

DEPARTMENT OF EMPLOYMENT SERVICES
FY17-18 Performance Oversight Hearing Questions
Committee on Labor and Workforce Development
Councilmember Elissa Silverman (At-Large), Chair

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I. Agency Organization

- 1. Please provide a current organizational chart for the agency, including the number of vacant, frozen, and filled positions in each division or subdivision.**
 - a. Include the names and titles of all senior personnel.**
 - b. Please provide an explanation of the roles and responsibilities of each division and subdivision.**
 - c. Please provide a narrative explanation of any changes to the organizational chart made during FY17 or FY18, to date.**
 - d. Note on the chart the date that the information was collected.**

See attachment 1

Additional FTEs were approved for the establishment of the Office of Paid Family Leave, which will be established pursuant to the Universal Paid Family Leave Amendment Act. Additional FTEs were approved for the implementation of the DC Infrastructure Academy.

- 2. Please attach in Excel a current Schedule A for the agency, as of February 1, 2018, with the following information for each position:**
 - a. Employee's name, if the position is filled**
 - b. Program and activity name and code as appears in the budget**
 - c. Office name, if different from activity code**
 - d. Title/position name**
 - e. Position number**
 - f. Grade, series, and step**
 - g. Salary and fringe benefits (please separate salary and fringe and include the FY17 fringe benefit rate)**
 - h. Job status (e.g. continuing/term/temporary)**
 - i. Type of appointment (e.g. career, MSS)**
 - j. Full-time part-time, or WAE**
 - k. Seasonal or year-round**
 - l. Start date in the position (i.e. effective date)**
 - m. Start date with the agency**
 - n. Position status (A-active, R-frozen, P-proposed, etc.)**
 - o. Date of vacancy or freeze, if relevant**
 - p. Whether the position must be filled to comply with federal or local law (and if so, please specify what federal or local law applies)**

See attachment 2

- 3. For any term or temp position included in the Schedule A and filled in FY17 or FY18, to date, please provide a brief narrative for why the hire was done on a term or temporary basis and not on a continuing basis.**

In accordance with the DPM Chapter 8, Section 823.1, "A personnel authority may make a term appointment for a period of more than one year when the needs of the service so require and the employment need is for a limited period of four years or less." Employees

were hired in a temporary or 13-month term status to meet the administrative needs of the agency.

4. Please provide the following information on any contract workers in the agency:

- a. Position name**
- b. Organizational unit assigned to**
- c. Hourly rate**
- d. Type of work duties**

See attachment 3

5. Please complete the following chart about the residency of new hires in FY17 or FY18, to date:

Number of Employees Hired in FY17 and FY18, to date

Position Type	Total Number	Number who are District Residents
Continuing	26	13
Term	75	54
Temporary	77	50
WAE	6	5

DOES hired a total of 184 employees in FY17 through January 31, 2018FY18. Of these hires, 122 were residents of the District of Columbia.

6. Please list all employees detailed to or from the agency. For each employee identified, please provide the name of the agency the employee is detailed to or from, the reason for the detail, the date of the detail, and the employee’s projected date of return.

Detailed From	Detailed To	Reason	Expected Date of Return
DOES	Serve DC	Expand DOES' influence and impact on the community	Wednesday, May 30, 2018
DOES	Serve DC	Expand DOES' influence and impact on the community	Wednesday, May 30, 2018
DOES	DMGEO	Expand opportunities to connect and implement agency special initiatives to improve overall cluster performance	Friday, June 1, 2018

7. Please provide the Committee with a list of travel expenses, arranged by employee for FY17 and FY18, to date, including the dates of travel, amount of expenses, and reason for travel. Please specify whether employees may be reimbursed for out-of-pocket travel expenses; and, if so, please describe agency protocol and requirements for employees to apply for and receive reimbursements for such travel expenses, such as necessary documentation, timeframes, and other requirements.

See attachment 4

- 8. Please provide the Committee with a list of the total workers' compensation payments paid in FY17 and FY18, to date, including the number of employees who received workers' compensation payments, in what amounts, and for what reasons.**

The function of approving claims and making payments for District government public sector workers' compensation benefits is the responsibility of the DC Office of Risk Management. Benefit payments are made directly by the insurance companies or self-insured employers, on compensable claims. Information regarding the total amount of workers' compensation payments paid in FY17 and FY18 is not yet available. FY17 data will not be available until approximately May 31, 2018.

- 9. For FY17 and FY18, to date, please list each employee separated from the agency, other than due to retirement. Also include:**
- a. Amount of separation pay, if relevant**
 - b. Number of weeks of pay, if relevant**
 - c. The reason for the separation**
 - d. Length of time with the agency**

See attachment 5

- 10. Please provide the Committee with a list of employees who received bonuses or special award pay granted in FY17 and FY18, to date, and identify:**
- a. The employee receiving the bonus or special pay**
 - b. The amount received**
 - c. The reason for the bonus or special pay**

No bonuses or special pay were granted in FY17 or FY18, to date.

- 11. Please provide the name of each employee who was or is on administrative leave (not to include medical leave) in FY17 and FY18, to date. In addition, for each employee identified, please provide:**
- a. Their position**
 - b. A brief description of the reason they were placed on leave**
 - c. The dates they were/are on administrative leave**
 - d. Expected date of return**
 - e. Whether the leave was/is paid or unpaid**
 - f. Their current status (as of February 1, 2018)**

See attachment 6

- 12. Please list in chronological order, any grievances filed by labor unions against the agency or agency management in FY16, FY17, or FY18, to date, broken down by source.**

- a. For each grievance, give a brief description of the matter as well as the current status.
- b. Include on the chronological list any earlier grievance that is still pending in any forum.
- c. Please describe the process utilized to respond to any complaints or grievances received and any changes to agency policies or procedures that have resulted from complaints or grievances received.
- d. For any complaints or grievances that were resolved in FY17 or FY18, to date, describe the resolution or outcome.

There were two grievances filed by the union against the agency regarding separations. One grievance has been settled, while the other grievance is pending arbitration.

DOES follows the grievance process, in accordance with the Collective Bargaining Agreement (CBA) for AFGE Local 1000, Article 17, Section (3), which states that an employee may grieve an action through the negotiated grievance procedure. There have not been any changes to agency policies or procedures that have resulted from complaints or grievances received. DOES follows the grievance guidelines Pursuant to Chapter 16 “Corrective and Adverse Actions; Enforced Leave; and Grievances,” Section 1628 “Filing a Grievance; Time Limits.”

13. Please list in chronological order, any **additional employee grievances or complaints** that the agency received in FY17 and FY18, to date, broken down by source.

- a. For each, give a brief description of the matter as well as the current status.
- b. Include on the chronological list any earlier grievance that is still pending in any forum.
- c. Please describe the process utilized to respond to any complaints or grievances received and any changes to agency policies or procedures that have resulted from complaints or grievances received.
- d. For any complaints or grievances that were resolved in FY17 or FY18, to date, describe the resolution or outcome.

In FY17, there were three EEO complaints filed with the agency. As of February 1, 2018, all cases have been dismissed. In FY18, there have been two EEO complaints filed with the agency. As of February 1, 2018, one case has been dismissed, while the other case has been withdrawn.

DOES follows the grievance guidelines pursuant to Chapter 16 “Corrective and Adverse Actions; Enforced Leave; and Grievances,” Section 1628 “Filing a Grievance; Time Limits.” There have not been any changes to agency policies or procedures that have resulted from complaints or grievances received.

14. Please describe the agency’s procedures for investigating allegations of **sexual harassment** or misconduct committed by or against its employees. List and describe any allegations received by the agency in FY17 and FY18, to date, and whether or not those allegations were resolved. Please describe the nature of such resolution.

DOES follows the proscribed process contained in Mayor’s Order – 2017-313. The agency received no sexual harassment allegations in FY17 or FY18 to date.

- 15. For any boards or commissions associated with the agency, please provide a chart listing the following for each:**
- a. For each member please list the:**
 - i. Member’s name**
 - ii. Confirmation date**
 - iii. Term expiration date**
 - iv. Whether the member is a District resident or not**
 - v. Attendance at each meeting in FY17 and FY18, to date**
 - b. List any vacancies.**
 - c. Describe the board’s or commission’s responsibilities and activities in FY17.**
 - d. Attach agendas and minutes of each board or commission meeting in FY17 or FY18, to date, if minutes were prepared.**

See attachment 7

- 16. Please list the task forces and organizations of which the agency is a member and any associated membership dues paid.**

Organization Name	Membership Dues Paid
USCM	\$3,300
USCM – WDC Leadership Circle	\$5,000
National Council for Workforce Education (NCWE)	\$200
National Governors Association (NGA)	\$4,515
National Association State Workforce Association (NASWA)	\$22,000
American Correctional Association (ACA)	\$300

II. Budget and Expenditures

17. Budget

- a. Please provide a table showing DOES’ Council-approved original budget, revised budget (after reprogrammings, etc.), and actual spending, by program and activity, for FY17, and the first quarter of 2018. For each program and activity, please include total budget and break down the budget by funding source (federal, local, special purpose revenue, or intra-district funds).**
- b. Include any over- or under-spending. Explain any variances between fiscal year appropriations and actual expenditures for FY17 for each program and activity code.**
- c. Attach the cost allocation plans for FY17 and FY18.**
- d. In FY16 or FY17, did the agency have any federal funds that lapsed? If so, please provide a full accounting, including amounts, fund sources (e.g. grant name), and reason the funds were not fully expended. Were any funds returned to the federal government? Please specify.**

See attachment 8

The FY17 Cost allocation plan is still being prepared to send to the Department of Labor. No federal funds have lapsed.

- 18. Please provide a table listing all intra-District transfers for FY17 and FY18, to date, as well as anticipated transfers for the remainder of FY18.**
- a. For each transfer, include the following details:**
 - i. Buyer agency**
 - ii. Seller agency**
 - iii. The program and activity codes and names in the sending and receiving agencies' budgets**
 - iv. Funding source (i.e. local, federal, SPR)**
 - v. Description of MOU services**
 - vi. Total MOU amount, including any modifications**
 - vii. Whether a letter of intent was executed for FY17 or FY18, to date, and if so, on what date**
 - viii. The date of the submitted request from or to the other agency for the transfer**
 - ix. The dates of signatures on the relevant MOU**
 - x. The date funds were transferred to the receiving agency**
 - b. Attach copies of all intra-district transfer MOUs or MOAs, other than those for overhead or logistical services, such as routine IT services or security.**
 - c. Please list any additional intra-district transfers planned for FY18, including the anticipated agency(ies), purposes, and dollar amounts.**

See Attachment 9

- 19. Please provide a table listing every reprogramming of funds (i.e. local, federal and SPR) into and out of the agency for FY17 and FY18, to date, as well as anticipated inter-agency reprogrammings for the remainder of FY18. Please attach copies of the reprogramming documents, including the Agency Fiscal Officer's request memo and the attached reprogramming chart. For each reprogramming, include:**
- a. The reprogramming number**
 - b. The sending or receiving agency name**
 - c. The date**
 - d. The dollar amount**
 - e. The funding source (i.e. local, federal, SPR)**
 - f. The program, activity, and CSG codes for the originating funds**
 - g. The program, activity, and CSG codes for the received funds**
 - h. A detailed rationale for the reprogramming**

See attachment 10

- 20. Please list, in chronological order, every reprogramming *within* the agency during FY17 and FY18, to date, as well as any anticipated intra-agency reprogrammings. Please attach copies of any reprogramming documents. For each reprogramming, include:**

- a. The date
- b. The dollar amount
- c. The funding source (i.e. local, federal, SPR)
- d. The program, activity, and CSG codes for the originating funds
- e. The program, activity, and CSG codes for the received funds
- f. A detailed rationale for the reprogramming

Please see response to question 19.

- 21. For FY17 and FY18, to date, please identify any special purpose revenue funds maintained by, used by, or available for use by the agency. For each fund identified, provide:**
- a. The revenue source name and fund code
 - b. A description of the program that generates the funds
 - c. The revenue funds generated annually by each source or program
 - d. Expenditures of funds, including the purpose of each expenditure
 - e. The current fund balance (i.e. budget versus revenue)

See attachment 11

- 22. Please list all all memoranda of understanding (“MOU”) and memoranda of agreement (“MOA”) entered into by the agency during FY17 and FY18, to date, as well as any MOU or MOA currently in force. (You do not need to repeat any intra-district MOUs that were covered in the question above on intra-district transfers.)**
- a. For each MOU, indicate:
 - i. The parties to the MOU or MOA
 - ii. Whether a letter of intent was signed in the previous fiscal year and if so, on what date
 - iii. The date on which the MOU or MOA was entered
 - iv. The actual or anticipated termination date
 - v. The purpose
 - vi. The dollar amount
 - b. Attach copies of all MOUs or MOAs, other than those for overhead or logistical services, such as routine IT services or security.
 - c. Please list any additional MOUs and MOAs planned for FY18, including the anticipated agency(ies), purposes, and dollar amounts.

Please see response to question 18.

- 23. Part I: The committee would like to better understand the agency’s programmatic needs and the associated budgetary costs. Please submit copies of the FY19 budget submission to the Mayor’s Office of Budget and Finance (OBF). In FY19, this includes:**
- a. The Operating Budget Submission Memo
 - i. Attachment A, Vacancy List
 - b. Form 1 (Impact of Agency’s Marc)

- c. **Form 2 (Enhancement Requests)**
- d. **Attachment B, List of intra-districts**

Part II: In addition, please identify:

- a. Which of the agency's MARC reductions and hypothetical 2% cuts (Form 1) were accepted or rejected (i.e. if the cut was rejected, the funds were not swept and if the cuts were accepted, the funds were swept)?
- b. Which of the agency's enhancement requests (Form 2) were accepted (i.e. which enhancements were added to the agency's FY19 budget).

Part III: For FY16 and FY17, please include each fiscal year's information for #24 Part I and Part II. Please indicate if the agency is willingly omitting any information requests in Part I and Part II.

The Department of Employment Services works each year with the Mayor's Budget Office and the Deputy Mayor for Greater Economic Opportunity to develop our annual budget. The Mayor's annual budget submissions reflect these efforts. The Mayor's Fiscal Year 2019 budget will be submitted to the Council on March 21, 2018.

24. Please list each grant or sub-grant, including multi-year grants, received by the agency in FY17 and FY18, to date. List the following:
- a. Source
 - b. Purpose
 - c. Timeframe
 - d. Dollar amount received
 - e. Amount expended
 - f. How the grant is allocated if it is a multi-year grant
 - g. How many FTEs are dependent on each grant's funding, and if the grant is set to expire, what plans, if any, are in place to continue funding the FTEs

See attachment 12

25. Please describe every grant the agency is, or is considering, applying for in FY18.

DOES constantly reviews public and private grant solicitations and evaluates them with other District agencies and partners as they become available. During FY18 to date, DOES has not identified additional potential opportunities.

26. Please list each contract or procurement leveraged in FY17 and FY18, to date, with a value amount of \$10,000 or more. "Leveraged" includes any contract, procurement, or lease used by DOES as a new procurement establishment (i.e. HCA, BPA, etc.), contract extension, and contract option year execution. This also includes direct payments (if applicable).

