

**Workforce Investment Council (“WIC”)**  
**FY15-16 Performance Oversight Hearing Questions**  
**Committee on Business Consumer and Regulatory Affairs**  
**Vincent B. Orange, Chairperson**

**I. Agency Organization**

1. Have there been any organizational changes within the WIC since last year’s performance review? If so, please provide a complete, up-to-date organizational chart for each division within the agency including, either attached or separately, an explanation of the roles and responsibilities for each division and subdivision.

A. Please include a list of the employees (name and title) for each subdivision and the number of vacant positions.

B. Please provide a narrative explanation of any organizational changes made during the previous year.

Yes, several organizational changes have occurred at the WIC since last year’s performance hearing, including the following:

- The WIC has moved from the direct management oversight of the Office of the Deputy Mayor for Planning and Economic Development (DMPED) to the direct management oversight of the Office of the Deputy Mayor for Greater Economic Opportunity (DMGEO). DMPED continues to provide administrative and technical support to the WIC on matters such as grantmaking and contracting.
- A permanent Executive Director, Odie Donald, started at the WIC in January 2016, after a broad national search. Interim Executive Director, Andrew Rogers, departed the WIC in December 2015.
- A new WIC Board Chair, Andy Shallal, was selected and began serving in that role in December 2015. Jos Williams, the Board’s Vice Chair who fulfilled the Board Chair’s duties during the transition process, remains on the Board in his previous role.
- The WIC Board’s membership was updated to reflect new requirements under the Workforce Innovation and Opportunity Act, and to fill existing vacancies. The Mayor appointed 16 new non-government members to the Board, bringing its total to 39. Through these appointments, the WIC increased its business representation significantly – now at 18 members (with several business vacancies remaining) that directly employ thousands of people in DC, compared with only 13 business members during the previous administration. Business members appointed represent high-demand sectors of the District’s economy (Business and Information Technology, Healthcare, Hospitality, and Construction) and the federal government.

The WIC staff consists of 7 FTE positions, all of which report to the Executive Director. The WIC does not have divisions. Current WIC employees consist of the following 6 individuals:

- Odie Donald, Executive Director
- Jeanna Fortney, Career Pathways Coordinator
- Alseta Gholston, Research Association
- Geoffrey King, Program Manager
- Lauren Scott, Program Manager
- Jaya Varma, Program Analyst

There is currently one vacancy on the WIC staff – the Associate Director.

## **II. Personnel**

2. Please provide a complete, up-to-date position listing for your agency, which includes the following information (list the information by program and activity):

- A. Title of position
  - B. Name of employee or statement that the position is vacant, unfunded, or proposed
  - C. Date employee began in position
  - D. Salary and fringe, including the specific grade, series, step of position, and funding source (local or federal)
  - E. Job status (continuing/term/temporary/contract)
1. A. Executive Director (all programs/ activities)  
 B. Odie Donald  
 C. January 2016  
 D. \$140,000 in salary and estimated \$30,366 funded through both federal and local sources  
 E. Term
  2. A. Associate Director (all programs/ activities)  
 B. Vacant  
 C. NA  
 D. Salary and Fringe TBD, Grade 14, funded through both federal and local sources  
 E. Term
  3. A. Career Pathways Coordinator (Career Pathways Task Force and Innovation Fund)  
 B. Jeanna Fortney  
 C. June 2015  
 D. \$101,385 in salary and an estimated \$21,990 in fringe, Grade 13, Step 10, funded through local sources  
 E. Term
  4. A. Program Manager, Workforce Intermediary

B. Geoff King  
C. February 2013  
D. \$91,297 in salary and an estimated \$20,396 in fringe, Grade 13, Step 6, funded through local sources  
E. Term

5. A. Program Manager, WIOA (federal programs)  
B. Lauren Scott  
C. February 2016  
D. \$86,253 in salary and \$19,270 in fringe, Grade 13, Step 4, funded through federal sources  
E. Term

6. A. Program Analyst (all programs)  
B. Jaya Varma  
C. February 2015  
D. \$ 68,294.00 in salary and \$14,812.96 in fringe, Grade 12, Step 1, funded through federal sources  
E. Term

7. A. Research Associate (all programs)  
B. Alseta Gholston  
C. August 2014  
D. \$56,969 in salary and an estimated \$12,727 in fringe, Grade 11, Step 2, funded through federal sources  
E. Term

3. Please provide the number of FY15 full-time equivalents (FTEs) for the agency, broken down by program and activity. Please also note the number of vacancies at the close of FY15 and FY16, to date, by program and activity. For each vacant position, please note how long the position has been vacant and whether or not the position has since been filled.

The WIC currently had 7 FTEs in FY15 and for FY16. FTE positions are split among programs as follows:

- Career Pathways Task Force – 1 FTE
- Workforce Innovation and Opportunity Act (WIOA, including Adult, Dislocated Worker, and Youth) – 4 FTEs
- Workforce Intermediary – 2 FTEs

The WIC currently has 1 vacant position, as follows:

- Associate Director (all programs), vacant since December 2015

4. Please provide a description of any changes in the personnel process within the agency since FY15 and the agency's relationship with the DC Department of Human Resources to ensure that human resource needs are met.

The WIC has moved to the management oversight of the Deputy Mayor for Greater Economic Opportunity (DMGEO), from its previous position within the Deputy Mayor for Planning and Economic Development (DMPED). However, DMPED still provides administrative and technical support for the WIC, including assistance in coordinating human resource processes with the DC Department of Human Resources to make sure needs are met.

5. Has there been any change in the agency's employee performance evaluation process since last year? If so, please explain.

No changes.

6. Please list all employees detailed to or from your agency, if any. Please provide the reason for the detail, the detailed employee's date of assignment, and the detailed employee's projected date of return.

Not applicable.

7. Please provide the Committee with:

A. A list of all employees who receive cell phones, personal digital assistants, or similar communications devices at agency expense

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

C. A list of employee bonuses granted in FY15 and FY16, to date, if any

D. A list of travel expenses, arranged by employee

E. A list of the total overtime and workman's compensation payments paid in FY15 and FY16, to date.

A. Five of the six (with the exception of Mrs. Varma) current WIC employees receive cell phones at agency expense to conduct their required responsibilities. Current Staff are noted in questions 1 and 2 above.

B. None.

C. None.

D. Travel expenses by employee are as follows:

- Andrew Rogers, former Associate Director - \$6,625 in FY15 for four national workforce conferences and two Department of Labor meetings. \$2,965 in FY16 for two national workforce conferences.
- Laura Burgher, former Program Manager - \$3,501 in FY15 for two national workforce conferences.
- Geoff King, Program Manager - \$2,204 in FY15 for one national workforce conference and one Department of Labor meeting.
- Alseta Gholston, Research Associate - \$2,708 in FY15 for one national workforce conference.

- Jaya Varma, Program Analyst - \$1,879 in FY 15 for one national workforce conference.
- Jeanna Fortney, Career Pathways Coordinator - \$2,709 in FY16 for two national workforce conferences.

E. None.

### III. Budget

8. Please provide a chart showing your agency's approved budget and actual spending, by program, for FY15 and FY16, to date. In addition, please describe any variance between fiscal year appropriations and actual expenditures for FY15 and FY16, to date.

#### WIC Budget and Spending by Program – FY15 & 1<sup>st</sup> Quarter of FY16 (through 12/31/2015)

Program	FY15 Budget	FY15 Actual Spending	FY16 Budget	FY16 Actual Spending (through 12/31/2015)
Adult Career Pathways Task Force (local appropriations)	\$174,937	\$103,069	\$706,000	\$78,741
WIA Adult (federal appropriations)	\$145,679	\$69,317	\$166,613	\$25,597
WIA Dislocated Worker (federal)	\$133,695	\$69,317	\$166,613	\$25,597
WIA Youth (federal)	\$165,026	\$162,285	\$113,457	\$12,308
Workforce Intermediary (local)	\$1,800,000*	\$1,049,199	\$1,600,000	\$302,038
<b>Total</b>	<b>\$2,419,337</b>	<b>\$1,453,187</b>	<b>\$2,752,682</b>	<b>\$444,281</b>

\*Includes \$200,000 transferred via MOU from DOES for jointly funded construction workforce grants – see question 10 below for additional details.

Note: All FY16 figures provided are through December 31, 2015 in order to accurately account for grant and contract spending. Performance-based grant invoices are not received from grantees until 15 days after the completion of a calendar month, and payments can take up to 30 days after an invoice is received.

#### Explanation for variances between fiscal year appropriations and actual expenditures by program:

- *Adult Career Pathways Task Force:* This new program was enacted beginning in FY15, and did not exist prior to that time. Hiring of a Career Pathways Coordinator, which accounts for a majority of this program's budget for FY15, did not occur until June 2015 due to delays in the hiring process related to senior level staff transitions and vacancies. As a result, total spending during FY15 was significantly lower than the budgeted amount.
- *WIOA Programs:* The WIC's budget for federal Workforce Innovation and Opportunity Act (WIOA, formerly Workforce Investment Act (WIA) programs (Adult, Dislocated Worker, and Local) primarily funds WIC staff that perform program oversight and management functions. Note that most WIOA funds are administered by DOES. Staff spending was significantly lower

than anticipated in FY15 due to the departure of two staff members and a vacancy in the Executive Director position for most of the fiscal year. FY16 staff spending through December was also lower than anticipated due to an average of two staff vacancies.

- *Workforce Intermediary*: The Workforce Intermediary program spent less funds in FY15 than anticipated due to grantee performance that was below maximum performance payment levels; as well as staff vacancies that averaged about .5 FTE for the program. Grantee performance also varied significantly, which is always a risk when investing in innovative new program designs and capacity building. However, because grants were structured to pay for performance, the District was able to share this risk with grantees and realize cost savings. Each grant is evaluated each year and only renewed if the WIC Board deems performance to be satisfactory. Even if grants are renewed, grant agreement terms are modified as appropriate based on lessons learned, in order to increase outcome achievement in subsequent grant years. Grant terms have been adjusted for FY16 to ensure more consistency in the timing of performance payments, and allow for the diversion of funds to other programming in the event performance targets are not met.

9. Please list any re-programmings, in or out, which occurred in FY15 and FY16, to date. For each reprogramming, please list the total amount of the reprogramming, the original purposes for which the funds were dedicated, and the reprogrammed use of funds.

During formulation in FY15, \$1,357,064 in Workforce Intermediary funding was assigned to DMPED accounts that cannot support grantmaking. In order for the WIC to pay invoices related to grantee performance outcomes achieved, DMPED worked with the DC Council to have these funds reprogrammed accordingly.

10. Please provide a complete accounting for all intra-District transfers received by or transferred from the agency during FY15 and FY16, to date.

Federally funded WIC MOUs with DOES for FY15 and FY16:

As the fiscal agent for U.S. Department of Labor funds received by the District, DOES initially receives all federal funds that are required to support WIC operations. These funds are transferred annually through an MOU process, consisting of the following in FY 15 and 16:

- MOU in place for FY15 that transferred \$444,400 from DOES to the DMPED (administrator of WIC funds) to support federally mandated WIC operations.
- MOU for FY16 planned for \$446,682 to be transferred from DOES to DMPED (administrator of WIC funds) to support federally mandated WIC operations.

Additionally, the Fiscal Year 2016 Budget Support Act of 2015 assigned \$500,000 from the federally funded Unemployment and Workforce Development Administrative Fund, which is administered by DOES, to the WIC for use in the Career Pathways Innovation Fund. Accordingly, another MOU is planned as follows:

- MOU for FY16 planned for \$500,000 to be transferred from DOES to DMPED (administrator of WIC funds) to support Career Pathways Innovation fund technical assistance to prepare for the issuance of grants beginning in FY17.

Locally funded WIC MOU with DOES Workforce Development Division for FY15 only:

- MOU in place that transferred \$200,000 from DOES to DMPED (administrator of WIC funding) to support a combined \$450,000 in grants for construction pre-apprenticeship and support services. These performance-based grants supported joint WIC and DOES efforts related to the Workforce Intermediary program and Center for Construction Careers. Grantees consist of:
  - AFL-CIO's Community Services Agency - Building Futures (pre-apprenticeship)
  - Collaborative Solutions for Communities (support services)

11. Please identify any special purpose revenue accounts maintained by, used by, or available for use by your agency during FY15 and FY16, 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 FY15 and FY16, to date
- E. Expenditures of funds, including the purpose of each expenditure, for FY15 and FY16, to date

Not applicable.

12. Please provide a complete accounting of all federal stimulus funds received and/or carried over for FY15 and FY16, to date.

Not applicable.

