.	WIOA Adult	33
Bradley, Tawanna	Manpower Dev. Spec.	WIOA Adult	28
Brown, Veronica Jo	Manpower Dev. Spec.	WIOA Adult	40
Bryant, John W.	Clerical Assis.	WIOA Adult	50
Burrell, Kevin M.	Workforce Dev. Spec.	WIOA Adult	85
Covin, Michael	Workforce Dev. Spec.	WIOA Adult	25
Curtis, Donald A.	Manpower Dev. Spec.	WIOA Adult	70
Finley, Sheree L.	Associate Dir, One Stop Operations	WIOA Adult	25
Fleming, Geoffrey Todd	Manpower Dev. Spec.	WIOA Adult	50
Flowers, Ciara	Program Analyst	WIOA Adult	25
Fryar, Alisa R.	Program Analyst	WIOA Adult	30
Green, Leslie L.	Program Analyst	WIOA Adult	30
Hardeman, Albert	Program Analyst	WIOA Adult	30

Frank			
Harris, Irie K.	Program Analyst (Accnt. Exec.)	WIOA Adult	25
Ingram, Vanessa A.	Workforce Dev. Spec.	WIOA Adult	20
James Jr., William C.	Manpower Dev. Spec.	WIOA Adult	50
Lane, Nichola Martin	Program Analyst (Accnt. Exec.)	WIOA Adult	25
Marshall, Rolandra	Supvy Manpower Dev. Spec.	WIOA Adult	47
Massey, Curtis J.	Manpower Dev. Spec.	WIOA Adult	49
Matthews, Katrina	Workforce Dev. Spec.	WIOA Adult	30
Mills, Porscha M.	Program Analyst	WIOA Adult	25
Mobley, Patricia Michelle	Workforce Dev. Spec.	WIOA Adult	25
Morrison, Carlton E.	Program Analyst (Accnt. Exec.)	WIOA Adult	25
Noguera, Aronny V.	Workforce Dev. Spec. (Bil.)	WIOA Adult	70
Owens, Dorothy W.	Workforce Dev. Spec.	WIOA Adult	33
Parker, Mary Elizabeth	Manpower Dev. Spec.	WIOA Adult	90
Philippe, Pat	Supvy. Workforce Dev. Spec.	WIOA Adult	50
Poorkhodakaram, Amanda O	Program Analyst	WIOA Adult	25
Robinson, Regina Yvonne	Supvy Workforce Dev. Spec.	WIOA Adult	45
Robinson, Rosie B.	Workforce Dev. Spec.	WIOA Adult	70
Sadler, Michelle R.	Clerical Assis. (OA)	WIOA Adult	19
Serrano, Claudia L.	Program Analyst – Bil.	WIOA Adult	20
Stevenson, Michael	Workforce Dev. Spec.	WIOA Adult	30
Stewart, Dario R.	Supvy Manpower Dev. Spec.	WIOA Adult	14
Stokes, Frances A.	Workforce Dev. Spec.	WIOA Adult	50
Toye, Jonathan	Program Manager	WIOA Adult	30
Ware, Nellie E.	Manpower Dev. Spec.	WIOA Adult	100
Washington, James	Workforce Dev. Spec.	WIOA Adult	50
Wheeler, Debra Marie	Manpower Dev. Spec.	WIOA Adult	75
White, Sandra D.	Workforce Dev. Spec.	WIOA Adult	30
Wilson, Anthony	Workforce Dev. Spec.	WIOA Adult	70
Wimbush, Danna L.	Program Analyst	WIOA Adult	25
Witt, Clayton	Workforce Dev. Spec.	WIOA Adult	17
Albanese, Adam W.	Program Analyst	WIOA Disl. Worker	40
Batres, Susana P.	Manpower Dev. Spec.	WIOA Disl. Worker	25

Bonham, Noelle C.	Supvy. Workforce Dev. Spec.	WIOA Disl. Worker	33
Bradley, Tawanna	Manpower Dev. Spec.	WIOA Disl. Worker	2
Brent, Shopintoinne V.	Workforce Dev. Spec.	WIOA Disl. Worker	100
Brown, Veronica Jo	Manpower Dev. Spec.	WIOA Disl. Worker	40
Bryant, John W.	Clerical Assis.	WIOA Disl. Worker	50
Burrell, Kevin M.	Workforce Dev. Spec.	WIOA Disl. Worker	15
Burrell, Olutosin	Supvy. Workforce Dev. Spec.	WIOA Disl. Worker	35
Covin, Michael	Workforce Dev. Spec.	WIOA Disl. Worker	75
Curtis, Donald A.	Manpower Dev. Spec.	WIOA Disl. Worker	30
Farmer, Gwendolyn V.	Workforce Dev. Spec.	WIOA Disl. Worker	100
Finley, Sheree L.	Associate Dir, One Stop Operations	WIOA Disl. Worker	10
Fleming, Geoffrey Todd	Manpower Dev. Spec.	WIOA Disl. Worker	20
Fryar, Alisa R.	Program Analyst	WIOA Disl. Worker	55
Green, Leslie L.	Program Analyst	WIOA Disl. Worker	55
Hardeman, Albert Frank	Program Analyst	WIOA Disl. Worker	55
Harris, Irie K.	Program Analyst (Accnt. Exec.)	WIOA Disl. Worker	75
Ingram, Vanessa A.	Workforce Dev. Spec.	WIOA Disl. Worker	10
Jackson, Lashawn	Staff Assis.	WIOA Disl. Worker	98
James Jr., William C.	Manpower Dev. Spec.	WIOA Disl. Worker	50
Marshall, Rolandra	Supvy Manpower Dev. Spec.	WIOA Disl. Worker	15
Matthews, Katrina	Workforce Dev. Spec.	WIOA Disl. Worker	55
Mobley, Patricia Michelle	Workforce Dev. Spec.	WIOA Disl. Worker	75
Morrison, Carlton E.	Program Analyst (Accnt. Exec.)	WIOA Disl. Worker	75
Noguera, Aronny V.	Workforce Dev. Spec. (Bil.)	WIOA Disl. Worker	30
Owens, Dorothy W.	Workforce Dev. Spec.	WIOA Disl. Worker	33
Parker, Mary Elizabeth	Manpower Dev. Spec.	WIOA Disl. Worker	5
Philippe, Pat	Supvy. Workforce Dev. Spec.	WIOA Disl. Worker	50
Robinson, Regina Yvonne	Supvy Workforce Dev. Spec.	WIOA Disl. Worker	49
Robinson, Rosie B.	Workforce Dev. Spec.	WIOA Disl. Worker	30
Sadler, Michelle R.	Clerical Assis. (OA)	WIOA Disl. Worker	19
Serrano, Claudia L.	Program Analyst – Bil.	WIOA Disl. Worker	20
Shannon, Randall W.	Workforce Dev. Spec.	WIOA Disl. Worker	100
Stevenson,	Workforce Dev. Spec.	WIOA Disl. Worker	20

Michael			
Stewart, Dario R.	Supvy Manpower Dev. Spec.	WIOA Disl. Worker	7
Toye, Jonathan	Program Manager	WIOA Disl. Worker	55
Washington, James	Workforce Dev. Spec.	WIOA Disl. Worker	50
Wheeler, Debra Marie	Manpower Dev. Spec.	WIOA Disl. Worker	25
White, Sandra D.	Workforce Dev. Spec.	WIOA Disl. Worker	55
Wilson, Anthony	Workforce Dev. Spec.	WIOA Disl. Worker	30
Witt, Clayton	Workforce Dev. Spec.	WIOA Disl. Worker	17

Office of Youth Programs (OYP)

Name	Job Title	Program	Time Dedicated
Williams, Ayana	Manpower Dev. Spec.	OYP	100
Mclane Coleman, Hope L.	Manpower Dev. Spec.	OYP	100
Carson, Roena D.	Manpower Dev. Spec.	OYP	100
Douglas Gardner, Barbara E	Manpower Dev. Spec.	OYP	100
Gainous Jr., Rodney A.	Manpower Dev. Spec.	OYP	100
Anders, Darrie	Manpower Dev. Spec.	OYP	100
Robertson Jr., Victor Otis	Program Analyst	OYP	100
Jordan, Chloe B.	Program Analyst	OYP	100
Kenchen, Stefanie J	Program Analyst	OYP	100
Hamilton, Traci M.	Program Dev. Spec.	OYP	100
Walker, Phillip S.	Program Dev. Spec.	OYP	100
Williams, Ashley A.	Program Manager	OYP	100
Joyner, Alona M	Program Support Assistant (OA)	OYP	100
Williams, Shannen Alexis	Program Support Assistant (OA)	OYP	100
Weatherington, Vanessa Yvette	Supvy Manpower Dev. Spec.	OYP	100
Cooley, Lakita	Workforce Dev. Spec.	OYP	100
Thompson, Lee	Workforce Dev. Spec.	OYP	100
Davenport, Dawan	Workforce Dev. Spec.	OYP	100
Watts, Melissa	Workforce Dev. Spec.	OYP	100
Scudder, Jessica	Workforce Dev. Spec.	OYP	100
Frazer, Delia	Workforce Dev. Spec.	OYP	100
McKelvy, Tyrrice L	Workforce Dev. Spec.	OYP	100
Smith, Monea	Workforce Dev. Spec.	OYP	100
Smith, Marva	Workforce Dev. Spec.	OYP	100
Brown, Dashara	Workforce Dev. Spec.	OYP	100

Greenfield, Danielle M.	Workforce Dev. Spec.	OYP	100
Russell, Terita	Workforce Dev. Spec.	OYP	100
Nelson, Shirley G	Workforce Dev. Spec.	OYP	100
Jefferies, Adrian T	Workforce Dev. Spec.	OYP	100
Harris, William Gregory	Workforce Dev. Spec.	OYP	100
Smith, Andrew	Workforce Dev. Spec.	OYP	100
Butler, Delonta K	Workforce Dev. Spec.	OYP	100
Turley, Kevin M	Workforce Dev. Spec.	OYP	100
Blackwell, Devontez D	Workforce Dev. Spec.	OYP	100
Hughes, Kemry M.	Workforce Dev. Spec.	OYP	100
Fields, Brandon	Workforce Dev. Spec.	OYP	100
Boderick, Ciara	Workforce Dev. Spec.	OYP	100
Diggs, Penelope V.	Workforce Dev. Spec.	OYP	100
Moore, Samuel L	Workforce Dev. Spec.	OYP	100
Olayimika, Ibironke	Workforce Dev. Spec.	OYP	100
Freeman, Thennie M.	Youth Programs Officer	OYP	100

d. The amount of funding budgeted to the program

Transitional Employment
- Project Empowerment – $9,637,248.00; and
- Career Connections – $4,500,000.00.

Office of Workforce Development (OWD)
- Wagner-Peyser – $2,096,429 (PY16);
- WIOA Adult – $2,829,641 (PY16);
- WIOA Dislocated Worker – $4,499,821 (PY16);
- Jobs for Veterans State Grants (JVSG) – $479,972 (FY17);
- LEAP – $2,015,937 (FY17); and
- On-the-Job Training (OJT) – $1,000,000 (FY17).

Office of Youth Programs (OYP)
The FY16 Revised Budget for OYP was $31,911,916.24.
The FY17 Approved Budget for OYP is $34,914,673.89.

22. The 2016 performance oversight responses state that a report on language access was to be conducted and concluded by September 2016:

a. Has this report been filed, and is it publicly available? Please attach a copy.
b. How many forms did the report find that needed translation?
c. Have any of these forms been translated; if not, what is the plan to complete translation of all documents identified?

The Language Access annual report has been filed in the Office of Human rights (OHR) Quickbase application. The report is not publicly available. The report did not find

documents that needed translation as all the vital documents identified in the Quickbase system have been translated.

23. **The Office of the State Superintendent of Education has been developing a Data Vault intake system, with the intention of expanding its access to other DC government agencies, including DOES. What is the status of this? Do you intend to incorporate the Data Vault into the One-Stop Centers as well?**

The Data Vault (DV) links customers to OSSE Adult Family Education (AFE) programs and services (i.e. adult literacy, occupational literacy, digital literacy, Career Essential Boot-Camp, postsecondary education and training), tracks customer participation, performance, progress and outcomes, and facilitates cross agency communication and case management of services for DC residents. The DV is currently being utilized in the American Job Centers, connecting AJC customers with OSSE AFE programs and services. This includes use of the DV by AJC Workforce Specialists to create appointments for the electronic Comprehensive Adult Student Assessment Systems (CASAS) test for adult basic education in reading and mathematics, and to connect jobseekers with other AFE services that match the needs of their specific skill-building and employment goals. There are no plans to expand its use further at the centers in the near term.

24. **Describe your agency's business engagement strategy and capacity. How does DOES target industries, occupations, and employers? What are common services DOES provides to business partners? What performance metrics does DOES use to analyze the outcomes of business engagement and business services? What are the results for FY16 and FY17, to date?**

The Department of Employment Services business engagement strategy is aligned with the District's workforce system's mission and vision. DOES - Business Services Group (BSG) has maintained the "business first" approach in its strategy to connect and maintain relationships with area companies of all sizes. BSG developed and implemented an industry sector strategy in FY14 and created best practices enhancing the agency's approach in FY17. The target industries are aligned with the High Demand Industry Sectors endorsed by the DC Workforce Investment Council and outlined in the District's Unified State Plan: Healthcare, Hospitality, Information Technology, Construction, and Security/Law Enforcement.

BSG's Industry Sector Partnerships continue to grow, responding to the needs of companies of all sizes. Through its relationship with internal and external stakeholders including the American Job Centers (AJCs), the Office of Apprenticeship, Senior Community Service Employment Program (SCSEP), Rapid Response, First Source, the District of Columbia's Community College, the Mayor's Office of Community Relations and other workforce intermediaries, BSG has established a talent management strategy which directly aligns the skills and credentials of trained jobseekers with the workforce needs of employers. Key services provided by BSG include working with employers to post positions and accept referrals through DC Networks, managing customized hiring events hosted at the American Job Centers, and connecting employers to subsidized employment programs such as On-the-Job Training, SCSEP, Apprenticeship, and Project Empowerment.

BSG's employer driven model has improved employer retention rates and has created more job opportunities for job ready candidates throughout the District. BSG performance is measured by new business engagement, repeat business, job seeker referrals and

placements. The results for FY16 and FY17 to date were approximately 68 businesses engaged for partnering, with over 1,190 job seeker referrals, resulting in 310 placements.

25. **Please provide specific examples of employers your agency has partnered with in FY16 and FY17 and the number of job referrals, to date, for each of the following areas of programming:**

    a. **General operations**
    b. **Workforce Development**
    c. **Youth programming**
    d. **Apprenticeships**

    The table below includes all employers Business Services Group partnered with in FY2016 and FY2017 to date. The number of job referrals includes General Operations, Workforce Development, and Youth Programs for FY16 and FY17 to date.