Part I: Please attach a table with the following information, where applicable, for each contract or procurement:

- a. Contractor/Vendor Name

- b. Contract Number**
- c. Division and activity within DOES utilizing the goods and/or services**
- d. Contract type (e.g. HCA, BPA, Sole Source, single/exempt from competition award, etc.)**
- e. Description of contractual goods and/or services**
- f. Contract's outputs and deliverables**
- g. Status of deliverables (e.g. whether each was met or not met, in-progress, etc.)**
- h. For any contract that is performance-based, specify the basis of performance (i.e. the metrics) and describe the payment formula**
- i. Total contract or procurement planned expenditures/budget and actual expenditures in FY17**
- j. Total contract or procurement planned expenditures/budget in FY18**
- k. Period of performance (e.g. May 31 to April 30)**
- l. Current year of contract (e.g. Base Year, Option Year 1, etc.)**

Part II: For any contracts or procurements other than overhead or logistical services or goods (do please include programmatic-related contracts, such as unemployment insurance IT and databases), please attach:

- a. Copies of deliverables (e.g. reports, presentations)**
- b. The oversight/monitoring plan for each contract**
- c. Monitoring documentation, including performance evaluations, cure notices, and/or corrective action plans**

See attachment 13

27. Please list each grant awarded by the agency during FY17 and FY18, to date, for good and/or services provided by the agency. Please attach any documentation of monitoring, including any reports developed. At a minimum, please include the following grant programs in the response:

- a. WIOA Adult**
- b. WIOA In-school youth (ISY)**
- c. WIOA Out-of-school youth (OSY)**
- d. Youth Innovation Grants**
- e. Youth Earn and Learn**
- f. Connect DC Workforce Intermediary Initiative**
- g. Ready To Work Transition Initiative**
- h. Housing Pathway for Homeless Youth**
- i. Suit Up**
- j. Transitional Residential Program**
- k. Pathways for Youth Adults Program (PYAP)**
- l. Senior Community Service Employment Program (SCSEP)**
- m. Alternate Pathways Employment Program (APEP)**
- n. Back to Work 50+**
- o. Career Connections**
- p. LEAP**
- q. Summer Youth Employment Program (SYEP)**
- r. Project Empowerment**
- s. Registered Apprenticeship**

- t. Pre-apprenticeship
- u. Office of Wage-Hour Public Education Program

Part I: Please create a table with the following information, where applicable, for each grant:

- a. Grant/Program Title
- b. Grant/Program Number
- c. Division and activity within DOES utilizing the goods and/or services
- d. Grantee Name
- e. Description of goods and/or services
- f. Grant's outputs and deliverables
- g. For any grant that is performance-based, specify the basis of performance (i.e. the metrics) and describe the payment formula
- h. Status of deliverables (e.g. whether each was met or not met, in-progress, etc.)
- i. Target population for each grant (e.g. unemployed adults, homeless youth, DOES staff, etc.)
- j. Sub-granting status (i.e. Did the Grantee sub any provision of goods and/or services with another vendor)
- k. Total grant award and expenditures in FY17
- l. Total grant award in FY18, to date
- m. Period of performance (e.g. May 31 to April 30)
- n. Current year of grant award (e.g. Base Year, Option Year 1, etc.)

Part II: Please attach for each grant:

- a. Copies of deliverables (e.g. reports, presentations)
- b. Oversight/monitoring plan for each grant
- c. Monitoring documentation, including any associated reports, performance evaluations, cure notices, and/or corrective action plans

See attachment 14

III. Agency Performance, Evaluation, and Disputes

28. Please list all pending lawsuits that name the agency as a party.

- a. Provide the case name, court, where claim was filed, case docket number, and a brief description of the case.
- b. Identify which cases on the list are lawsuits that potentially expose the District to significant financial liability or will result in a change in agency practices, and describe the current status of the litigation.
- c. Please provide the extent of each claim, regardless of its likelihood of success.
- d. For those identified, please include an explanation about the issues involved in each case.

Case Name	Civil Action Number	Court	Description
<i>Karen Barryman-Turner v. Vincent C. Gray</i>	14-0035	Superior Court of the District of Columbia	Plaintiff alleges that her benefits were terminated without an opportunity for a hearing prior to their termination.
<i>Afnan Parker v. D.C.</i>	14-2127	US District Court for the District of Columbia	Plaintiff alleges wrongful termination from a workforce program.
<i>Saundra McNair v. D.C. DOES</i>	15-0729	US District Court for the District of Columbia	Plaintiff alleges wrongful termination
<i>Veronica Brown v. D.C. DOES</i>	15-4986	Superior Court of the District of Columbia	Plaintiff alleges wrongful termination
<i>John Kangethe v. DC, et al.</i>	15-2185 and 18-0064	US District Court for the District of Columbia	Plaintiff alleges wrongful termination
<i>Emmaniece Gordon v. DC</i>	17-3755	Superior Court of the District of Columbia	Plaintiff alleges sexual harassment and disparate treatment by her supervisor.
<i>Virginia Guillen-Perez v. DC</i>	1:17-2086	US District Court for the District of Columbia	Plaintiff alleges wrongful termination.

Please note that the Office of the Attorney General (OAG) handles these pending cases. The OAG provides guidance regarding potential fiscal liabilities or organizational procedural changes.

29. Please list all settlements entered into by the agency or by the District on behalf of the agency in FY17 or FY18, to date, including any covered by D.C. Code § 2-402(a)(3), which requires the Mayor to pay certain settlements from agency operating budgets if the settlement is less than \$10,000 or results from an incident within the last 2 years. For each, provide:

- a. The parties' names
- b. The amount of the settlement
- c. If related to litigation, the case name, court where claim was filed, case docket number, and a brief description of the case
- d. If unrelated to litigation, please describe the underlying issue or reason for the settlement (e.g. administrative complaint, etc.)

The agency and/or the District entered into two settlements.

The first settlement resolved a workers' compensation matter for \$10,000.

The second settlement resolved a claim for wrongful termination for \$65,000.

- 30. Please list in chronological order, all administrative grievances or complaints filed by parties outside the agency against the agency in FY17 or FY18, to date, broken down by source. Include on the chronological list any earlier grievance that is still pending in any judicial forum.**
- a. For each grievance or complaint, give a brief description of the matter as well as the current status.**
 - b. Please describe the process utilized to respond to any complaints and grievances received and any changes to agency policies or procedures that have resulted from complaints or grievances received.**
 - c. For any complaints or grievances that were resolved in FY17 or FY18, to date, describe the resolution.**

Please see response to question 13 above.

- 31. Please provide a copy of the agency's FY17 performance accountability report.**
- a. Please explain which performance plan strategic objectives and key performance indicators (KPIs) were met or completed in FY17 and which were not.**
 - b. For any met or completed objective, also note whether they were completed by the project completion date of the objective and/or KPI and within budget. If they were not on time or within budget, please provide an explanation.**
 - c. For any objective not met or completed, please provide an explanation.**

The agency's FY17 performance accountability report can be found at:

https://oca.dc.gov/sites/default/files/dc/sites/oca/publication/attachments/DMGEO_FY17PAR.pdf.

- 32. Please provide a copy of the agency's FY18 performance plan as submitted to the Office of the City Administrator. Please discuss any changes to outcomes measurements in FY17 or FY18, to date, including the outcomes to be measured, or changes to the targets or goals of outcomes; list each specifically and explain why it was dropped, added, or changed.**

The agency's FY17 performance plan can be found at:

<https://oca.dc.gov/sites/default/files/dc/sites/oca/publication/attachments/DMGEO18.pdf>

- 33. Please provide the number of FOIA requests for FY17 and FY18, to date, that were submitted to the agency.**
- a. Include the number granted, partially granted, denied, and pending.**
 - b. Provide the average response time, the estimated number of FTEs required to process requests, the estimated number of hours spent responding to these requests, and the cost of compliance.**

- c. **Did the agency file a report of FOIA disclosure activities with the Secretary of the District of Columbia? Please provide a copy of that report as an attachment.**
- d. **For each FOIA request, please list the topic and describe the information included in the response.**

See attachment 15

34. Please provide a list of all studies, research papers, reports, and analyses that the agency prepared or contracted for during FY17 and FY18, to date. For each study, paper, report, or analysis, please include:

- a. **The name**
- b. **Status, including actual or expected completion date**
- c. **Purpose**
- d. **Author, whether the agency or an outside party**
- e. **Reference to the relevant grant or contract (name or number) in the responses above**
- f. **Source of funding (program and activity codes) if not included in responses above**
- g. **If the study, research paper, report, or analysis is complete, please attach a copy. Please include the IMPAQ International study on the economic impact of the District's DOES Minimum Wage and Audit of the Districts Accrued Sick and Safe Leave Act (ASSLA).**

See attachment 16a & b

DOES conducted a number of studies to improve service delivery for District residents. Two studies, The Minimum Wage Impact Study and the Audit Report of the Accrued Sick and Safe Leave Act, were completed and are currently under agency review. The reports were conducted and authored by IMPAQ International with funding from AP320 3200 0100. In addition, the agency completed an evaluation of the DC Career Connections and LEAP Academy Programs. These evaluations were funded through contract GS-10F-0240U.

The studies were developed for the following reasons:

- **Minimum Wage Impact Study:** To study the District's minimum wage population, with the goal of better understanding the workers, families, businesses, and industries the legislation will impact.
- **Audit Report of the Accrued Sick and Safe Leave Act:** To gauge the compliance level of D.C.-based businesses with the requirement to post a notice advising employees about ASSLA. They are meant to describe the economic impact of ASSLA on the private sector by investigating whether companies are utilizing staffing patterns to circumvent ASSLA's provisions. Track the role that DOES and other agencies have played to protect workers' rights and enforce ASSLA's provisions
- **Division of State Initiatives Final evaluations (LEAP and DC Career Connections):** To use quantitative and qualitative data to address various research questions.

35. Please list all reports or reporting currently required of the agency in federal law, the District of Columbia Code, or Municipal Regulations. For each, include:

- a. The statutory code or regulatory citation**
- b. Brief description of the requirement**
- c. Any report deadlines**
- d. Most recent submission date**

See attachment 17

36. Please provide a list of any additional training or continuing education opportunities made available to agency employees. For each additional training or continuing education program, please provide the subject of the training, the names of the trainers, and the number of agency employees that were trained. What training deficiencies, if any, did the agency identify during FY17 and FY18, to date?

In order to effectively cater to the needs of the District's growing economy, DOES understands the value of nurturing and developing the talent available within the agency. During FY17, DOES implemented a variety of initiatives, including:

- Academy DOES Training Programs,
- Academy DOES MSS Executive Coaching,
- World Class Customer Service Training, and
- Americans with Disabilities Act (ADA) Training

In FY18, learning initiatives include:

- Academy DOES leadership training programs will be offered, with two cohorts of each program (Lead and Moving Beyond the Front Line),
- Creating World Class Customer Service Training will be offered to all six bureaus,
- Americans with Disabilities Act Training along with a catalog of additional equal opportunity trainings will be offered to all six bureaus in collaboration with DOES Offices of Human Resources and Employee & Labor Relations,
- On-site and off-site training facilitation from The Graduate School USA, and
- Off-site courses with Harvard University

In FY17 DOES trained approximately over 650 staff.

See attachment 18

37. Please discuss performance evaluations.

- a. Does the agency conduct annual performance evaluations of all its employees?**
- b. Who conducts such evaluations?**
- c. What steps are taken to ensure that all agency employees are meeting individual job requirements?**

The agency conducts performance evaluations for all of its employees, in accordance with the District Personnel Manual (DPM) Chapter 14, Section 1412.1-2.

Performance evaluations are conducted by the employee's immediate supervisor in accordance with the District Personnel Manual (DPM) Chapter 14, Section 1412.3.

38. Please list and describe any ongoing investigations, audits, or reports on the agency or any employee of the agency, or any that were completed during FY17 and FY18, to date. Please attach copies of any such document, including from the federal government.

- Internal Weaknesses Found in Marion S. Barry Summer Youth Employment Program (Report number: DCA132017);
- Site Visit Observations: 2016 Marion S. Barry Summer Youth Employment Program (Report number: DCA042017); and
- Audit of the First Source Program (On-going) Field work is completed and the agency is awaiting final report from ODCA.

See attachment 19

39. Please list all recommendations identified by the Office of the Inspector General, D.C. Auditor, or other federal or local oversight entities during FY16, FY17, or FY18, to date. Attach copies of such recommendations or provide the urls where they may be found. Please provide an update on what actions have been taken to address each recommendation. If the recommendation has not been implemented, please explain why.

In FY16 the DC Auditor provided three recommendations related to MBSYEP:

1. For purposes of accuracy and transparency, all summer youth program financial data should be recorded within DOES program code 4820, the Summer Youth Employment Program.
2. DOES should establish a firm and reasonable close-out date – 30 days to three months – after the end of the summer program, after which participant data will not be changed.
3. DOES should work more closely with employers to document employment outcomes, particularly for youth ages 22 to 24.

DOES has implemented these changes.

DOES acknowledges the Auditor will have FY18 recommendations and will provide an update after this audit has concluded.

IV. Agency Operations

40. How did the agency address its top five priorities in FY17? What are the agency's top five priorities in FY18? Please explain how the agency expects to address these priorities in FY18.

DOES is committed to improving the workforce services provided to the residents of the District of Columbia. In FY17, DOES achieved considerable progress in the following areas:

- Customer Service
 - DOES has engaged in several Community Conversations to effectively communicate that DOES is here to help the public
 - Language Access program has increased accessibility to ensure non-English and limited English proficient Washingtonians are properly serviced
- Professional Development
 - DOES has increased the number of employee training opportunities offered year-round for both management and non-managerial employees
- Business Engagement
 - The DC Infrastructure Academy will allow for local industries to engage with underrepresented residents and offer various services ranging from training to work-readiness development
 - The agency has developed the Youth Business Engagement program which has redirected staff to include a team of professionals who are charged with increasing exposure to in-demand occupations for youth, building connectivity to high-quality employers and developing sustainable partnerships;
- Efficient Service Delivery
 - DOES has re-launched a redesigned American Job Centers headquarters (AJC-HQ) to provide more space and technical access for a customer-centric experience;
 - The agency's navigation center has been improved to provide for a more user-friendly experience and improve the services provided to residents;
- Unified/Universal Branding
 - DOES is working to ensure all branded programs and services funded by the agency include the appropriate brand identifiers to ensure that the public can recognize where their community programs come from
 - DOES has also developed a mission statement that lays out the agency's values and commitment to providing world-class services to the District of Columbia.

41. Please describe any initiatives that the agency implemented in FY17 or FY18, to date, to improve the internal operations of the agency or the interaction of the agency with outside parties. Please describe the results, or expected results, of each initiative.

DOES has implemented a number of initiatives to enhance overall operations and efficiency. The initiatives are as follows:

- Initiating a non-profit mini-grant public education program where two nonprofits will be selected to perform public education throughout the District to reach more employers and employees across the District;
- Partnering with the D.C. Superior Court to establish alternatives to incarceration for residents with non-violent and misdemeanor charges through the D.C. Superior Court Redirect Diversion program;
- Partnering with the AARP Foundation in order to develop enhanced programming for mature workers, resulting in the development of the BACK TO WORK 50+ program;
- Completing the implementation of the Qmatic system to direct customers to a variety of services upon entry into an AJC to enhance and streamline the user experience throughout the workforce development system;
- Focusing on inter-agency cooperation to improve service delivery and ensuring that District residents are properly directed to the services they need to succeed;

- Implementing 33 MOUs in FY18;
- Improving the experience for business seeking assistance with unemployment tax issues by leveraging employer feedback to develop tasks and priority lists to design system enhancements.