13. Has the agency taken additional steps since last year to reduce the following during FY15 and FY16, to date?

- A. Space utilization
- B. Communications costs
- C. Energy use

No, but WIC offices are located in a space in Ward 8 that is cost-effective and right-sized for its staff and responsibilities, and close to many of the clients our programming helps serve. This space is in an energy-efficient building with automated lighting changes. Additionally, communication tools are obtained through larger contracting through the Executive Office of the Mayor, which helps minimize costs.

14. Please identify all legislative requirements that the agency lacks sufficient resources to properly implement.

None.

#### **IV. Agency Programs and Policies**



15. Please list each policy initiative of your agency during FY15 and FY16, to date. For each initiative please provide:

- A. A detailed description of the program
- B. The name of the employee who is responsible for the program
- C. The total number of FTE's assigned to the program
- D. The amount of funding budgeted to the program

Workforce Innovation and Opportunity Act (WIOA) State Unified Workforce Development Plan

- A. A detailed description of the program

The Workforce Innovation and Opportunity Act (WIOA) requires that the District of Columbia submit a plan to the U.S. Secretary of Labor as well as the U.S. Secretary of Education that outlines a four-year workforce development strategy for the State's workforce development and adult education system for the period from 2016 – 2020; and the WIC leads the development of this plan in collaboration with DMGEO, OCA, DOES, OSSE, DDS, DHS, and UDC-CC, among other agencies. Federal reforms to WIOA foster better alignment of Federal investments in job training and adult education to integrate service delivery across workforce programs. States must have an approved WIOA plan in place to receive funding for core WIOA programs. The District of Columbia is using the WIOA planning process as an opportunity to realize our vision of a coordinated, accessible and effective workforce and education system.

The WIC has convened inter-agency working groups over the last several months to develop and finalize draft plan content; and has also leveraged its Board, business, and community stakeholders through multiple engagement sessions to get feedback on the Plan. These efforts resulted in the release of a comprehensive draft plan for the required 30-day public comment period on February 12, 2016; and WIC and DMGEO staff are currently leading multiple public engagement events and incorporating public comments to create a final draft. The WIOA State Plan must be submitted to federal officials by April 1, 2016, with the public comment period ending on March 14, 2016. Moving forward, the WIC is responsible for overseeing the implementation of the strategies laid out in the State Plan.

- B. The name of the employee who is responsible for the program

As the Executive Director of the WIC, Odie Donald is the primary lead on the state planning process, working in concert with the WIC Board. The entire WIC staff supports these efforts, and Geoff King and Jeanna Fortney were primarily responsible for drafting and organizing partner agency and consultant contributions to State Plan content.

- C. The total number of FTE's assigned to the program

FTEs are not specifically assigned to this initiative, as it is part of the WIC's broader WIOA responsibilities (see the initiative that follows for more on that) and only occurs once every four years. All WIC FTEs are leveraged to assist in this effort.



D. The amount of funding budgeted to the program

No funding was specifically budgeted to support the development of the State Plan. However, staff resources across all WIC program area budgets were leveraged, and some technical assistance was provided by consultants funded through Career Pathways Task Force funds, as that project's work closely informed the State Plan.

WIOA Title I Programs - Adult, Dislocated Worker and Youth

A. A detailed description of the program

Under WIOA, the WIC has primary responsibility for establishing eligibility and performance requirements for training providers and job seekers who wish to receive WIA-funded Individual Training Account (ITA) vouchers. To this end, the WIC manages and maintains an Eligible Training Provider List (ETPL) as a directory of approved occupational training programs available to DC residents who are eligible for ITA funding.

The WIC is responsible for publicly publishing the ETPL online and for administering the ETPL application process. Job seekers who are interested in training services published on the ETPL are encouraged to contact a DC American Job Center (DCAJCs) to meet with an employment specialist about eligibility for referral to an approved training provider. The WIC approves occupational programs by training providers that submit an ETPL application to DOES.

The WIC is also responsible for DCAJC oversight, and for certification of the one-stop system. DOES operates the DCAJC system based on criteria set through WIC policies. The WIC provided technical assistance to DOES and other agency partners on the DCAJC Business Plan that was submitted in 2014, and subsequent certification of the DCAJC in Ward 8. DOES reports on DCAJC and training activity performance to the WIC, and the WIC provides technical assistance as needed to improve operations.

Additionally, under WIOA, the WIC has primary responsibility in setting eligibility requirements for providers of youth activities that are awarded grants or contracts on a competitive basis. DOES awards and administers grants and contracts for these services based on criteria set through WIC policies, and through approval of their overall program model obtained from the WIC Board. DOES reports on DCAJC and training activity performance to the WIC, and the WIC provides technical assistance as needed to improve operations.

B. The name of the employee who is responsible for the program

Lauren Scott was recently hired as a Program Manager for this area, reporting directly to Executive Director Odie Donald. Alseta Gholston, Research Associate, also provides substantial support to these programs.

C. The total number of FTE's assigned to the program

4.0 FTEs.

D. The amount of funding budgeted to the program

\$444,400 for FY15 and \$446,682 for FY16.

Adult Career Pathways Task Force and Innovation Fund

A. A detailed description of the program

The District's Adult Career Pathways Task Force, which was established under the Fiscal Year 2015 Budget Support Act of 2014, required the WIC to convene a Task Force charged with developing a cross-agency strategic plan to build a career pathways system in the District. The impetus for the Task Force was to address the education and workforce needs of the approximately 60,000 adults living in the District who do not have a high school diploma or its equivalent. The Task Force is convened by the WIC and is made up of leadership from relevant District agencies, the Public Charter School Board, Councilman Grosso's office, and three community representatives from Carlos Rosario Adult Public Charters School, So Others Might Eat (SOME, job training provider), and OIC (basic skills provider). The Task Force met continually between December 2014 and September 2015 to draft the plan, which includes recommendations for connecting basic skills programs to career pathways; identifies a framework for an effective career pathways system in the District; details shared, city-wide priorities; and highlights opportunities for alignment and collaboration between the District's education, workforce, and human services providers. The plan was submitted to the DC Council and the Mayor in February 2016. The Task Force will continue to meet quarterly for a three year time period to track implementation of the strategies laid out in the strategic plan.

An amendment to the Career Pathways Task Force legislation was added in May 2015 which requires the WIC "to plan for and issue Career Pathways Innovation Fund grants to design, pilot, and scale best practices in the implementation of adult career pathways consistent with the Adult Career Pathways Task Force's city-wide strategic plan; provides that the WIC may use amounts from the Unemployment and Workforce Development Administrative Fund for technical assistance and to provide the grants." This amendment provided the WIC with \$500,000 for FY16 to fund technical assistance to prepare for the issuance of grants. There is a provision for \$1.5 million for FY17 and beyond to fund implementation grants. The WIC has utilized some of these technical assistance funds on initial planning and implementation efforts, and plans are underway to disperse the rest prior to the end of the fiscal year.

B. The name of the employee who is responsible for the program

Jeanna Fortney is the Career Pathways Coordinator and is responsible for the overall coordination of the Task Force and associated activities, reporting directly to Executive Director Odie Donald.

C. The total number of FTE's assigned to the program

1 FTE is fully dedicated to this program, other WIC staff assist as necessary.

D. The amount of funding budgeted to the program

\$174,937 for FY15 and \$706,000 for FY16

### Workforce Intermediary Program

#### A. A detailed description of the program

The Workforce Intermediary Program is a sector-based workforce development initiative that brings together multiple stakeholders in key industries with significant employment growth and importance to the local economy. The program promotes a shared understanding of industries' workforce needs, advances training that meets those needs, coordinates services for job seekers, and helps employers find qualified job candidates. Sector-specific workforce programs are a key component of WIOA, and the program draws on nationally-recognized best practices and the recommendations of an appointed Workforce Intermediary Task Force.

The Workforce Intermediary is currently active in the hospitality and construction sectors, and may expand into additional high-growth sectors based on additional research and the work of the Career Pathways Task Force. The program convenes employer advisory groups in each sector to inform program efforts and provide feedback on broader workforce system considerations. Partner agencies and organizations with existing workforce and education programs in each sector participate in these advisory groups, and the program helps connect them to additional resources and employment opportunities. The Workforce Intermediary also provides performance-based grants to competitively-selected organizations that help fill gaps identified through employer feedback and build on lessons learned.

#### B. The name of the employee who is responsible for the program

Geoff King is the Program Manager responsible for administering Workforce Intermediary program activities, reporting directly to Executive Director Odie Donald.

#### C. The total number of FTE's assigned to the program

2 FTEs support this program, including the Program Manager position and total contributions of several other positions.

#### D. The amount of funding budgeted to the program

\$1,600,000 for both FY15 and FY16

16. Please describe any initiatives your agency implemented within FY15 and FY16, to date, to improve the internal operation of the agency or the interaction of the agency with outside parties. Please describe the results, or expected results, of each initiative.

The WIC functions as a convener of workforce system partners, with a majority private-sector led Board and representatives of 12 District-government entities. The WIC's work in leading the development of the WIOA State Workforce Development Plan, in collaboration with DMGEO, OCA, DOES, OSSE, DDS, DHS, and UDC-CC, among other agencies; as well as the Career

Pathways Task Force, have played a significant role in improving inter-agency coordination. The WIC convened multiple cross-agency working groups over all of FY15 and continuing in FY16 through these efforts, with a specific focus on improving coordination of services and ensuring that both jobseeker and business needs were better met by our system.

17. Please provide a list of all studies, research papers, and analyses (“studies”) the agency prepared, or contracted for, during FY15 and FY16, to date. Please state the status and purpose of each study.

#### WIOA State Workforce Development Plan

As noted in our response to question 15, the WIC leads the development of the District’s State Workforce Development Plan in collaboration with DMGEO, OCA, DOES, OSSE, DDS, DHS, and UDC-CC, among other agencies. The draft State Plan was published for its required 30-day public comment period on February 12, 2016, and will be updated based on input received. This Plan has required numerous analyses of workforce system programs, and also incorporates some of the additional studies, research papers, and analyses that follow here.

#### Career Pathways Task Force

The WIC produced the Adult Career Pathways Strategic Plan, required by Mayor’s Order 2014-232 during FY15 and early FY16. The purpose of the plan was to detail strategies to connect adult basic skills programs administered in the District to career pathways. The plan was completed in 2015 and was recently submitted to the Mayor and DC Council. Similar to the State Plan, this Plan has also required numerous analyses of workforce system programs, and also incorporates some of the additional studies, research papers, and analyses that follow here.

#### Demand Occupation List Update – Sector and Occupation Demand Analyses

The WIC conducted analyses in FY15 that led to the update of its High Demand Sectors and Occupation List in September 2015, which it is required to maintain for federal workforce funding purposes, in order to meet requirements in both federal and local law. The WIC worked with DOES’s Office of Labor Market Research and Information in collecting and conducting initial analyses of labor market data, and also worked with staff in key partner agencies and members of the Career Pathways Task Force to refine analyses and finalize the updated list and related report. This update adjusts the list to better reflect demand in key sectors and groups of occupations that are projected to grow over the next decade. The findings from these analyses are available as a separate report, and have also been incorporated included in both the State Plan and Career Pathways Task Force Strategic Plan.

### Provider Survey

The WIC worked with the Council for Adult and Experiential Learning (CAEL) to look deeper into the services provided by District post-secondary institutions, LEA-based adult education programs, job training providers, and community-based organizations that administer literacy programs for adult learners. The survey asked about services provided and the numbers of persons served in the categories of Adult Basic Education (ABE), Adult Secondary Education (ASE), English as a Second Language (ESL), the National External Diploma Program (NEDP), General Educational Development (GED), and high school diploma / credit recovery programs (HS). Forty-six organizations responded to the survey, providing a snapshot of service availability for adult learners in DC. These profiles were included in the Career Pathways Task Force Strategic Plan.

### Career Pathways Mapping

The WIC also worked with CAEL and the DC Chamber of Commerce in convening focus groups of business stakeholders in each of the District's high-demand sectors identified by the WIC and administered a followup survey to capture key information and facilitate the development of specific pathways that may be implemented in the District. Additional research by CAEL and WIC staff was incorporated with this feedback and data to produce career pathway profiles that reflect findings from these efforts. These profiles were included in both the State Plan and Career Pathways Task Force Strategic Plan.

18. If applicable, please explain the impact on your agency of any legislation passed at the federal level during FY15 and FY16, to date.

Not applicable, however, WIOA was passed during FY14, with implementation broad implementation steps ongoing, as referenced in the responses to other questions here.

19. Please list all regulations issued for FY15 and FY16, to date.

On April 16, 2015 the US Departments of Labor and Education released the Notice of Proposed Rulemaking (NPRM) for WIOA. Final regulations are slated to be released in spring 2016.