Employer	Referrals
ABM Industries, Inc.	2
Access Demolition Contracting Inc.	34
Access Green	3
Allied Universal formerly AlliedBarton Security Services	174
American Automatic Sprinkler Company Inc. (AASCO)	7
American Security Programs, Inc.	14
Anchor Construction Corporation	8
Anderson Fire Protection, Inc.	12
Avalere Health	6
Baker DC, LLC	7
Belfast DC, LLC	1
Bradley & Associates, LLC	7
Canada Dry Potomac	11
Chemonics International, Inc.	1
Community Works, LLC	2
Crystal Insurance Group Inc.	4
DC United	38
DC Water and Sewer Authority	3
Delaware Elevator	16
DowntownDC Business Improvement District (BID)	1
Dynamic Concepts Inc.	17
Edward C Mazique Parent Child Center Inc.	7
Evergreen Information Technology Services, Inc.	3
Federal Management Systems, Inc	1

Financial Industry Regulatory Authority (FINRA)	1
Galaxy Healthcare Solutions, Inc.	3
GCA Floors, LLC	4
Gordon Contractors, Inc.	5
Hamel Builders Inc.	5
Hardesty Concrete Construction, Inc.	2
Helix Electric, Inc.	11
HH MedStar Health, Inc.	10
HMS	1
Ideal Electrical Supply Corporation	3
Ivantis Group, Inc	2
J & A Hospitality Staffing Inc	1
K M Builders, Inc. dba BARR Concrete	11
Keystone Plus Construction	1
L. F. Jennings Inc.	26
Lama Painting and Drywall Co, Inc	4
Main Line Commercial Pools, Inc.	1
Marriott Hotels	9
Mars Construction Information	9
MBI HEALTH SERVICES	34
MedStar Washington Hospital Center	10
Melwood	3
Metropolitan Building Services, Inc.	4
National Facility Services	20
Nelson's Welding Inc.	1
Office of the State Superintendent of Education	13
PAM Masony Inc.	1
Physical & Sports Rehab Inc	15
Pillar Construction	15
Playworks	7
Safeway Stores	39
Save the Children	1
Sodexo Education- K-12 Division	234
Sodexo of Howard University	11
SOME (So Others Might Eat)	6
Sparkle Painting	2
The LINE DC- Sydell Hotels LLC	4
The Strittmatter Companies	1
TouchPoint Support Service	52

Unity Health Care, Inc.	26
URS Federal Services	7
Washington Metropolitan Area Transit Authority (WMATA)	1
Washington Nationals Baseball Club, LLC	200
Whitney, Bradley and Brown	1
Total Program Year To Date	1,196

Additionally, Business Services Group referred job seekers interested in Apprenticeships to the following employers in FY2016 and FY2017 to date.

Employers	Referrals
Anchor Construction	8
American Automatic Sprinkler	7
Hamel Builders	5
Keystone Plus	1
MARS Construction, LLC	9
Nelson Welding	1
TOTAL	31

In the beginning of FY17 DOES was successful in securing the approval of the first Information Technology (IT) registered apprenticeship programs by the DC Apprenticeship Council as a non-traditional occupation area. The first company, Securetech360, hired three (3) individuals as apprentices to pursue their careers through the apprenticeship system. OAIT followed up that work with Simple Technology Solutions, Inc. and Kurrent Logic securing apprenticeship registration approvals at the February 23 Apprenticeship Council Meeting. Both IT companies are District based, minority owned firms specializing in Cloud Technology and DevOps Engineering. In addition to the important work OAIT has done to expand apprenticeship opportunities beyond construction and into the IT sector, the unit continues to meet with employers from IT and in other non-traditional sectors, such as Healthcare.

Another noteworthy partnership has been with the Carpenter's Union. DOES met with the Carpenters Union and discussed the union's interest in establishing a Step-Up Apprenticeship training initiative to be a part of their apprenticeship standards. The Step-up Initiative will allow disadvantaged and underrepresented residents, who do not meet initial eligibility requirements to be accepted as registered apprentices up to twelve (12) months. Individuals have the opportunity to be gainfully employed while taking the necessary steps to gain eligibility requirements, such as GED and/or required academic courses related to the trade area. Step-Up apprentices will also be eligible to be employed on commercial construction projects subject to Davis-Bacon federal law.

All referrals for apprentices and non-apprentice construction work provided by OAIT are not consistently tracked at this time.

26. **What promising or emerging practices is DOES considering or implementing to improve business engagement?**

DOES/Business Services Group (BSG) has fully embraced the sector strategy approach to improve business engagement partnerships. In support of the High Demand Sectors

(Information Technology, Healthcare, Hospitality, Construction, Security/Law Enforcement) identified by the Workforce Investment Council, BSG has adopted the Talent Pipeline Management model for skills gap bridging to better serve employers, education providers and DC's workforce. Talent pipeline management envisions a demand-driven system in which employers are positioned as the "end-use customer" in order to create and share value among all partners in the talent supply chain. This approach adds value to employers by reducing the skills gap and providing a better prepared workforce catered to the specific needs of employers.

27. **Does your agency have specific problems with service delivery? If so, please explain. Has your agency developed new policies for the remainder of FY17 to improve service delivery or operational efficiency? Please describe those policies and results of any related initiatives.**

American Job Centers
American Job Center Operations has addressed many of the historic operational and service challenges through the one-stop certification process exercise. In a major step forward, the District's Workforce Investment Council (WIC) developed new certification standards for the District's AJCs. Certification helps ensure a consistent standards and quality services in all centers.

The certification process was to set standards for the comprehensive service center and the system. However, many of the changes had significant impact on customer service and the service delivery system holistically.

28. **Please explain the impact on your agency of any federal statutory, regulatory, or budgetary changes during FY16 or FY17, to date, that significantly affect agency operations.**

Office of Unemployment Compensation (OUC)
There were no federal statutory, regulatory, or budgetary changes during FY16 and FY17 that significantly affected agency operations.

Office of Youth Programs (OYP)
Changes to Workforce Investment Act (WIA), now Workforce Innovation and Opportunity Act (WIOA), have positively impacted service delivery across all program areas.

Office of Wage-Hour (OWH)
As of November 12, 2015, the US Court of Appeals upheld "The Home Care Final Rule", issued on October 1, 2013, which had an effective date of January 1, 2015. The Department of Labor issued the rule to extend minimum wage and overtime protections to home care workers. OWH is now accepting claims from Home Care Aids for overtime complaints.

The Final Rule updated the salary level required for the minimum salary level for exempt employees. On December 1, 2016, the salary increased from $455/week or $23,660/annually to $913/week or $47,476/annually. Employees who do not earn the minimum amount must be paid overtime for all hours worked in excess of 40 hours per workweek. The minimum salary level will automatically be evaluated and updated every three years with the next recalculation effective January 1, 2020. This change is projected to increase the number of Claims received by OWH.

<u>Office of Workforce Development (OWD)</u>
No legislation or budgetary changes affected OWD in FY16.

29. **Please provide a list of all MOUs and MOAs in place during FY16 and FY17, to date, including a description of services and the total cost associated. Provide a list of any additional MOUs and MOAs that DOES plans to grant through the rest of FY17, including a description of services and the estimated cost associated.**

    (See attachment 12)

30. **Identify any legislative requirements that the agency lacks sufficient resources to properly implement. Identify any statutory or regulatory impediments to your agency's operations.**

    The Labor Standards Bureau (LSB) does not have any legislative requirements that lack sufficient resources or statutory/regulatory impediments that would impact operations of its programs. Current resources are sufficient to perform the operational commitments of the Bureau and provide the necessary services to stakeholders.

    <u>Office of Unemployment Compensation (OUC)</u>
    There are no significant impacts to OUC operations at this time.

31. **Please identify all social media accounts associated with DOES.**

    - DOES – LinkedIn, Facebook and Twitter
    - OYPDC – Twitter, Facebook, and Instagram
    - MBYLI – Twitter

    a. **Describe the purpose of each account.**

       - Twitter –DOES uses its twitter account to announce job openings and to connect with residents. Additionally, the Office of Youth Programs distributes news and updates and engages employers and DC youth on several workforce topics.
       - Facebook – The DOES Facebook page is used to provide information to job information and to connect with community leaders, jobs seekers and parents of the youth OYP serves. OYP shares the same content on Facebook as it does on Twitter, but also uses the Facebook Live feature to provide live footage from events. The DOES OYP team posts on the Facebook account once a day.

       Instagram – Instagram allows OYP to visually promote its programs and initiatives through pictures and graphics.

    b. **For any account that draws attention to job postings, please provide the criteria that is used to determine which postings should be highlighted by DOES, including salary, credentials needed, and other criteria.**

       Job postings are shared through the agency's Facebook and Twitter accounts. While there is no set criteria used to determine which postings should be highlighted by DOES, the aim is to share job postings that will benefit District residents, especially

those with multiple barriers to employment and most impacted by unemployment and underemployment.

Each week, the agency's Job Bank releases a list of *Hot Jobs* that are shared with the public. The *Hot Jobs* are a subset of the many jobs listed with the agency's Job Bank. Job Bank is a component of the city's DC Networks system, a computerized national labor exchange network. The system is designed to match employers with job seekers. Any employer, both local and national, can use the Job Bank to place job orders and search for applicants by skill-set or position. The Job Bank Unit provides guidance, training and technical assistance to employers who are seeking to post job openings, identify potential employees, research current and local job market data and effect hiring incentives.

c. Please describe any changes in policy regarding the use of social media accounts that were made in FY16 or FY17 to date, or are planned for FY17.

There were no changes in policy regarding the use of social media accounts in FY16 or FY17. The agency is working to develop a comprehensive social media policy.

V. Internal Policies

32. Outline the methods used by your agency to monitor contract compliance. If written, please provide a copy of the policy.

DOES has established a comprehensive monitoring process for ensuring the compliance of workforce-related contracts in accordance with local and federal requirements. Under the guidance of the Workforce Investment Council (WIC) and in alignment with mandates delineated in Workforce Investment Guidance Letters (WIGLs), workforce providers undergo reviews as follows:

- Program Site Visit – a review of provider-site participant files, processes, procedures, certificates and licensures;
- Fiscal Site Visit – a review of provider accounting policies, principles, certificates, and licensures;
- Program Desk Review – a review of DOES-site participant files and DCNetworks records in accordance with contract agreements; and
- Fiscal Desk Review – a review of randomly selected provider processed invoices, and participant timesheets and payroll records, if applicable.

Also, DOES assigns Contract Administrators (CAs) for each executed contract. The role of the CA is to monitor the day-to-day activities of the contract and inform the program and contracting officer of compliance or non-compliance.

(See attachment 13)

33. Please describe any initiatives of your agency to improve the internal operations of the agency and the interaction of the agency with outside parties. Outline the results of each initiative.

A variety of organizational and staff changes were implemented by DOES in response to challenges faced by the agency.

These changes were also implemented to support larger strategic efforts, including:

- DOES established the Customer Navigation Center that is responsible for fielding calls directed to the UI Tax and UI Benefits divisions, so as to improve the timeliness and quality of client services.
- The Office of Unemployment Compensation created a 193 Monetary Re-Determination Unit which works with both the UI Tax and UI Benefits divisions to facilitate the timely and efficient disposition of monetarily ineligible claims and the correct determination and assignment of covered employment wages in a manner that ensures compliance with the United States Department of Labor and the District of Columbia laws and regulations.
- The Resource Allocation unit has provided detailed monitoring and tracking of program unit expenditures relative to participant investment. Cost models have been developed and utilized for various programs such as: Wage and Hour, Office of Youth Programs, and Workforce Development. These cost models have provided real-time tracking of spending patterns. Leadership and program areas are able to use these models to develop spending and work plans, monitoring trends, and maintaining compliance with fiduciary responsibilities.
- The agency's Information Security Officer (ISO) has developed a full-scale program to ensure that all program units are compliant with the agency's Personally Identifiable Information (PII) and Federal Tax Information (FTI) policies and protocols. To date, over 100 staff members and designated providers have completed the Security Awareness course module and agency confidentiality agreements. The agency created a new unit focused on Training and Professional Development.

IT

DOES is implementing modern and complex Telecommunications/Operations Solutions to provide an enhanced customer service experience for DOES customers.

- QMATIC
  - DOES is the process of reinstating its Q-Matic System, which will allow the agency to provide more efficient service and overall customer service satisfaction to all internal and external customers within the American Job Centers.
  - Q-Matic will provide a reduction in unforeseen costs with quality support and allows the configuration of the workflows, services, queues, in effort to improve and modernize.
- Customer Interaction Management (CIM)
  - CIM will help DOES provide superior customer service by offering customers their preferred choice of communication mediums including; voice, email, SMS, web, and social media.
  - CIM's patented unified queue centralizes the management of customer interactions across all communication channels, work tasks, and DOES systems providing a comprehensive view of all customer interactions. The CIM system also includes an appointment feature which will enable customers to schedule individualized sessions via the web.

34. **Explain how your agency solicits and responds to community concerns, including workers, businesses, researchers, advocates, and education/training providers. Please cite specific examples, including:**

Office of Unemployment Compensation (OUC)
OUC solicits and responds to community concerns by emailing a customer service satisfaction survey on a weekly basis to claimants that have visited an American Job Center. The survey captures the overall level of satisfaction of claimants and allows them to voice any concerns they may have. These concerns are reviewed by staff members and addressed accordingly.

Office of Wage-Hour (OWH)
The Office has scheduled and attended regular meetings with community advocates, business members and employees. The Associate Director has participated in labor studies conducted by Universities. He is a member of the Association Commuter Transportation's Employers Forum, he also a board member of the Interstate Labor Standards Association representing the Atlantic Great Lakes region. Through meetings with various businesses through the Business Industry Roundtables, Employer Forums and attending community meetings, Wage-Hour is able to gauge both the business community and employee perspective.

OWH, through its *education and outreach efforts,* has mailed over 15,000 notices to businesses notifying them of requirements necessary to comply with the current Wage-Hour laws.

The OWH *hosted several webinars* to acquaint employers and employees with the new Wage-Hour laws in the District of Columbia; and *successfully conducted six Business Roundtables* discuss ASSLA, Wage Theft, Tipped Workers, Minimum, Wage/Living Wage laws with the following organizations:

- The Hotel Association of Washington;
- The Restaurant Association of Metropolitan Washington;
- D.C. Home Healthcare Association (Home Health Aides); and
- District of Columbia Healthcare Association (Nurses).
- Korean Grocers Association
- Department of Behavioral Health Group Home Providers

OWH partnered with the Mayor's Office on Asian and Pacific Islander Affairs (MOAPIA) to educate hundreds of businesses through community outreach. With this partnership, over 180 businesses were mailed notices in various languages (English, Korean, Vietnamese and Chinese) with the required Wage-Hour postings. In FY16, MOAPIA visited 327 businesses, promoting the WTPAA to more than 430 AAPI business owners and employees in the District. The program materials in Korean, Vietnamese, and Chinese became available at the end of April 2016 after a thorough quality control was completed. 70 copies of the Chinese and Vietnamese version of the Amendment and other essential documents were printed and distributed to the AAPI business owners and residents. Additionally, the agency actively posted information about the WTPAA on the agency's social media. MOAPIA hosted three successful workshops, educating 72 AAPI small business owners and employees.