42. Please list each new program implemented by the agency during FY17 and FY18, to date. For each program, please provide:

- A description of the program**
- The funding required to implement the program**
- The program and activity codes in the budget**
- Any documented results of the program**

See attachment 20

43. Please explain the impact on the agency of any legislation passed or regulations adopted at the federal level during FY17 and FY18, to date, which significantly affect agency operations.

There have not been any legislative or regulatory burdens that have significantly impacted agency operations within FY17 and FY18 to date.

44. Please identify any legislative requirements that the agency lacks sufficient resources to properly implement. Please explain.

DOES is currently able to meet all legislative requirements.

45. Please discuss any legislation the agency plans to submit to the Council in FY18 or FY19.

DOES works with the Office of Policy and Legislative Affairs to submit legislation to the Council in as necessary.

46. Please identify any statutory or regulatory impediments to the agency's operations.

DOES is not facing any federal legislation or regulations that are significantly impacting agency operations.

47. Please list all regulations for which the agency is responsible for oversight or implementation.

- For each regulation, please list the chapter and subject heading, and the date of the most recent revision.**
- Please list any pending or planned regulatory action for FY18, including the chapter and subject, status, and actual or anticipated completion date. Please include at a minimum the pending regulations on apprenticeship, related to 29 CFR parts 29 and 30 and the pending regulations on the employee transit benefit.**

Federal/Local	Field	Citation
Local	Apprenticeship	Title 7, Chapter 11; 09/15/17 (proposed)
Local	Sick and Safe Leave	Title 7, Chapter 32; 06/18/2010
Local	Compensation Order Review Board	Title 7 Chapter 2; 12/23/2005
Local	Living Wage	Title 7, Chapters 7-10; 4/1/2011
Local	Unemployment Compensation	Title 7, Chapter 3; 06/24/1994
Local	Wage-Hour Rules	Title 7, Chapter 9; 02/26/2015
Local	Davis-Bacon	Title 2; Chapter 2-219
Federal	Fair Labor Standards Act	2456. 29 U.S.C. 201-219
Federal	WIOA	29 U.S.C. Sec. 3101 et al.
Federal	Unemployment Tax Code	26 U.S. Code Chapter 23
Federal	National Apprenticeship Act	29 U.S.C. 50
Federal	Family Medical Leave Act	29 U.S.C. 2601, et seq.

- Apprenticeship Rulemaking: The agency is working with the Department of Labor to get feedback on the Apprenticeship regulations. Once feedback is provided, the agency will submit final rules to the register.
- Transit Benefit Rulemaking: DOES is working with the OAG to prepare the proposed rules for publishing.
- Paid Family Leave Rulemaking: Is in development. Its publishing is imminent.

48. Please identify all electronic databases maintained by the agency, including the following:

- A detailed description of the information tracked or maintained within each system**
- The age of the system and any discussion of substantial upgrades that have been made or are planned to the system**
- Whether the public can be granted access to all or part of each system**

See attachment 21

49. Please provide a detailed description of any new technology acquired or any upgrades to existing technology in FY17 and FY18, to date, or anticipated for the remainder of FY18.

- Include the cost, what it does, and the budget program and activity codes that fund it.**
- Cross reference to any relevant contracts (name or number) in the responses above.**
- Please explain if there have there been any issues with implementation.**

Please see response to question 48.

50. Please provide the following information:

- Please describe DOES' work in FY17 and FY18, to date, to evaluate the performance of the agency's customer service.**

- b. Please specify what evaluations (such as studies or surveys) were done and the findings or results, by organizational unit.**
- c. What steps has DOES taken and is planning to take to improve customer service?**

In March 2017, the agency conducted an assessment of operations at the American Job Centers headquarters (AJC-HQ) and on tools and technology that impact customer service. The assessment resulted in the development of the customer service bill of rights and more outreach opportunities internally and in the community (e.g. Leadership on Location, Community Conversations, enhanced social media, etc.). More targeted surveys are being conducted throughout programs to gather specific feedback from customers, particularly regarding program services and events.

You can read more here: [FY 2017 DOES Customer Service Report](#)

V. Workforce Development

General

- 51. For any DOES-administered or -funded program that provides workforce development services, including entrepreneurship, please fill out the attached table, “Workforce Development Program Information and Results.” Please fill out all of the shaded cells to describe the programs and their performance results for the 2017 program year. If performance information is reported for a prior period because of a lag in data availability, please specify the dates or quarters of participation.**
- a. Include at a minimum the following programs, for which the Excel file has a separate worksheet set up for each. If any program was inactive in FY17, please note so in the response.**
 - i. WIOA Adult**
 - ii. WIOA Dislocated Worker**
 - iii. WIOA In-school youth (ISY)**
 - iv. WIOA Out-of-school youth (OSY)**
 - v. Pathways for Youth Adults Program (PYAP)**
 - vi. Senior Community Service Employment Program (SCSEP)**
 - vii. Alternative Pathways Employment Program (APEP)**
 - viii. Back to Work 50+**
 - ix. Quick Path to Energy**
 - x. Solar Works**
 - xi. On the Job Training**
 - xii. Career Connections**
 - xiii. LEAP**
 - xiv. Project Empowerment**
 - xv. Apprenticeship**
 - xvi. MPD Cadet program**
 - xvii. FEMS Cadet program**
 - xviii. Wagner-Peyser**
 - xix. Summer Youth Employment Program (SYEP)**
 - xx. Veterans program**
 - xxi. DC Jail Work Readiness Program**

- b. Did DOES operate or fund any other workforce development program (including entrepreneurship) in FY17 not captured by the above list? If so, please create a new sheet (copy a blank table to a new sheet) and complete it for each program.**

See attachment 20

52. Please discuss DOES' processes for grant making and contracting.

- a. Does DOES post online a plan regarding future grant-making and contracting, detailing expected funding availability, including sources and amounts of funding, types of projects and services, target populations, numbers of awards, types of eligible applicants, and timeframes? Please provide any relevant urls.**
- b. Does DOES have clear, written guidelines and instructions for contractors, grantees, and other providers to navigate the application process, software, and data systems used? Please provide copies of any guidelines.**
- c. Please describe DOES payment and invoicing processes for training and service providers. Specifically address whether grantees and contractors are paid in phases and the bases of those phased payments. Please address how DOES determines any performance-based payments to providers offering multiple credentials to a cohort. Please list any providers that provided services in FY17 and that have not been paid in full. Of those, please state the reason they were not paid in full, such as not meeting performance requirements or that the payment is pending.**
- d. Does DOES have a single point of contact for providers who need assistance or information?**
- e. Please attach copies of all RFPs or RFAs –for grants or contracts for workforce development services –issued by DOES in FY17 or FY18, to date.**
- f. Please discuss the process for choosing the grant or contractor selection committees. How does DOES ensure that there are no conflicts of interest? What specific criteria (such as issue expertise) does DOES require?**
- g. How does DOES conduct due diligence to review and verify past performance claims made by applicants?**
- h. The Committee understands that there has been a reorganization of staff that work on grant-making at the Department. Please describe this effort and the changes that have been made.**
- i. The Committee understands the department is reducing its use of Human Care Agreements in favor of more grant-making. If this is correct, please describe which programs are most likely to see these changes and the expected effects on programs and vendors.**
- j. Please create and fill in a table for each workforce development grant competition run by DOES in FY17 or FY18 Quarter 1:**
- k. Please create and fill in a table for each workforce development procurement (Human Care Agreements and other contracts) run by DOES and/or OCP in FY17 or FY18 Quarter 1.**
- l. Please create and fill in a table for each grant competition or procurement that DOES expects to run in the remainder of FY18, including for each:**

See attachment 22

The agency does post a plan online regarding future grant-making and contracting. Prior to grant-making, DOES posts both a Notice of Funding Availability (NOFA) and a Request for Application (RFA) for all future grant opportunities. The NOFA is posted on three sites: the DC Register <https://www.dcregs.dc.gov/>, the Office of Partnerships and Grants <http://opgs.dc.gov>, and the agency's website <https://www.does.dc.gov>. The RFA is posted with the Office of Partnerships and Grants and the agency's website. In the NOFAs and RFAs it is common to include amounts of funding, types of eligible projects and services, target populations, numbers of awards, types of eligible applicants, and timeframes.

DOES provides, written guidelines and instructions for concerned parties to navigate the application process. Each RFA outlines clear written guidelines and instructions for potential grantees to navigate the application process. Each grant agreement contains payment terms that are specific to that procurement and vary from procurement to procurement. DOES also has a single point of contact for providers who need technical assistance.

During the grant development process agency program managers decide on the specifics around the grant review panel. After the NOFA has been published and the RFA released, DOES staff navigate the process flow based upon that decision. The panel must be comprised of a minimum of three panelists. DOES requires all potential reviewers to complete disclosure forms indicating that they have no established relationship with any of the companies or organizations that have applied for the specified grant.

DOES establishes the administrative and programmatic requirements for all agency grants. This includes the issuing and amending of grants, technical quality assurance, reporting, compliance and record retention. The comprehensive effect on program areas is currently under evaluation, as the most appropriate procurement vehicle is assessed on a case-by-case basis. To date, the incorporation of grants as a tool for acquiring services has been a fairly seamless process.

DOES has not yet released its competition and procurement schedule.

53. Please provide a detailed overview of DOES' Year-Round Youth programming.

- a. What programs are offered? What services do they offer? Please differentiate FY17 and FY18.**
- b. How many individuals were served by in-school youth (ISY) in FY17? How many by out-of-school youth (OSY) in FY17? What are DOES' goals for number of participants to serve in FY18, for each subprogram?**
- c. What are DOES' specific recruitment methods, particularly for youth not connected to school or work?**
- d. What vendors or service providers were utilized for ISY in FY17? In FY18, to date?**
- e. What vendors or service providers were utilized for OSY in FY17? In FY18, to date?**
- f. How much funding was budgeted for ISY in FY17? How much was expended? Explain any underspending.**
- g. How much funding was budgeted for OSY in FY17? How much was expended? Explain any underspending.**

- h. By what metrics does DOES evaluate its provision of services to youth? By such metrics, what were results for FY17? What are targets and goals for FY18?**
- i. How does DOES evaluate individual service providers? By what metrics and what evaluation process? Were any FY17 service providers found to be not performing up to DOES' expectations? Which ones? What steps did DOES take in such cases?**
- a. As dictated by WIOA, all DOES youth programming feature the following elements:
- I. Tutoring, Study Skills Training, Instruction, and Dropout Prevention - Activities that lead to completion of a high school diploma or recognized equivalent;
 - II. Alternative Secondary School and Dropout Recovery Services - Assisting youth who have struggled in traditional secondary education or who have dropped out of school;
 - III. Paid and Unpaid Work Experience - A structured learning experience in a workplace and provides opportunities for career exploration and skill development;
 - IV. Occupational Skills Training - An organized program of study that provides specific skills and leads to proficiency in an occupational field;
 - V. Education Offered Concurrently with Workforce Preparation - An integrated education and training model combining workforce preparation, basic academic skills, and occupational skills;
 - VI. Leadership Development Opportunities – Programs that encourage responsibility, confidence, employability, self-determination, and other positive social behaviors;
 - VII. Supportive Services – Making programs more accessible so that it enables more individuals the opportunity to participate in WIOA activities;
 - VIII. Adult Mentoring - A formal relationship between a youth and an adult mentor with structured activities where the mentor offers guidance, support, and encouragement;
 - IX. Follow-up Services - Opportunities following a program exit to help youth succeed in employment or education;
 - X. Comprehensive Guidance and Counseling provides individualized counseling to participants, including drug/alcohol and mental health counseling;
 - XI. Financial Literacy Education provides youth with the knowledge and skills they need to achieve long-term financial stability;
 - XII. Entrepreneurial Skills Training provides the basics of starting and operating a small business and develops entrepreneurial skills;
 - XIII. Services that Provide Labor Market Information offer employment and labor market information about in-demand industry sectors or occupations; and
 - XIV. Postsecondary Preparation and Transition Activities help youth prepare for and transition to postsecondary education.

Program	Description	Serves	FY17/18 Programming
Out-of-School Program	Occupational skills training, career awareness counseling, work readiness modules, basic education, GED preparation,	Young adults ages 16-24 without a HS Diploma/ GED who are no longer attending	Pathways for Young Adults Program - assist out-of-school and out-of-work District residents ages 18-24 by combining occupational training, life skills development and work readiness instructions to connect them back to the world of work successfully. The three

	supported internship experiences, as well as vocational skills training.	secondary or post-secondary school	areas of occupational training include allied health, administrative Services and basic IT/Admin. Tech.
Occupational Skills Training Program	Occupational workforce training	Job seekers	FY18 includes: Hospitality, Manufacturing, Information Technology, Security, Commercial Driver's License Training, Entrepreneurship, and Post-Secondary re-engagement. In FY: 17 Training was focused on Manufacturing, Information Technology, Security, Commercial Driver's License and Healthcare.
Youth Earn & Learn Program	Education and Work-readiness training Program	Disconnected 16-24 year olds without H.S. Diploma/ G.E.D.	Focused on increasing youth proficiency levels (reading & math), connecting individuals to H.S. Diploma/G.E.D training options and work-readiness training that leads to unsubsidized employment, advanced training or post-secondary education
Innovation Grants	Training options focus on innovative approaches to the Entrepreneurship and Post-Secondary Education options	Disconnected 16-24 year olds without H.S. Diploma/ G.E.D.	For entrepreneurship the primary goal is to provide innovative approaches to assistance youth with supply and demand awareness, financial literacy, business plan development, the foundation for building a business and attainment of a business license credential. For post-secondary education the primary goal is to provide innovative approaches to assistance youth with college preparation, educational financial literacy, and college exploration, leading to acceptance and enrollment into a post-secondary institution.

- b. In FY17 Out-of-School Programs served 295 youth. The Out-of-School program plans to serve 400 + youth this fiscal year. The FY17 In-School Program served 83 youth in FY17. The In-School Program plans to serve 178 youth in FY18.
- c. OYP utilizes a strategic recruitment process. OYP focuses its recruitment efforts for the Out-of-School programs in areas of need across the District of Columbia by reaching youth in need-based areas. The following factors are additional considered through recruitment efforts:
- Demographics
 - Education
 - Health
 - Safety and Security
 - Public Investment
 - Referral partnerships are established through non-profits, school systems, government agencies, and private partners.

- Social Media Platforms (Facebook, Instagram, twitter etc.)
- Radio, news outlets
- Community Events

DOES coordinates resources between the AJCs and Workforce on Wheels (WOW) bus efforts to extend the agency's recruitment presence throughout all Wards within the District.