20. Did the agency meet the objectives set forth in the performance plan for FY15? Please provide a narrative description of what actions the agency undertook to meet the key performance indicators or any reasons why such indicators were not met. Please provide a copy of the performance plan for FY16.

### FY15

The WIC's performance plan for FY 15 was embedded in the FY 15 DMPED Performance objectives and initiatives under Objective 3: Promote the development of an integrated workforce investment system, delivering high-quality services that help District residents gain skills that meet business needs. The following lists each of the four relevant objectives for the WIC, along with a narrative of steps taken to meet indicators:

### INITIATIVE 3.1: Oversee implementation of new year-round youth development strategy.

Status Update: WIC staff provided guidance to DOES on compliance requirements related to new federal workforce law and provided technical assistance on their redesign of youth services to both in-school and out-of-school participants. The WIC Board approved DOES's revised youth strategy at its April 2015 meeting, allowing them to proceed with implementation. WIC staff have continued to offer technical assistance during this timeframe and are also leading federally required District planning efforts that include youth services that are continuing into FY 2016.

### INITIATIVE 3.2: Increase scope and impact of Workforce Intermediary program.

Status Update: The Workforce Intermediary has successfully supported the efforts of four grantees operating in the hospitality and construction sectors during FY15, with grantees successfully meeting most required performance outcomes and three of four grants renewed for FY16. The WIC has continued to convene advisory committees in both the hospitality and construction sectors to inform program and broader workforce system efforts, and expanded the memberships of these groups over time – consisting of members from businesses, industry associations, labor unions, partner agencies, and service providers. Partnership efforts with DOES have also been successful, with processes in place to link grantee participants to DOES intake and placement services and established links to specific industry employers. Extensive labor market analyses and business engagement resulted in the identification of three other sectors for possible program expansion.

### INITIATIVE 3.3: Develop City-Wide “Career Pathways” Strategic Plan.

Status Update: The WIC convened the Career Pathways Task Force in December 2014, comprised of representatives from 13 District agencies and several adult education and training providers. The WIC brought on Kairos Consulting for technical assistance and hired the Career Pathways Task Force Coordinator in June 2015 to assist with the development of the plan. The Task Force and five work groups met regularly to craft the plan. Public and stakeholder forums were held in September 2015 through assistance from the Community Foundation and DC Chamber of Commerce to gain input on the vision and strategic elements. The plan, which details a framework for aligning District agencies, education, training, and supportive services, was completed by the Task Force and moved forward for final reviews and submission to the Mayor and DC Council, which has occurred during FY16.

### INITIATIVE 3.4: Expand Access to Training and Employment Services

Status Update: The WIC manages and maintains the District's Eligible Training Provider List (ETPL) in accordance to WIOA. The ETPL is a directory of approved occupational training programs available to DC residents who are eligible for Individual Training Account funding. The WIC worked with DOES' Labor Market Information staff to update the District's High Demand Sectors and Occupation List to reflect current labor market data on expected job growth in the District. This analysis contributes to expanding access of DC residents to training that can lead to career pathways in key demand sectors. In addition, the WIC has begun outreach efforts



to area institutions of higher education to discuss their inclusion on the District's ETPL. The WIC Board also approved an updated ETPL policy, which maintains accountability measures but broadens overall training options available for use through federal funds, including through apprenticeship and customized training.

The WIC has also worked to bring several District stakeholders together to begin the process of establishing memorandums of agreement that allow for colocation of agency partners such as DDS, OSSE, UDC-CC, and DHS that function as part of the AJC system. MOAs with OSSE and DDS have been signed and are operational by the close of FY15.

#### FY16

The WIC's performance plan for FY 16 was also embedded in the FY 16 DMPED Performance objectives and initiatives under Objective 3: Promote the development of an integrated workforce investment system, delivering high-quality services that help District residents gain skills that meet business needs. Note that while the WIC has since moved under the management oversight of DMGEO, the performance plan was established before that time. This plan is subject to updates based on leadership changes, including the recent hiring of an Executive Director. The following lists each of the four relevant objectives for the WIC:

INITIATIVE 3.1: Oversee the Workforce Innovation and Opportunity Act (WIOA) strategic planning process, convening District leaders to develop strategies that ensure District residents able to access career pathways and make progress along each step of the pathway.

INITIATIVE 3.2: Increase scope and impact of Workforce Intermediary program and ensure that each sector career pathway has strong direct connections to the labor market and partnerships with the business community.

INITIATIVE 3.3: Lead innovative processes that enhance the links to supportive services.

INITIATIVE 3.4: Expand Access to Adult Job Training Programs.

21. Please list and describe any ongoing investigations, studies, audits, or reports on your agency or any employee of your agency during FY15 and FY16, to date.

None.

22. Have there been any changes in the electronic databases maintained by your agency that you identified and described last year? If so, please include the following:

- A. A detailed description of the information tracked within each system
- B. Identification of persons who have access to each system, and whether the public can be granted access to all or part of each system
- C. The age of the system and any discussion of substantial upgrades that have been made or are planned to the system

None.



## V. Contracting and Procurement

23. Please list each contract, procurement, lease and grant awarded or entered into by WIC during FY15 and FY16, to date. For each contract, please provide the following information, where applicable:

- A. The name of the contracting party or vendor
- B. The nature of the contract, including the end product or service
- C. The dollar amount of the contract, including budgeted amount and actual spending
- D. The term of the contract
- E. Whether the contract was competitively bid or not
- F. The name of the agency's contract monitor and the results of any monitoring activity
- G. The funding source
- H. Indicate whether or not the vendor is a certified business enterprise

The WIC executes Workforce Intermediary programming through competitive grantmaking, and also procures technical assistance for the Career Pathways Task Force and related strategic planning and implementation efforts through competitive contracting.

The following is a listing of the grants that have been awarded through the Workforce Intermediary and the status of the grants for FY15 and FY16, to date.

### Hospitality Job Training Grant - DC Central Kitchen

- B. This grant was awarded as part of a two-pronged hospitality sector strategy focused on placement and training of DC residents for opportunities in the hospitality industry. The grantee serves as the program's culinary arts job training provider, and is responsible for providing training and related services to prepare eligible District residents for culinary-arts occupations. The grantee is using funding to build on the capacity of existing hospitality job training services by both adding additional training slots and enhancing programming to better align services with employer needs.
- C. The performance-based grant had a maximum award amount of \$349,953 in FY15, and \$320,000 in FY16. The grantee received \$262,588 in performance-based payments during FY15, and has received \$67,355 for performance levels achieved through December 31, 2015; with additional performance-based outcome payments anticipated.
- D. The grant was initially awarded for a one-year period from April 1, 2014 – March 31, 2015, and has been renewed twice, with the current grant agreement in place for all of FY16.
- E. The grant was competitively bid, as all grants are per the terms of the WIC's grantmaking authority.
- F. Geoff King, Program Manager, conducts monthly performance reviews of the grant; and additional program and fiscal monitoring may be conducted periodically. Performance monitoring determined that the grantee's performance outcomes to date have been below maximum payment targets but generally satisfactory. Monitoring to date has confirmed that the grantee was in compliance with all grant agreement terms in the areas assessed.

DMPED's Contracts, Procurement and Grants department provides additional grant oversight and management.

- G. The grant is being funded through the Workforce Intermediary program's FY15 and FY16 local appropriations (\$1.6 million in total each fiscal year).
- H. DC Central Kitchen is not a CBE, but the organization did enter into a CBE agreement to conduct relevant procurement through CBEs as required.

Hospitality Job Training Grant - UDC-CC (in partnership with Goodwill of Greater Washington and Progressive Partners)

- B. This grant was awarded as part of a two-pronged hospitality sector strategy focused on placement and training of DC residents for opportunities in the hospitality industry. The grantee serves as the program's hotel job training provider, and is responsible for providing training and related services to prepare eligible District residents for hotel occupations. The grantee used funding to build on the capacity of existing hospitality job training services by both adding additional training slots and enhancing programming to better align services with employer needs.
- C. The performance-based grant had a maximum award amount of \$350,000 in FY15, and was not renewed for FY16. The grantee received \$214,550 for performance levels achieved during FY15.
- D. The grant was initially awarded for a one-year period from April 1, 2014 – March 31, 2015, and was renewed once – through September 30, 2015. The grantee did not pursue renewal after the previous term ended.
- E. The grant was competitively bid, as all grants are per the terms of the WIC's grantmaking authority.
- F. Geoff King, Program Manager, conducts monthly performance reviews of the grant; and additional program and fiscal monitoring may be conducted periodically. Performance monitoring determined that the grantee's performance outcomes have been below maximum payment targets. Monitoring to date has confirmed that the grantee was in compliance with all grant agreement terms in the areas assessed. DMPED's Contracts, Procurement and Grants department provides additional grant oversight and management.
- G. The grant was funded through the Workforce Intermediary program's FY15 local appropriations (\$1.6 million in total for the fiscal year).
- H. UDC-CC and its partners are not CBEs, but the organization did enter into a CBE agreement to conduct relevant procurement through CBEs as required.

Construction Pre-Apprenticeship Grant - AFL-CIO Community Services Agency

- B. This grant was awarded as part of a construction sector strategy focused on helping DC residents advance into apprenticeship and other career pathways to journey worker or skilled laborer opportunities in the construction industry; and providing the support systems to help them maintain those opportunities. The grantee operates a construction pre-apprenticeship training program that is responsible for providing training and related services to prepare eligible District residents for apprenticeship and other career track job openings. The grantee is using funding to build on their existing capacity and increase the number of District residents trained.
- C. The performance-based grant had a maximum award amount of \$225,000 during FY15, and a maximum award of \$280,000 for FY16. The grantee received \$181,107 for

- performance levels achieved during FY15, and \$71,217 through December 31, 2015; with additional performance-based outcome payments anticipated this fiscal year.
- D. The grant was awarded for a one-year period from November 1, 2014 – October 31, 2015; and subsequently renewed through the end of FY16.
  - E. The grant was competitively bid, as all grants are per the terms of the WIC’s grantmaking authority.
  - F. Geoff King, Program Manager, conducts monthly performance reviews of the grant; and additional program and fiscal monitoring may be conducted periodically. Performance monitoring determined that the grantee’s performance outcomes to date have been below maximum payment targets but generally satisfactory. Monitoring to date has confirmed that the grantee was in compliance with all grant agreement terms in the areas assessed. DMPED’s Contracts, Procurement and Grants department provides additional grant oversight and management.
  - G. The grant is being funded through the Workforce Intermediary program’s FY15 and FY16 local appropriations (\$1.6 million in total each fiscal year). Additional funds from an MOU with DOES for \$200,000 designed to support joint construction-sector efforts with the WIC were also leveraged during FY15.
  - H. AFL-CIO CSA is not a CBE, but the organization did enter into a CBE agreement to conduct relevant procurement through CBEs as required.

#### Construction Support Services Grant - Collaborative Solutions for Communities

- B. This grant was awarded as part of a construction sector strategy focused on helping DC residents advance into apprenticeship and other career pathways to journey worker or skilled laborer opportunities in the construction industry; and providing the support systems to help them maintain those opportunities. The grantee operates a support services program that is responsible for providing services to DC residents already engaged in work-based training efforts that will help them remain in and advance through their programming. The grantee is using funding to build on their existing capacity and serve eligible residents referred from DOES.
- C. The performance-based grant had a maximum award amount of \$225,000 in FY15, and a maximum award amount of \$350,000 in FY16. The grantee received \$167,885 for performance levels achieved during FY15, and \$113,467 through December 31, 2015; with additional performance-based outcome payments anticipated this fiscal year.
- D. The grant was awarded for a one-year period from November 1, 2014 – October 31, 2015; and subsequently renewed through the end of FY16.
- E. The grant was competitively bid, as all grants are per the terms of the WIC’s grantmaking authority.
- F. Geoff King, Program Manager, conducts monthly performance reviews of the grant; and additional program and fiscal monitoring may be conducted periodically. Performance monitoring determined that the grantee’s performance outcomes to date have been below maximum payment targets but generally satisfactory. Monitoring to date has confirmed that the grantee was in compliance with all grant agreement terms in the areas assessed. DMPED’s Contracts, Procurement and Grants department provides additional grant oversight and management.
- G. The grant is being funded through the Workforce Intermediary program’s FY15 and FY16 local appropriations (\$1.6 million in total each fiscal year). Additional funds from

an MOU with DOES for \$200,000 designed to support joint construction-sector efforts with the WIC were also leveraged during FY15.

- H. Collaborative Solutions for Communities is not a CBE, but the organization did enter into a CBE agreement to conduct relevant procurement through CBEs as required.

The following is a listing of the contracts that have been awarded through the Career Pathways Task Force and the status of the contracts for FY15 and FY16, to date.