An online *"Tip Reporting System"* has been launched by the Wage-Hour program which allows businesses in the District of Columbia to report Tips given to employees in conjunction with the unemployment insurance reporting. With this required data, employers are certifying that they are paying their employees the required minimum wage. Also, the office has begun conducting random audits of tipped employees throughout DC.

OWH successfully enacted the newly *Commuter Benefits Law under the Sustainable DC Omnibus Amendment Act*, which required employers to offer at least one transportation benefit. If employers fail to do so, they are subject to civil fines and penalties. DOES hosted an employer forum in conjunction with DDOT's "GOdcGO" to educate the public on the Commuter Benefit requirements and options for enacting compliant programs.

First Source hosted twelve (12) interactive webinars for employers for the launch of the First Source Online Reporting System for both non-construction and construction agreements.

Office of Youth Programs (OYP)
Our Office uses a combination of OYP list serves and IQ system (correspondent: Nyaunu-Wi Jones) to track community constituent concerns including education/training providers. Such feedback includes questions around how a youth applicant for MBSYEP or a year-round program can be deemed eligible to paycheck challenges.

a. **What has the agency learned from this feedback?**

Office of Unemployment Compensation (OUC)
The agency has learned that one of the most critical elements for the success of the District's UI Program is the need to automate existing manual processes, to further standardize workflows, identify staff training needs through the Internal Quality Review process, cross-train staff, develop effective staff resources, as well as implement peer-to-peer reviews and continue one-on-one coaching. Further, OUC has learned that the populous is better served by having direct representatives that have a diverse knowledge base as it pertains to program content. OUC has learned the need to find more creative and impactful avenues to engage District employers, employees and constituents on the assistance and resources that can make the UI relationship more advantageous for all.

Office of Wage-Hour (OWH)
The feedback has shaped the agency to increase awareness regarding ASSLA violations in the District, the Office's efforts included the ASSLA Employers forum last year with over 80 employers in attendance, in FY'17 DOES conducted 50 ASSLA compliance visits (23 Home Health Agencies, 10 Retail Establishments, 7 Construction Sites and 6 Staffing Firms and 4 Day Care providers) as well as the planned advertisement campaign to strengthen public awareness regarding their sick and safe leave rights.

Office of Youth Programs (OYP)
The Office of Youth Programs learned that a number of youth participants found the MBSYEP Employment Program Youth Handbook confusing and difficult to read. This impaired their ability to find a proper host employer and to properly track their time for reporting purposes.

b. **How has the agency changed its practices as a result of such feedback?**

Office of Unemployment Compensation (OUC)
OUC has utilized the feedback it receives from its customers and constituents to coach team members on differing areas of performance deficiency; adjusting and reengineering operational policies and protocols to better aide its customers. Additionally, OUC has moved to aide claimants and employers further by informing them of reemployment assistance resources, training and outreach programs, programmatic compliance requirements and the myriad of services that are available at DOES headquarters and at any of its American Job Center (AJC) locations.

Office of Wage-Hour (OWH)
The OWH staff has been afforded in-house and external training opportunities. All compliance staff have completed training for the enforcement of the Accrued Sick and Safe Leave Act; and, training on the prevailing wage laws. Over the past year DOES invested resources into staff training, which includes Sick and Safe Leave; the staff attended the Making Paid Sick Days Work 2015 conference in New York City and the Making Paid Sick Days Work 2016 in San Francisco brings together paid sick days enforcement agencies, advocates, and funders from around the country to discuss strategies to improve implementation and enforcement of paid sick days laws.

Office of Youth Programs (OYP)
Revisions to the MBSYEP 2017 Youth Handbook will have clearer language and direction for how youth and their host employers should track time reported (e.g., ensure accuracy in timekeeping).

35. **Does the agency have written policies and protocols for each of its programs/initiatives?**

    a. **Are these policies available to program participants and/or the public?**
    b. **If so, how can participants and/or the public access them?**

Yes. The agency has both Procedure Manuals and Standard Operating Procedures. All federal and local workforce programs and/or initiatives have written policies and standard operating procedures (SOPs) to guide the work and ensure staff compliance in implementation. Only federal policies that are required by law to be publicly posted are on the DOES website in full while internal policies and SOPs are limited to DOES staff and contactors. All WIOA eligibility policies are available to the public via the WIC Policy Manual, which can be found at their website. The policy manual can be read and downloaded here:
https://dcworks.dc.gov/sites/default/files/u23/WIC%20WIOA%20Policy%20Manual.pdf.

These policies and procedures can be obtained through official Freedom of Information Act (FOIA) requests submitted to the DOES Office of the General Counsel.

36. **What measures does DOES follow to ensure that the agency does not transmit unencrypted data containing personally identifiable information (PII)?**

Policy and Training
The agency has developed a full-scale Security Awareness training program to ensure that all program units are compliant with the agency's Personally Identifiable Information (PII) policies and protocols. The purpose of the Security Awareness training is to provide basic

security guidance and consequences for DOES employees, contractors, and business partners who have access to DOES systems which contain PII. The Security Awareness training is an annual requirement for all parties.

DOES has updated its policy *600.30-2 Handling Sensitive Information* to specifically identify the proper procedures for handling all sensitive and confidential information, including PII.

Technology
The agency has disabled USB ports on computers located in areas that contain PII; also DOES maintains a secure FTP site and service to transmit encrypted information.

a. **Do all programs follow these procedures at all times?**

Yes, all programs and staff are required to take and pass the Security Awareness training annually. In addition, all DOES employees sign an Acknowledgement of Ethical Responsibility and Data Confidentiality agreement.

b. **If personally identifiable information is transmitted unencrypted, what steps does DOES take in response?**

DOES has an Security Incident Reporting and Response policy Ensure that all suspected or actual security incidents are expeditiously reported, investigated, mitigated, and resolved to protect and preserve the integrity and security of Department of Employment Services (DOES) information systems; and Protect the privacy and confidentiality of sensitive information, including confidential data, Personally Identifiable Information (PII), and Federal and State Tax Information (FTI), which reside within all DOES systems.

c. **Has DOES transmitted unencrypted any PII in FY16 or FY17? If so, please explain.**

No.

37. **What steps has DOES taken to ensure that policies and procedures that affect interactions with the public are made in a clear and transparent manner, including decisions with regards to:**

a. **Issuing and awarding grants;**

DOES OYP made innovation grants available to organizations to provide training to young adults between the ages of 18-24 in three distinct pathways including entrepreneurship secondary education and emerging career fields. For both rounds of the grant making process there were measures put in place to ensure full transparency and fair decision-making. There was a Request for Application that outlined the process that was shared with the DC Office of Grants and Partnerships and the DC Register. Additionally, interested organizations were able to participate in a pre-application conference to have any questions about the RFA answered. As a result of the pre-application conference, a FAQ was created and shared. The grant review process was based upon the contents of the RFA and each grant application was

reviewed by an external panel. The panel submitted recommendation to the agency's director/designee. OYP made 10 awards.

b. Determinations of eligibility for service providers, including inclusion or removal from the Eligible Training Provider List;

The policy outlining the determination for eligibility inclusion and removal for the Eligible Training Provider List (ETPL) can be found in full within the DC WIC Policy Manual. The policy manual can be read and downloaded here: https://dcworks.dc.gov/sites/default/files/u23/WIC%20WIOA%20Policy%20Manual.pdf.

c. Determinations of eligibility for program participants; and

In addition to the program information available on the specific DOES program websites, the AJC Centers prepared detailed one-pagers and other printed information for workforce programming that include program eligibility requirements.

d. Assignments of students to sites in MBSYEP.

The program holds orientation with both participants and hosts to clearly outline this process. Participants are matched to jobs based on the job categories selected on the application and the jobs they apply to during the job selection phase of the program. The IT department makes the matches based on the following: host/youth matches, top selections in order of preference, youth/jobs that do not have a preference.

38. Explain your agency's written grievance policy and provide a copy of any corresponding paperwork.

Please see the policy for a Request to Review a Performance Rating, per the DPM, Chapter 14, Section 1415.

(See attachment 14)

VI.   Performance Goals

39. What were the performance goals established for your agency (federal and local) and for each of the programs your agency administered in FY16 and FY17? Please explain how each goal was measured and will be measured. Please include a table with all goals and outcomes and describe the actual results for FY16 and FY17, to date.

Office of Workforce Development (OWD)
For Federal workforce programming under WIOA, FY16 most closely aligns with the Program Year 2015 performance period, and those performance measures and outcomes are in the tables below. Cells shaded in dark green are measures where the District exceeded performance; cells in light green are measures where the District met performance standards and the one cell in light red—Youth Literacy/Numeracy Gains—is the only measure that the District was unable to meet the performance standard in PY15.

Workforce Innovation and Opportunity Act (WIOA)
Title 1: Adult, Dislocated Worker, and Youth
Program Year 2015 (7/1/15 – 6/30/16)

		ETA Negotiated Standard	District's Performance	% of Standard Achieved
Performance Measure				
Entered Employment Rate	Adults	62%	69.0%	111.3%
	Dislocated Workers	63%	69.2%	109.8%
Employment Retention Rate	Adults	79%	86.9%	110.0%
	Dislocated Workers	84%	90.5%	107.7%
Average Earnings	Adults	$13,550	$12,557.23	92.7%
	Dislocated Workers	$17,750	$18,285.88	106.3%
Youth Attainment of Degree or Certificate		34%	74.2%	103.0%
Youth Placement in Employment or Education		64%	64.4%	100.6%
Youth Literacy/Numeracy Gains		58%	0.0%	0.0%

Workforce Innovation and Opportunity Act (WIOA)
Title 3: Wagner-Peyser (Labor Exchange)
Program Year 2015 (7/1/15 – 6/30/16)

	ETA Negotiated Standard	District's Performance	% of Standard Achieved
Performance Measure			
Entered Employment Rate	56%	49.8%	88.9%
Employment Retention Rate	79%	80.2%	101.5%
Average Earnings	$18,000	$16,369	90.9%

New Performance Measures: Under WIOA, for PY16 (July 1, 2016 – June 30, 2017) there will be a new set of primary indicators for both Title I and Title 3. The new performance measures, and the PY16 and PY17 benchmarks, are in the tables below. For PY16, only Measurable Skills Gain will be reported, to allow time for new customers to enter and exit the program under the new performance regime.

Performance Measure	Definition
Employment Rate in 2nd Quarter after Exit	Percentage with positive wages two quarters after program exit.
Employment Rate in 4th Quarter after Exit	Percentage with positive wages four quarters after program exit.
Median Earnings	Median wages in the second quarter after exit.
Credential Attainment Rate	Percentage of participants enrolled in credential-bearing training (GED or occupational skills training ending in a recognized postsecondary credential) that attained the credential within 12 months of program exit.
Measurable Skills Gain	Percentage of participants that are making "demonstrable progress" in skills gains. The definition of a measurable skills gain is contingent upon the type of service rendered or program. Documented progress could include:

	• An increase of at least one Educational Functioning Level (for participants working toward their high school diploma or equivalent) • Attainment of high school diploma or equivalent • Secondary or postsecondary transcript or report card for a sufficient number of credit hours that shows participant is meeting the state unit's academic standards • Satisfactory or better progress reports in meeting milestone in work experience programs (like OJT and apprenticeship) • Successfully passing a credential exam or knowledge-based exams validating student is progressing in attaining technical and/or occupational skills
Effectiveness in Serving Employers Measure 1: Repeat Business Customers	Percentage of repeat employers using services within the previous three years.
Effectiveness in serving employers Measure 2: Employer Penetration Rate	Percentage of employers using services out of all employers in the state.

Performance Measure	WIOA Adult PY16-PY17 Benchmark	WIOA Dislocated Worker PY16-PY17 Benchmark	WIOA Youth PY16-PY17 Benchmark	Wagner-Peyser PY16-PY17 Benchmark
Employment Rate in 2nd Quarter after Exit	62%	69%	51%	50%
Employment Rate in 4th Quarter after Exit	68%	65%	46%	79%
Median Earnings	$6,200	$7,500	N/A	$5,500
Credential Attainment Rate	54%	57%	50%	n/a
Measurable Skills Gain	Baseline only	Baseline only	Baseline only	n/a
Effectiveness Serving Employers	Baseline only (measures are system wide)			

The agency's performance goals and actual results for FY16 are detailed within the FY16 Performance Accountability Review. The agency's FY17 Performance Plan describes the agency's performance goals for FY17. Both documents are tools used by the local government for reviewing performance. However, several of the key performance indicators are based upon industry standards and/or federal government; i.e., US Department of Labor Core Measures such as those listed below. **Please note:** On January 24, 2017, a change in leadership occurred at the agency as a new director was named. The new Agency Director, Odie Donald, has been given the opportunity to revise the attached FY17 Performance Plan, creating strategic objectives, key performance indicators, workload measures and strategic initiatives, that are in line with his vision for the agency. Thus, the entire FY17 Performance Plan is subject to change.