One of the major highlights of 2017 recruitment efforts can be seen through the Starbucks 100K opportunities initiative where DOES OYP was the lead agency for youth to connect to additional post event resources.

d. Service Providers FY17

- National Speech Language Therapy Center
- Toni Thomas Associates
- Community College Prep (CC-Prep)
- Opportunities Industrialization Center DC (OIC)
- Nai Xander
- Run Hope Work
- Destined for Greatness/Amala Lives
- Dramatic Solutions Inc.
- Greenscape – General Training

Service Providers FY18

- Westlink Career Institute
- Contemporary Family Solutions(CFS)
- Nai Xander
- Community College Prep (CC-Prep)
- Toni Thomas Associates
- United Planning Organization
- Greater Washington Urban League
- Education Services for Greater Washington
- Dramatic Solutions Inc.
- KBEC Group LLC

e. Service Providers FY17

- National Speech Language Therapy Center
- Toni Thomas Associates
- Community College Prep (CC-Prep)
- Opportunities Industrialization Center DC (OIC)
- Nai Xander
- Run Hope Work
- Destined for Greatness/Amala Lives
- Dramatic Solutions Inc.
- Greenscape – General Training

Service Providers FY18

- Westlink Career Institute
- Contemporary Family Solutions (CFS)

- Nai Xander
- Community College Prep (CC-Prep)
- Toni Thomas Associates
- United Planning Organization
- Greater Washington Urban League
- Education Services for Greater Washington
- Dramatic Solutions Inc.
- KBEC Group LLC

- f. The budget for ISY was embedded within the Year-Round program. In FY17 \$234,280.00 was spent toward ISY programming. This is a combination of local and federal funding.
- g. The budget for OSY was embedded within the Year-Round program. In FY17 \$10,056.200 was spent toward OSY programming. This is a combination of local and federal funding.
- h. Federal program metrics are established through the Department of Labor, these benchmarks are as follows:

PY2016 Performance Measures (FY17)

No performance results were provided by DOL for PY16. DOL implemented a new performance system (WIPS). This new system was not ready to provide results during PY2016.

PY2017 Performance Measures (FY18)

Performance Measure WIOA Youth PY17-FY18 Benchmark
 Employment Rate in 2nd Quarter after Exit 51%
 Employment Rate in 4th Quarter after Exit 46%
 Median Earnings Baseline Needed
 Credential Attainment Rate 50%
 Measurable Skills Gain Baseline only

Local Programs Benchmarks vary by contract/ procurement but align with the federal model. For example, the Innovation Grants component of OSY benchmarks is as follows:

- Entrepreneurship
 - 75% of all participants will attain a credential after completion of the program
 - 85% of all participants will attain an In-Program Skills Gain after completion of the program
- Post-Secondary Education
 - 75% of all participants will be accepted and enrolled into a Post-Secondary Intuition
 - 85% of all participants will attain an In-Program Skills Gain after completion of the program

- i. DOES' programs evaluate individual service providers on a quarterly basis using a performance evaluation through the Office of Contracting and Procurement. This

evaluation includes rating providers based on quality of services, timeliness of performance, cost control, business relations and customer satisfaction. Providers are also required to submit a monthly status report, monthly case notes, monthly enrollee roster and monthly program narrative. If providers are found to not perform based on DOES expectations, follow-up is provided by the program manager, monitor, contract administrator or appropriate staff person via cure notice, performance notice/correspondence etc.

- 54. Does DOES post on its website and share with community organizations information about youth programming, including program name, target population, funding levels, participation numbers, program description, and contact information for interested participants? For any information not available online, please discuss how members of the community may obtain this information.**

DOES regularly posts information about youth programming, program descriptions, and contact information on its website and shares this information with community organizations. Members of the community may also obtain programmatic information through the DOES Customer Navigation Center. Stakeholders are then routed to DOES staff that can provide information related to the request, or provide follow up as applicable. They may also email the program directly at summerjobs@dc.gov or youthjobs@dc.gov.

- 55. As of January 18, 2018, the FY18 funding for the Career Pathways Innovation Fund MOU has not been executed and the associated intra-District funding has not been transferred to WIC.**

- a. Please provide the status of the MOU.
 - i. On what date was the MOU originally sent to DOES for its signature?
 - ii. On what date was the MOU signed by each party (i.e. DOES signature date, WIC signature date)?
 - iii. If the MOU has not been signed by either party, please provide an anticipated signature date.
- b. Please explain the causes of the delay in executing this MOU.
- c. Career Pathways Innovation Fund in FY19?
 - i. If the answer is “yes,” then was a letter of intent (LOI) submitted by DOES during the FY19 budget formulation process? Also, will this be funded through Fund 624?
 - ii. If the answer is “no,” provide an explanation as to why not.
- d. DOES has indicated to the committee that insufficient funds are available for the Career Pathways Innovation Fund in FY19.
 - i. Please provide a full accounting reconciliation for Fund 624.
 - a) Include the starting balance (including previous year’s carryover balance) for FY16, FY17, and FY18.
 - b) Include the year-end balance (including all revenue generated for each fiscal year) for FY16, FY17, and FY18 (anticipated).
 - c) Include the list of expenditures associated with this fund.
 - d) Include the vendors associated with the expenditures and a description of services.

See attachment 23

The MOU is complete at this time, having been signed on January 30, 2018. There was no delay in executing the MOU. DOES initially submitted an MOU between DOES and the WIC. However, following the vetting and approval process, the MOU was revised as a three-party MOU between the WIC, OSSE, and DOES. MOUs routinely require extensive review and revision prior to finalization. The current MOU is for FY18 with no option year. DOES has not communicated with the committee regarding the MOU, nor indicated insufficient funds.

56. Please provide the following information on the Infrastructure Academy:

- a. Information about the type of training that will be available on site and credentials to be obtained.**
- b. How that training will fit into the larger picture of available training as well as how it will fit into the workforce investment system, including programs overseen by the WIC or utilizing WIOA funds.**
- c. How DOES would ensure that the Infrastructure Academy will augment and not duplicate or supplant existing training programs.¹**
- d. How DOES will choose candidates to participate in the Infrastructure Academy.**
- e. The approximate number of candidates DOES anticipates serving every year.**
- f. How DOES will coordinate with employers to ensure that the vast majority of, if not all, participants of the Infrastructure Academy will be placed in high-paying, permanent jobs.**
- g. How much will the program cost to run annually in operational funds?**
- h. How much will the program cost in capital funds each year in FY19-23?**
- i. Has DOES explored building any space for other industries, such as an industrial kitchen for restaurant and hospitality training? What space options are there in the District for training programs in this field?**

With the DCIA, DOES will provide the employment and training services required to prepare the District's workforce for employment opportunities within the utility, energy efficient technology, transportation, information security, and logistics sectors. With an employer-first model, the training and credential offerings will continue to expand as industry employers engage in the initiative and articulate their skill and hiring needs.

On February 2nd an RFQ was released for a variety of service and training needs to fulfill the mission of the DCIA. The webinar discussing that RFQ and the RFQ process can be found here: <https://vimeo.com/252935513?activityReferer=1>. At the time of this submission, the application process is still open, and the procurement process has not been completed. Without a final selection of vendors and service offerings, DOES cannot provide additional information at this time.

DCIA is a locally funded initiative in support of the larger public workforce system. The DCIA will be a hub of employment and training services that will bridge the gap between the employers in infrastructure sectors and the District residents looking to find meaningful, career-track employment in those sectors. The WIC is not directly involved in the administration of the DCIA, although the federally mandated board and the decisions they make impact a variety of proposed activities.

¹ Note: Slide 11 of DOES's DCIA PowerPoint lists "key benefits" to residents and businesses, all of which are available at AJCs.

DOES has ensured close coordination between the DCIA and the AJC system. As part of this coordination, DOES has focused on making available new customized training programs that specifically cater to the skills required to fill immediate job openings in the infrastructure sectors. DOES will continue to offer a range of services, including occupational skills training that lead to an in-demand, recognized postsecondary credential. What makes DCIA unique, and a complement to existing programming, is the heightened level of employer engagement in the program design—including recruitment, eligibility, curriculum, and credentialing. With DCIA, employers are truly driving the program design. Simultaneously, the DCIA will add additional layers of work readiness and supportive services offerings to ensure District residents receive the wraparound services required to succeed and enter these exciting career opportunities.

As with the AJC system, all District residents are welcome to come to the DCIA to learn more about the offerings and how they may help them use DCIA training to achieve career goals. Specific training program eligibility will vary, dependent on specific employer needs and the qualifications required to secure employment at the end of the training. As with the AJC process, all candidates that do not meet one of the eligibility criteria will be referred to relevant programs and supportive services to ensure they take part in other relevant services and are able to progress in achieving their career goals.

DCIA is projected to be online in 2021, and the interim site allows DOES to develop baseline projections related to volume and usability well in advance of full implementation. DOES has currently leveraged the business community, which has invested time and expertise as a vital partner to DOES and our provider and partner network to get the programming right, knowing that the end product—a skilled, productive workforce—will yield benefits to their organization and the District of Columbia for years to come. This method has proven successful in the past and the agency will continue these efforts.

Proposed Funding	FY18	FY19	FY20	FY21	Total
Design	0	750	0	0	750
Construction	0	1,000	5,000	10,000	16,000
Totals	0	1,170	5,000	10,000	16,750

DOES is committed to responding to the needs of job seekers and businesses. In the short-term, DOES is focused on standing up and continuously improving the DCIA to meet the skills and hiring needs of the utility, energy efficiency, transportation, information security, and logistics sectors. Additionally, DOES is active in meeting hiring needs outside of these industries.

57. Please discuss the Department’s employer engagement.

- a. In its FY17 performance oversight responses, DOES said it developed best practices in this area. Please describe these practices. If there is a written policy or report, please attach it.**
- b. Please provide the following information for FY17 and FY18, to date:**
 - i. A list of employers with which the Department worked to provide unsubsidized job or non-District funded training placements, delineated by public sector (government); community/non-profit; and for-profit/private sector broken down by industry.**

- ii. **The total number of job postings added to DC Networks or other job boards run by the Department, delineated by public sector (government), community/non-profit, and for-profit/private sector, broken down by industry, if available.**
- iii. **The total number of hires, delineated by public sector (government), community/non-profit, and for-profit/private sector, broken down by industry, and reported starting wage and gender breakdown, if available.**
- c. **Please create a table with the following information for FY17 and FY18, to date, for any DOES-administered or DOES-funded program that utilizes host employers for a work experience such as internship, on-the-job training, or subsidized employment:**
 - i. **Program name**
 - ii. **Employer name**
 - iii. **Job titles**
 - iv. **Number of trainees/employees**
 - v. **Hourly wage**
 - vi. **Length of work experience**

DOES is committed to implementing best practices to engage employers. The primary focus is to meet the need of employers in the District. DOES implements targeted outreach to businesses within high demand sectors and occupations in the Greater Washington region. One area of focus is enhancing access to work-based learning. Administering phase II of the On-the-Job Training program and ApprenticeshipDC aligns with this strategy. Collaborations with District agencies, such as the WIC and DMPED, broaden the reach and depth of employer relations. For example, the agency worked with DMPED, DMGEO, and the WIC to implement the 100 in 100 initiative, focused on connecting with large employers to identify issues and solutions to workforce and economic development. Additionally, DOES collaborated with the District of Columbia Chamber of Commerce and the Greater Washington Hispanic Chamber of Commerce to increase market penetration, particularly for SYEP implementation.

DOES pre-screens applicants to ensure minimum job requirements are met. The agency creates targeted hiring events to identify appropriate candidates for employers. Additionally, the agency grants access to DC Networks, the virtual one stop, for businesses to aid as virtual recruitment where jobs vacancies can be filled with candidates. DOES has enhanced this process with staff support.

DOES assesses employers first, to meet them where they are in the business life cycle. Then the agency shares suitable business service(s) to aid each employer in expansion and development. In FY17, DOES relocated additional staff to American Job Centers to direct work with employers directly into surrounding communities. This created better alignment to connect job seekers with employment opportunities.

Job Postings from FY17 and FY18 to date (10/1/16 – 12/31/17)	
Private Sector (includes non-profit)	20,853
Public sector	26

Employer Name	Job Titles	# of Trainees	Average Hourly Wage
A+ Service Techs	1. Logistics Specialist	2	\$16

	2. Plumbing Technician		
Breathe DC	Data Entry Clerk	1	\$14
Cadogan & Associates	Business Development Specialist	1	\$15
Columbia Enterprises	Project Assistant	1	\$18.50
Enlightened Inc.	1. Accounting Administrative Analyst 2. Business Development Analyst 3. Operations Specialist 4. Payroll Clerk Analyst 5. Program Assistant	4	\$16 – \$36.06
Miles Away Charter, LLC	Program Manager	1	\$25
RCM of Washington	Job Coach	1	\$15
SecureTech360	1. Data Center Engineer 2. Information Technology Customer Service Representative 3. Human Resource Manager 4. Data Center Engineer	4	\$15 – \$28.50
Southwest Distribution	Delivery Driver	3	\$15
Watkins Security	Security Officer	1	\$12.50
Amazing Securities & Investigations, LLC	1. Business Development & Marketing Specialist 2. Security Guard	5	\$14.50 – \$20
SOU SOU Investment Solutions	Business Development Specialist	1	\$16
PacPro	Security Officer	3	\$14
Veritas Consulting Group, LLC	Security Technician	2	\$20
Total		30	

58. Please provide a breakdown of the Local Adult activity spending in the budget for both FY17 and FY18.

- a. What programs are offered?**
 - b. Describe each program, such as target population, services offered, and length of program.**
 - c. How much funding was originally allocated to each program in FY17 and in FY18? What were final expenditures in FY17?**
 - d. How many participants were served by each program in FY17? What is the goal for number of participants in FY18?**
- In-School Youth (ISY)
 - Provides academic enrichment activities, work-readiness skills, project-based learning, life skills, and leadership development. The goal of the program is to prepare youth to successfully transition from high school into post-secondary education, advanced training, unsubsidized employment, or a career in the military. During the school year, youth ages 14-18 will have the opportunity to participate in the ISY program. To be eligible, youth must be District residents and in grades 9-12. ISY participants will remain in this program until they graduate from high school and will receive follow-up services.
 - Out-of-School Youth (OSY)

- The OSY program provides occupational skills training, career awareness counseling, work readiness modules, basic education, GED preparation, supported internship experiences, as well as vocational skills training. Training is currently provided in, but not limited to, retail services, hospitality, administrative assistance, information technology, culinary arts, and automotive services. OSY programs serve young adults ages 16-24 who are no longer attending secondary or post-secondary school. It serves as a training vehicle that assists youth in achieving short and long-term educational and employability goals through relevant occupational skills, training, and guidance.
- Marion S. Barry Youth Leadership Institute (MBYLI)
 - Leadership development training begins for members of the Institute at age 14 and generally concludes at age 17, when they are ready for college or other post-secondary opportunities. The Institute is strongly supported by its Alumni Association, an auxiliary group that meets regularly to generate support for the Institute.
- The Mayor Marion S. Barry Summer Youth Employment Program (MBSYEP)
 - MBSYEP is a locally funded initiative sponsored by DOES that provides District youth ages 14-24 with enriching and constructive summer work experiences through subsidized placements in the private and government sectors.
- Wagner-Peyser
 - Wagner-Peyser, or Employment Service, serves as the “front-door” of the AJC system, providing universal access to all job seekers seeking employment and career services. This includes referrals to partner programs and reemployment services for individuals receiving UI.
- WIOA Adult
 - Provides career and training services through the AJC system to help job seekers who are at least 18 years old succeed in the labor market. Service delivery is tailored to the individual needs of the jobseekers.
- WIOA Dislocated Worker
 - Provides the same services as WIOA Adults, with a focus on clients that have recently been dislocated from employment and are unlikely to return to the same industry or occupation. Service delivery is tailored to the individual needs of the jobseekers.
- Jobs for Veterans State Grants (JSVG)
 - Provides workforce services to veterans with significant barriers to employment (Disabled Veteran’s Opportunity Program—DVOP) and outreach to local employers to hire veterans (Local Veterans Employment Assistance—LVEA).
- Reemployment Services and Eligibility Assessments (RESEA)
 - Assists individuals receiving UI benefits. The funds connect participants with in-person assessments and reemployment services through local AJCs. Activities include developing an individual reemployment plan, providing labor market information, identifying job skills and prospects, and reviewing claimant’s continued UI benefit eligibility.
- Rapid Response
 - Responds to layoffs and plant closings by quickly coordinating services and providing immediate aid to companies and their affected workers. The team will work with employers and employee representatives to quickly maximize public and private resources to minimize disruptions associated with job loss.
- Trade Adjustment Assistance (TAA)
 - Provides benefits and support to workers who become unemployed or are threatened with job loss due to the impact of international trade.