#### Career Pathways TA Contract – Kairos Management

- B. This contract was awarded as part of the technical assistance allotment for the District's Adult Career Pathways Task Force, which was established in 2014 and charged with developing a cross-agency strategic plan for connecting adult basic skills programs administered in the District in 2015; as well as providing ongoing guidance on implementation of this plan and additional findings. Key contract tasks include preparation of a research and literature review, assistance with project management, assisting with stakeholder convenings and facilitated working sessions, formulating recommendations, assisting with final report drafting and formatting, assessing sector strategies and business engagement within career pathways, and providing ongoing tracking and implementation assistance.
- C. The maximum contract value was \$67,090 during FY15, and \$99,460 for FY16, payable based on hours worked and a small allotment for travel expenses. The grantee received the full \$67,090 for work performed in FY15, and has received \$42,523 for work performed through December 31, 2015; with additional payments for services anticipated this fiscal year.
- D. The contract was initially awarded for the period from May 1, 2015 – September 30, 2015; and subsequently renewed through the end of FY16.
- E. The contract was competitively bid through a CBE Set Aside process per DMPED's contracting authority for a contract of this size.
- F. Geoff King, Program Manager, is the designated Contract Administrator for this contract. He reviews contractor invoices and inspects work products submitted to confirm payments. DMPED's Contracts, Procurement and Grants department provides additional contract oversight and monitoring. The contractor has been in compliance with all grant agreement terms in the areas assessed. DMPED's Contracts, Procurement and Grants department provides additional grant oversight and management.
- G. The contract is being funded through the Career Pathways Task Force program's FY15 and FY16 local appropriations (\$174,937 in FY15 and \$706,000 in FY16).
- H. Kairos Management is a certified CBE.

#### WIOA State Plan TA Contract – Kairos Management

- B. This contract was awarded as part of the technical assistance allotment for the District's Adult Career Pathways Task Force, which was established in 2014 and charged with developing a cross-agency strategic plan for connecting adult basic skills programs administered in the District in 2015; as well as providing ongoing guidance on implementation of this plan and additional findings. This Plan is also being used to inform broader State Workforce Development Plan efforts required under the federal Workforce Innovation and Opportunity Act (WIOA), which outlines a 4-year strategy for

the State's workforce development, with a significant focus on Career Pathways. Key contract tasks include analyses of workforce system programming, assistance with project management, formulating recommendations, assisting with final report compilation, drafting and formatting, assisting with inter-agency agreements, and providing ongoing technical assistance on implementation.

- C. The maximum contract value is \$187,500 for FY16, payable based on hours worked and a small allotment for travel expenses, of which \$5,375 was paid for work performed through December 31, 2015; with significant additional payments for services anticipated this fiscal year.
- D. The contract was awarded for the period from December 1, 2015 – September 30, 2016.
- E. The contract was competitively bid through a CBE Set Aside process per DMPED's contracting authority for a contract of this size.
- F. Geoff King, Program Manager, is the designated Contract Administrator for this contract. He reviews contractor invoices and inspects work products submitted to confirm payments. DMPED's Contracts, Procurement and Grants department provides additional contract oversight and monitoring. The contractor has been in compliance with all grant agreement terms in the areas assessed. DMPED's Contracts, Procurement and Grants department provides additional grant oversight and management.
- G. The contract is being funded through the Career Pathways Task Force program's FY15 and FY16 local appropriations (\$174,937 in FY15 and \$706,000 in FY16).
- H. Kairos Management is a certified CBE.

24. Please provide a list of all MOUs in place during FY15 and FY16, to date.

See response to question 10 above, as all MOUs relate to intra-District transfers received by the WIC and are accounted for there.

## **VI. Workforce Innovation and Opportunity Act ("WIOA")/Wagner Peyser Act**

25. Please provide an update on the WIC's implementation of the Workforce Innovation and Opportunity Act of 2014. Will you be sending a bill to the Council to conform the District's WIOA programs to new federal requirements? Is there a specific deadline that states and the District of Columbia must meet to comply with the new federal law? Can you provide the Committee with a summary of the changes required in the current program to meet with new requirements?

WIOA took effect on July 1, 2015. The federal government has allowed states some time to become compliant with the new law and final regulations are not expected to be published until spring 2016. The WIC is working with other administration officials to update relevant local legislation to reflect federal requirements under WIOA, and will coordinate accordingly with the DC Council. The WIC is also working to update the Mayor's order (2011-114) which establishes the WIC to reflect changes in the composition and committee structure required under WIOA. Additionally, the WIC must update its own policies to reflect changes under WIOA, and is working to do this based on federal guidance set forth to date.



Under WIOA, the board maintains much of the same structure that it had under WIA. Through the active involvement of the private sector the District's workforce system is able to develop creative ways to address challenges impacting workforce and economic development. The engagement of employers on a regular basis is a valuable asset that can lead to thousands of jobs for District residents. Minimum membership under WIOA includes the following:

- Business Representatives (51%), including the Chair
- Labor Representatives (20%)
- Government Adult Education/Literacy Representative
- Government Vocational Rehabilitation Representative
- Higher Education Representative (With emphasis on the Community College System)
- Government Wagner-Peyser Representative
- Government Economic Development Representative

Under WIOA, the WIC is responsible for the development of guidance for the implementation and continuous improvement of the workforce development system, specifically leading the implementation of career pathways and sector partnerships which are recognized as best practices by USDOL. The District had a head start on this change due the Council's establishment of the Adult Career Pathways Task Force. The Task Force's strategic plan lays out a framework for the development of a career pathways system in the District. The WIC built upon the strategies laid out in the plan in the drafting of the WIOA State Plan. Additionally, the WIC has been working to further develop sector partnerships for a number of years through its Workforce Intermediary Programming and sector advisory committees.

A major change under WIOA deals with the selection of the One-Stop operator. WIOA requires the WIC to select the One-Stop operator through a competitive procurement process. The WIC must demonstrate the process is underway by July 1, 2016 and the selected operator must be in place by July 1, 2017. DOES, the current operator, is eligible to compete. The WIC is required to ensure there are clear firewalls to prevent DOES from involvement in the development and running of the competition. Moving the WIC out of the DOES headquarters was an important step in building such firewalls.

One-stop partners are now required to contribute funding to the infrastructure costs of the one-stops. Prior to WIOA, DOES exclusively funded the AJCs. The WIC has procured technical assistance to assist with the development of Memorandum of Understanding which will include cost-sharing agreements for the AJCs partners. A new requirement of WIOA is the inclusion of Temporary Assistance for Needy Families (TANF) as a partner in the American Job Centers. At minimum, AJC staff must be able to provide referrals to TANF. More optimally, TANF staff would be co-located at the AJCs to provide direct services to customers. The WIC, in partnership with DOES and DHS, is looking at options for co-location in the future.

In regards to youth programming, WIOA requires that 75% percent of youth funding be spent on out-of-school youth (youth between the ages of 16-24 not currently enrolled in educational programming) and adds a requirement that at least 20 percent of funds must be used for paid and unpaid work experiences for in and out of school youth. The WIC is working closely to provide oversight and assistance to ensure DOES's federal youth programs are compliant with WIOA.

In regards to performance, WIOA creates a single set of common measures for adults across all core programs authorized under the bill, including both occupational training and adult education programs, and a similar set of common measures across all youth serving programs authorized under the bill. Adult measures include: unsubsidized employment; median earnings; receipt of a secondary diploma or recognized postsecondary credential; measurable skills gains toward a credential or employment; and employer engagement. This means that all programs will need to utilize UI wage records to track performance.

26. Please provide a detailed update of the District's WIOA State Plan. When does the State Plan need to be submitted? What community outreach is being done to get stakeholder comments on the State Plan?

WIOA requires each state to submit a Unified or Combined State Plan to the US Departments of Labor and Education by April 1, 2016. The document is a four year plan which details strategic and operational planning elements to transform the District's workforce development programming into a cohesive workforce system. The District is submitting a Unified plan which includes required partners:

- Adult, Dislocated Worker, Youth (operated by DOES)
- Adult and Family Literacy (operated by OSSE)
- Vocational Rehabilitation (operated by DDS/RSA)

The WIC also elected to include DHS workforce programs and the UDC Community College in the plan, in recognition that both entities play a large and vital role in our workforce development system.

The draft of the District's WIOA State Plan, an effort led by the WIC with contributions from DMGEO, DMPED, DOES, OSSE, DDS/RSA, DHS, and UDC-CC was released for public comment on Friday, February 12, 2016. It is available to view on the WIC's website, [dcworks.dc.gov](http://dcworks.dc.gov) and on [drafts.dc.gov](http://drafts.dc.gov). It is open for public comment for 30 days, a Federal requirement, closing on Monday, March 14. Comments can be submitted through mail, email ([wic.dmped@dc.gov](mailto:wic.dmped@dc.gov)), or through the [draft.dc.gov](http://draft.dc.gov) interactive site. Between March 14 and April 1, the WIC will be reviewing public feedback and making any necessary changes or edits. The WIC Board voted to approve the plan on February 1, barring any substantial content changes.

To further engage the public on WIOA and the District's state plan, the WIC and DMGEO have put together a comprehensive engagement schedule to both educate and elicit feedback from the DC residents and stakeholders during the public comment period. We have partnered with various community groups to put on these events and outreach to specific audiences which the plan affects. At each event WIC staff present high level information on the goals and strategies of the plan and then open up the event for questions and answers from the attendees. In conclusion, we inform them of next steps and how they can contribute further by submitting their comments in writing. To date, the schedule includes:



<b>Date/Time</b>	<b>Location</b>	<b>Event Partner</b>	<b>Audience</b>
February 17, 12pm-2pm	RISE Demonstration Center, 2730 Martin Luther King Jr Ave SE	Council for Workforce Development (formerly the Ward 8 Workforce Development Council)	Open to the public
February 19, 9-11am	Meyer Foundation, 1250 Connecticut Ave NW #800	Adult & Family Literacy Coalition (AFLC)	DC AFLAC members
March 3, 9:30-11:30am	Venture Philanthropy Partners, 1201 15th St NW, Suite 510	Youth Employment Change Network (YECN)	YECN Members
March 8, 12-1:30pm	Wilson Building, 1350 Pennsylvania Avenue, N.W.	Interagency Council on Homelessness	ICH partners and individuals experiencing homelessness
March 9, 8:30am-12:30pm	Thurgood Marshall Center, 1816 12th St NW	The Community Foundation	Open to the public
March 10, 4-6pm (Tentative)	TBD		Youth

27. How many American Job Center facilities are currently in operation in the District? Please provide a list with each Center's contact person, address and phone number. Are there plans to add additional Career Centers or satellites? If so, how many, when will they be operational, and where are they planned to be located?

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.

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

<b><i>AJC Name</i></b>	<b><i>Site Supervisor</i></b>	<b><i>Address and Phone Number</i></b>
<i>Southeast</i>	<i>Dario Stewart</i>	<i>3720 Martin Luther King Jr Avenue SE 202-741-7747</i>
<i>Northwest</i>	<i>Pat Philippe</i>	<i>Reeves Municipal Center 2000 14th Street NW 202-442-4577</i>
<i>Northeast</i>	<i>Noelle Bonham</i>	<i>Bertie Backus Campus of the University of the District of Columbia – Community College 5171 South Dakota Avenue NE 202-576-3092</i>

<i>Headquarters</i>	<i>Rolandra Marshall</i>	<i>4058 Minnesota Avenue NE 202-724-2337</i>
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In 2015, DOES created the Workforce on Wheels (WOW) team. Through Workforce on Wheels, DOES has participated in community-based outreach events and opportunities in order to increase awareness and access to DOES services throughout the District. The WOW team has standing events at Malcom X Park (Tuesdays – Thursday, 3 – 6 pm) and Woodlawn Terrace (Tuesdays and Thursdays 10 am – 1 pm). DOES also has a partnership with DC Department of Corrections—the DC Jail Work Readiness Program—with services offered at the DC Jail for inmates approaching their release date.

Additionally, DOES continues to perform analysis of labor market trends and center traffic patterns to ensure that job seekers are able to receive services in convenient locations throughout the District. Currently, there are no formal plans to add certified, full service American Job Centers to the District.

28. How does your agency ensure that the American Jobs Centers objective, which is to provide job seekers with tools and information to assist them in locating training and/or employment, is met?

The WIC ensures that the American Job Centers are effective through establishing policies that ensure both compliance and high levels of service, and a careful certification process. The WIC certified the American Job Center – Southeast as the District’s comprehensive one-stop center in July 2014. Through the certification process, all four AJCs underwent infrastructure, staffing and service delivery improvements to increase program effectiveness and efficiency across the District.