UI PERFORMS Core Measures	Acceptable Levels of Performance
Benefits Measures	
First Payment Promptness: Percent of *all* 1st payments made within 14/21 days after the week ending date of the first compensable week in the benefit year (excludes Workshare, episodic claims such as DUA, and retroactive payments for a compensable waiting period).	≥87%
Nonmonetary Determination Time Lapse: Percent of Nonmonetary Determinations (Separations and Non-separations) made within 21 days of the date of detection of any nonmonetary issue that had the potential to affect the claimant's benefit rights.	≥80%
Nonmonetary Determination Quality – Non-separations: Percent of *Non-separation* Determinations with Quality Scores equal to or greater than 95 points, based on the evaluation results of quarterly samples selected from the universe of nonseparation determinations.	≥75%
Nonmonetary Determination Quality – Separations: Percent of *Separation* Determinations with Quality Scores equal to or greater than 95 points, based on the evaluation results of quarterly samples selected from the universe of separation determinations.	≥75%
Program Integrity Measures	
Overpayment Measure *Detection of Overpayments:* Percent of detectable, recoverable overpayments estimated by the Benefit Accuracy Measurement survey that were established for recovery.	≥50% and ≤95% of detectable/recoverable overpayments are established for recovery
Benefit Year Earnings (BYE) Measure – Percentage of the amount overpaid due to BYE issues divided by the total amount of UI benefits paid.	25% reduction from State's CY 2010 – CY 2012 baseline BYE rate
Improper Payments Measure – Percentage of UI benefits overpaid plus UI benefits underpaid minus overpayments recovered divided by the total amount of UI benefits paid.	<10%
UI Overpayment Recovery Measure – Percentage of Amount of overpayments recovered divided by (Amount of	IPIA 2013: 55%; IPIA 2014: 58%; IPIA 2015: 65%; IPIA 2016: 68%

overpayments established minus overpayments waived) *(example IPIA 2013 = July 1, 2012 – June 30, 2013)*	
Appeals Measures	
Average Age of Pending Lower Authority Appeals: The sum of the ages, in days from filing, of all pending Lower Authority Appeals divided by the number of Lower Authority Appeals.	≤30 Days
Average Age of Pending Higher Authority Appeals: The sum of the ages, in days from filing, of all pending Higher Authority Appeals divided by the number of Higher Authority Appeals.	≤40 Days
Lower Authority Appeals Quality: Percent of Lower Authority Appeals with Quality Scores equal to or greater than 85% of potential points, based on the evaluation results of quarterly samples selected from the universe of lower authority benefit appeal hearings.	≥80%
Tax Measures	
New Employer Status Determinations Time Lapse: Percent of New Employer Status Determinations made within 90 days of the last day in the quarter in which the business became liable.	≥70%
Tax Quality: Tax Performance System (TPS) assessment of the accuracy and completeness of the tax program determined by scoring, on a pass/fail basis, samples of the 13 tax functions.	No more than 3 tax functions failing TPS in any year
	No single tax function failing for 3 consecutive years
Effective Audit Measure: Evaluates whether a state's employer audit program meets or exceeds minimum levels of achievement in the following four factors: Factor 1 – percent of Contributory Employers Audited Annually, Factor 2 – percent of Total Wages Changed from Audits, Factor 3 – percent of Total Wages Audited, Factor 4 – Average Number of Misclassifications Detected per Audit, and meets or exceeds a minimum overall score of the four factors.	Factor 1: ≥1%; Factor 2: ≥2%; Factor 3: ≥1%; Factor 4: ≥1; and Sum of Four Factors: ≥7
Reemployment Measure	
Facilitate Reemployment: Percent of UI claimants who are reemployed within the quarter following the quarter in which they received their first UI payment.	*varies* by state
Secretary Standards in Regulation	**Performance Criteria**

First Payment Promptness: Percent of Intrastate UI 1st Payments (full weeks only) made within 14/21 days after the week ending date of the first compensable week in the benefit year.	≥87%
First Payment Promptness: Percent of Intrastate UI 1st Payments (full weeks only) made within 35 days after the week ending date of the first compensable week in the benefit year.	≥93%
First Payment Promptness: Percent of Interstate UI 1st Payments (full weeks only) made within 14/21 days after the week ending date of the first compensable week in the benefit year.	≥70%
First Payment Promptness: Percent of Interstate UI 1st Payments (full weeks only) made within 35 days after the week ending date of the first compensable week in the benefit year.	≥78%
Lower Authority Appeals: Percent of Lower Authority Appeals decided within 30 days of filing.	≥60%
Lower Authority Appeals: Percent of Lower Authority Appeals decided within 45 days of filing.	≥80%

(See attachment 15)

40. Has your agency modified any of its goals, measurements, or targets from FY16 to FY17? If so, why? In addition, please delineate those modifications.

The most significant change from FY16 to FY17 regarding performance goals, measures, and targets, was creating key performance indicators to track the agency's engagement with targeted populations and initiatives directly connected to the District Priority Goals. Attached please find the FY17 Performance Plan, which includes the agency's local and federal key performance indicators and specifics which objectives and initiatives are connected to which District Priority Goals.

41. Please list all reports that are statutorily required of your agency. Did your agency meet the statutorily required reporting deadlines in FY16 and to date in FY17? If not, please explain why.

Report	Submitting Office	Submission Frequency
Occupational Employment Statistics (OES)	LMI	Monthly
Current Employment Statistics (CES)	LMI	Monthly
Local Area Unemployment Statistics (LAUS)	LMI	Monthly

ETA SF-424: Application for Federal Assistance	OCFO	Monthly
Quarterly Census of Employment and Wages (QCEW)	LMI	Quarterly
ETA 9130: Federal Financial for • WIOA Adult and Dislocated Worker (statewide and local) • WIOA Youth (statewide and local) • National Dislocated Worker Grants • Statewide Rapid Response • Employment Services (Wagner-Peyser) and Unemployment Insurance • Senior Community Service Employment Program (SCSEP) • Trade Adjustment Assistance Program	OCFO	Quarterly
SPARQ e-system: Senior Community Service Employment Program (SCSEP)	TEP	Quarterly
ETA 191: Statement of Expenditures & Financial Adjustment of Federal Funds for UC for Federal Employees & Ex-Service Members	UI	Quarterly
ETA 203: Characteristics of the Insured Unemployed	UI	Monthly
ETA 207: Non-Monetary Determination Activities	UI	Quarterly
ETA 218: Benefit Rights & Experience	UI	Quarterly
ETA 538: Advance Weekly Initial & Continued Claims Report	UI	Weekly
ETA 539: Weekly Claims & Extended Benefits Trigger Data	UI	Weekly
ETA 586: Interstate Arrangement for Combining Employment & Wages	UI	Quarterly
ETA 902: Disaster Unemployment Assistance Activities	UI	Monthly
ETA 5159: Claims & Payment Activities	UI	Monthly
ETA 9016: Alien Claimant Activity Report	UI	Quarterly
ETA 9050: First Payment Time Lapse	UI	Monthly
ETA 9051: Continued Weeks Compensated Time Lapse	UI	Monthly

ETA 9052: Non-Monetary Determinations Time Lapse, Detection Date	UI	Monthly
ETA 9047: Reemployment of UI Benefit Recipients	UI	Quarterly
ETA 227: Overpayment Detection & Recovery Activity	UI	Quarterly
ETA 9049: Worker Profiling & Reemployment Services Outcomes	UI	Quarterly
ETA 9056: Non-Monetary Determinations Quality Review	UI	Quarterly
UI-1: Unemployment Insurance Travel Staff Years and Leave Hours	UI/OCFO	Annual
ETA 9048: Worker Profiling & Reemployment Services Activity	Workforce Development	Quarterly
ETA 9128: Reemployment & Eligibility Assessment Activities	Workforce Development/UI	Quarterly
ETA 9129: Reemployment & Eligibility Assessments Outcomes	Workforce Development/UI	Quarterly
ETA 5130: Benefit Appeals Report	UI – Appeals Division	Monthly
ETA 9054: Appeals Time Lapse	UI – Appeals Division	Monthly
ETA 9055: Appeals Case Aging	UI – Appeals Division	Monthly
ETA 9057: Lower Authority Appeals Quality Review	UI – Appeals Division	Quarterly
ETA 204: Experience Rating Report	UI – Tax Division	Annual
ETA 581: Contribution Operations	UI – Tax Division	Quarterly
ETA 2112: UI Financial Transaction Summary	OCFO	Monthly
ETA 8401: Monthly Analysis of Benefit Payment Account	OCFO	Monthly
ETA 8405: Monthly Analysis of Clearing Account	OCFO	Monthly
ETA 8413: Income-Expense Analysis, UC Fund, Benefit Payment Account	OCFO	Monthly
ETA 8414: Income-Expense Analysis, UC Funds, Clearing Account	OCFO	Monthly
UI-3: Unemployment Insurance Quarterly Financial Report	OCFO	Quarterly

Local Job Training Quarterly Report Includes enrollment and outcome information for the following programs: • Project Empowerment (PE) • Alternative Pathways Employment Program (APEP) • Career Connections • MOU (Local training) • Grants (Local training) • Local Individual Training Accounts (Local training) • On-the-Job Training • Apprenticeship • Pathways for Young Adults (PYAP)	TEP/Workforce Development /OBEIA/OYP	Quarterly (to Council)
Performance Accountability Report (PAR)	Office of the Director/Workforce Development	Annual (to Office of the City Administrator)
ETA 9169: WIOA Annual Report Tables & Narrative	Workforce Development/OIT	Annual
ETA 9170: WIOA Participant Individual Record Layout (PIRL)	Workforce Development/OIT	Quarterly
ETA 9173: WIOA Program Performance Report	Workforce Development/OIT	Quarterly
ETA 9174: Pay for Performance Report	Workforce Development/OIT	Quarterly
WIOA Data Element Validation	OIT/Workforce Development	Annual
Wagner-Peyser Data Validation	OIT	Annual
ETA 9058: Work Opportunity Tax Credit (WOTC) report	Workforce Development/BSG	Quarterly
ETA 9059: WOTC Audit Summary Worksheet	Workforce Development	(No longer required to be submitted, but maintained as compliance tool)
VETS 200 A-C: Veterans Programs reports	Workforce Development	Quarterly
Workforce Information Grant (WIG) Annual Report	LMI	Annual
Youth Apprentice Advisory Council Report	Workforce Development	Annual (to Council)

Labor Standards Bureau Statutorily Required Council Reports: *(1) Workers' Compensation Act of 1979 as amended and (2) First Source Employment Agreement Act of 1984*

Office	Report	Legislation	Due Date

Workers' Compensation Program & First Source Employment Program	Annual Report	§32-1502	February 1
	Annual Anti-Fraud Report	§32-1542.03	March 1
	Semi Annual Compliance Report	§32-1542.04(b)	March 31 and September 30
	Special Fund Audit	§32-1540(e)	March 1
	Administration Fund Audit	§32-1541(k)	March 1
	First Source Employment Agreement Report	§2-219.01-05	January 31 and July 31

Yes, DOES met all deadlines.

42. Please describe any identified agency deficiencies and explain the perceived cause or causes of those deficiencies. How will those deficiencies be addressed in FY17?

Office of Compliance and Independent Monitoring (OCIM)
The attachment includes 28 findings and recommendations extracted from performance and audit reviews from the US Department of Labor (DOL), the District's State Quality Service Plan (SQSP), and the Office of the DC Auditor (ODCA). The strategies for remediation are from the Agency's documented responses to DOL and ODCA.

(See attachment 16)

Office of Wage-Hour (OWH)
When challenges are identified, OWH takes the initiative to properly categorize the challenge and formulate viable solutions. OWH will partner with various agencies or stakeholders to address challenges.

43. Please summarize USDOL's evaluation (quarterly monitoring report or other relevant document) of each of the findings and concerns outlined in DOES' most recent Corrective Action Plan. Please provide details on DOES' response, including planned actions, timetables, and milestones to correct each finding or concern.

Monthly submissions are given to DOL that demonstrate progress made in key areas. DOL responds to program on the progress of each action item.

(See attachment 17)

44. How would you rate your agency's customer-service delivery? If any of your goals were directly related to customer-service delivery, please list them, and address your achievements and/or deficiencies, within this respective area.

DOES is committed to providing excellent customer service to the residents and businesses of the District of Columbia. To ensure that the agency adheres to this commitment, DOES will adopt a DOES Customer Bill of Rights ensuring that: agency policies and procedures

protect the rights and privacy for the agency's customers; services are provided in a timely and competent manner; and promote public confidence.

45. **Has your agency conducted a survey of the customers (job seekers, employers, etc.) it serves? If so:**

    a. **Please attach a copy of the survey, and the survey results.**

    (See attachment 18)

    b. **Explain how DOES has used or plans to use the survey results to improve its operations.**

    Please refer to response for question 33, section a.

46. **Regarding grants to DOES:**

    a. **Did your agency lose any grant funding in FY16? If so, please explain.**

Grant Name	Program Manager	Grant Type F = Federal P = Private	CFDA # (Federal)	Grant Number	Grant Phase	Grant Begin Date	Grants with end dates between 10/1/2015 and 09/30/16	Total Grant Award Amount	Total Cumulative Obligations	Forecasted Obligations	Grant Lapse (Grant Award *less* Total Oblig's)	Comments
FOREIGN LABOR CERTIFICATION	CHRISTINE SHELTON	F	17.273	FLCWFY	14	4/1/2014	6/30/2016	$10,000.00	7,070.81	0.00	2,929.19	Low volume of HB1 Visa related inquiries
UI-SBR INTEGRITY PERFORMANCE SYSTEM IMPROVEMENTS	ROBERT THOMPSON	F	17.225	UIPIP2	14	7/1/2014	9/30/2016	$1,498,800.00	1,450,022.21	0.00	48,777.79	IT Project completed under budget
RE-EMPLOYMENT SERVICES ELIGIBILITY ASSESSMENT	MONICA WEST	F	17.225	RESREA	13	10/1/2012	12/31/2015	$137,000.00	0.00	0.00	137,000.00	EUC Federal Program was Rescinded As a Result there were No Related Expenditures
								$1,645,800.00	$1,457,093.02	$0.00	$188,706.98	

    b. **Are any grants in danger of losing funding in FY17? If so, how much?**

    DOES is not in danger of losing funding in FY17.

    c. **List any grants your agency applied for, but did not receive in FY16 and FY17, to date.**

    DOES applied for but did not receive the U.S. Department of Labor (DOL) H-1B TechHire Partnership Grant FOA-ETA-16-01.

    d. **List any grants that were underspent in FY16 or are in danger of being underspent in FY17.**

    DOES did not underspend any grants in FY16. The agency anticipates the same for FY17.

47. **Are there plans to make information technology changes that will affect the management of workforce development or unemployment insurance programs in FY17? If so, please describe the planned efforts and discuss sources and amounts of funding that will support the effort.**

- At OIT, there are plans to make information technology changes to the unemployment insurance programs.
- OIT has started the initiative in FY16 where it has completed the As Is process documentation, requirements gathering and the request for proposals (RFP).
- OIT also made several state visits to evaluate the UI systems that had been implemented in other states and collected collaborated the lessons learnt from these states.
- For FY17, OIT is planning to implement the UI modernization, starting with the implementation of the UI Benefit system. This initiative would take approximately 2 years to complete, (FY17 and FY18).
- Post UI Benefits implementation will be UI Tax, which would probably take 2 years as well (FY18 and FY19).
- The funding source is from the capital funding that is available.

48. Are there any matters, within your agency currently under investigation by the Office of the Inspector General or the D.C. Auditor? If so, please identify those matters.

Three (3) reviews were conducted by Office of the DC Auditor:

1. Personally Identifiable Information (PII) Audit
   In November 2016, the Office of the DC Auditor published an audit report entitled, "The D.C. Government Must Improve Policies and Practices for the Protection of Personally Identifiable Information."

2. Mayor Marion S. Barry Summer Youth Employment Program (MBSYEP): *Study of Youth Programs in Eight Cities*
   The Office of the DC Auditor (ODCA) recommends that DOES increase the MBSYEP funding base by expanding private fundraising efforts and considering the use of federal grant funds to support the program. Effectively expanding private fund-raising would allow the District to expand the capacity of the MBSYEP so that more youth can be served, while also allowing for innovative investments in program enhancements to improve the quality of the experiences for participating youth and employers. DOES has taken the following steps with respect to private fund-raising:

3. Mayor Marion S. Barry Summer Youth Employment Program (MBSYEP): *Report on MBSYEP Management and Internal Controls*
   ODCA conducted a review of MBSYEP operations during FY16. Pending the final audit report, preliminary findings covered the following areas:

   - Summer program planning and projections;
   - Policies and procedures and training for program staff and host agencies;
   - Management and monitoring of host agencies and vendors;
   - Safeguarding and distribution of debit cards or other payment vehicles for participants;
   - Management information systems;
   - Registration and eligibility determination for participants;
   - Timekeeping and payroll; and

- Other matters of concern (DOES funding, purchase orders, human care agreements, budgeting practices).