- On-the-Job Training (OJT)
 - Pairs local employers with active jobseekers who are unemployed, underemployed, or not fully proficient in a particular skill set or job function in an effort to provide training, mentorship, and employment opportunities.
- Pre-Apprenticeships
 - Pre-apprenticeship programs are directly connected to one or more apprenticeship sponsors, and are designed to prepare individuals to enter into Registered Apprenticeships and be successful as an apprentice.
- Quick Path to Energy (QPE)
 - Trains participants to successfully pass the Construction and Skilled Trades (CAST) exam and secure employment in the energy/utilities industry.
- Solar Works DC
 - A 12-week solar installation and job training program with the goal of installing solar systems on up to 100 low-income households.
- START Hospitality Program (pilot)
 - The Career Pathway in Hospitality offers participants nationally accredited hotel hospitality training, nationally recognized restaurant training, and certifications that will lead to entry level career opportunities in hospitality, hotel, restaurant, and other applicable industries.
- Project Empowerment (PE)
 - Provides job readiness and life skills training, work experience, job search assistance and a variety of supportive services to District residents who face multiple barriers to employment. Participants attend an intensive, three-week training course and upon completion have the opportunity to be placed in subsidized employment for up to six months. Participants must be District residents between the ages of 22-54 that are currently unemployed and not recipients of government assistance, such as TANF or unemployment benefits. In addition, participants must demonstrate a substantial need for intensive employment assistance by exhibiting at least three of the six barriers recognized by PE.
- DC Career Connections (DCCC)
 - A work readiness program designed to provide more than 400 out-of-school and unemployed young adults with opportunities to gain valuable work experience, skills training, and individualized coaching and support to obtain employment. An integral component of Mayor Muriel Bowser's Safer, Stronger DC Initiative, DCCC actively seeks to engage District youth in targeted Police Service Areas (PSAs) across the District, including: Langston/Carver, Lincoln Heights, Benning Terrace, Woodland Terrace, and Congress Park. With the help of stakeholders throughout the District – business leaders, community leaders, and service providers – DCCC provides young adults ages 20-24 the opportunity to earn and learn while providing the support they need to be empowered and connected to rewarding career opportunities.
- BACK TO WORK 50+ at DC DOES
 - Promotes the full reintegration of talented job seekers, ages 50 and over, seeking to reenter the workforce as valued and productive employees. The program was created in partnership with the AARP Foundation in an effort to enhance opportunities for mature job seekers by broadening access to critical employment resources. In partnership with AARP Foundation, DOES implemented the program to connect mature job seekers, from all wards of the city, with services supporting their timely reentry into the workforce.
- LEAP (Learn, Earn, Advance, Prosper) Academy

- A network of interconnected District partners that work together to refer, train, support, and employ District residents in local jobs. Through extensive coordination efforts, DC government agencies (with DOES and DCHR acting as the lead agencies), along with educational organizations, community partners, and employers, leverage their resources to provide LEAP participants with paid on-the-job work experience at District agencies for up to one year. Individuals in the program earn wages, accumulate work experience, and obtain stackable credentials toward an obtainable career pathway.
- Seeds for Success
 - A partnership involving the Maya Angelou Young Adult Learning Center, (MAYALC), Department of Public Works (DPW), and DOES to expand workforce development offerings to include a landscaping employment-training program. Seeds for Success is a pathway for young adults in the District of Columbia to continue their education while starting a career. The participants engage in a three-week paid training that offers a combination of academic instruction, employability training, occupational training in landscaping, and the opportunity to participate in a paid internship with the DPW.
- ASPIRE to Entrepreneurship
 - Established to promote the pursuit of entrepreneurship among the District's returning citizen population. ASPIRE provides work readiness training, entrepreneurship training, mentorship, financial management counseling, business development support, and financial backing to returning citizens who wish to pursue entrepreneurship as a means of entry into the workforce. The various components of ASPIRE work in conjunction with the multitude of supportive services available through each partnering agency to provide a solid foundation from which program participants can grow and thrive.
- DOC Work Readiness Program
 - Launched in July, 2015 under Mayor Bowser's leadership as a collaborative effort between DOES and DC Department of Corrections. The program provides five weeks of intensive work-readiness and life skills training to District residents approaching release from incarceration, as well as post-release support and subsidized employment. The program aims to ease the personal, financial, and emotional stresses that returning citizens face upon release by bringing tailored services directly to them. A critical benefit of the program is that participants are potentially able to start earning a wage almost immediately after being released, providing financial stability during a critical transitional period. The Work Readiness Program is available to inmates between the ages of 18-54 housed in DCDOC facilities, and within 6-10 weeks of community release.
- Redirect – Diversion Program
 - Launched in September, 2016 as a collaboration between PE and DC Superior Courts to offer first-time non-violent misdemeanor offenders an alternative to immediate court sentencing (deferred sentencing). To satisfy the needs of the Diversion initiative, a PE staff person was assigned to the DC Superior Courts to service DC residents referred to the program. The allocation of budgeted funds would allow for an additional staff person to be hired. The onboarding of new staff would allow existing staff to resume operations necessary for optimal functioning of PE.
- Senior Community Service Employment Program (SCSEP)
 - Administered by the United States Department of Labor and offers individuals, who are age 55 and older and have a family income equal to or less than 125% of the federal poverty level, subsidized part-time training positions at local non-profit or

public agencies. Participants may remain enrolled for up to 48 months, work up to 20 hours per week, and earn the District's minimum wage. The training received during enrollment provides seniors with new or updated skills that will enable them to become self-sufficient and enter the competitive, unsubsidized job market.

- Transitional Residential Program (TRP)
 - Created to provide transitional housing opportunities to homeless men and women who have successfully completed job readiness programming through DOES, and are employed in full time unsubsidized jobs or earning a sustainable wage through a small business venture--single adults (not heads of household) are eligible for the program.

Program Code 3	FY18 Approved Budget	FY18 Revised Budget	FY18 YTD Expenditures	FY17 Approved Budget	FY17 Revised Budget	FY17 Expenditures
4250 - LOCAL ADULT TRAINING	5,470,745.02	10,670,745.02	657,743.94	8,109,381.35	7,833,538.05	5,943,054.46
Grand Total	5,470,745.02	10,670,745.02	657,743.94	8,109,381.35	7,833,538.05	5,943,054.46

Program Code 3	Index Code	FY18 Approved Budget	FY18 Revised Budget	FY18 YTD Expenditures	FY17 Approved Budget	FY17 Revised Budget	FY17 Expenditures
4250 - LOCAL ADULT TRAINING	AP017 - ALTERNATIVE PATHWAYS PROGRAM-LOCAL ADULT	-	-	-	-	-	226,599.23
	APPRG - ALTERNATIVE PATHWAYS PROGRAM-LOCAL ADULT	-	-	-	-	750,000.00	-
	BTW50 - BACK-TO-WORK 50+ PROGRAM - LOCAL ADULT	-	-	32,444.14	-	-	43,620.23
	DHS27 - DHS-LEAP EMPLOYMENT PROGRAM	-	-	-	-	990,000.00	-
	DOE72 - SOLAR WORKS DC - INSTALL & JOB TRNG PROG	-	-	-	-	-	220,844.37
	DPW71 - DOES-DPW ASE TRAINING MOU	-	-	-	-	-	113,595.92
	EXL17 - EXELON PEPCO PRIVATE GRANT LOCAL ADULT	-	5,200,000.00	8,304.01	-	-	-
	FCP71 - FIRE & EMS CADET PROGRAM - FY 2017	-	-	-	-	-	291,088.15
	LEA17 - DCHR-DOES LEAP ACADEMY MOU FY 2017	-	-	-	-	-	1,058,179.48
	OJTLA - ON THE JOB TRAINING - LOCAL ADULT	-	-	32,153.72	-	-	340,402.56
	PVTLP - PRIVATE LEAP PROGRAM - LOCAL ADULT	-	-	24,430.84	-	350,000.00	147,823.76
	SEED5 - SEEDS FOR SUCCESS - FROM AGE 25	-	-	-	-	-	361.70
	SOLWK - SOLAR WORKS PROGRAM-LOCAL ADULT	-	-	43,877.50	-	-	-
4250 - LOCAL ADULT TRAINING Total		-	5,200,000.00	141,210.21	-	2,090,000.00	2,442,515.40
Grand Total		-	5,200,000.00	141,210.21	-	2,090,000.00	2,442,515.40

59. Please attach copies of the following documents:

- a. **WIOA Youth: the Individual Service Strategy (ISS) (referenced in the WIC policy manual on page 47)**
- b. **WIOA Youth: the Objective Assessment (referenced in the WIC policy manual on page 48)**
- c. **All quarterly program monitoring reports from FY17 or FY18, to date, developed as per Policy WDE-07-002, issued Jan. 30, 2017, effective March 2, 2017.**
- d. **All quarterly fiscal monitoring reports from FY17 or FY18, to date, developed as per Policy WDE-07-003, issued Jan. 30, 2017, effective March 3, 2017.**
- e. **Strategic plans and Standard Operating Procedures for the following programs:**
 - i. **WIOA Adult and any subprograms or grant programs, such as Connect DC**
 - ii. **WIOA Dislocated Worker**
 - iii. **WIOA Youth: In-School and Out-of-School or any subprograms, such as Youth Earn and Learn, Youth Innovation Grants**
 - iv. **Office of Youth Programs**
 - v. **Unemployment Insurance**
 - vi. **Business Services Group**
 - vii. **Connect DC Workforce Intermediary Initiative**
 - viii. **Pathways for Youth Adults Program (PYAP)**
 - ix. **Back to Work 50+**
 - x. **Career Connections**
 - xi. **LEAP**
 - xii. **Project Empowerment**
 - xiii. **Registered Apprenticeship**
 - xiv. **Pre-apprenticeship**

The WIOA Youth Individual Service Strategy (ISS), the Objective Assessment and quarterly program monitoring are all currently being constructed.

The FY17 monitoring period is currently open. As a part of this process, quarterly fiscal monitoring reports being revised in compliance with WIOA requirements.

In FY17, DOES committed to continuous programmatic quality improvement. This commitment resulted in the removal of the agency's longstanding 'high risk' designation of WIOA programs, and the removal of the 'at risk' designation of the UI program by the US Department of Labor. Many of the improvements are first time accomplishments locally or regional records, such as:

- First Source in full compliance at 51 percent for the first time in District recorded history
- Exceeded First Payment Promise (FPP) measure for 12 consecutive months (and counting) exceeding 90 percent.
- Labor Market Information Division ranked number one in the regional and 8th nationally. This is the first time the District has ever held this distinction.
- Workers' Compensation program ranked Top Five in the nation
- DOES held an 85 percent retention rate across adult programs

Other key performance outcomes include:

- Provided more than 300,000 services
- Served more than 100,000 customers
- Doubled the amount of adult trainees
- Increased the amount of DC apprentices from less than 600 in FY15 to 1,967 FY18 year to date.
- Lowered the unemployment rate in the District by more than 1 percent
- More than 50,000 DC residents have found employment through since 2015
- Quadrupled number of youth in federally funded programs
- Reinvested more than \$1 billion in employee wages into the District economy

American Job Centers (AJCs)

60. In FY17 and FY18, to date, how many customers have the AJCs served? Please fill in the table with the following information, delineated by each job center:

	FY17				FY18 to date (thru 2/15/18)			
	AJC HQ	AJC NE	AJC NW	AJC SE	AJC HQ	AJC NE	AJC NW	AJC SE
Total unique customers served	7,875	7,312	4,751	3,963	2,052	2,293	2,129	1,179
Number of customers enrolled in WIOA Adult	382	108	187	78	114	56	56	71
Number of customers enrolled in WIOA Dislocated Worker	86	40	96	15	16	15	23	18
Number of customers enrolled in Wagner-Peyser	5040	4864	1551	3642	823	475	512	506
Total basic/self-service career services rendered*	34,941	34,682	24,322	15,953	7,012	9,988	8,393	4,359
Total individualized career services rendered*	5,432	3,365	2,639	1,410	1,509	1,347	1,280	619
Number of customers enrolled in Adult job training	523				FY18 Q1 Data Not Yet Available			
Number of customers enrolled in federally-funded Adult job training (based on start date within time period)	167	41	57	64	60	24	36	20
Number of customers enrolled in locally-funded Adult job training**	194				FY18 Q1 Data Not Yet Available			
LITERACY DATA ***								
Number of customers completing literacy testing	Not Available				Not Available			
Number of customers completing numeracy testing	Not Available				Not Available			
Number of literacy test results imported into LACES	Not Available				Not Available			
Number of customers testing below 8 th grade levels in reading	Not Available				Not Available			
Number of customers testing below 6 th grand levels in reading	Not Available				Not Available			

*Includes all services for Wagner-Peyser and WIOA, including repeat customers.

**Local Adult training enrollment data is only available in total, not by center. Enrollment numbers do not include DSI programs (i.e. LEAP, Project Empowerment, and Career Connections)

***Literacy testing is coordinated through a partnership with OSSE. Data is provided on an annual basis.

For UI information please reference Question 95 and related UI questions in this document.

61. The WIC Implementation Committee conducted a “secret shopper” effort, in which 6 individuals with varying backgrounds went to AJCs to obtain services. The committee produced a report based on their experiences. The report indicated that none of the 6 customers got the services they needed through their contact with the AJC.

- a. What follow-up has been done with these 6 individuals either to learn more or provide the services they need?**
- b. What plans are there to address these customers’ needs?**
- c. How will DOES work to change AJC practices in the future to ensure all customers get the services they need?**

The District of Columbia has implemented a variety of customer service improvements including multiple secret shopper activities. When there are complaints of any kind, the agency works quickly to address the needs of the customer. DOES leadership reviews all complaints and determines the course of action based on the particular customer need.