29. Over the past year, how many customers has the American Jobs Centers served? Please provide a break-out, by center, identifying the number of customers served, services provided (including what category that service falls under – Core, Intensive, or Training), and referrals provided.

**10/01/2014 – 9/30/2015**

<b>Type of Service</b>	<b>Program</b>	<b>AJC - HQ</b>	<b>AJC - NE</b>	<b>AJC - NW</b>	<b>AJC - SE</b>
1 - Core Services	WIA	316	117	309	327
1 - Core Services	WP	7841	6677	3261	5403
2 - Intensive Services	WIA	300	96	248	276
2 - Intensive Services	WP	574	2277	369	1158
3 - Training Services	WIA	70	24	52	55
3 - Training Services	WP	0	0	0	0
4 - Referral Services*	WP	4424	5276	1075	4193

\*Internal Job Referrals

30. What percentage of the individuals served at the Career Centers sought training? What percentage of those individuals seeking training was placed in training and what was the average time it took to get someone into training after presenting at the American Jobs Centers (“One Stops”) for the past two years including:

- A. Total number of people coming to DC AJCs
- B. Total completing orientation
- C. Total completing literacy testing
- D. Total testing above 8<sup>th</sup> grade levels
- E. Total receiving Core services
- F. Total receiving Intermediate services
- G. Total receiving Training services
- H. Total funding employment
- I. Wage rates
- J. Average hours per week employed
- K. Total number retaining employment for 90 days

<b>Program Year / Duration</b>	<b>Total Served at AJC</b>	<b>Total Enrolled in Training</b>	<b>Percentage Enrolled in Training</b>	<b>Number of Training Completions</b>	<b>Percentage of Training Completions</b>
FY15 (10/01/14 - 09/30/15)	25,586	201	0.8%	154	76.6%
FY16 (10/01/15 - 02/02/16)	10,566	90	0.9%	19	21.1%

\*Note – average time required to place customers in training is not presently tracked.

	<b>FY15 (10/01/14-09/30/15)</b>	<b>FY16 to date (10/01/15 – 02/02/16)</b>
Total number of people coming to DC AJCs**	25,586	10,566
Total completing orientation	5,474	2,491
Total receiving Core services (as defined by WIA)	41,051	15,223
Total receiving Intensive Services	894	569
Total receiving Training services (as defined by WIA)	201	90

\*Chart is based on distinct individuals

\*\*The data provided is district customers that received services that FY. The number provided is not the same as the number of people coming to AJCs. AJCs should count visitors monthly based on sign in sheets.

- **Wage rates:** \$16,515 six month average earnings (From Wagner-Peyser 9002 report, PY15 Q1)

- **Average hours per week employed:** Data not collected
- **Total number retaining employment for 90 days:** 80% (10,740 / 13,429) six month retention rate (From Wagner-Peyser 9002 report, PY15 Q1)

### **Reading / Math Literacy Testing**

The District of Columbia Office of the State Superintendent of Education, Adult and Family Education (OSSE AFE) has partnered with the Department of Employment Services (DOES) to support the integration of adult education, career services, and employment and training activities for District residents. We have three (3) providers – Four Walls Development, Inc., Opportunities Industrialization Center (OIC-DC) and YWCA-National Capital Area – that received funding to offer assessment, screening, adult literacy and remediation services two days per week. OSSE AFE is currently providing professional development and technical assistance to DOES to build its capacity to assess the educational needs of DOES customers using CASAS eTests Online® and TOPSpro Enterprise®

<b><u>DOES American Job Center (AJC)</u></b>	<b><u>OSSE AFE Onsite Provider Partner</u></b>
AJC-Headquarters	Four Walls Development, Inc.
AJC-Southeast	Opportunities Industrialization Center (OIC-DC)
AJC-Northwest	YWCA-National Capital Area
AJC-Northeast	YWCA-National Capital Area

The information provided in the table below is based on the available data in TOPSpro, for all CASAS eTests administered by these three AJC Partner Providers and DOES staff between October 1, 2014 and September 30, 2015 (FY15).

Notes on the data:

- Only those that score at or above the 8<sup>th</sup> grade level for both math and reading are eligible to enter into occupational training.
- The overwhelming majority of test takers were referred to take the test from the AJCs, OYP, or Project Empowerment, but not all tests administered by the three providers are necessarily DOES customers
- Customers can take tests multiple times (to improve scores to meet the requirement, or to have a score no older than six months at time of enrollment into training). These numbers reflect *all* tests taken within FY15, including customers that have taken the test more than once.

<b>FY15 - CASAS eTest Online</b>	<b>FY15 CASAS eTests (online)</b>
<b><u>READING</u></b>	
Total reading tests taken	2389
Scores at or above 8 <sup>th</sup> grade level	1541 (65%)
Scores below 8 <sup>th</sup> grade level	848 (35%)
Scores below 4 <sup>th</sup> grade level	91 (4%)
<b><u>MATH</u></b>	
Total math tests taken	2413
Scores at or above 8 <sup>th</sup> grade level	1343 (56%)
Scores below 8 <sup>th</sup> grade level	1070 (44%)
Scores below 6 <sup>th</sup> grade level	454 (19%)
Scores below 4 <sup>th</sup> grade level	119 (5%)

As the data indicates, low levels of math and reading literacy will continue to be a significant barrier to increasing the number of District residents that enter into occupational training. This is especially true of math literacy, with nearly 1 in 5 (19%) test scores under the 6<sup>th</sup> grade level.

31. Please outline the process applicants go through when they arrive at the Career Centers to request training through the individual training accounts (“ITA”) program?

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 receive WIOA Career Services.

- Individuals interested in training must register in the DCNetworks system by creating a user profile and uploading an employer-ready resume. In addition to connecting the job seeker to available employment opportunities, this enables the recording and documentation of individual activities for case management and performance tracking as the job seeker receives ongoing services.
- 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.
- Once all WIOA eligibility documents are received, individuals are enrolled into WIOA to receive Career Services and an ITA can be created.
- Through WIOA Career Services, individuals will receive comprehensive and specialized assessments, including an in-depth interview and evaluation to identify skill levels, employment barriers, need for supportive services and short- and long-term employment goals. An in-depth counseling session is held which will include creating an Individual

Employment Plan (IEP).

- Applicants are required to take the eCASAS (*Comprehensive Adult Student Assessment System*) and score at Basic Skills Proficient reading and math levels (9<sup>th</sup> grade level). 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.
- Individuals who choose to receive occupational skills training through an ITA are required to research the Eligible Training Provider List to find a training program that matches their interests and that is of a duration that suits their schedule.
- Customers must obtain acceptance into the program of their choice and provide AJC staff with their admissions and acceptance documentation. This documentation is included in the ITA package submission.
- AJC staff also submit a formal recommendation outlining why the customer is eligible and suitable for the training.
- Once all required documentation is received and compiled, the employment specialist submits the completed ITA package to be reviewed through a series of approvals for funding.
- Once funding is approved and a formal start date has been confirmed with the training provider, the individual is contacted to confirm their training enrollment.

Starting October 2015, DOES began to implement “First Friday Training Round Ups”—monthly job training fairs held on the first Friday of each month—which provide District residents interested in training the opportunity to meet with locally and federally funded training providers and begin the process of enrollment. In addition to providing a regular forum for District residents to interact with training providers directly and better understand their workforce development options, these events streamline the process of enrollment into training, with DOES staff on-site to begin the process in DCNetworks.

### 32. What are the eligibility requirements for a resident to receive ITA assistance?

The AJC’s adhere to a “customer choice” model. The use of ITAs was intended to empower WIOA customers to choose their training providers, rather than relying on case managers to decide who should receive what type of training from which provider. At the same time, DOL-ETA recognized the need to maintain an appropriate role for local workforce agencies in the administration of ITAs. Therefore, WIOA grants for states and local areas allow a great deal of flexibility in setting the value and other parameters of ITAs.

In the District, funding for ITA programs is split between WIOA dislocated workers and adults. Listed below are the program eligibility requirements for adults and dislocated workers to receive ITA assistance.

#### WIOA Eligibility

An individual (18 or older) shall be eligible to participate in the Title 1 Adult Program if such individual provides the following appropriate documentation:

- Proof of Social Security number
- Proof of right to work in US (US citizenship or alien registration indicating right to work)
- Proof of birth date
- Selective Service (if applicable)
- Proof of District residency (if applicable)

An individual meets the definition of Dislocated Worker if such individual provides documentation for one of the following categories as proof that he/she was separated from a last job within the previous two years:

- Has been terminated or laid off, or has received a notice of termination or layoff
- Is eligible for or has exhausted entitlement to unemployment insurance and is unlikely to return to previous industry or occupation
- Has been employed for a duration sufficient to demonstrate, to the appropriate entity at an AJC an attachment to the workforce, but is not eligible for unemployment insurance due to insufficient earnings or having performed services for an employer that were not covered under a state unemployment insurance law
- Permanent closure/mass layoff
- General announcement of closure
- Formerly self-employed and currently unemployed as a result of economic conditions or natural disasters
- Displaced homemaker

A customer who wants to receive an ITA for occupational skills training meet with their assigned AJC Employment Specialist to discuss and mitigate any barriers to successfully complete training, such as scheduling conflicts such as child care, elder care. Applicants must compare three programs, unless fewer schools provide the specific training, and select the one which best fits his or her schedule and career goals. A statement by the applicant outlining those goals and why he or she prefers the specific program is also required. The potential student must be accepted into the program and not have received prior training through an ITA within the previous two years.

33. How many staff members are equipped to assist with the application process for job training at each Career Center compared to the number of people seeking job training at each Career Center?

All workforce development specialists are equipped to assist customers with the application process at each career center.

34. What information needs to be provided to access Core services at a Career Center? How is this information recorded? Is there a database of information that gives us a clear picture of who accesses AJCs services? How many people are turned away from the AJCs at any point because they cannot obtain necessary documentation?



Core services are universally available to everyone, whether accessed via Internet or at a physical AJC. Neither WIOA nor local law stipulates that specific information must be provided in order to receive a core service.

If a customer would like to meet with a workforce development specialist for the first time, a valid document confirming the customer's Social Security number, such as a valid Social Security card, is required to verify the individual's identity and record this information in the DCNetworks system.

All information collected from customers is stored in DCNetworks. There are two ways in which services provided are recorded: through system-generated entries and staff-generated entries. In the instance that job seekers are conducting self-service activities online, such as a job search, the system produces a record of the activities performed. When an individual receives staff-assisted services, the service is recorded manually through a staff report. Staff members also record details and outcomes of activities through the use of case notes.

Information stored in DCNetworks provides system-wide and individual information which can be accessed and used to create reports. Reports provide basic demographic data of persons served, labor trends, and statistics in use of services.

Job seekers who do not possess the necessary documentation are first serviced as thoroughly as possible through the provision of services that are universal. These individuals are also able to access VOS through DCNetworks, 24/7 and remotely, eliminating the need to physically enter a center to receive most self-directed core services.

Job seekers lacking documentation are not turned away, but provided referrals to sister agencies and community partners who are able to assist residents in obtaining legal documentation. Referral and assistance to secure proper identification is vital to securing employment and to document service delivery to District residents.

35. Please provide a list of approved ITA training providers, and for each training provider list the following:

- A. The number of individuals trained in FY15
- B. For what occupations they were trained
- C. How many and what percent of those who were referred to training completed the training program
- D. How many and what percent of those who completed the training program found employment in a relevant field within 3 months of graduation
- E. For those who found employment, what was the average wage earned
- F. How many hours per week did they work
- G. How many of those who found employment retained employment 6 months after their initial start date

Eligible Training Provider	Occupations Trained	No. and Percent completed	No. Employed within 3 months of completion	Average wage	No. of work hours per week	No. who remained employed after 6 months
ASM Educational Center	Computer User Support Specialist; <i>Computer Network Support Specialists; Network and Computer Systems Administrators; Information Security Analysts</i>	209 92%	111 49%	\$29.36/hour	N/A	N/A
Career Technical Institute	Office Clerks, General; Customer Service Representatives; Bookkeeping, Accounting & Auditing Clerks; Computer User Support Specialists	1 100%	1 100%	\$13.00/hour	N/A	N/A
HealthWrite Training Academy	Home Health Aide; Nursing Assistant	13 87%	7 47%	\$13.40/hour	N/A	7
Innovative Institute	Home Health Aide; Nursing Assistant	7 77%	N/A	\$13.75/hour	N/A	N/A
Opportunities Industrialization Center – DC	Home Health Aide	8 44%	1 5%	\$13.80/hour	N/A	0
Paralegal Institute of Washington	Paralegal	2 67%	1 33%	\$18.60/hour	N/A	N/A
Quality First Career Center	Nursing Assistant	0	0	0	0	0
Southeast Welding Academy	Pipe Fitters and Steam Fitters	5 100%	N/A	N/A	N/A	N/A
Toni Thomas Associates	Security Guard; Bus Driver, Intercity	40 89%	26 58%	\$16.42/hour	N/A	26
Vets Group Training Academy	Computer User Support Specialist	4 100%	1 25%	\$15.00/hour	N/A	1
VMT Education Center	Home Health Aide; Nursing Assistant	3 100%	1 33%	Appx. \$9.25/hour	N/A	N/A
Westlink Career Institute	Emergency Medical Technician	37 100%	10 27%	\$13.50/hour	N/A	10

36. Please identify any new ITA providers for FY16 and who did not provide services in FY15, and any ITA providers that previously received funds in FY15 who were not re-certified for FY16 and why they were not re-certified.