4. <u>Mayor Marion S. Barry Summer Youth Employment Program (MBSYEP)</u>: *Program Implementation*
One facet of ODCA's MBSYEP investigation currently active is program implementation. The agency expects to receive the ODCA's report in early 2017.

<u>Office of Inspector General (OIG)</u>
To DOES' knowledge there are no investigations of the agency being conducted by the Office of Inspector General (OIG). However, the OIG only announces an agency is under investigation after it has been concluded and comments from the agency are sought.

<u>First Source</u>
First Source is currently under a 6-month audit by the Office of the DC Auditor.

(See attachment 19)

a. **In "Implementation of District of Columbia Auditor Recommendations" (January 13, 2017), the Auditor identified a number of recommendations to DOES that DOES had not completed or did not provide sufficient data to demonstrate that it had. Please address each of these recommendations and explain in detail whether DOES intends to meet those recommendations, the actions it has or will take to address them, and any data to demonstrate compliance.**

The Mayor designated and approved that the Office of First Source Compliance which is now placed under the leadership of the Associate Director for the Office of Labor Law and Enforcement (OLLE). Under OLLE, the Associate Director developed a six month Operations Plan for the Office of First Source Compliance which includes ongoing coordination with the District agencies to ensure actively tracking for compliance of the First Source hiring and hours worked requirements.

The Office of First Source Compliance has established a final draft of the Standard Operation Procedures which added the penalty process. In addition, First Source has two (2) management information systems to track and monitor compliance with the First Source Law requirements, the First Source Online Registration and Reporting System (FORRS) and the Labor Compliance Program (LCP Tracker).

First Source Registration and Reporting System (FORRS), which provides a more efficient way for companies and organizations to remain compliant with monthly reporting requirements. FORRS is the sole reporting portal for employers responsible for compliance with the District of Columbia's First Source reporting requirements. In preparation for the FORRS launch, the First Source Program conducted online FORRS WebEx training for employers and stakeholders responsible for contract or project compliance with the District's First Source Law. The First Source webpage also provides an online tutorial for stakeholders that did not participate in the online WebEx training.

FORRS allows First Source Employers to manage and maintain their company's projects, agreements, employee information and generate compliance reports. At the

same time, First Source staff use the system to monitor employer compliance with hiring and reporting requirements, as well as, provide information to assist employers with strategies to meet their First Source obligations. FORRS assigns roles for users based on level of access required to perform designated user responsibility.

49. Are there any unresolved audits within your agency that are currently under review by the USDOL? If so, please identify those matters.

Below are the unresolved audits within DOES under review by USDOL:

Benefit Payment Control	Detection of Overpayments
UI Tax	Failed the Below Functions in the Tax Performance System (TPS) for 2015: • Status Determination; • Report Delinquency; • Collections; and • Account Maintenance (Credits/Refunds).
UI Benefits	Did Not Meet Acceptable Level of Performance: 1. First Payment Promptness – First Payment Timeliness; 2. Nonmonetary Determination Time Lapse; and 3. Nonmonetary Determination Quality.
Benefit Accuracy Measurement	Improper Administration of BAM: merit staffing positions not consistent per federal definition.
Data Validation	Failure of Data Validation Benefits, 5 and 14 and Module 4 Separation/Nonseparation Quality failed; Additionally, Tax Population 3 failed Data Validation
Senior Community Services Employment Program (SCSEP)	1. Lack of Program Policies; 2. Inconsistent Documentation of Participant Eligibility; 3. Inaccurate Financial Reporting; 4. Failure to Conduct a Budget to Actual Review for the Grant; 5. Inaccurate Reconciliation of Participant Time Sheets and Wages; and 6. Insufficient Host Agency Monitoring For Maintenance of Effort and Safety Checks.
Jobs for Veteran's State Grant (JVSG)	1. Failure to Implementation of the Veteran's Priority of Service Policy; 2. Inconsistent Documentation of Participant Eligibility; 3. Lack of Documentation of Significant Barriers to Employment for Veterans; and 4. Lack of Documentation of Intensive Services to Veterans.
Youth Programs	1. Unencrypted Personally Identifiable Information (PII) in Youth Participant Applications from Grantees; 2. Failure to Implement the WIOA Youth Program with Competitively Procured Vendors; 3. Content Discrepancies in VOS of Youth Participant Files; 4. Funding Ineligible Youth; and 5. Insufficient Documentation Supporting Youth Incentive and Transportation Payments.
Workforce Innovation Opportunity Act	1. Inaccurate Financial Reporting; 2. Low Enrollments: Out of School Youth;

	3. Low Youth Program Performance;
	4. Unexpended WIOA Youth Program Funds; and
	5. Unexpended Dislocated Worker Funds.

(See attachment 19)

50. DOES' responses to performance oversight questions in 2016 discussed several performance measurement systems that were being developed or improved in FY15 to better manage workforce development and unemployment insurance programs. These include: BARTS upgrade, RECOVER, LexisNexis Instant Authenticate and Instant Verify, the UI/Workforce Joint Registration Project, UI Modernization, and First Source online employer reporting system. Please provide the following information for each project:

a. The current status of the project (whether fully implemented, and what data is currently being tracked);

Office of Wage-Hour (OWH)
On December 13, 2016 the DOES First Source Program successfully launched the new First Source Registration and Reporting System (FORRS), which provides a more efficient way for companies and organizations to remain compliant with monthly reporting requirements.

b. The funding allocated for these projects in FY16 and FY17, broken out by federal and local sources; and

Office of Unemployment Compensation (OUC)
The funding for the UI portion of all of these projects will be coming from local capital funds to date although there is federal STIMOD funding budgeted to be used beginning in FY18.

Office of Wage-Hour (OWH)
The total cost for the LCP Tracker in FY16 was $66,000.00; and FY2017 total cost is $68,680.00.

c. How each of these data systems will interact with each other, as well as with other tracking systems, such as the Data Vault and the Unemployed Workers Profile database.

Office of Unemployment Compensation (OUC)
- BARTS upgrade: BARTS is part of the overall UI Benefits process, interacting with Recover, WEBS, and DOCS to identify overpayments of unemployment compensation.
- Recover: Recover is part of the overall UI Benefits process, interacting with BARTS, WEBS, and DOCS to recover overpayments of unemployment compensation.
- Lexis Nexis IA/IV: Lexis Nexis IA/IV is a web service integrated into WEBS used for identity verification. This web service can be integrated in any .Net application that requires identify verification functionality.

- Joint Registration: Pursuant to D.C. Code § 51-109 (4)(A)[1], Joint Registration will combine Workforce and UI Benefits systems (VOS and WEBS) to more closely align unemployment compensation beneficiaries to job seeking activities.
- UI Modernization: If the Workforce component is not integrated into the modernized UI system, there may be an interface created with VOS.
- First Source: First Source has an SSN validation component that will use Lexis Nexis IA/IV.

Office of Wage-Hour (OWH)
There is no interaction between the systems other than verifying the FEIN.

System Name	a.　　The current status of the project (whether fully implemented, and what data is currently being tracked);	b.　　The funding allocated for these projects in FY16 and FY17, broken out by federal and local sources; and		c.　　How each of these data systems will interact with each other, as well as with other tracking systems, such as the Data Vault and the Unemployed Workers Profile database
		2016	2017	
BARTS upgrade (Track UI overpayments)	Fully Implemented	$101,852.04	$109,237.10	Integrated with Recover, DOCS and SIDES
RECOVER upgrade (collect UI overpayments)	Fully Implemented	$0.00	$0.00	Integrated with BARTS and DOCS
LexisNexis Instant Authenticate and Instant Verify	Fully Implemented	$96,119.08 (Grant)	$53,000 (0624)	Integrated with First Source FORRS and WEBS
First Source online employer reporting system	Phase I Fully Implemented	$20,009.41 (local)	$107,740.80 (local)	Integrated with LexisNexis Instant Authenticate and Instant Verify
UI/Workforce Joint Registration Project (to be WIOA compliance)	Requirements solicitation in progress by UI Benefits	$0.00	$0.00	N/A
Project, UI Modernization	RFP with UI Tax and Benefits requirements completed June 2016. Next step is the proposal submission and award.	$893,115.29 (General Obligation Bonds)	$8.8m (General Obligation Bonds)	N/A

VII.　Workforce Development

51. **For each workforce development program and initiative under DOES's jurisdiction, including all locally and federally funded programs, please provide:**

   a. **The name and a brief description of the program**

   - Project Empowerment – The Project Empowerment Program serves District resident ages 22 to 54 who have multiple barriers to employment. The program design includes 3 weeks of job readiness/life skills training and up to six months of subsidized work experience.
   - DC Career Connections – DC Career Connections promotes positive experiences among youth ages 20 to 24 by providing earn and learn opportunities with the primary focus being the obtainment of occupational skills training and/or educational credentials.
   - Alternative Pathways to Employment Program (APEP) – The Alternative Pathways to Employment Program connects seniors ages 50 and over to educational programs and support services to enable participants to advance to permanent employment and additional education and training. The program provides participants with 4 weeks of job readiness training followed by subsidized work experience for up to six months.
   - SCSEP – The DOES SCSEP is administered by the United States Department of Labor (DOL) and offers individuals, who are age 55 and older and have a family income of no more than 125% of the federal poverty level, subsidized part-time training positions at local non-profit or public agencies.
   - In-School Youth (ISY) – The In-School Program provides academic enrichment activities, work-readiness skills, project-based learning, life skills and leadership development. The goal of the program is to help prepare District youth to successfully transition from high school into post-secondary education, advanced training, unsubsidized employment, or a career in the military. During the school year, youth ages 14-18 will have the opportunity to participate in the In-School Program.
   - Out-of-School Youth (OSY) – The Out-of-School Program provides occupational skills training, career awareness counseling, work readiness modules, basic education, GED preparation, supported internship experiences, as well as vocational skills training. It is a training vehicle that assists youth in achieving short and long term educational and employability goals through relevant occupational skills training and guidance.
   - Marion S. Barry Young Leaders Institute (MBYLI) – Leadership development training begins for members of the Institute at age 14, and generally concludes at age 17, when they are ready for college of other post-secondary opportunities. The Institute is strongly supported by its Alumni Association, an auxiliary group which meets regularly to generate support for the Institute.
   - Marion S. Barry Summer Youth Employment Program (MBSYEP) – The Mayor Marion S. Barry Summer Youth Employment Program (MBSYEP) is a locally funded initiative sponsored by the Department of Employment Services (DOES) that provides District youth ages 14 to 24 with enriching and constructive summer work experiences through subsidized placements in the private and government sectors.

   b. **If federal funding was received:**
   i. **The Federal funding agency**
   ii. **The name of the Federal grant(s) associated with the program**

c. The number of FTE's
d. Whether the program subsidizes participants' wages or provides a stipend or other type of financial support to participants. If so, please provide:
    i. The type of financial support provided
    ii. The total average amount of money received by the participants
    iii. The proportion of total average wages subsidized by the program
    iv. If different levels of subsidy are provided to different participants, please provide a description of the policy regarding the level of subsidy
e. Which of the following services the program provides (note all that apply):
    i. Education
    ii. Work readiness
    iii. Occupational skills training
    iv. On the job training
    v. Job search and placement
    vi. Employer services
f. Number of private sector businesses participating and how many participants are at private sector partners.
g. The type of work supports were provided for program participants in FY16 and FY17, to date.
h. Specific populations served by the program, including whether serving this population is a program requirement or just a goal (for example, returning citizens or seniors) as well as the percentage of participants in that target group.
i. How the program is integrated with WIOA and the larger workforce development system, from both a program management and a customer perspective.
j. The indicators of effectiveness in serving employers (employment retention, repeat employer customers, and/or market share of employers).
k. In a table, common performance measures (as defined by WIOA, see here: https://wdr.doleta.gov/directives/attach/TEGL17-05_AttachA.pdf), with negotiated goals, performance outcomes, and the n number for each metric for FY16 and FY17, to date, (or PY16, and PY17, to date). Please include all programs and initiatives, including those locally funded. If WIOA-defined measures are not available, please explain why and provide the most similar data possible.

SCSEP

Description:	SCSEP – The DOES SCSEP is administered by the United States Department of Labor (DOL) and offers individuals, who are age 55 and older and have a family income of no more than 125% of the federal poverty level, subsidized part-time training positions at local non-profit or public agencies. The training provides seniors with new or updated skills that will enable them to become self-sufficient and enter the competitive, unsubsidized job market.
Funding:	Federal – Department of Labor (The Senior Community Service Employment Program Grant)
FTEs:	3
Subsidized Wages:	100% of total wages. Participants receive $6,393.00
Program Services:	Occupational skills training, on the job training, job search and placement

Private sector partners:	None
Work supports provided:	Participants who are deemed "job-ready" are provide with intensive job placement assistance to include invitations to targeted hiring events and referrals to employment opportunities by the agency's job development unit.
Population(s) served:	Seniors (55 and older) – 100%

WIOA Adult & Dislocated Worker

Description:	The WIOA Adult program provides career and training services through the AJC system to help job seekers who are at least 18 years old succeed in the labor market. The WIOA Dislocated Worker program provides the same services, with a focus on those that have recently been dislocated from employment and are unlikely to return to the same industry or occupation. Both programs service delivery are tailored to the individual needs of the jobseekers.
Funding:	Federal – US Dept. of Labor
FTEs:	Adult: 18.8; Dislocated Worker: 17.9
Subsidized Wages:	Subsidized wages are allowable, but DOES does not use these formula funds for that purpose.
Program Services:	Education; work readiness; occupational skills training; job search and placement; employer services
Private sector partners:	No specific partnerships utilizing Adult or DW funding
Work supports provided:	Transportation assistance; cost of credentialing exams; cost of books, uniforms, and/or tools needed for training
Population(s) served:	Adults (18+), Dislocated Workers

Wagner-Peyser

Description:	Wagner-Peyser, or Employment Service, serves as the "front-door" of the AJC system, providing universal access to all job seekers seeking employment and career services, including referrals to partner programs and reemployment services for individuals receiving unemployment insurance.
Funding:	Federal – US Dept. of Labor
FTEs:	24.1
Subsidized Wages:	Not an allowable service under this program
Program Services:	Work readiness; job search and placement; employer services
Private sector partners:	Employer engagement focused on hiring events and expanding use of DC Networks for new job orders
Work supports provided:	Transportation assistance
Population(s) served:	Universal; Unemployment Insurance recipients
WIOA Integration:	Shares staff with WIOA; many of those that receive Wagner-Peyser services are ultimately referred to WIOA if they require continued individual counseling and/or training services.

Jobs for Veterans State Grants (JVSG)

Description:	Providing workforce services to veterans with significant barriers to employment and outreach to local employers to hire veterans.