Excellent customer service is the key objective of the AJC system. In the very beginning of FY18, DOES launched the Customer Service Bill of Rights to guide all customer interactions agency-wide. The Customer Service Bill of Rights consists of seven key principles and affirms the customer’s rights to receive high-quality service:

1. The Right to Professional Treatment – Our Customers have the right to receive prompt, courteous, and respectful service;
2. The Right to Know Who is Assisting You – Our Customers have the right to know the name of the DOES employees and the Department or Office who assist them;
3. The Right to Ease of Access – Our Customers have the right to easily access clear and concise information or be referred to the appropriate agency, when contacting DOES regarding inquiries or requests related to program services;
4. The Right to Be Heard – Our Customers have the right to receive a response to their questions and concerns about DOES services and ensure that every question or request is addresses appropriately;
5. The Right to Be Protected – Our Customers have the right to have their personal identity and financial information, protected during and after all interactions with DOES employees;
6. The Right to Fair Service Delivery – Our Customers have the right to consistent and fair delivery of DOES services; DOES serves all District residents without consideration to economic, social or cultural status; and
7. The Right to Timely Service – Our Customers have the right to receive responsive and timely service to their inquiries and request from all DOES employees

Customer service complaints from the AJC are taken extremely seriously by DOES senior leadership. Jobseekers that have a complaint are asked to come in to HQ if feasible to discuss their particular concerns and issues. From these meetings the leadership team and relevant staff discuss the customer's case and identify next steps to be taken immediately to resolve the complaint in an effective, timely manner.

In FY18 all four AJCs have completed the AJC certification process, as required by USDOL in coordination with the DC WIC.

62. WIOA requires informed customer decisions on which training provider to utilize. For each Eligible Training Provider, please provide a copy of any “accompanying information” as required by WIOA Sec. 122(d), referencing Sec. 122(b)(4), that the public, including potential training participants, receive.

When customers demonstrate interest in occupational skills training, the staff works with the customer to discuss details about relevant training offerings they may be interested in—based upon their unique career goals—as well as the most up-to-date labor market information available on that occupation and sector more generally in Greater Washington. Understanding the program schedule and details, as well as the labor market outlook for that particular occupation and/or sector, ensures the customer is making an informed decision.

To further this activity and engage customers in the labor market information and research process, DOES has launched Workforce Wednesdays. Workforce Wednesdays provide the time and space for jobseekers to see the full slate of training offerings available through WIOA, and to speak one-on-one with training providers to learn about their programs and their past performance. As part of the customer research, the staff guides customers in developing customized inquiries related to training provider past performance with regard to: the percentage of graduates that passed the credentialing exam and attained their recognized credential, the percentage of those graduates that have successfully been placed into employment, and the employers that repeatedly ask the provider for referrals of qualified, newly credentialed workers.

Workforce Innovation and Opportunity Act (WIOA)

63. In a chart, please provide for *each quarter* in FY16, FY17, and FY18 Quarter 1 (or PY 15, 16, and 17) the outcomes of WIOA common measures for all programs (i.e. provide the “Christmas tree report” for each quarter for each program).

- a. Delineate the results for each WIOA program, including Titles I (broken into Adult, Dislocated Worker, and Youth), and III (Employer Services).**
- b. Include negotiated goals, the percentage, and the n (number) for each metric.**
- c. List the name and submission date of the quarterly and annual performance or other reports submitted to any federal agency on WIOA performance**
- d. Attach copies of all performance reports submitted to the Department of Labor.**

e. Discuss any changes in performance outcomes over the previous two program years and how DOES effected improvements or is dealing with declines.

Please see response to Question 35 for all federal reports on WIOA performance.

The Christmas Tree Report, also known as the Stop Sign report, no longer exists. It was an internal document. All information on that report is listed in the ETA report below.

PY17 Quarter 1 WIOA Performance Results

Performance Measure		ETA Negotiated Standard	District's Performance	% of Standard Achieved
Employment Rate-2 nd quarter after exit	Adults	62%	77.5%	125%
	Dislocated Workers	69%	78.7%	114%
	Youth	51%	69.2%	136%
	WP	50%	59.1%	118%
Employment Rate: 4 th Quarter after exit	Adults	68%	N/A	N/A
	Dislocated Workers	65%	N/A	N/A
	Youth	46%	N/A	N/A
	WP	79%	N/A	N/A
Median Earnings	Adults	\$6,200	\$5,834	94%
	Dislocated Workers	\$7,500	\$7,668	102%
	Youth	Baseline	\$1,271	N/A
	WP	\$5,500	\$5,523	100%
Credential Attainment Rate	Adult	54%	N/A	N/A
	Dislocated Workers	57%	N/A	N/A
	Youth	50%	N/A	N/A
Measurable Skills Gain	Adult	Baseline	10%	N/A
	Dislocated Workers	Baseline	13.3%	N/A
	Youth	Baseline	7.8	N/A
Effectiveness in Serving Employers	Adult	Baseline	N/A	N/A
	Dislocated Workers	Baseline	N/A	N/A
	Youth	Baseline	N/A	N/A
	WP	Baseline	N/A	N/A

Employment Rate- 4th Quarter: DOES has not reached the reporting timeframe so the results are not available.

Credential Attainment Rate: DOES has not reached the reporting timeframe so the results are not available.

Due to the change in performance outcomes from PY15 to PY16 (the transition from WIA to WIOA), and the data limitations enumerated above, this comparison between the two program years is not possible with the available data.

64. The WIC changed its policy regarding minimum educational requirements needed in order to receive training under WIOA. Previously, there was an 8th grade minimum; under current policy, there is no standard minimum, although providers may set their own minimum. In its August 30, 2017, letter

to the Labor Committee, DOES noted this and included a list of minimums set by providers.

- a. After the WIC changed its policy, what steps did DOES take to implement the new policy? How did it inform ETP providers about the change and ensure they were provided an opportunity to remove or lower their minimum requirements?**
- b. Did any providers remove or lower their minimum requirements? Please specify which providers did so and the new requirements of each.**

See attachment 24

ETPs were informed of WIC policy change at a WIOA Provider Information Session and follow-up session, held on December 6, 2016 and March 23, 2017 respectively. While the Workforce Investment Council (WIC) removed the required minimum 8th grade reading and/or math levels (i.e., CASAS scale score of 231 or higher in Reading, and a 221 or higher in Math), DOES cannot force educational institutions to adjust their admission requirements.

WIOA does not require training providers and post-secondary institutions to lower their minimum requirements. DOES' responsibility is to ensure its program participants are ready for the levels required, not encourage providers to lower standards.

65. Please provide in a table the following information for *each Eligible Training Provider* that was on the District's ETPL in FY17:

Provider name	Occupation / Course name(s)	Negotiated rate per ITA	Number of ITAs in FY17
1st CDL Training Center of NOVA	Truck and Bus Drivers Bus Drivers/ CDL Class B Automatic Bus	\$4,100	18
1st CDL	Heavy and Tractor-Trailer Truck Drivers / CDL Class A Tractor Trailer; CDL Class B Manual Dump Truck	\$4,100	16
ASM Educational Center Inc. (ASM)	Computer Support Specialists / A+; Network+; Combo A+ and Network +; and Combo A+, System +, Network+	\$2,268; \$1,248; \$3,516; and \$4,995	62
ASM	Information Security Analysts / Security+; Certified Information System Security Professional (CISSP); Combo CISSP and Security+	\$1,995; \$3,144; and \$5,000	9
ASM	Computer Network Support Specialists / Cisco Certified Internetwork Expert (CCIE); Cisco Certified Network Associate (CCNA); Microsoft Certified Systems Administrator (MCSA)	\$3,073; \$3,295; and \$5,000	4
ASM	Computer Systems Analysts / Combo Network+ and Security+; Combo Network+ and CCNA	\$3,490 and \$4,790	3
Career Technical Institute (CTI)	Computer User Support Specialists / Help Desk Professional; MCSA; PC Specialist Plus (Computer Support Specialization);	\$5,000*	21
CTI	Medical Secretaries / PC Specialist Plus	\$5,000*	15

	(Medical Office Specialization)		
CTI	Bookkeeping, Accounting, and Auditing Clerks / PC Specialist Plus (Bookkeeping Specialization)	\$5,000*	7
CTI	Medical Assistants / Medical Office Professional; Medical Assistant	\$5,000*	6
CTI	Customer Service Representatives PC Specialist Plus (Generalist Specialization)	\$5,000*	4
Healthwrite Training Academy	Home Health Aides	\$2,160	15
Healthwrite Training Academy	Nursing Assistants	\$2,160	12
Intellectual Point	Project Managers / Project Management Institutes Project Management Professional (PMP); Certified Associate in Project Management (CAPM)	\$1,999	24
Intellectual Point	Computer and Information Systems Managers / Information Technology Infrastructure Library (ITIL); Splunk Certified Architect & Tableau Programmer; CISSP	\$999; \$1,599; and \$1,699	2
Intellectual Point	Computer Network Support Specialists / CCNA	\$1,599	2
Opportunities Industrialization Center of Washington-OIC/DC	Home Health Aides	\$4,000	12
Paralegal Institute of Washington	Paralegals and Legal Assistants	\$4,000	48
Southeast Welding Academy, LLC	Pipe Fitters and Steamfitters / Pipe Fitting Instructional Course	\$4,000	12
Technical Learning Centers	Medical Assistants / Secretaries	\$4,000	1
Toni Thomas Associates	Bus Drivers, Transit and Intercity / CDL Class A; CDL Class B	\$3,000 and \$4,000	17
Toni Thomas Associates	First-Line Supervisors of Protective Service Workers / Security Guard (unarmed)	\$3,500	3
Toni Thomas Associates	Medical Secretaries / Medical Office Assistant (MOA)	\$4,000	2
Vets Group Training Academy	Computer User Support Specialists / A+; Network+	\$3,792	14
Vets Group Training Academy	Computer Network Support Specialists / Certified Entry Network Technician (CCENT); CCNA	\$3,792 and \$4,000	2
Vets Group Training Academy	Information Security Analysts / EC Council Certified Ethical Hacker	\$3,792	1
VMT Education Center Inc.	Nursing Assistants	\$1,135	7
VMT Education Center Inc.	Home Health Aides	\$1,145	6
Westlink Career Institute	Emergency Medical Technicians and Paramedics / EMT Basic	\$4,000	71

Note: cost breakdown column not included as DOES is not provided all information provided by ETPs when they apply to be on the ETPL.

Marion S. Barry Summer Youth Employment Program (MBSYEP)

66. Please discuss work experience versus work readiness.

- a. Please provide in Excel a table listing all host employers who participated in the 2017 program and for each host:
 - i. What type of employer they are (i.e., non-profit, public school, government)
 - ii. The number of placement opportunities (the total in FY16 was 22,000)
 - iii. The total number of youth participants assigned
 - iv. The number of participants assigned to work readiness positions
 - v. The number of participants assigned to work experience positions
 - vi. The total number of participants who completed all 6 weeks
- b. In total in 2017, how many participants were in work experience positions? How many were in work readiness positions?
- c. Of those youth in the “work experience” track, how many youth were placed in for-profit, private sector (i.e., not non-profit or child care) job placements?
- d. Are all supervisory positions considered work experience? How does DOES define “supervisory positions”?

This data is still being prepared and will be delivered to the Council in the upcoming MBSYEP annual report. However, SYEP participants are not assigned as supervisors.

67. Employer participation.

- a. How many employers hosted youth in FY17?
- b. What is DOES’s goal for the number of for-profit/private sector placements in 2018?
- c. Please list all employers that signed up in FY17 but didn’t host participants.

Please see the response to question 66.

68. For all out-of-school MBSYEP participants in FY17, how many entered within 3 months of the end of the program the following:

- a. Unsubsidized employment. Please include a list of occupations and the average wage.
- b. Subsidized employment. Please include a list of occupations and the average wage.
- c. Job training. Please include which programs they were connected to and expected certifications.
- d. Post-secondary education programs.

Placement data is tracked beginning one quarter after exit and will not be available until the end of March 2018.

- 69. For MBSYEP participants ages 22 -24, the 2016 annual report stated that “under an MBSYEP referral plan, young adults will be directly connected to employment opportunities, job training programs, work-based learning and post-secondary education programs.”**
- a. Please provide more detailed information about what this referral plan is, including a copy of any written plan.**
 - b. In addition, in FY17, how many participants ages 22 -24 entered within 3 months of the end of the program the following:**
 - i. Unsubsidized employment. Please include a list of occupations and the average wage.**
 - ii. Subsidized employment. Please include a list of occupations and the average wage.**
 - iii. Job training. Please include which programs they were connected to and expected certifications.**
 - iv. Post-secondary education programs. Please list expected certifications.**
 - c. In PY16, DOES reported the number of 22-24 year old participants that secured employment by December 31, 2016. Page 5 of the 2016 annual report states that “49% of MBSYEP participants ages 22-24 who were seeking full-time employment reported wages as of December 31, 2016.” However, in calculating that percentage, page 23 says that the 676 denominator were those “unemployed, underemployed or seeking employment.”**
 - i. Which of these 2 descriptions defines the denominator?**
 - ii. How and when is it determined which participants are unemployed, underemployed or seeking employment?**
 - iii. Of the 611 that were in college, how many were unemployed, underemployed or seeking employment,?**
 - iv. Of the 330 that secured employment, how many were among the 611 that were in college? Of the 330, how many were unemployed, how many were underemployed, and how many were seeking employment?**
 - v. How does DOES determine that a former participant secured employment? Was a wage-match conducted or was the reporting of wages done by calling participants?**
- a. DOES has established the practice of directly connecting this demographic to employment opportunities, job training programs, work-based learning, and post-secondary education programs. All 22-24 year old participants are provided a Success Coach who assesses the needs of participants and supports accordingly. At the completion of the MBSYEP, youth are referred to post-secondary opportunities as well as the OSSE Re-engagement Center, Career Connections, LEAP, ITA’s, and other programs that fit the needs of the youth.**
 - b. The PY17 data and information are still being prepared and will be delivered to the Council in the upcoming MBSYEP annual report.**
 - c. Answers Below:**
 - i. The denominator is calculated by the number of youth who indicate that they are seeking full-time and or part-time employment. This denominator can change based on several factors that were not considered when the initial MBSYEP application was completed and submitted.**
 - ii. Participant employment status is determined at the time of application, as youth indicate the below categories:**

- Current school status (in-school or out-of-school), current or last grade level completed, current or last school attended, and the applicant’s attendance status (full- or part-time student.)
- Current employment status (employed, unemployed, or seeking employment).
- Their long-term career goals, up to three industry areas of interest and the type of work they wished to explore. Applicants were also asked to rank their preferences.
- The applicant’s plans after the program ended, including whether or not he/she intended to return to school, seek full or part-time employment, or was unsure.

Additionally, prior to the program, youth are sent a pre-employment survey in order to determine employment needs. All youth who receive wages less than the living wage as well as youth who receive income that falls below the poverty guidelines are considered underemployed.

- iii. Of the 611, a total of 367 22-24-year-olds reported that they were currently enrolled in college. Of the 367 who were enrolled in college, 151 indicated that they were seeking employment.
- iv. Data was not tracked this way for participants during the 2016 MBSYEP. All youth indicated their goals at the end of the program and the Office of Youth Programs worked to support their post-placement goals.
- v. DOES used a combination of methods to determine post-program employment status. All 22-24-year-old participants were assigned to an OYP case manager to receive one-on-one professional development and job search assistance. Many youth disclosed if they secured post program placement to DOES.

70. Regarding the application and certification process:

- a. Please provide the definitions of “eligible” and of “certified.”**
- b. To what does DOES attribute program attrition – from application to certification, from certification to day one of work, and from day one of work to the end of the program?**

"Eligible" is defined as having verified eligibility to participate in the program. This is accomplished by submitting the following: proof of age, SSN, DC residency, parental consent, and permission to work in the United States. A participant is “Certified” for the program after verifying eligibility and completing the program orientation.