#### New ETP

**Vets Group Training Academy** – This provider was approved at the end of FY15 and started providing ITA funded services in FY16.

#### ETPs Not re-certified

**RizeUp Technology Training** – This provider did not submit requested documents for review to transition to WIOA continued eligibility.

**Technical Learning Centers** – This provider did not submit requested documents for review to transition to WIOA continued eligibility.

37. What efforts is the agency making to identify high-performing training providers and programs and ensure that ITA funds (and job-seeker time and resources) are being spent on training that leads to stable employment?

In order to align with the current federal law (WIOA), which generally expands training opportunities through the use of ITA funds, the WIC made necessary updates to the District's Eligible Training Providers (ETP) policy in 2015. The new policy includes:

- Automatic inclusion of Registered Apprenticeships that request on the ETPL without the need to meet other eligibility requirements. [New WIOA requirement]
- Exemption from ETPL requirements for certain types of training services and providers not funded through the use of individual training accounts (ITA), including on-the-job training, customized training, and incumbent worker training. [Consistent with the previous WIC policy, but with expanded options authorized under WIOA. The WIC may elect to enact additional policies at a future date to help guide non-ITA expenditures of WIOA workforce funds.]
- Modifications to the application process and requirements for both initial and continued eligibility which include the reporting of performance data for all participants in an approved program. Subsequent eligibility will be evaluated using the same criteria as under the previous policy, but will be assessed using data for all participants rather than just ITA-funded participants to ensure more accurate program assessment. [Consistent with proposed WIOA regulations]
- An exemption from ETPL High Demand Sectors and Occupation List requirements for programs that have demonstrated support from related industry business and links to employment upon program completion. [Based on lessons learned under current policy and allows for current providers that would no longer be eligible based on updated criteria to continue to provide services if they meet performance criteria and these enhanced standards.]
- Community colleges and universities are a necessary component of a career pathways system. Over the next year, the WIC will be making a concerted effort to engage colleges and universities whose offerings align with the in-demand sectors and

occupations data to be on the District's ETPL. The WIC has been working closely with UDC-CC in order to add them to the ETPL as the preferred eligible training provider.

38. When individuals receive an ITA, how are they advised of their training options (e.g., a paper list? Counseling? A website?) What information do they receive about the credentials offered by approved providers, graduation rates, and employment outcomes for each education/training vendor?

The primary source of information for individuals who receive ITA vouchers for training is the Workforce Development Specialist that provides one-on-one assistance for each individual. It is this AJC staff member's role to assist customers in making informed choices regarding career paths and to provide background information that can help customers understand their choices prior to selecting a training program/provider.

Customers are directed to DCNetworks to access the DOES Eligible Providers List (EPTL) where they learn which providers offer programs in their fields of interest, as well as a description of the training program, and other details, including curricula, enrollment requirements, credentials acquired, completion of the training, and employment assistance and opportunities available through the program. In addition, job seekers are encouraged to conduct Internet research to obtain consumer information as well as visit providers' websites, schedule appointments to visit the location of the training site, meet with program coordinators and course facilitators, and to observe and gauge the training facility dynamics prior to making a final decision.

For each request for training assistance, the job seeker is responsible for researching at least three training providers that offer the type of training sought. This is done in an effort to ensure that customers are fully informed about the prospective training they want to pursue in order to select a school that provides exactly what they need/want and in time frames conducive for their matriculation. Documentation of the training research is supported by a Justification form, which includes the customer's rationale for their selection of the particular training provider. This is reviewed with AJC staff prior to receiving an ITA. Additionally, the Workforce Development Specialist is then responsible for submitting a Training Recommendation, which includes support of the customer's chosen training provider. This process ultimately enables the job seeker to make an informed decision regarding their development and also aids in the achievement of a higher level of customer satisfaction.

During counseling related to researching training programs, staff provides job seekers with tools that enable them to conduct quality research and gain useful information of training providers. As an example, individuals are given sample questions to be used when conducting research on specific industry-related training providers.

The following guide is provided to individuals seeking training:

#### WHAT TO LOOK FOR BEFORE SELECTING A TRAINING PROVIDER

- *Have you researched the availability of jobs in your chosen training field?*

- Refer to [www.DCNetworks.org](http://www.DCNetworks.org) → Labor Market Services → Occupation Profile (or)
- <http://www.onetonline.org/> → Find Occupations
- *Have you researched salary ranges in your training area?*
  - Refer to [www.DCNetworks.org](http://www.DCNetworks.org) → Labor Market Services → Occupation Profile (or)
  - <http://www.onetonline.org/> → Find Occupations
- *Does the school provide an Industry–Recognized Certification?*
- *Will you need to take and pass tests to prove that you have obtained sufficient proficiency in your area of training?*
- *Will the cost of classes, books, materials, tools and fees be included in what the Department of Employment Services will fund?*
  - Will you have out of pocket expenses associated with training?
  - Do you have money to cover the out of pocket expenses? If not have you applied for Financial Federal Aid, and does the school you selected accept Federal Financial Aid?
  - If it doesn't, will the training provider assist you with any assistance for any expenses over and above the amount that the Department of Employment Services will fund?
- *How long will the training last?*
- *Is the training program easily accessible by public transportation?*
- *If you drive, is free parking provided, or will you have to pay for the cost of parking? If so, what amount and can you afford to pay for parking?*
- *Are the classes exactly the classes you need? There is no need to take class in which you already have skills, unless you need to update those skills.*
- *After completing the training course, does the provider offer job placement assistance or internships/externships? What is the school's placement success rate? Ask for a list of business that have accepted the trainer's graduate and interview the employers to make an assessment.*
- *Do the instructors possess industry-recognized credentials to teach the course? Are the instructors available for counseling and tutoring?*
- *What is the class student to instructor ratio? Large classes may mean less individualized attention.*
- *Will you be able to transfer from day to evening classes; or the opposite if the need arises? Look for flexibility- (for example; if you obtain a job during the day will you be allowed to take evening classes or vice-versa? Industry Recognized means that if you obtain a certificate from this institution, you will be able to use that certification to apply for any job in that American Job area and have that certificate recognized throughout the industry in which you have been trained. For example: If you became a Licensed Practical Nurse and obtained a Nursing certificate from a local college, you will be able to obtain a nursing position in any hospital or health care setting without having the validity of the certificate and license questioned. Another example if you received a Cisco Certified Network Associate (CCNA) Certificate from a local technical training program, the certificate can be used to help you apply for any job within the Information Technology (IT) Industry without questioning the certificate's authenticity.*

The First Friday Training Round Ups (starting in FY16) now offer a unique opportunity for District residents interested in training to speak with multiple providers in one event. This forum allows residents to ask important questions and make a more informed decision

regarding what training program will best meet their needs and advance their own career goals.

39. In addition to ITAs, does WIC use any training dollars on bulk purchase agreements (e.g., buying five seats in a training program)? If so, who are the vendors, how are they selected, how many individuals do they serve, what training do they provide, and how much funding did they receive in FY14 and FY15, to date?

No, but based on current WIC policies, DOES could utilize federal funds for these purposes.

40. What if any barriers have you identified that prevent Career Center customers from receiving services they may need? How many individuals with the following barriers to employment has WIC supported by providing training and/or training funds in the past two years?

- A. Returning citizens
- B. Low literacy (below 8<sup>th</sup> grade reading/6<sup>th</sup> grade math)
- C. Very low literacy (below 4<sup>th</sup> grade reading/math)
- D. TANF recipients
- E. Experiencing homelessness
- F. Health issues (including mental health and substance abuse)
- G. Additional barriers you have identified

Jobseekers that are returning citizens, TANF recipients, and those experience homelessness are currently tracked in the DCNetworks system—however all are based on self-attestation. This means that these populations are most certainly undercounted, as only those customers that choose to provide that information to their case manager can possible be tracked and counted in the system. Reported numbers are for Wagner-Peyser/WIOA customers.

#### **A. Returning citizens**

FY14: 13  
FY15: 23

#### **B. Low literacy (below 8<sup>th</sup> grade reading/6<sup>th</sup> grade math)**

Only customers with reading and math levels at 8<sup>th</sup> grade or above are eligible to receive training, per WIC policy. Consequently, no residents with low or very low literacy were sent to training in FY15. Customers who score less than the requirement on the CASAS are referred to OSSE providers, co-located at the AJCs, for education/remediation services.

- Below 8<sup>th</sup> grade reading
  - FY15: 0
- Below 6<sup>th</sup> grade math
  - FY15: 0

### C. Very low literacy (below 4<sup>th</sup> grade reading/math)

See notes on data in answer (C) above.

- Below 4<sup>th</sup> grade reading
  - FY15: 0
- Below 4<sup>th</sup> grade math
  - FY15: 0

To provide background on the number of residents who don't qualify for Federally-funded training due to low or very low literacy levels, the table below reflects the results of all CASAS eTests administered by AJC Partner Providers and DOES staff between October 1, 2014 and September 30, 2015 (FY15).

<b>FY15 - CASAS eTest Online</b>	<b>FY15 CASAS eTests (online)</b>
<b><u>READING</u></b>	
Total reading tests taken	2389
Scores at or above 8 <sup>th</sup> grade level	1541 (65%)
Scores below 8 <sup>th</sup> grade level	848 (35%)
Scores below 4 <sup>th</sup> grade level	91 (4%)
<b><u>MATH</u></b>	
Total math tests taken	2413
Scores at or above 8 <sup>th</sup> grade level	1343 (56%)
Scores below 8 <sup>th</sup> grade level	1070 (44%)
Scores below 6 <sup>th</sup> grade level	454 (19%)
Scores below 4 <sup>th</sup> grade level	119 (5%)

Notes on the data:

- The overwhelming majority of test takers were referred to take the test from the AJCs, OYP, or Project Empowerment, but not all tests administered by the three providers are necessarily DOES customers
- Customers can take tests multiple times (to improve scores to meet the requirement, or to have a score no older than six months at time of enrollment into training). These numbers reflect *all* tests taken within FY15, including customers that have taken the test more than once.

As the data indicates, low levels of math and reading literacy will continue to be a significant barrier to increasing the number of District residents that enter into occupational training. This is especially true of math literacy, with nearly 1 in 5 (19%) test scores under the 6<sup>th</sup> grade level.

### D. TANF recipients



- FY14: 35
- FY15: 35

#### **E. Experiencing homelessness**

- FY14: 5
- FY15: 14

#### **F. Health issues (including mental health and substance abuse)**

Mental health and substance abuse issues are not tracked specifically in DCNetworks, with case managers only including information like this within case notes, if the information is offered by the customer and if appropriate.

#### **G. Additional barriers you have identified**

At present, AJC customers can freely access and receive Wagner-Peyser core services, which are universally accessible through DCNetworks.org . DCNetworks.org is accessible 24 hours a day, 7 days a week, only requiring an internet connection. In this manner, customers can successfully complete self- directed Core Service activities with minimal detractor due to barriers.

Customers who are in need of staff-assisted services and/or Career services may encounter structural barriers resulting in delayed service provision, no service provision, and/or inadequate service provision deemed by the customer requesting specific services.

An example of a structural barrier that may delay service provision can include customers who do not possess valid identification. Customers who do not possess valid ID may experience delayed access to service until they are able to acquire the necessary identification. DOES would like to partner with the Department of Motor Vehicles (DMV) in order to provide affordable driver's licenses or non-driver's identification for those who need it.

Another structural barrier may affect male customers who have failed to register with Selective Service. Presently, training services through DOES are federally funded and guided by the principles embodied within the Workforce Innovation and Opportunity Act (WIOA) of 2014 Title 1. According to WIOA regulations, all males, born after 1960 participating in federally funded services must have registered with Selective Services between the ages of 18 and 26. Those individuals who fail to meet the aforementioned criteria are determined ineligible for Career and Training Services. One of the ways DOES is tackling this problem is by using our local adult training funds to provide training to those males who failed to register with the Selective Service.