Funding:	Federal – US Dept. of Labor
FTEs:	5.1
Subsidized Wages:	Not an allowable service under this program
Program Services:	Work readiness; job search and placement; employer services
Private sector partners:	DOES has one Local Veterans Employment Representative (LVER) that focuses exclusively on partnering with the private sector to hire qualified veterans.
Work supports provided:	Referrals to Wagner-Peyser and WIOA
Population(s) served:	Veterans with significant barriers to employment
WIOA Integration:	Co-enrollment with Wagner-Peyser. Also, utilizing WIOA Priority of Service, veterans that come through JVSG are given the highest priority order for WIOA services if enrolled, including for occupational skills training.

On-the-Job Training (OJT)

Description:	The OJT program pairs local employers with active jobseekers who are unemployed, underemployed, or not fully proficient in a particular skillset or job function in an effort to provide training, mentorship, and employment opportunities.
Funding:	Local
FTEs:	2
Subsidized Wages:	Wage reimbursement for employers for 50-75% of the candidate's salary. 50% wage reimbursement for: • Employers with 100 or more employees; AND • Candidates that have significant work experience and/or some postsecondary education 75% wage reimbursement for: • Employers with 99 or fewer employees; OR • Candidates that have limited work experience or have a diploma or equivalent or less; veterans; youth aged 18-24; individuals with disabilities; or long-term unemployed.
Program Services:	On the job training
Private sector partners:	18 employers and 45 participants served to date
Work supports provided:	Transportation assistance before first pay period if needed
Population(s) served:	WIOA-eligible adults
WIOA Integration:	Emphasis of the program is to connect WIOA jobseekers that need work experience and enhanced skills with on-the-job training opportunities, with the goal of full-time hire at the end of the period of subsidized wages.

Learn, Earn, Advance, and Prosper (LEAP)

Description:	LEAP is a network of interconnected partners utilizing the "earn-and-learn" approach that links 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.

Funding:	Local (including DHS/TANF)
FTEs:	2.5
Subsidized Wages:	LEAP program participants receive 100% subsidized wages until the program ends and the participant transitions to full time employment. All LEAP wages are set to the District's living wage rate of $13.80 per hour. While all participants receive 100% subsidized wages at the living wage rate, public sector LEAP participants (designated as "trainees") work 72 hours every 2 weeks, and private sector LEAP participants work 80 hours every 2 weeks.
Program Services:	On the job training
Private sector partners:	LEAP made first foray into private sector at the very end of FY16 (Sep '16). To date in FY17, LEAP has partnered with 6 private sector firms.
Work supports provided:	Transportation assistance before first pay period if needed
Population(s) served:	Primarily TANF recipients, especially those about to exhaust their benefits
WIOA Integration:	AJC system is used for intake and referral to the LEAP program, and program participants are co-enrolled with Wagner-Peyser and/or WIOA based upon individual needs.

Year-Round (ISY/OSY)

Description:	The In-School Program provides academic enrichment activities, work-readiness skills, project-based learning, life skills and leadership development. The goal of the program is to help prepare District youth to successfully transition from high school into post-secondary education, advanced training, unsubsidized employment, or a career in the military. During the school year, youth ages 14-18 will have the opportunity to participate in the In-School Program. To be eligible, youth must be a District resident and in grades 9 through 12. In-School Program participants will remain in this program until graduating from high school and will receive follow-up services.
Funding:	Federal – Department of Labor (Title 1 Youth)
FTEs:	8
Subsidized Wages:	Yes
Program Services:	Education, work readiness, occupational skills training, on the job training, job search and placement
Private sector partners:	N/A
Work supports provided:	Participants receive work readiness training, access to hiring events, career fairs, and career exploration opportunities.
Population(s) served:	ISY- In school youth ages 14-21, WIOA eligible OSY- Out of school youth- 16-24, WIOA eligible
WIOA Integration:	N/A

For full details on WIOA performance benchmarks and targets please see the response in Question 39.

52. For youth programs specifically, please provide:

a. **Number of individuals enrolled, broken down by in-school and out-of-school youth;**

- FY16:
  - 207 OSY
  - 90 ISY
- FY17 to date:
  - 253 OSY
  - 68 ISY

b. **If/how youth program participants are connected to transportation and childcare supports;**

For MBSYEP, youth participants are provided with complimentary metro cards with pre-paid funds attached.

c. **Average earnings two quarters prior to job placement;**

This information is not currently tracked by DOES OYP.

d. **Average earnings two quarters after job placement;**

This information is not currently tracked by DOES OYP.

i. **The age, gender, school, and ward of primary residence breakdown of program participants.**

(See attachment 20)

53. **Please provide an overview of the Workforce on Wheels (mobile unit), including who are the intended recipients of services and which services are provided. In addition:**

    a. **What funding source was used to purchase the mobile unit?**
    b. **Please provide a schedule of where and when the mobile unit has been operational. How many individuals utilized the unit at each stop and what services did they receive?**

DOES' Workforce on Wheels (WOW) Mobile Unit primarily serves residents in the Police Service Areas (PSAs) and is tasked with providing employment services to include orientation, DCNetworks registration, SYEP registration and information on DOES and partner services in underserved communities where unemployment is the highest and employment services are needed most.

In late February of 2016, DOES launched the Workforce On Wheels mobile unit, essentially an office on wheels, with sixteen (16) desktop computers. The mobile unit is federally funded. The DOES Mobile Unit has operated primarily in the PSAs of Wards 7 & 8 during weekdays.

54. **DOES is currently receiving a SNAP Employment and Training grant through the Department of Human Services. Please provide a detailed description of**

the specific programs and/or services that this money is being used for, as well as how this funding fits with other workforce development programs and services.

YouthTech

YouthTech will expand services to provide services to SNAP eligible participants. The YouthTech program is designed to assist out-of-school and out-of-work District residents 18-24 by combining occupational skills training, life skills development and work readiness instructions to connect youth back to the world of work successfully. Youth participants will engage in occupational training leading to industry-recognized certification in the IT industry. Youth will also have access to paid internship experiences for up to 12 weeks and will have opportunities to earn a training stipend.

DC Career Connections

DC Career Connections will expand services to SNAP eligible customers. Youth must pass a Comprehensive Adult Student Assessment System (CASAS) examination demonstrating designated proficiency levels by industry and complete an interview with the provider for final selection. Youth participants will be paid employment up to nine (9) months, for up to 40 hours per week. Participants will be paid an initial $8.25 per hour that will increase to the District's minimum wage upon enrollment in an education or training program.

Marion S. Barry Summer Youth Employment Program (MBSYEP)

MBSYEP will expand services to 750 SNAP eligible participants. MBSYEP will provide over 13,000 District youth ages 14 to 24 with the opportunity to participate in a six (6) week summer work experience. Additionally, youth will receive a transportation subsidy from DOES to assist with travel to and from work and 1,000 youth will receive professional development hosted by DOES vendors.

Project Empowerment

Project Empowerment will expand services to 550 SNAP eligible participants. Project Empowerment holds orientations every three weeks for interested individuals. During Orientation, participants receive an overview of the program's eligibility requirements, training approach, and support services and are required to take a urinalysis drug test. Participants who successfully pass the urinalysis and meet all eligibility criteria are offered a spot in the program and schedule a meeting with an intake specialist.

55. **What are DOES policies and practices to cross-refer workers and jobseekers between programs, such as a youth entering another DOES program after the end of the SYEP program?**

   a. **What is DOES doing to increase cross-referrals and leverage the information already on hand about individuals to provide them more services?**

   There is no formal policy to refer participants from MBSYEP to other programs, however, OYP programs utilize the MBSYEP participant pool to recruit for other federally and locally funded programs.

56. **Please describe the monitoring and training that DOES provides to all grantees and service providers to ensure they meet all requirements of the grant and provide quality services.**

DOES has a dedicated unit responsible for monitoring the agency's Workforce programmatic and fiscal activities of all grantees and service providers. As referenced in question number 32, Reviews are conducted annually - or as needed - and consist of Desk Reviews and Site Visits. A sub-unit of the monitoring team provides user training on the Agency's Management Information System (DCNetworks) for grantees and providers with access to the system.

During Desk Reviews, Monitors review and analyze program information to ensure program compliance with applicable federal and District laws, regulations, and agreements.

During On-site Reviews Monitors conduct staff interviews, observe activities, tour facilities and review file folders. All on-site reviews will conclude with exit interviews with the service provider.

At the conclusion of the reviews a detailed report is prepared which includes a summary of all programmatic statutory violations (finding), if any, and the necessary corrective action and remediation time for each. For grantees and service providers unable to remedy the findings identified in the Report by the prescribed time, DOES will initiate a Corrective Action Plan (CAP).

For additional information regarding ensuring training provider performance, please see the response to Question 75.

57. **Does DOES have access to the D.C. Public Schools database of students who have dropped out of school? If so, does DOES use that database to reengage students in programming? If so, how? If not, why not?**

DOES does not have access to the DCPS database. The DC Reengagement Center works directly with this population.

58. **Please describe DOES' relationship with UDC Community College and answer the following:**

    a. **Are there any formal agreements in place between DOES and Community College?**

    Currently there are no formal agreements between DOES and UDC-CC, including any partnership for UDC-CC to provide professional development training and/or education to build the skills of current DOES staff.

    b. **Is the UDC Community College training your incumbent staff to upskill so that they can climb the career ladder?**

    Currently, District residents that receive career and training services through UDC-CC's Division of Workforce Development and Lifelong Learning (WDLL) are encouraged to create and maintain a profile in DC Networks and to utilize the services of the AJCs to be connected with job opportunities, especially direct hiring events and efforts led by the Business Services Group. As the partnership grows, the AJC Specialists will be better able to not only refer interested participants to UDC-CC as they do now, but if the participants are enrolled in WIOA they will be able to receive supportive services to help

them succeed at UDC-CC. For example, the certification exams that follow the WDLL courses must be paid for by the student which can present a barrier for students. However, if enrolled in WIOA, federal funding could pay for the exams and remove this barrier. Supportive services such as transportation assistance can also be leveraged for residents enrolled in WIOA and attending either UDC-CC or an OSSE AFE provider.

c. **How does WIOA impact your working relationship with UDC Community College?**

As with WIA, WIOA emphasizes a strong partnership between the local public workforce system and the local community college. Efforts to strengthen the DOES and UDC-CC relationship were restarted formally through the WIOA state planning process and are on-going, including conversations to finalize the addition of UDC-CC training programs to the Eligible Training Provider List (ETPL).

d. **Discuss the operational relationship between the two entities at the Backus campus.**

The operational relationship between UDC-CC and the AJC NE at Bertie Backus is primarily focused on cross referrals for services. Due to the proximity, AJC NE staff are able to get physical copies of the UDC-CC catalog with the calendar as it is updated and becomes available, to then share with AJC customers and disseminate offerings that line up with their stated career goals. UDC-CC students often take advantage of the computers in the AJC-NE resource room, including to register for classes and to complete their research and assignments.

e. **What do you see as the ideal relationship between DOES and the Community College?**

Moving forward, an ideal relationship between DOES and UDC-CC is one that maximizes the complimentary benefits each can provide to District residents seeking educational and occupational skills to advance their career opportunities. For example, the WDLL and ETPL training offerings should complement each other, as opposed to duplicating needs—especially if the additional supply in skilled workers in a given occupation runs the risk of surpassing the regional demand for them. DC Networks is also an invaluable tool that can help to bridge the efforts of the two agencies. For instance, UDC-CC keeping their programming and academic calendar updated in DC Networks would allow more District residents to become aware of the available offerings, either in consultation with their Workforce Specialist or in self-directed search on the website. UDC-CC students also have much to gain by uploading their resume and using DC Networks in their job search, with DOES available to provide technical assistance to UDC-CC career counselors on how to take full advantage of the site.

59. **Please describe any established partnerships with other local agencies, community based organizations, or educational institutions that are utilized to help address the needs of those customers who have high barriers to work?**

a. **How many referrals did DOES make of residents to other agencies or community organizations?**

b. How many referrals did DOES receive from other agencies or community organizations?

MOUs, MOAs and/or relationships have been developed with the Court Services and Offender Supervision Agency (CSOSA), DC Superior Court, the Office of the State Superintendent (OSSE), the Department of Behavioral Health (DBH), the Department of Health (DOH), the Department of Human Services (DHS) and the Rehabilitation Services Administration (RSA).

These agencies are either represented by onsite co-location or through referrals. As an example, customers with low or very low literacy skills are provided onsite services through OSSE vendors that are located in each American Job Center (see the response for Question 63 for more details). Similarly, a licensed DBH staff member provides onsite services at DOES to assist Project Empowerment customers who may be experiencing mental health or substance abuse barrier. Outside of OSSE, referrals to and from all partner agencies is not consistently tracked in DOES databases at this time, but improved data entry of referrals to partners is an on-going objective of the agency. Referrals to OSSE for math and reading assessments can be found in the response to Question 64.

60. **Please provide an overview of the Senior Community Service Employment Program, including activities and outcomes for FY16 and FY17, to date. How is this program integrated with WIOA and the larger workforce development system, from both a program management and a customer perspective?**

DOES SCSEP helps low-income residents age 55 or older return to, or remain active in, the labor workforce. SCSEP offers job skills training and employment assistance with an emphasis on obtaining employment and improving the economic well-being of the District's low-income seniors. Program participants may remain enrolled for up to 48 months, however DOES SCSEP provides intensive job placements services to participants who has been deemed "job ready".

In FY16 DOES SCSEP served 56 seniors -- 4 of whom obtained permanent employment. In November 2016, DOES SCSEP partnered with the DOES Business Services Group (BSG) to host an "Age-Friendly" Hiring Event. DOES SCSEP identified ten job ready participants to participate. Each attendee was interviewed by at least four employers and feedback from the evaluations received from the participants was very positive.

61. **The Committee understands that two staff were moved from the Office on Aging to DOES. Please describe their roles at DOES. Are they working in the SCSEP program; if not, under what program are they working?**

Ronald Kelly is currently an Account Executive in the Division of State Initiatives, which includes SCSEP. In that role, he is responsible for the development of host agency agreements with local employers to provide work experience to program participants.

Maria Anderson works with the DOES Business Services Group, the office responsible for the intensive employer outreach and the development of employment events, such as the Age Friendly Event.

62. **Overall, how does DOES engage with senior jobseekers to provide employment and training services?**

AJC System

Like all customers, senior jobseekers coming to the AJC system receive services that best reflect their specific needs and career objectives. If appropriate, customers aged 55 and older are provided information on and/or referred to subsidized work experience opportunities with the Senior Community Service Employment Program (SCSEP), detailed above in Question 60.

The WIOA Dislocated Worker program is designed to assist those that have recently been laid off and are unlikely to return to work in the same occupation or industry, and eligible jobseekers are often over the age of 55. These Dislocated Workers often find themselves in a very different job market than the one they may have entered earlier in the career, with different skill needs and hiring processes—especially the move to an online based job search and application process. DOES AJC Specialists are trained and experienced to assist jobseekers in this position, and if needed can refer customers to digital literacy and job search workshops that provide even more hands on instruction.

SCSEP

District residents ages 55 and older who have a family income of no more than 125% of the federal poverty level may be eligible for enrollment in the Senior Community Service Employment Program (SCSEP). This subsidized training program provides seniors with new or updated skills that will enable them to become self-sufficient and enter the competitive, unsubsidized job market.