Applicants are not considered participants. Applicants are vetted through the official certification process where DOES can verify that the youth are residents of the District. Program attrition can be attributed to the following factors: participants attendance in mandatory summer school or summer bridge programs, scheduling conflicts, summer vacation which can affect attendance, misconduct, or dissatisfaction with worksite placement. Additionally, as the minimum wage in DC has increased, the agency has noticed that large amounts of youth who are of the age of majority are beginning to seek opportunities outside of DOES.

71. Please answer the following regarding evaluations:

- a. **How does DOES determine who the top employers are (such as KBEC that the Department has given awards to, etc.) when the independent evaluation noted that DOES did not measure program quality? What makes them great? What employer outcomes do you track?**
- b. **How can that be replicated? What, if any, “crowdsourcing” is done to avail other employers of successful models?**
- c. **Please provide the Committee with copies of the following documents:**
 - i. **DOES’s evaluations of all contracts for the weekly work readiness series for 18-24 year olds.**
 - ii. **In the final documents submitted to the auditor in December 2017, DOES stated that “analyses to provide recommendations to positively impact MBSYEP and to provide compilation, categorization and prioritization of data collected are performed.” Please provide copies of these analyses and recommendations.**

MBSYEP Sector Liaisons establish ongoing business relationships with program hosts; it is through these ongoing relationships that first-hand knowledge of programming, execution of curriculum, and participant feedback is gained. These hosts are awarded based on their ability to bring MBSYEP’s mission to fruition while keeping youth actively engaged. Youth who are consistently engaged in a worksite is a major factor, as well as observing the number of projects that youth have completed collectively over the summer.

All hosts are encouraged to provide meaningful, engaging, and rewarding activities to ensure that participants are receiving relevant work readiness skill sets. It should be noted that host employers are tasked with providing program design, historical context of their organization, staffing capacity, and industry knowledge of the youth development industry. These requirements are the standards by which hosts are expected to operate/perform. Additionally, DOES provided hosts with a curriculum that they were able to use to supplement their program.

The Office of Contracting and Procurement does all contract evaluations.

Finally, as the MBSYEP audit is still in progress, copies of the analysis and recommendations are considered deliberative information.

72. Please provide responses to the following fiscal questions, based on the Committee’s review of FY17 and FY18 (as of December 12, 2017) SYEP expenditures in CFOSolve, previously provided to the Department:

- a. **It appears \$11.85M was paid in participant wages, and that includes what appears to be \$1.1M paid to those who remained in the program until September 30th (so \$10.7M was paid to 6-week participants). This compares to an FY17 budget of \$14.1M and FY16 expenditures of \$13.5M for participant wages.**
 - i. **Was there an increase in attrition in 2017?**
 - ii. **How many individuals were extended beyond August 4th?**
 - iii. **How many of the participants who extended beyond August 4th were in supervisory positions?**
 - iv. **With \$20.4M total spent on the program in FY17 and only \$11.85M spent on wages, it would appear that \$8.55M (42%) was spent on administrative and vendor costs. Please break down these costs.**

- v. How does this comport with the statute that states that “[t]he Mayor shall not use more than 10% of funds for the programs for administrative and vendor costs” (D.C. Code §32-241(b))?
- b. What are “participant incentives,” which totaled \$8,500?
- c. Performance Management Consulting received over \$250,000 last year. What services did they provide?
- d. National Associates Inc. (a staffing and HR management firm) received \$45,000 last year and has already received almost \$50,000 in FY18. What services do they provide?
- e. Numerous colleges and universities were paid \$2,000, including Manhattan College, Temple University, Carleton College. What were these funds used for?
- f. The report shows \$260,000 from the Cities for Financial Empowerment Fund (from Citi). A significant portion of the funds appear to have gone to staff wages and benefits. However, the grant agreement stated that \$200,000 would go to wages for 22-24 year old participants and the rest to marketing and other related costs. Please explain this.
- g. \$93,000 came from DHS-FSET, including \$30,000 for Constituent Services Worldwide. What services did they provide? The rest of the money appears to be for staff salaries and benefits. Please explain.

Please see the response to question 66.

First Source

73. Please provide the committee with the following documents:

- a. DOES’s written First Source policies and procedures including for:
 - i. Monitoring beneficiaries, including verifying payrolls submitted.
 - ii. How the Department determines whether a contractor is subject to the law (e.g., if they receive \$300,000 in government assistance but subcontract out all of the work).
 - iii. Documenting that a beneficiary selected cumulative or individual reporting.
 - iv. Communicating with contracting agencies.
 - v. Enforcing penalties.
- b. Copies of the latest First Source agreement form, the Contract Compliance Forms, and other documents needed to support the program.

See attachment 25

DOES’ policies for monitoring beneficiaries are stated in DC Code § 2-219.34.

DOES’ policies to determine whether a contractor is subject to the law are stated in DC Code § 2-219.03.

DOES’ policies concerning documenting that a beneficiary is selected cumulative or individual reporting is stated in DC Code § 2-219.03.

DOES’ policies for communicating with contracting agencies can be found in DC Code § 2-219.03.

DOES' policy for enforcing penalties can be found in DC Code § 2-219.03.

74. Please provide responses to following questions and data requests regarding the Line Hotel:

- a. What is the process for evaluating the tax abatement?**
- b. Provide copies of each of the weekly reports DOES has been collecting detailing Sydell Group's construction hiring and hours worked targets**
- c. Provide a summary of the construction and non-construction hiring and hours worked targets and outcomes, including the subset that are Ward 1 residents.**
- d. Provide any other reports or documentation the Department has related to the oversight of this project.**
- e. How do Sydell and DOES monitor subcontractors' compliance with these targets? Which contractors has DOES met with to discuss compliance issues?**
- f. How does DOES verify that the information submitted in the weekly reports is accurate?**
- g. The law requires Sydell to fund a job training program and work with an outside auditor or trade union to ensure the hiring requirements are being met and maintained. What is the status of these efforts?**
- h. The law also requires that at least 51% of construction hours be filled with DC residents. How does DOES define "construction hours"?**
- i. When and how does DOES determine that construction hours have concluded?**
- j. What is the expected timeline for the hotel to be issued its final certificate of occupancy?**

See attachment 26

The developer requests a tax abatement upon completion of the project, once that request is submitted, DOES will verify and audit according to DC Code 47-4652. Copies of weekly reports cannot be provided as requested, as the developer does not report on a weekly basis.

DOES monitors subcontractors' compliance with the targets by reviewing the self-attested monthly reports directly from the developer. The agency provides the project with technical assistance, desk reviews, and in-person site visits. DOES verifies that the information submitted is accurate by verifying all monthly reports and conducting a full audit once the construction and operations phases are complete.

DOES will make a determination regarding the compliance of the job training program according to DC Code 47-4652, which states "the job training program funded by the developer shall be established through a District non-governmental organization, trade union or nonprofit organization whose core mission is to train and employ District residents." Goodwill of Greater Washington is their training provider for the job-training program.

DOES defines construction hours in accordance with DC Code 2-218.46, which states that at least 51 percent of construction hours shall be filled by District residents and at least a minimum of 240 full time construction equivalent employees. DC Code 47-4652, does not

indicate when construction hours are to conclude. The legislation allows the developer to determine when the construction phase is complete. DOES determinations begin once the agency receives the Certificate of Occupancy.

DOES will adhere to DC Code 47-462 concerning the expected timeline for the issuance of the final certificate of occupancy.

75. What changes were made in FY17 and FY18, to date to improve the implementation of the First Source law, both on the agreement/hiring side and on the enforcement side?

DOES has allocated additional resources to provide monitoring, technical assistance, planning, and enforcement of the District's First Source law. The First Source agreement was revised to more clearly express the obligations of First Source beneficiaries and the reporting duties of their subcontractors. Although each subcontractor will continue to be monitored for First Source Compliance, the actual Beneficiary, who contracted or received benefits from the D.C. Government, will ultimately be held liable for any imposed First Source penalty.

In FY18, the Mayor signed a Mayor's Order that clarified DOES role and responsibility regarding the enforcement of the First Source Law. DOES has fully implemented a process for enforcement and issuing penalties for non-compliance.

76. Data request regarding FY17-FY18 agreements:

- a. **How many First Source agreements have been signed in FY17 and FY18, to date?**
- b. **Please complete the attached table, "First Source Template," of agreements in FY17 and FY18, to date.**
- c. **How many employer agreements were transmitted to DOES and how many of those were accepted?**
- d. **What percentage of agreements of a contractual nature that met the First Source threshold, signed First Source Employment Agreements?**
- e. **How many new hires were made on these agreements, including those projects that aren't required to have hiring or hours targets? How many of the new hires were District residents, including those projects that aren't required to have hiring or hours targets?**
- f. **The January-June 2017 semi-annual report stated that while 576 employment agreements were received, only 135 job openings were listed and yet 1,772 individuals were hired on contracts subject to employment agreements.**
 - i. **Please explain how 576 employment agreements generated only 135 job openings.**
 - ii. **Please explain how 1,772 individuals were hired from 135 job openings.**
 - iii. **4,290 DC residents were listed as being on the First Source register, which compares to 6,847 in the previous report.**
 - a) **To what does DOES attribute this decline?**
 - b) **902 DC residents were hired on First Source projects during this period. What is the status of the other 1,655 residents that had been in the register (i.e., how many of them got jobs)?**

- c) **What is the average length of time the 4,290 individuals have been on the register (or a general average if DOES doesn't have specific information on this cohort)?**
- d) **What is the process for adding names to and removing names from the register?**

See attachment 27

During FY17, DOES signed 1,151 First Source Agreements and 266 in FY18, to date.

In FY17, there were 1,151 employer agreements transmitted and accepted, and 266 in FY18. 100% met the First Source threshold and signed First Source Employment agreements.

Fiscal Year	Total Hires	DC Hires
2017	3,380	1,825
2018	TBD	TBD

DOES is working with existing systems that capture all the necessary data, Currently in FY18 DOES is updating software to rectify the timeliness of reporting issues. Customers applying for unemployment benefits are added to the register, once benefits are obtained and exhausted they are removed administratively.

77. Regarding monitoring and enforcement:

- a. **How is DOES informed that a First Source required contract has been awarded or that a development project agreement or tax abatement, etc. has been entered into? Please refer to written policies provided in Question 73.**
- b. **What is DOES' strategy to help employers become compliant?**
- c. **How does DOES validate the information submitted in contractors' monthly reports per D.C. Code §2-219.03(e)(1)(c) and (e)(1A)(D), including:**
 - i. **Workers reported as common laborers – whether their classification is accurate or if they should have been classified as skilled laborers?**
 - ii. **That the jobs reported by beneficiaries are in fact the totality of new jobs on the project?**
 - iii. **That those who are considered new hires actually show up to work?**
- d. **Does the Department verify reported hiring figures using UI wage records or by other means?**
- e. **How does DOES ensure that the monitoring is consistent across its First Source Office staff? Please refer to written policies provided in Question 73.**
- f. **Does the Department conduct site visits? If so, how many, what do they entail, and what were the outcomes?**
- g. **How does DOES verify that beneficiaries of less than \$300,000 of government assistance (i.e., for which the statute does not detail reporting requirements) are utilizing the register as the first source for finding employees?**
- h. **Is DOES responsible for reviewing and approving winning bidders' or offerors' revised employment plans? If not, which agency is responsible?**

District of Columbia agencies with contracting and independent contracting authority are responsible for ensuring that DOES is notified of an awarded First Source project/contracts. Those agencies also ensure that the First Source Agreement is accurately filled out and signed by the Beneficiary and submitted to DOES.

DOES educates employers on First Source Agreement requirements, provides them with instructions to register and instructions to post positions on DCNetworks. DOES provides employers with referrals, recruitment, and placement. Employers are assigned a compliance monitor to provide them with technical support as needed. DOES also sends employers monthly alerts and status updates and conducts desk reviews and coordinates site visits. DOES validates the information reported through several electronic tools, while also conducting a review of certified payrolls and identifications, conducts site visits, and obtains tax data verification when appropriate.

Total hours worked by classification data is retrieved from certified payrolls submitted by contractors and approved by general contractors. DOES investigates and reports as appropriate. DOES validated new jobs on the project through self-attested reported data, certified payrolls, and onsite visits. While the agency does not serve as the project manager, verification is done by payroll inspections and site visits.

DOES utilizes multiple systems to validate reports, including audits, investigates complaints, and conducts site visits and desk reviews to determine validity, including but not limited to tax data as appropriate. DOES monitors the staff to agreement ratio to ensure equity. Staff assignments are based on two set categories, construction and non-construction projects.

All District workers who are registered have access to apply for all First Source jobs, and they have access to agency offerings (but not limited to) such as Project Empowerment and Apprenticeship DC. DOES reviews all employment plans, and adheres to DC Code 2-219.03. The winning bidder or offeror shall submit a revised employment plan to the Mayor for approval prior to beginning work associated with the relevant government project or contract.

78. What is the status of DOES:

- a. Reviewing the hiring and reporting requirements of the law, per D.C. Code §2-219.03(e)(1A)(I)?**
- b. Issuing rules establishing enhanced hiring and reporting requirements for government-assisted construction projects that receive \$5M or more of assistance, per D.C. Code §2-219.03(e)(1B)(A)?**

DOES is analyzing the requirements, economic conditions, and trends of past projects and will provide and recommendation and report to Mayor Muriel Bowser on or before September 30, 2018. The rules will be completed by September 20, 2018

Apprenticeship

79. What were the goals and accomplishments of the Apprenticeship Council in FY17? What were the goals and accomplishments of the apprenticeship office staff in FY17? What are the goals of each group in FY18?

The goals and accomplishments of the Apprenticeship Council in FY17 and FY18 were in accordance with DC Public Law 387 and DC Code Title 32, including approving apprenticeship standards that meet minimum basic standards of regulations, ensuring compliance of Affirmative Action Plans associated with apprenticeship standards and assisting in educating the community about apprenticeship.

DOES' apprenticeship goals and accomplishments for FY17 and FY18 are in accordance with DC Law 2-156. In addition, the agency's goals and accomplishments include adding new apprenticeship programs outside of the construction industry, increasing apprenticeship sponsors to support DOES, increasing the number of DC apprentices, and raising awareness regarding the District's apprenticeship system.

80. For FY16, FY17, and FY18 to date, please fill in the attached table "Apprenticeship Data." Note that DOL's website² states that in FY16, DC had: 7,541 active apprentices; 5,075 new apprentices; 253 completers; 332 active programs; and 37 new programs. If DOES's data differs please explain why.

See attachment 28

DOL made an error with the District of Columbia FY16 data, specifically "new apprentices." The number for new apprentices during that period was actually 985.

81. Please provide an up-to-date listing of all apprenticeship programs registered with OAIT, including for each:

- a. Sponsor name**
- b. Occupation**
- c. Any certifications participants will receive**
- d. Number of registered apprentices, new apprentices, and apprentice graduates, including breakdown by gender, in FY17 and FY18 to date**

See attachment 29

Table 1 reflects the total active number of *DC and non-DC registered apprentices* in DOES' system of record database in FY17 and FY18 (through January 31, 2018). Table 2 reflects the total number of *DC registered apprentices* in the agency's system of record database in FY17 and FY18 (through January 31, 2018).