An additional barrier exists within the AJCs because customers are required to demonstrate their efforts to obtain financial assistance prior to receiving any financial assistance to

participate in DOES-sponsored trainings. Although this is a requirement, a variety of resources have been employed to assist customers in meeting the requirement. AJC case managers work directly with their customers to assist them in applying for Financial Aid online.

Also, various scholarships, grants, and educational funding opportunities are offered, including research through the District's State Superintendent of Education's DC Tuition Assistance Grant Program (DCTAG) which applies grants that can be applied to the difference between in-state and out-of-state tuitions. Additionally, The US Department of Education's webpage at [ed.gov](http://ed.gov) provides educational resources available for the District of Columbia residents. These various online services reduce the barriers for customers to receive training services while meeting this requirement. The Workforce Investment Council (WIC) also works with training providers as part of the training provider application process to educate providers of this requirement so they too can assist customers.

DOES has also developed internal programs and partnerships to mitigate the barriers of returning citizenship, low or very low literacy rates, TANF receipt, homelessness and health issues – including mental health and substance abuse. DOES' Project Empowerment program serves as the agency's Transitional Employment Program, specifically focusing of the barriers listed above. This program provides specialized supports, including referrals to sister agencies and community based partners. Participants receive hard and soft skills training in a classroom setting, prior to participating in a work experience opportunity. This program structure provides each participant with one-on-one supports through both the American Job Center and Project Empowerment while increasing job readiness and strengthening the participant's resume.

Additionally, DOES has developed MOUs, MOAs and/or relationships with the Court Services and Offender Supervision Agency (CSOSA), the Fathering 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), the Rehabilitation Services Administration (RSA), and the DC Jail. 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. Similarly, a licensed DBH staff member provides onsite services at DOES to assist customers who may be experiencing mental health or substance abuse barriers.

41. 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 residents who present at a Career Center who have high barriers to work (literacy, substance abuse, mental health, etc...)?

A. In FY15 and FY16, to date, how many referrals were made to these partners and what type of tracking/follow up is done to ensure that they were successfully enrolled in the appropriate program?

The Workforce Innovation and Opportunity Act (WIOA) stipulates that AJCs partner with local agencies and community-based organizations that have the resources to eliminate barriers to employment. For example, WIOA requires partnering with local vocational rehabilitation agency to provide job seekers with disabilities another provider that will assist them in their job search efforts. DOES partners with the following agencies, community-based organizations and education institutions that are charged with creating and executing a sustainable, strategic workforce development program for the city. Responsibilities include the provision of training programs resulting graduates skilled in high demand occupations and the provision of supportive services to address potential barriers that may impede employment potential:

The list below represent District agencies, community based organizations and education institutions that are charged with creating and executing a sustainable, strategic workforce development program for the city. Responsibilities include the provision of training programs resulting in graduates skilled in high demand occupations and the provision of supportive services to address potential barriers that may impede employment potential:

### **One-Stop Operations Partners**

*District's State Education Office/Office of the State Superintendent of Education (OSSE).* This partnership provides adult literacy and ancillary services with workforce postsecondary transition services to DOES American Job Center customers with an emphasis on assisting customers to increase their literacy skills, acquire a GED or High School Diploma, and/or garner the knowledge/skills necessary to meet eligibility requirements for participation in training programs upon their request. OSSE service providers are located within each American Job Center to provide onsite services to customers.

*Department of Disability Service - Rehabilitation Services (DDS/RSA).* A collaborative partnership through the American Job Centers to foster innovative, responsive and comprehensive employment support to persons with disabilities to assist them in achieving their employment goals. This collaboration establishes relationships with employers to improve employment opportunities for individuals with disabilities. RSA staff members are currently accessible in each American Job Center to serve residents.

*University of the District of Columbia - Community College.* This partnership has resulted in the co- location of a full service career center. This partnership has enhanced the ability to reach more District residents (both job seekers and employers) while providing workforce development services and programs. This collaboration also ensures accessibility to opportunities of higher learning.

*DC Department of Health/Healthy Start Program.* This partnership enables representatives to provide information to career center customers. It focuses on the needs of pregnant women and infants. The goal of these efforts is to reduce infant mortality in Wards 5, 6, 7, and 8.

*Veterans' Employment and Training Service Programs.* This program offers employment

and training services through a non-competitive “Jobs for Veterans State Grants program.

*The Disabled Veterans’ Outreach Program (DVOP) and the Local Veterans’ Employment Representative (LVER) programs.* The DVOP/LVER programs serve veterans, spouses and other eligible individuals. Veterans’ employment services are provided at all AJCs as well as the Veteran’s only center.

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

The Wagner-Peyser is the funding stream of Employment Service. In 1998 an amendment made Employment Service part of the One-Stop services delivery system.

Under Wagner-Peyser, the One Stop delivery system provides universal access to an integrated array of labor exchange services so that workers, job seekers and businesses can find the services they need in one stop and frequently under one roof in easy-to-find locations.

The Employment Service (Wagner-Peyser) funding focuses on providing a variety of employment related labor exchange services including but not limited to job search assistance, job referral, and placement assistance for job seekers, re-employment services to unemployment insurance claimants, and recruitment services to employers with job openings.

Services are delivered in one of three modes including self-service, facilitated self-help services and staff assisted service delivery approaches. Depending on the needs of the labor market other services such as job seeker assessment of skill levels, abilities and aptitudes, career guidance when appropriate, job search workshops and referral to training may be available.

The services offered to employers (Business Services), in addition to referral of job seekers to available job openings, include assistance in development of job order requirements, matching job seeker experience with job requirements, skills and other attributes, assisting employers with special recruitment needs, arranging for Job Fairs, assisting employers analyze hard-to-fill job orders, assisting with job restructuring and helping employers deal with layoffs.

Job seekers who are Veterans receive priority referral to jobs and training as well as special employment services and assistance. In addition, the system provides specialized attention and service to individuals with disabilities, migrant and seasonal farm-workers, ex-offenders, youth, minorities and older workers.

43. How many residents sought Wagner-Peyser services in FY15 and FY16, to date? How many obtained employment? Did the agency meet Wagner-Peyser performance standards in program year 14 and 15?

Number of WP individuals received services for FY 15 (10/01/2014 - 09/30/2015): 20,607  
Number of WP individuals received services for FY 16 to date (10/01/2015 – 02/02/2016)  
8,438

44. If any of the programs are experiencing downward trends or failing to meet the 80% minimum threshold please discuss what strategies are being implemented to correct these problems.

DOES has been working closely with District leadership and the U.S. Department of Labor to discuss corrective measures required to augment program areas experiencing difficulties in either performance or expending funding. There has been continued difficulty in DOES meeting the three (3) Youth performance measures (80% of the ETA negotiated standard). As laws shift from WIA to WIOA, there will be some changes to performance measures; however, the best suited remedy for these concerns is comprehensive technical assistance. This includes bolstering internal trainings for program staff to ensure requirements are understood, as well as, policies and procedures are upheld. There will also be a greater focus on providing technical assistance to providers – helping them rectify potential concerns timely and efficiently so performance does not wane. Also, DOES will continue to improve follow-up services in support of customers. This will ensure participants stay in programs designed to prepare them for employment.

It is critical to note that these new methodologies will not yield results until FY17 as some performance measures are not tracked until customers are placed in unsubsidized employment and track for up to four (4) quarters. However, DOES will continue serving District residents – providing the necessary trainings and supports to transition them into sustainable unsubsidized employment.

45. US Department of Labor places a cap on the percentage of federal funds that can be used for administrative expenses. For each federally funded program managed by DOES, please calculate for FY15 and FY16, to date, the percentage of funding that was used for administrative costs.

DOES has a 10% administrative cap on federal funding. In FY15, 3.09% of USDOL PY14/FY15 funding was allocated for administrative expenditures.

46. For FY15 has the agency been required to send any federal funding back due to misuse, non-performance or inability to spend it? Has any federal funding been rolled into the FY16 budget and so if why?

In FY15, \$76,064.62 was returned from the Foreign Labor Certification program grant, and \$392,602.75 was returned from an Unemployment Insurance Supplemental Budget Request for integrity and performance.

The District's Department of Employment Services has not had a substantial need to utilize the Foreign Labor Certification program within the District's population. Therefore, the funding which has been allocated by DOL was not previously utilized. Moving forward for FY 2015, DOL has allocated \$10,000 for the District. Therefore, we are planning to attach the funding to the coordinator of the Job Bank. This position plays an integral role in posting job orders in DC Networks of employers requesting foreign workers under the H2B portion of the program which the District participates in.

DOES has had many challenges in executing UI Supplemental Budget Request (SBRs) for integrity and performance. The grant lapse is mainly due to delays in the hiring and retaining the term employees and as well as implementing some of the IT projects. DOES has created policies and procedures and schedules monthly meetings on SBRs funding to ensure that the team communicates and resolve issues in sufficient time to avoid lapse funds. The SBR team consists of Program owners as well as OCFO partners. The agency has also become more strategic in the applying for SBRs to ensure that the projects(s) can be completed within the specified timeframe.

47. Last Council Period, the Council passed the "Workforce Investment and Implementation Act of 2014". The purpose of law is to have the District's responsibilities under the Workforce Investment Act conform with federal law. Can you please outline the separate roles and responsibilities between DOES and the Workforce Investment Council under this Act? Who controls the allocation of federal and local funding resources that is directed to workforce development? Who controls contracting authority? Can you please explain other factors in the interrelationship between DOES and the WIC in the delivery of job training and workforce development programming?

Many of the workforce system responsibilities established in the Workforce Investment and Implementation Act of 2014, which is consistent with WIA, remain in place under WIOA. However, the law will need to be updated to accurately define roles and responsibilities under WIOA, which must be followed regardless of local law. Under WIOA, the WIC maintains roles and responsibilities it had under WIA, including:

***District Workforce System Strategies:*** Develop and provide for continuous improvement of a District-wide system of workforce development and a comprehensive performance measurement system to assess the effectiveness of District workforce investment activities

***Business/Industry Related:*** Coordinate workforce development activities with economic development strategies and other employer linkages; Promote participation of private sector employers in workforce development initiatives; Conduct labor market analyses

***Administrative Responsibilities:*** Award grants and contracts to eligible providers based on a competitive selection process; Establish performance standards for training and employment programs; Direct DOES to disburse funds received pursuant to Title 1 programming (Adult, Dislocated Worker, Youth)

***American Job Centers (AJCs):*** Establish policies and guidance for the District's American Job Center system; Certify AJCs; Select and terminate American Job Centers.



**Training Providers:** Establish eligibility and performance requirements for training providers to be considered eligible to receive ITA funds; Identify demand occupations for which training may be provided and develop a demand occupation list; Implement a procedure for determining initial and subsequent eligibility of training providers; Establish and implement eligibility and performance requirements for providers of training services other than those provided through ITAs, including on-the-job training and customized training services.

**Youth:** Develop and implement policies and procedures for the selection of providers of youth employment and training services; Oversee youth activity providers.

Additional responsibilities ascribed to the WIC under WIOA include:

- Procure and select the one-stop operator through a competitive process
- Facilitating the establishment of Career Pathways and Sector Strategies in the District, which is consistent with locally-mandated programming already in existence through the Career Pathways Task Force and Workforce Intermediary programs.
- The state board has a higher level of oversight of compliance and monitoring over state level systems, programs, and outputs.

The WIC is exploring a variety of options to execute these additional responsibilities including expanding internal capacity, leveraging existing local resources, and procuring additional services.

DOES continues to function as the District’s administrative entity and fiscal agent, providing and/or procuring workforce services within the purview of the WIC’s policies and oversight. DOES also currently acts on behalf of the WIC in carrying out some of its roles, such as awarding grants and contracts to youth service providers.