While enrolled in SCSEP, seniors receive an Individual Employment Plan (IEP) that comprehensively outlines their path toward permanent employment. That path may include basic computer training, writing classes, or obtainment of a certification. Additionally upon receiving the "job ready" designation, program participants are provided with comprehensive placement assistance both through SCSEP as well as the agency's larger job development resources.

Seniors who do not meet the eligibility requirements for SCSEP or simply do not wish to enroll, may also seek services through any of the four American Job Centers (AJCs). They are eligible for any and all services and trainings offered through the AJC including WIOA services. DC Networks, DOES' web portal for job seeks also includes a "Senior Services Link", which lists resources for senior that are available outside of DOES.

American Job Centers

63. **How many American Jobs Center facilities are currently in operation in the District? Please provide a list with each Center's contact person, address, and phone number.**

    a. **Which programs (including WIOA partner programs) are available at each AJC? Please provide a list of all partner programs, by center, and the number of AJC customers receiving services from those programs in FY16 and FY17, to date.**
    b. **Are there plans to add additional AJCs or satellites? If so, how many, when will they be operational, and where are their planned locations?**

c. What is the ratio of staff to visitors at each AJC? What is the ratio of staff members equipped to assist with the application process for job training to the number of people seeking job training at each AJC?

d. What work supports, such as child care assistance, have the AJCs provided in FY16 and FY17, to date?

DOES operates four centers throughout the District: one in Southeast, one in Northwest, and two in Northeast. Each AJC is equipped to provide job seekers with Wagner-Peyser Labor Exchange, WIOA Adult and Dislocated Worker programs, and Unemployment Compensation assistance, and to refer to all federal partner programs under the WIOA umbrella and state training and employment programs such as LEAP and Project Empowerment.

The District's AJC locations, contact persons and contact information are:

AJC Name	Site Supervisor	Address and Phone Number
Southeast	Dario Stewart	3720 Martin Luther King Jr Avenue SE 202-741-7747
Northwest	Pat Philippe	2000 14th Street NW 202-442-4577
Northeast	Noelle Bonham	5171 South Dakota Avenue NE 202-576-3092
Headquarters	Rolandra Marshall	4058 Minnesota Avenue NE 202-724-2337

In addition to providing information about and referrals to other programs, the following WIOA and community partners are co-located at each of the four AJC centers at least once a month:

Southeast	• Opportunities Industrial Center (Mon and Wed)—Title II, AFE Provider • DDS/RSA (Wed and Thu) – Title IV, Vocational Rehabilitation • DC Healthy Families (Wed and Fri) • Educational Opportunity Center (EOC) (First Mon of the month) • Job Corps (Mon, Tue, and Thu)
Northwest	• YWCA National Capital Area (as needed) —Title II, AFE Provider • DDS/RSA (Tue-Fri) – Title IV, Vocational Rehabilitation
Northeast	• YWCA National Capital Area (as needed) —Title II, AFE Provider
Headquarters	• Four Walls Development (Tue for testing; Thu for tutoring)—Title II, AFE Provider • DDS/RSA (Tue-Fri) – Title IV, Vocational Rehabilitation • Project Empowerment • Job Corps (variable; at least once a month)

Currently, there are no formal plans to add certified, full service American Job Centers to the District.

All staff members tasked with case management responsibilities are equipped to deliver all Wagner-Peyser and WIOA services, from basic career services to assistance in applying for

an Individual Training Account (ITA) for occupational skills training. There is no data code entered into DC Networks for all customers that may be interested in training—each customer is provided services uniquely catered to their skills, interests, and employment goals, as well as the effort they are will to put into meeting those goals. AJC staff members are periodically assigned to different centers to best reflect customer need, making a concrete staff-to-visitor ratio difficult and highly dynamic. WOW team staff are also mobile, and therefore may not always be in their assigned center, so a straight ratio can be somewhat misleading (especially for AJC SE, where the majority of WOW staff are located). With this context in mind, the ratio of total staff, including UI, to visitors (based on FY16 unique customers) is below:

- AJC HQ: 1 staff per 444 annual visitors (7,551 /17)
- AJC NW: 1 staff per 262 annual visitors (4,446/17)
- AJC NE: 1 staff per 395 annual visitors (6,709/17)
- AJC SE: 1 staff per 184 annual visitors (3,313/18)

64. **In FY16 and FY17, to date, how many customers have the American Jobs Centers served?**

   a. **Please provide the totals and breakout, by center, identifying:**
      i. **The number of customers served;**
      ii. **The number of customers receiving Core, Intensive, or Training services;**
      iii. **The number of customers receiving job, education, or training placements;**
      iv. **The number of customers testing above 8th grade levels;**
      v. **The number of customers completing orientation;**
      vi. **The number of customers completing literacy testing;**
      vii. **Average time from a customer's first visit to placement in a training program;**

The available data responding to the requested information can be found in the table below. The service types "core" and "intensive" have been replaced under WIOA with "basic career services" and "individualized career services."

	FY2016				FY2017 (to 2/15/17)			
	AJC HQ	AJC NE	AJC NW	AJC SE	AJC HQ	AJC NE	AJC NW	AJC SE
Total unique customers served	7,551	6,709	4,446	3,313	3,558	2,514	1,891	1,573
Customer orientations	3,295	1,105	1,929	1,292	1,067	125	486	395
Wagner-Peyser								
Basic Career Services	7,352	7,012	4,188	3,353	3,325	2,677	1,682	1,533
Individualized Career Services	1,155	1,659	276	429	452	484	118	172
Job Order Referral Services	3,697	5,092	1,311	3,923	1,295	1,656	471	2,062
WIOA								

Basic Career Services	738	240	505	233	273	114	230	114
Individualized Career Services	758	214	363	189	316	63	118	66
Training (Based on start date)	167	41	57	64	35	12	19	22
Average time from assessment to training	*75 days*				*88 days*			
Reading / math assessment (CASAS) (FY17 only to 1/31/17)								
Literacy assessments completed	560	101	11	190	101	16	50	73
Test takers scoring at or above 8th grade reading AND math levels	93	28	18	71	23	13	35	47

b. What are the top 10 employers with which AJC placed jobseekers in FY16 and FY17, to date, as well as the occupational title (broken down by gender) of the positions?

DOES requires clarification to complete this data request. Please note that employment information of customers is based on wage record data, which is currently only available up to the quarter ending September 30, 2016. Wage records do not include information on occupation.

65. Please outline the process applicants go through when they arrive at the AJCs to request training. How does your agency ensure that the American Jobs Centers' objective, to provide job seekers with tools and information to assist them in locating training and/or employment, is met?

Any AJC job seeker can request occupational skills training through an ITA at any time during service provision. A job seeker's request or AJC staff member's recommendation can serve as the catalyst to begin the ITA process.

Job seekers requesting ITAs must register in DCNetworks, meet WIOA eligibility requirements, submit WIOA eligibility documentation and develop a WIOA Individual Employment Plan (IEP) in collaboration with their Workforce Development Specialist.

The rough outline of the process is below:

- Individuals interested in training must register in the DCNetworks system.
- Individuals will meet with AJC staff and receive an initial assessment to preliminarily identify skills, abilities and ambitions.
- Individuals will also be assessed for WIOA eligibility and, if determined eligible, be given the opportunity to gather the corresponding required eligibility documentation that must be submitted to be enrolled into WIOA.
- An in-depth counseling session is held which will include creating an Individual Employment Plan (IEP). Training is justified as a goal to meet the specific employment and career goals within the IEP.
- If the participant does not have an Associate's Degree or higher, applicants are required to take the eCASAS (Comprehensive Adult Student Assessment System) and score at 8th grade reading and math levels. Individuals who require additional assistance or remediation are referred to receive services either onsite at the AJC or at a partner organization for adult education.

- Note: In FY17, training providers will set their own math and reading minimum requirements for each program, based upon the specific basic skill needs to complete the course, pass the credentialing exam, and succeed in the workplace.
- Customers must obtain acceptance into the program of their choice and provide AJC staff with their admissions and acceptance documentation (a "suitability letter" from the training provider). This documentation is included in the ITA package submission.
- Once all required documentation is received and compiled, the Workforce Specialist submits the completed ITA package to be reviewed and approved for funding.

This process is designed to maximize customer choice regarding training opportunities, and to provide the participant with the necessary information—through assessments, labor market provision, and self-guided provider research, including sometimes through the First Friday Training Roundups—to make the most informed decision possible.

Wagner-Peyser

66. What programs and services does the District fund under the Wagner-Peyser Act?

Services provided under Wagner-Peyser include but are not limited to the following:

- Orientation;
- Initial assessment;
- Provision of information on DOES programs, including training provider and performance;
- Career workshops;
- Provision of labor market information;
- Resume preparation assistance;
- DC Networks support;
- Job search counseling;
- Employer pre-screening hiring;
- Career counseling;
- Referral to WIOA partner programs;
- Referral to other DOES/ community programs;
- Transportation assistance (for job interviewing); and
- Literacy/reading assessments.

67. How many people sought Wagner-Peyser services in FY16 and to date in FY17?

a. How many obtained employment?
b. Did the agency meet Wagner-Peyser performance standards in program FY16 and FY17, to date?

In FY16, 39,887 District residents were served by AJC staff under the Wagner-Peyser program; in the first quarter of FY17 18,294 were served.

Wagner-Peyser (and WIOA) performance data for FY16 Q4 is not yet available. FY16 Q4 falls into the same period as WIOA PY16 Q1, and DOL has extended the time the quarterly performance reports are due as workforce systems of record across the nation (including Geographic Solution's DC Networks) are updated to conform to the final specifications of

the new Participant Information Record Layout (PIRL), from which all performance outcomes and reports are derived from.

	PY14&15 Performance Targets	PY14&5 80% Threshold	FY15 Q1 Oct-Dec '14 PY14 Q2	FY15 Q2 Jan-Mar '15 PY14 Q3	FY15 Q3 Apr-Jun '15 PY14 Q4	FY15 Q4 Jul-Sep '15 PY15 Q1	FY16 Q1 Oct-Dec '15 PY15 Q2	FY16 Q2 Jan-Mar '16 PY15 Q3	FY16 Q3 Apr-Jun '16 PY15 Q4
Entered Employment Rate	56%	45%	45%	47%	49%	50%	50%	51%	51%
Entered Retention Rate	79%	63%	77%	79%	79%	80%	81%	81%	82%
Average Earnings	$18,000	$14,400	$14,825	$15,640	$15,998	$16,515	$16,687	$16,271	$16,443

In PY2015, there were 91,254 participants included in the Wagner-Peyser Entered Employment Rate denominator, which includes both staff-assisted customers and those that received self-services only through DC Networks. Of those 91,254 participants, 45,419 (49.8%) were employed in the first quarter after exiting the program.

68. **How are Wagner-Peyser services and staff integrated with WIOA and the larger workforce development system from both a management and customer perspective?**

Wagner-Peyser and WIOA are completely and seamlessly integrated in the District as all DOES Workforce Development Specialists at the AJC centers provide both Wagner-Peyser and WIOA services. Generally Wagner-Peyser services are delivered first, and if the customer needs more individualized and time-intensive services they will be transitioned to enroll in WIOA. From the customer perspective they only become aware of the transition due to the federally-mandated identification and documentation needed to enroll in WIOA.

Workforce Innovation and Opportunity Act ("WIOA")

69. **Please provide an update on DOES' implementation of the Workforce Innovation and Opportunity Act of 2014.**

   a. **What steps has DOES taken and what additional steps will DOES have to take to be in compliance with WIOA?**
   b. **What are the deadlines for those actions?**
   c. **Has DOES been able to meet all past federal deadlines? If not, which deadlines were missed and why?**
   d. **Is DOES on track to meet all future federal deadlines? If not, which deadlines may be missed and why?**
   e. **Will it be necessary to pass any legislation to meet federal requirements under WIOA? If so, please summarize the necessary changes.**

DOES has taken multiple actions to see through the full implementation of WIOA, starting with the updating of several internal policies and standard operating procedures to ensure full compliance with WIOA and the final regulations, and to implement the best practices and recommendations offered in the TEGLs. Policy updates include:

- Full removal of all mention of tiers of service, ensuring that participants receive the services they need and request, including training services, without any pre-requisite tiers of services.
- Updated DOES Priority of Service policy now includes the WIOA Priority of Service (POS) for WIOA Adult services and funding, prioritizing 1) veterans and eligible spouses that are low-income, public assistance recipients, and/or basic skills deficient; 2) non-veterans in those same categories; 3) all other veterans and eligible spouses; and followed by 4) all other non-veterans. POS is determined at WIOA enrollment, and must be marked in the participant's folder to ensure all stages of file review and budget approval are conducted in the order of the participant's level of priority.
- New ITA Invoice policy and Eligible Training Provider Performance, Monitoring, and Invoicing SOP ensure DOES's shift to the new performance expectations under WIOA is successful. These updates include newly standardized Training Progress reports to collect Measurable Skills Gains and Credential Attainment, and a new 30% invoice contingent upon participants receiving the recognized post-secondary credential. (See question 75 for more details).

Outstanding actions include:

- Support the WIC in making ETPL performance data public to maximize informed customer choice for training program selection. The deadline for a public ETPL is June 30, 2017.
- Support WIC and WIOA partners in developing a process for collecting system-wide information related to business engagement, as new Effectiveness Serving Employers performance measure includes all titles of WIOA, not just Titles I and III. The first two years of performance reporting for this new measure are baseline only, so the formal deadline to complete will be June 30, 2018. However, DOES has an internal deadline of July 1, 2017.

DOES does not anticipate any issues in meeting all WIOA regulatory deadlines. GeoSolutions is still making changes to DC Networks (and over a dozen other state workforce systems of record) to comply with new federal reporting requirements, so PY2016 quarterly performance data is not yet available. However DOES expects the third quarter report due date of May 15, 2017 to be met. Based upon the current regulations, no new District legislation is required to be in full compliance with WIOA.

70. **How does your agency integrate WIOA services with WIOA partner programs from both a program management and customer perspective?**

Program Management
The WIC leads a series of WIOA working groups with the goal of integrating the WIOA partners and implementing the District's Unified State Plan. These work groups include system integration, funding and procurement, data integration and performance, and administration and board structure.

The mandatory partners created a universal assessment form. The form could be used by all of the partners to determine the needed programs and services of each resident. The form will allow residents to be referred to other partners during the same visit.

Customer Perspective
DOES continues to work with OSSE (Title II) and DDS-RSA (Title IV) to cross-train staff and streamline the referral process. The D.C. Data Vault continues to be updated, and new tools introduced in FY16 made referrals and appointment creation more seamless. In addition to the DDS-RSA staff that is co-located at the AJC centers, the goal is to continue integrating intake processes as laid out in the Unified State Plan. The ultimate objective is for customers to navigate the system.

Customers will arrive to the collocated center will be greeted immediately by staff. Staff will ask some basic questions and then direct them to the appropriate agency and floor.