## VII. Workforce Investment Council

48. List the current members on the WIC, including their names, titles and years of tenure.

Board Member, Title	Years of Tenure
Robin Anderson Human Resources Director, Giant Food	3 Years
Joseph L. Andronaco President, Access Green	3 Years
Anthony J. Cancelosi President and CEO, Columbia Lighthouse for the Blind	3 Years (expired)
Deborah Carroll Director, Department of Employment Services	No Term Ending Date
Stephen Courtien Field Representative, Community Hub for Opportunities in Construction Employment	3 Years
Richard O. Davis President, Sibley Memorial Hospital	3 Years
Elizabeth DeBarros Senior Advisor, District of Columbia Building Industry Association	3 Years

Andrew C. Florance CEO, CoStar Group Inc.	3 Years
Angela Franco President and CEO, Greater Washington Hispanic Chamber of Commerce	3 Years
David Grosso, At-Large Council of the District of Columbia	No Term Ending Date
David Hall Director, Revolution Ventures	3 Years
LaTara Harris Regional Director of External Affairs, AT&T	3 Years
Ana Harvey Director, District of Columbia Department of Small and Local Business Development	No Term Ending Date
Cedric R. Hendricks Associate Director, Court Services and Offender Supervision Agency	3 Years (expired)
Kim Horn President, Kaiser Foundation Health Plan of the Mid-Atlantic States, Inc.	3 Years
Hanseul Kang Superintendent, Office of the State Superintendent of Education	No Term Ending Date
Solomon Keene President, Hotel Association of Washington, D.C.	3 Years
Brian Kenner Deputy Mayor for Planning & Economic Development	No Term Ending Date
Norbert Klusmann Training Director, Sheet Metal Workers' Local 100 Training Center	3 Years
Kenyan McDuffie, Ward 5 Council of the District of Columbia	No Term Ending Date
Kathleen McKirchy Executive Director, Community Services Agency, Metropolitan Washington Council, AFL-CIO	3 Years
Catherine Meloy President and CEO, Goodwill of Greater Washington	3 Years
James H. Moore, Jr. Vice President, IMPAQ International	3 Years
Benton Murphy Senior Director of Philanthropic Services, Community Foundation for the National Capital Region	3 Years
Laura Nuss Director, Department of Disability Services	No Term Ending Date
Dayvie Paschall Outreach and Compliance Manager, Skanska USA	3 Years
Thomas Penny General Manager, Courtyard by Marriott Convention Center	3 Years
Shanaz Porter Group Manager, Office of Personnel Management	3 Years
Andy Shallal Owner, Busboys and Poets Restaurants	3 Years
Courtney R. Snowden Deputy Mayor for Greater Economic Opportunity	No Term Ending Date

Aakash Thakkar Senior Vice President for Acquisition and Development, EYA	3 Years
Charles B. Thornton Director, Office on Returning Citizen Affairs	No Term Ending Date
Adrianne Todman Executive Director, District of Columbia Housing Authority	No Term Ending Date
Darryl Wiggins CEO, DigiDoc, Inc.	3 Years
Joslyn N. Williams President, Metropolitan Washington Council, AFL-CIO	3 Years
Marullus Williams President and CEO, Limbic Systems	3 Years
Laurie Wingate Executive Director, Raise DC	3 Years
Laura Zeilinger Director, Department of Human Services	No Term Ending Date

49. How often does the WIC meet? Please provide a schedule of meetings for FY15 and FY16. The WIC Board meetings generally occur on a quarterly basis, though some meetings in FY15 were postponed until new board members and a board chair were appointed. The meeting schedule for FY15 and FY16 is as follows:

<b>FY 2015</b>	<b>FY 2016</b>
October 14, 2014	December 14, 2015
February 10, 2015	February 1, 2016
April 23, 2015	April 12, 2016
September 25, 2015	July 12, 2016

50. How many members have attended each meeting in FY15 and FY16, to date?

<b>Meeting Date</b>	<b>No. of Board Member Attendees</b>
October 14, 2014	20
February 10, 2015	19
April 23, 2015	20
July 31, 2015	37
September 25, 2015	24
December 14, 2015	34
February 1, 2016	26

51. Name any regional partnerships and support received from surrounding jurisdictions.

The WIC has relationships with local workforce boards in neighboring jurisdictions, although due to leadership turnover there has not been consistent engagement. The Department of Labor categorizes the District, along with several other small and/or less populated states, as a single-state area. This means our board functions as both a state and local board. The WIC participates in regular calls with the other single-states in order to confer and discuss the opportunities and challenges this brings. Additionally, the WIC also participates in working groups and other events with several regional entities, including the Greater Washington Board of Trade and Metropolitan Washington Council of Governments.

53. Does the WIC have formal policies and procedures that detail monitoring and reporting functions?

The WIC follows all federal regulations for monitoring and reporting detailed in WIOA. The Board has developed policies concerning the assignment of designees for quarterly meeting and committee meetings, handling conflict of interest and recusal, and guidance to current and prospective partner organizations on requesting letters of support from the WIC. WIC policies for specific programs specify some monitoring and reporting functions, while others are determined by DOES. WIC board meetings follow Robert's Rules of Order.

54. How does the WIC ensure that training program provide the skills that employers need and prepare workers for high-demand occupations?

Under the federal Workforce Innovation and Opportunity Act (WIOA), federally-funded training services provided to adult jobseekers at the local level generally may be paid for through the use of Individual Training Accounts (ITAs). ITA-funded training must be provided by "eligible training providers," as determined by the WIC, and must be directly linked to occupations that are in demand in the local area, as defined by the WIC's High Demand Sectors and Occupations List. The WIC has recently updated this list to account for in-demand employment sectors in meeting new requirements under the Workforce Innovation and Opportunity Act (WIOA) and the recommendations of the Adult Career Pathways Task Force. Additional flexibilities in WIC policies allow for the use of federal funds to support other training outside of the ITA system, including apprenticeship, customized training and on-the-job training; but none of these activities are currently funded through federal WIOA funds.

All training solicited through the Workforce Intermediary program is informed by the program's industry advisory committees in each sector (currently hospitality and construction). These committees meet with WIC staff, grantees, and representatives from DOES and other agency stakeholders to inform program efforts and help staff and grantees adjust their models to better meet employer needs. The program is also engaged in information sharing with other government and nonprofit partners that operate training and other workforce services to further advance skill attainment that aligns with employer needs.

The Adult Career Pathways Task Force, which was convened by the WIC, helps further ensure that workforce programs provide the skills that employers need in high-demand occupations. The Task Force was mandated to analyze the high-demand occupations or sectors in which career pathways can be developed; and identify opportunities for alignment and collaboration between the District's education, workforce, and human services providers accordingly. The Task Force's recommendations provide valuable information for improving system-wide efforts in high-demand areas.

55. What is the status of the workforce intermediary pilot project, and what outcome measures are currently available for the program? What have been the graduation, employment and wage outcomes for the hospitality sector grantees under the program?

The Workforce Intermediary Pilot Program hired staff and conducted a rigorous research, employer engagement, and program design phase during FY13. The program made initial investments in the hospitality sector in FY14 and construction sector in FY15. The program also convenes industry representatives in each sector to advise the program and broader workforce efforts on ways to better meet their workforce needs. The hospitality advisory committee has been meeting since January 2014 and the construction advisory committee held its first meeting in February 2015. Over 20 industry experts from businesses, trade groups, and unions have participated in these committees' ongoing planning and feedback processes. The Workforce Intermediary has also engaged other District agencies and external stakeholders through these committees and other program efforts, and is currently working with them to better coordinate initiatives.

Since its inception, the program's funding has helped support over 200 industry-related job placements; and provided occupation-specific training and credentials to over 200 participants that have graduated from provider programming (note that grantee service models vary, and not all provide placement services or occupational training, and that these figures do not imply a corresponding placement rate). The Workforce Intermediary currently supports three grantees, and is continuously updating its program activities based on lessons learned and employer feedback. Performance data for each grantee active in FY15 and 16 follows.

#### Workforce Intermediary Outcome Measures and Outcomes Achieved by Grantee

Notes: All grants are performance-based, and have individualized performance targets based on the terms of the solicitation and competitively selected proposals of the grantee (see responses to question 25 for additional information on performance-based funds earned by each grantee). Data on wages earned is not available for participants and was not a performance criterion for any grantee. Instead, each grant had a minimum wage and other job quality measures associated with outcomes that needed to be documented in order to receive performance payments, as noted for each grant below.

#### Hospitality Job Placement Partner Grant

Grantee: DB Grant Associates Inc. (operating as Hospitality Connections)

#### Performance Criteria:

- Job Placements (defined as placements in hospitality occupations for at least 30-days at a wage of at least \$12.50 per hour and average of at least 24 hours worked per week) – 43% of total possible grant award, up to 200 total placements for max award
- Job Retentions (defined as an eligible placement that maintains employment for at least 6-months) – 7% of total possible grant award, up to 150 total retentions for max award

- Base payments and successful completion of advisory-committee approved screening and assessment and recruitment and referral plans also comprised 50% of the total grant award (all funding was awarded for this criteria).

Performance Period Covered: One full grant year from December 1, 2013 – November 30, 2014 (grant was not renewed)

Outcomes Achieved:

- 21 Job Placements (109 total starts were reported, 69 of which were confirmed to be in the hospitality industry, but grantee was unable to document them as meeting wage, hour, and tenure criteria)
- 6 Job Retentions (Note that due to a 6-month lag time in timing for this outcome, grantee would likely have achieved a higher total number for this category if the grant had been renewed beyond one-year, and most eligible placements achieved in the first 6 months were retained.)

Hospitality Job Training Services Grants

Grantee: DC Central Kitchen (culinary arts occupations grantee)

Performance Payment Criteria for FY16:

- Enrollments (defined as acceptance into program and participation in at least 5-days of scheduled coursework) - 50% of total possible grant award, up to 80 total enrollments for max payment in FY16
- Job Placements Rate (defined as the portion of enrollees that obtain eligible job placements in hospitality occupations in the quarter following their training cohort's graduation date) – 25% of total possible grant award
- Earnings rate (defined as the portion of enrollees counted as job placements that earn at least a \$13 per hour wage each quarter) – 25% of total possible grant award

Outcomes Achieved for cohorts completing training during FY15 (data for FY16 completions not yet available based on reporting timeframes for performance criteria):

- 71 Enrollments
- 45 Program Completion/ Credentials (63%)
- 30 Job Placements (67% of completers, 42% of enrollees)
- Median Wage = \$12.78 per hour

Grantee: UDC-CC, in partnership with Goodwill of Greater Washington and Progressive Partners (hotel occupations grantee)

Performance Payment Criteria during FY15 (grant not renewed for FY16):

- Enrollments (defined as acceptance into program and participation in at least 5-days of scheduled coursework) - 20% of total possible grant award, up to 70 total enrollments for max award



- Program completion and credentialing (defined as completing all training activities and receiving industry certifications) - 30% of total possible grant award
- Literacy/ Numeracy Gains (defined as advancing above 8th grade EFL levels in both literacy and numeracy if starting the program below those levels) – counting towards portion of final 50% of total possible grant award
- Job Placements (defined as placements in hospitality occupations for at least 30-days at a wage of at least \$10.50 per hour) – counting towards portion of final 50% of total possible grant award

Outcomes Achieved for cohorts completing training during FY15 (grant not renewed for FY16):

- 78 Enrollments
- 52 Program Completion/ Credentials (67%)
- 24 Job Placements (46% of completers, 31% of enrollees)
- Median Wage = \$12.47 per hour

#### Construction Pre-Apprenticeship Grant

Grantee: AFL-CIO Community Services Agency

Performance Payment Criteria for FY16:

- Enrollments (defined as acceptance into program and participation in at least 5-days of scheduled coursework) - 50% of total possible grant award, up to 80 total enrollments for max payment in FY16
- Job Placements Rate (defined as the portion of enrollees that obtain eligible job placements in hospitality occupations in the quarter following their training cohort's graduation date) – 25% of total possible grant award
- Earnings rate (defined as the portion of enrollees counted as job placements that earn at least a \$13 per hour wage each quarter) – 25% of total possible grant award

Outcomes Achieved for cohorts completing training during FY15 (data for FY16 completions not yet available based on reporting timeframes for performance criteria):

- 68 Enrollments
- 52 Program Completion/ Credentials (76%)
- 37 Job Placements (71% of completers, 54% of enrollees)
- Median Wage = \$14.10 per hour

## Construction Support Services Grant

Grantee: Collaborative Solutions for Communities

### Performance Criteria for FY16:

- Enrollments in Current Caseload (defined as acceptance into program and participation in at least 10-days of program activities) - 50% of total possible grant award, up to caseload of 100 total enrollments per month for max award
- Job Retention Rate (defined as portion of enrollees advancing into apprenticeship, step-up apprenticeship, or other career-track positions at a wage of at least \$13.80 per hour, and retaining opportunities for a period of 3-6 months) – 50% of total possible grant award

### Outcomes Achieved:

- Grantee started enrolling participants in mid-FY15 through required DOES referrals, and increased total enrollment to 64 jobseekers that fiscal year. Their grant was enhanced to allow for additional enrollments in FY16, and they are now over their caseload of 100 enrollees receiving services each month required for maximum performance payments.
- Retention rate of 80% achieved for enrollees to date, consistent with maximum performance criteria under the grant.

Note that this is a support services grantee that does not provide occupational training or placement services. Instead, they accept referrals of individuals already participating in construction sector apprenticeship, step-up apprenticeship, other career track employment, or pre-apprenticeship and assist them in maintaining those opportunities.