All mandatory partners agree to commit staff and train before the launch of this effort. The first touch for each resident is critical to them believing in DOES' commitment to assist them. DOES wants this to be a seamless process with a less than 15 minute wait time from partner to partner.

71. **How does your agency work with other agencies with workforce development programs, such as DHS (SNAP Employment and Training, TANF), Department of Disability Services, and Child and Family Services Administration, among others? How do the programs relate and interact? What coordination is there among programs and staff? How are the non-DOES programs integrated into the AJCs?**

    DOES and DHS met throughout FY2016 and discussions are ongoing in FY17 to align training and employment services and integrate intake and referral processes. DHS has been a primary partner for the LEAP program, which utilizes the AJC system to connect TANF jobseekers with subsidized work experience.

    As discussed in Question 64, DDS/RSA staff are co-located at each of the four AJC centers, as are OSSE AFE providers for basic skills assessments and remediation.

72. **What are the eligibility requirements for a resident to receive training and specifically to utilize an Individual Training Account? Under what circumstances would a participant receive training not through an ITA?**

    As outlined in Question 65, to utilize an ITA, District residents must be eligible for either the WIOA Adult or Dislocated Worker program, and the training must be justified based upon their Individual Employment Plan (IEP) developed in collaboration with their Workforce Specialist. Additionally, the current WIC policy states that participants are only eligible to receive one ITA in a five year period. However, if the participant were not eligible for WIOA—for example, if a male had never registered for Selective Service and is unable to receive a waiver from the Selective Service System—if the training were justified the AJC Operations Associate Director may approve the training using local funding.

73. **Please provide a list of approved training providers on the Eligible Training Provider list (ETPL) and others receiving funding from DOES. For each training provider list the following:**

a. **Whether training is provided with or without an ITA;**
b. **The number of individuals trained in FY17;**
c. **What occupations they train clients for, including a breakdown by gender;**
d. **How many and what percent of those referred completed training;**
e. **The type of training model(s) utilized;**
f. **The number and percentage of those who completed the training program who found employment in a relevant field within 3 months of graduation;**
g. **The average wage earned by those who found employment;**
h. **The average hours per week worked by those who found employment; and**
i. **The number of trainees who retained employment for at least 6 months after their initial start date.**

ITAs Provided by Eligible Training Providers in FY16:

	# Served	Gender # M / # F		# / % Completed		# / % Placements	
ASM Educational Center Inc. (ASM) – Total	**95**	**68**	**28**	**75**	**79%**	**28**	**37%**
Computer User Support Specialists	68	48	21	53	78%	21	40%
Information Security Analysts	14	8	6	10	71%	4	40%
Computer Network Support Specialists	11	10	1	10	91%	3	30%
Network and Computer Systems Administrators	1	1	0	1	100%	0	0%
Computer Systems Analysts	1	1	0	1	100%	0	0%
Career Technical Institute – Total	**32**	**8**	**24**	**9**	**28%**	**2**	**22%**
Bookkeeping, Accounting, and Auditing Clerks	8	3	5	3	38%	1	33%
Medical Assistants / Medical Secretaries	9	0	9	1	11%	1	100%
Computer User Support Specialists	12	5	7	5	42%	0	0%
Customer Service Representatives	3	0	3	0	0%	0	0%
Healthwrite Training Academy – Total	**15**	**0**	**15**	**11**	**73%**	**6**	**55%**
Home Health Aides	9	0	9	6	67%	3	50%
Nursing Assistants	6	0	6	5	83%	3	60%
Innovative Institute, Inc. – Total	**29**	**2**	**27**	**12**	**41%**	**9**	**75%**
Home Health Aides	12	1	11	3	25%	4	133%
Nursing Assistants	17	1	16	9	53%	5	56%

Opportunities Industrialization Center of Washington-OIC/DC							
Home Health Aides	20	3	17	16	**80%**	8	50%
Paralegal Institute of Washington							
Paralegals and Legal Assistants	29	7	22	12	41%	12	100%
Quality First Career Center							
Nursing Assistants	1	0	1	1	100%	0	0%
Southeast Welding Academy, LLC							
Pipe Fitters and Steamfitters	25	25	0	17	68%	8	47%
Technical Learning Centers – Total							
Medical Assistants / Secretaries	4	2	2	2	50%	3	150%
Toni Thomas Associates – Total	**58**	**42**	**16**	**43**	**74%**	**34**	**79%**
Bus Drivers, Transit and Intercity	46	37	9	35	76%	32	91%
First-Line Supervisors of Protective Service Workers	10	5	5	7	70%	2	29%
Medical Secretaries	2	0	2	1	50%	0	0%
Vets Group Training Academy	**26**	**13**	**13**	**23**	**88%**	**10**	**43%**
Computer User Support Specialists	18	9	9	15	83%	5	33%
Computer Network Support Specialists	5	3	2	5	100%	3	60%
Information Security Analysts	3	1	2	3	100%	2	67%
VMT Education Center Inc. – Total	**8**	**0**	**8**	**7**	**88%**	**4**	**57%**
Home Health Aides	5	0	5	4	80%	3	75%
Nursing Assistants	3	0	3	3	100%	1	33%
Westlink Career Institute							
Emergency Medical Technicians and Paramedics	65	27	38	27	42%	21	78%

It is important to note that "placements," as defined here, are those customers that successfully were placed into employment shortly after their training program ended, and are based not on wage records but on supplemental sources such as pay-stubs and offer letters that require participant and/or training provider disclosure.

Due to the variability in the length of training programs (anywhere from one week to 12 months), outcomes reported on a quarterly basis to Council must be understood with the context that a lack of positive outcomes in that period may have more to do with the length of the training (and the timing of the training end dates) than the actual success of those participants in finding employment.

As of February 15, 2017, the number of those enrolled in training participants in FY 17 per program is in the table below. These numbers do include some carryovers from FY16 for participants with a projected training end date in FY17.

	# Served	Gender # M / # F	
ASM Educational Center Inc. (ASM) – Total	**32**	**26**	**6**
Computer User Support Specialists	24	21	3
Information Security Analysts	6	3	3
Computer Network Support Specialists	1	1	0
Computer Systems Analysts	1	1	0
Career Technical Institute – Total	**14**		
Bookkeeping, Accounting, and Auditing Clerks	3	0	3
Medical Assistants / Medical Secretaries	4	0	4
Computer User Support Specialists	5	1	4
Customer Service Representatives	2	0	2
Healthwrite Training Academy – Total	**10**	**1**	**9**
Home Health Aides	6	0	6
Nursing Assistants	4	1	3
Innovative Institute, Inc. – Total	**14**	**2**	**12**
Home Health Aides	7	1	6
Nursing Assistants	7	1	6
Opportunities Industrialization Center of Washington-OIC/DC			
Home Health Aides	6	6	6
Paralegal Institute of Washington			
Paralegals and Legal Assistants	18	1	17
Southeast Welding Academy, LLC			
Pipe Fitters and Steamfitters	7	6	1
Toni Thomas Associates – Total	**19**	**12**	**7**
Bus Drivers, Transit and Intercity	15	10	5
First-Line Supervisors of Protective Service Workers	2	2	0
Medical Secretaries	2	0	2
Vets Group Training Academy	**3**	**3**	**0**
Computer User Support Specialists	2	2	0

Computer Network Support Specialists	1	1	0
VMT Education Center Inc. – Total	**5**	**0**	**5**
Home Health Aides	3	0	3
Nursing Assistants	2	0	2
Westlink Career Institute			
Emergency Medical Technicians and Paramedics	39	15	24

74. **Please identify any new training providers for FY17 that did not provide services in FY16 and any training providers that previously received funds in FY16 who were not re-certified for FY17 and why they were not recertified?**

In FY17 to date, only Intellectual Point has been added to the Eligible Training Provider List (ETPL) to now receive ITAs. Intellectual Point has seven available programs for interested District jobseekers to choose from: CompTIA Network +; CompTIA Security+; Certified Information Systems Security Professional (CISSP); Project Management Institute's Project Management Professional (PMP); Information Technology Infrastructure Library (ITIL); Cisco Certified Network Associate (CCNA); and Splunk Certified Architect & Tableau Programmer. More information on these courses can be found here: http://www.intellectualpoint.com/course.php.

75. **What efforts is the agency making to identify high-performing training providers and programs and ensure that training funds (and job-seeker time and resources) are being spent on training that leads to stable employment with family-sustaining wages? When are new training providers expected to be approved and what efforts will be undertaken to ensure a high level of training quality?**

There are three training providers currently in the process of becoming eligible for ITAs:

- 1st CDL of NOVA – CDL class A and B;
- Amala Lives Institute – Culinary and hospitality training; and
- Excel Automotive Institute – Automotive Technician.

Starting with WIOA Program Year 2016 (July 2016 – June 2017) there are a new set of performance measures and targets for WIOA Adult, Dislocated Worker, and Youth and Wagner-Peyser formula funding:

	Adult PY16&17 Target	Dislocated Worker PY16&17 Target	Youth PY16&17 Target	Wagner-Peyser PY16&17 Target
Employment Rate in 2nd Quarter after Exit	62%	69%	51%	50%
Employment Rate in 4th Quarter after Exit	68%	65%	46%	79%
Median Earnings (in 2nd Quarter after Exit)	$6,200	$7,500	-	$5,500
Credential Attainment Rate	54%	57%	50%	-
Measurable Skills Gains	*Baseline*	*Baseline*	*Baseline*	-

Training providers currently eligible to receive WIOA Adult and Dislocated Worker funded ITAs are mandated by the WIC to meet at least 80% of the District's performance targets for each program. In addition to this requirement, DOES has implemented several new policies and procedures that ensure performance compliance with WIOA and enhance accountability of ITA providers.

These new policies and procedures were covered with all Eligible Training Providers (ETPs) in a WIOA Training Provider Information Session held at DOES HQ on December 6, 2016. The packets and presentation included the following:

- Overview of the new WIOA performance measures and expectations;
- Updated WIC and DOES ITA policies; updated DOES ITA SOP;
- New DOES ITA Invoicing Policy;
- New DOES ETP Performance, Monitoring, and Invoicing SOP; and
- New WIOA Training Progress Reports.

Prior to the information session all AJC staff were trained at the four AJC centers on the new policies and procedures, which also reiterated current practice and policy that has become even more important in the context of the full implementation of WIOA and new performance regime. Two key changes worth highlighting are the introduction of WIOA Training Progress Reports and the new Credential Invoice.

WIOA Training Progress Reports
Under WIOA, performance is now based in part on participants in occupational skills training leading to a recognized credential showing "demonstrable progress" toward attaining that credential, and whether or not the recognized credential (not the training program's "certificate of completion") has been attained.

This "demonstrable progress" measure, *Measurable Skills Gain*, is a "real-time" measure, meaning the outcomes must be achieved within the quarter(s) the participant is in training. These new Progress Reports now include all necessary information to update these outcomes in the system of record (DC Networks), and will give Workforce Specialists more timely information about the progress of their participants—providing the AJCs the ability to intervene earlier and more effectively to ensure all participants have the opportunity to succeed. Progress Reports are due at least once a month, and a failure to comply with submitting them to AJC Operations will result in non-payment and potentially a suspension of ITAs if the ETP is consistently out of compliance. These Progress Reports also include all necessary information required to update the new *Credential Attainment Rate* measure, which calculates the percent that actually attained the recognized credential either during or after their training program has completed. Provider performance on the Measurable Skills Gain will now give DOES a real-time measure of quality and an early indicator of performance success in the future.

Credential Invoice
The new WIOA performance measures, which push the outcomes further out after training (2nd and 4th quarter after program exit) and add new outcomes around skills gain and credential attainment, send a clear message: public workforce systems across the nation must focus on careers and career pathways versus "quick" placements.

To account for this paradigm shift, DOES has structured ITA invoicing to include a separate Credential Invoice—30% of the total cost of the ITA—to be contingent upon the participant attaining the recognized postsecondary credential. If the participant is unable to pass the required exams to attain the credential at least twice, once validated by AJC Operations, the case will go under review to decide if the participant was unable to pass the exam(s) by no fault of the provider, and therefore deem the credential invoice submission and payment still appropriate and allowable. As DOES made clear in its WIOA Training Provider Information Session, the agency plans to collaborate with its ETPs to ensure all collective efforts are taken to facilitate the success of participants in receiving the recognized credentials that will help them meet the career objectives they've enumerated in their Individual Employment Plans.

Public Eligible Training Provider List (ETPL) Outcome Data
By July 1, 2017, the DC WIC, in collaboration with DOES, will make the available performance outcome data for eligible training providers publicly accessible.

76. **Please explain the "report card" system for employment services providers. In addition:**

    a. **Are report cards publicly available? If not, why not? If so, please provide any cards issued in 2016 and so far in 2017.**
    b. **Please explain any gaps. Did any providers did not issue report cards for each reporting period? If so, which providers were they, and what actions is DOES taking to remedy this and prevent it in the future?**

    DOES does not have a report card system for employment services providers.

Local Adult Job Training

77. **Please explain how local funding for adult job training was used in FY16 and FY17, to date.**

    Not including Personnel and Administrative costs, the FY16 local adult training funds went toward:

    - MPD and FEMS cadet training program (MOU);
    - OSSE adult education services (MOU);
    - Closeouts of FY15 adult training grants with Innovative Institute, Graduate School USA, and Southeast Children's Trust;
    - DCI Pre-Apprenticeship training;
    - On-the-Job Training (OJT) program;
    - Transportation services for local training participants (across all programs); and
    - LEAP Academy (DCHR).

78. **How are locally-funded Adult employment and training services integrated with federally-funded services? How did the locally-funded services add value to federally-funded programs and services?**

    While the DC Workforce Investment Council (WIC) expands the training offerings available through federal funding, the Office of Workforce Development is building additional capacity to connect District residents to additional training offerings that "fill in the gaps" of

those federally-funded training services. Several of the innovations under WIOA—including Training Progress reports, an emphasis on recognized credentials, and a focus on training for career-track occupations based on regional employer hiring needs and projections—will be fully incorporated into local training initiatives and policy.

79. In FY17, what are the plans for local Adult job training funds?

    a. For how many residents do you plan to provide job training?
    b. What plans are in place to ensure completion of this goal?

Youth Job Training

80. Is DOES operating an in-house program for disconnected youth during the summer or throughout the year? If so, what are the goals of this program, how many youth does it serve, and what is the funding source?

DOES has received a grant to partner with DHS to serve FSET eligible participants. The total grant amount awarded for FY17 is $5,907,467.00 (totaling 1,500 participants served across SYEP, TEP, PYAP). Funds are allowable based on the definitions for reasonable and necessary costs spelled out in the OMG Circular A-87 (relocated at 2 C.F.R. 225.55). More specifically, the agency will be required to provide coaching and feedback to SNAP E&T clients, who are required to make a minimum of 12 inquiries to prospective employees each month, assign clients to private, for-profit companies, in addition to private, non-profit placements (no more than 120 hours a month)., provide education and training related to self-employment (includes State-agency managed job training services (GED, literacy, occupational skills training).