Area of Apprenticeship	FY17	FY18 (to date)
Number of Apprentices	7,902	8,460
New Apprentices	1,296	551
Female Apprentices	264	288
Male Apprentices	7,638	8,172
Apprentice Graduates	248	6

² https://doleta.gov/oa/data_statistics.cfm

Area of Apprenticeship	FY17	FY18 (to date)
Number of Apprentices	1,797	1,967
New Apprentices	301	168
Female Apprentices	108	115
Male Apprentices	1689	1852
Apprentice Graduates	18	1

82. Please discuss quality assurance reviews and compliance reviews.

- a. Please define quality assurance reviews and compliance reviews.
- b. Is the policy still that programs with four or fewer registered apprentices receive a quality assurance review and those with five or more receive a compliance review? If so, please explain why the larger programs aren't reviewed for quality. If not, please explain the new policy.
- c. How does DOES develop its numerical targets goals for monitoring visits, quality assurance reviews, and compliance reviews?
- d. How are the specific apprenticeship programs selected for these reviews if not at random?
- e. How many reviews found deficiencies? What were they?
- f. What is the policy on rectifying deficiencies? How many were rectified and how were they rectified?

Compliance reviews assess sponsors recruitment and selection efforts regarding minorities and women in apprenticeship training. Staff conducts performance reviews to ensure each apprentice receives quality training, and that the program is implemented according to apprenticeship standards and apprenticeship regulations. The numerical targets for monitoring visits, quality assurance reviews, and compliance reviews were determined based on the number of new contractors applying for apprenticeship registration under the District government mandatory apprenticeship requirement for approval consideration.

83. A November 28, 2017, *Washington Post* article stated that the “city has spent about \$2M on apprenticeship and pre-apprenticeship programs since [Mayor] Bowser took office in 2014. A review of financial data in CFOSolve found that while \$2.4M has been spent between FY15 and FY18 (as of December 22, 2017), approximately \$2M of that was on employee salary and benefits and only \$200,000 was for “other services and charges.”

- a. Is this the \$2M that was referenced in the article? If not, please provide a complete description of the sources, recipients, and uses of the referenced \$2M.
- b. What is the source, term, and nature of the \$400,000 in grants to AFL-CIO CSA, Simple Technology Solutions and WDC Solar? What are the goals and preliminary outcomes?
- c. Please explain the services provided by the following “other services and charges” mentioned above:
 - i. Clark Concrete Contractors – \$19,000 (FY16-17)
 - ii. Miller & Long – \$35,000 (FY15)
 - iii. Sheet Metal Workers – \$12,000 (FY15)
 - iv. Stockbridge Consulting – \$34,000 (FY17)
 - v. The Finishing Trades Institute – \$13,000 (FY15)

The \$2M figure provided in the Washington Post article only included contracted services for pre- and registered apprenticeships over the course of the Bowser Administration. This figure did not include personnel. When including personnel, the District has dedicated nearly \$3.5M to overall apprenticeship activities, including pre-apprenticeship programs, innovation grants, and supportive outreach initiatives.

Apprenticeship programs are designed to obtain the following credentials:

- CSA – OSHA 10; First Aid/CPR; Flagger
- Simple Technology Solutions – Cloud Solutions Architect -AWS-Level 1; Apprenticeship Registration Agreement (indentured as a registered apprentice)
- WDC Solar - NABCEP Associates Level Certification

Clark Concrete Construction partnered with DOES to provide pre-apprenticeship training for eight DC residents to qualify for the apprenticeship program. Five residents successfully completed the training and were accepted as registered apprentices in the company's apprenticeship program.

Miller and Long entered into a partnership with DOES to provide pre-apprenticeship training for Ward 8 residents that assist with meeting apprenticeship requirements. Twenty-four Ward 8 residents who were enrolled with the Court Services and Offender Supervision Agency (CSOSA) were accepted for 12 weeks of pre-apprenticeship training. Eighteen of the participants completed the training and were accepted in the company's carpenter apprenticeship program.

The Plumber & Pipefitter Union Local No.5 partnered with DOES to provide pre-apprenticeship training for 15 DC residents to assist them with meeting the apprenticeship eligibility requirement. Nine residents successfully completed the training and were accepted as registered apprentices with the union's apprenticeship program.

The Sheet Metal Union Local No. 100 partnered with DOES to provide pre-apprenticeship training for 13 DC residents to assist them with meeting apprenticeship eligibility requirements. Seven residents successfully completed the training and were accepted as registered apprentices with the union's apprenticeship program.

Stockbridge Consulting firm was selected by DOES to provide services with the data system that records hours worked by apprentices and other classification of workers on District government assisted construction projects. The system also allows contractors to upload certified payroll records, in addition to apprenticeship agreements to be reviewed and approved.

The Finishing Trades Institute partnered with DOES to provide pre-apprenticeship training for 21 DC residents to assist with meeting apprenticeship eligibility requirements. Ten residents successfully completed the training and were accepted as registered apprentices with the union's apprenticeship programs.

84. Please discuss the growth of apprenticeships programs and participation.

- a. Director Donald was quoted as saying “[o]ur statewide apprenticeship initiative, the focus, is to one make sure we double the amount of**

apprentices by 2021....And then from there increase the number of apprenticeship sponsors.”³

- i. What are DOES’s specific plans for doubling the number of apprentices in the next four years and how will this be accomplished without increasing the number of sponsors? Please attach any written plans.**
- ii. How is OAIT “promot[ing] the apprenticeship system to new industries?”⁴**
- b. How does DOES bridge residents from pre-apprenticeship to apprenticeship?**
- c. How, specifically, do OAIT’s Apprenticeship & Training Representatives (ATRs) work with program sponsors to get more DC residents into apprenticeship programs? Are open slots posted on VOS?**

The goal of ApprenticeshipDC is to double the amount of District apprentices from FY15 through 2021, while increasing the number of registered apprenticeship sponsors. While the goals are separate, they are intertwined. More registered sponsors will assist in growing the number of apprentices. During FY17 and FY18, to date, 50 new apprenticeship programs were approved for registration, including six in non-construction industries, mainly in IT. DOES is also pursuing other industries outside of construction that include insurance, hospitality, security, healthcare and District government agencies.

The growth of apprentices, including DC residents has steadily increased during the past three fiscal years towards reaching the goal:

Fiscal Year	Apprentices	DC Residents
2016	6,574	1,492
2017	7,917	1,799
2018	8,482	1,969

To further the increase of apprentices, DOES continues to partner with apprenticeship sponsors to engage in pre-apprenticeship and step-up apprenticeship initiatives. These initiatives expand apprenticeship opportunities to DC residents by providing the necessary eligibility requirements for apprenticeship. Additionally, the agency has been successful in convincing contractors applying for apprenticeship registration to commit to hiring DC residents as new apprentices prior to official approval by the DC Apprenticeship Council. To date, all commitments have been fulfilled.

DOES also participated in community events in different wards and DC Public and Charter Schools to promote the apprenticeship system and available apprenticeship opportunities to residents, students, and educators. The agency will increase its outreach efforts during FY18 to promote and educate residents to the apprenticeship system, especially in Wards 5, 7, and 8, and be available to participate in other wards throughout the city.

DOES has dedicated staff to provide guidance and technical assistance to industry sectors through the apprenticeship registration process to meet the requirements under the apprenticeship regulations for approval. The agency has also partnered with a variety of industry trade sectors and the US Department of Labor to promote the District’s

³ <http://www.routefifty.com/management/2017/09/dc-department-employment-services-strategic-plan/140911/>

⁴ <https://does.dc.gov/service/apprenticeship-council>

apprenticeship system during National Apprenticeship Week, and continued ongoing promotion and orientations for DC residents on a weekly basis.

DOES has had great success in partnering with apprenticeship sponsors over the years in providing pre-apprenticeship training as direct entry to registered apprenticeships. All partnership agreements with apprenticeship sponsors include the onboarding of all successful completers.

When apprenticeship sponsors were programmatically deficient, the Apprenticeship and Training Representatives assisted those sponsors (both union and non-union) with recruitment efforts to be in compliance and avoid penalties. The project monitoring efforts also resulted in some apprenticeship sponsors taking proactive measures by requesting DOES assistance in recruiting DC residents for available apprenticeship opportunities prior to performing work on DC projects. Open apprenticeship slots are also posted in VOS.

- 85. At the launch of Apprenticeship DC, DOES's one-pager stated that a "Youth Apprenticeship Program," was scheduled to launch in January. Please provide detailed information on this program.**

The start date has been pushed back and the agency will inform the public and Committee once the program officially launches.

- 86. Please provide a copy of OAIT's updated EEO State Plan, which was due to DOL on January 17, 2018.**

The District of Columbia was granted an extension, and, as such, the plan is not due at this time.

- 87. Please discuss how the Associate Director of Apprenticeship has "[e]ngage[d] with the State Board of Education and area community colleges on the administration and supervision of related and supplemental instruction for apprentices to ensure coordination of the instruction with job experiences" as required by 32-1405(5).**

DOES has held joint discussions with the University of the District of Columbia Community College, and healthcare officials on registered apprenticeship in the healthcare field and utilizing the Community College for related instruction. DOES has also engaged an apprenticeship linkage with Montgomery Community College and the Department of Public Works for apprenticeship related instruction in the automotive technician specialist occupation for DC residents.

Division of State Initiatives (DSI)

LEAP Academy

In 2017, the research firm IMPAQ International conducted an evaluation of the LEAP Academy program (LEAP). Please answer the following questions regarding their research.

88. The evaluation showed strong performance results for employment and earnings (90% of participants obtained unsubsidized employment after the program, and average earnings were \$27,500 annualized).

- a. To what does DOES attribute these strong results, particularly in comparison to other programs, such as Career Connections (see related question)?**
- b. What lessons will DOES take from the LEAP Academy's success and apply to other workforce development programs?**

The referenced reported outcomes are from draft versions of the evaluations that are being conducted of the DC Career Connections and LEAP programs. The final evaluations, which DOES anticipates will be completed by spring 2018, will include additional quarters of wage data, wages from Maryland as well as DC, and LEAP TANF data. DOES will use the final evaluation findings to inform continuous improvement of both programs.

89. The evaluation noted that there is an “intensive screening process” and that the program’s high performance may be tied to this process that “screens out less suitable individuals.” Please describe the screening process.

- a. Does the program screen out individuals in greater need of assistance?**
- b. For those individuals who do not pass the screening and are not accepted into the program, what are the protocols and policies for referral to other programs?**
- c. To what other programs were non-accepted applicants referred?**

The evaluation referenced has not been completed. Because each LEAP cohort is focused on a different industry, participants must meet the program’s basic eligibility requirements, meet the minimum qualifications for the positions available during that cohort, and, finally, undergo the DCHR suitability process.

Applicants who do not meet LEAP qualifications are referred to DOES AJCs where they can be assessed and referred to job readiness programs, occupational skills training, or other agency services that are more appropriate for their skill set and level of work readiness.

90. A stated goal of the program is reduction in reliance on public assistance, such as TANF. However, IMPAQ did not have access to data from the Department of Human Services to conduct analysis of this goal.

- a. How does DOES plan to evaluate this goal?**
- b. Will DOES arrange for another study, as IMPAQ suggested and work to provide access to DHS data?**

The referenced reported outcomes are from draft versions of the evaluations that IMPAQ is conducting of the DC Career Connections and LEAP programs. The final evaluations, which the DOES anticipates will be complete by spring 2018, will include additional

quarters of wage data, wages from Maryland as well as DC, and LEAP TANF data. DOES will use the final evaluation findings to inform continuous improvement of both programs.

Career Connections

In 2017, the research firm IMPAQ International conducted an evaluation of DC Career Connections. Please answer the following questions regarding their research.

- 91. Please delineate the specific steps DOES will take to implement each of the following recommendations made in the evaluation:**
- a. Creating more opportunities for participants to build soft skills, such as incorporating soft skills during a subsidized job placement, lengthening the time spent in job readiness training, or replacing lectures with interactive methods.**
 - b. Incorporating skill-based assessments to track participants' growth in behavioral and skills gains.**
 - c. Improving the matching process between participants and host employers for subsidized employment placements.**
 - d. Improving data collection with additional review and technical assistance, such as increased training and monitoring of data collection, and consolidating participant tracking data into the virtual one-stop data system.**

Please see the response to question 90.

- 92. The evaluation provided outcomes data on the program. The evaluation acknowledged that there were data limitations and that because of lags in the availability of data; the outcomes data could be different for more recent program completers. Reported outcomes include:**
- Unsubsidized employment: 29% of participants were employed in the quarter after completing the program and conversely, 71% had no earnings and were not employed after completing the program.**
 - Retention in unsubsidized employment: 74% of participants who obtained employment retained it two quarters after the program.**
 - Earnings: the average annual salary for program completers was \$4,218 (\$14,536 for those who were employed).**
 - Increased wages: 24% of participants had increased wages after Career Connections compared with before their participation in the program.**

Please address these outcomes by answering the following:

- a. What were the target outcomes for each measure in 2017? What are the target outcomes for 2018?**
- b. Please discuss how DOES is working to improve each metric's results; be specific as to steps the Department is taking on each measure.**
- c. In addition, if the Department has more recent performance information, please include that along with the numerator and denominator of any percentages and the timeframes of participation and data reporting.**

Please see the response to question 88.

Performance Metrics	Key Performance Indicators
Number of participants enrolled in JRT	400 Annually
Number of participants who complete Job Readiness Training	75% of enrolled participants
Number of participants who earn a credential	5% increase from previous year
Number of participants placed in a subsidized experience	60% of those who complete JRT
Average wages earned	Increase from previous year
Number of participants who obtain unsubsidized employment in the quarter after their exit from the program	40% of those who are placed in a subsidized work experience

Project Empowerment

93. Are there any major programmatic changes planned for FY18 in Project Empowerment? Has DOES noticed any commonalities among those participants who are successful in retaining their unsubsidized employment following program participation?

As a nationally recognized leader in the field of transitional employment, the DOES Project Empowerment Program continues to implement innovative solutions to improve its program design and service delivery each year. Most recently, Project Empowerment was awarded the James F. Walls Workforce Agency Team Award by the National Association of State Workforce Agencies (NASWA) during its Annual Workforce Summit. This award is the highest national honor awarded by NASWA for programmatic achievement.

While no significant programmatic changes are planned for FY18, Project Empowerment does plan to continue a number of successful partnerships that have connected customers to critical services, including an MOU with the Department of Behavioral Health that provides onsite mental health services and an MOU with Department of Health that aims to improve the retention, psychosocial support, and health and social support service linkages for participants as a means of increasing the likelihood of long-term health and employment success.

The identification of commonalities and evaluation of subgroup performance outcomes remains a priority across all DOES programs when determining the need for expanded services. As such, DOES will continue to take into account the multitude of needs that arise from differing demographics and remain in continuous pursuit of optimal outcomes for all.

94. Please provide the following information regarding Project Empowerment in FY17.

- a. The number of total, male, female, and homeless participants**
- b. The number and percentage of total Project Empowerment participants with educational attainment of less than a high school diploma**
- c. The portion of participants without a high school diploma that, after completing Project Empowerment:**
 - i. Obtained unsubsidized employment**

- ii. **Were enrolled in GED classes**
- iii. **Obtained a GED**
- d. **The names of all participating employers and for each employer:**
 - i. **The number of the PE participants**
 - ii. **The length of placements in the subsidized jobs**
 - iii. **Job title**
 - iv. **The level or portion of wages subsidized by the program**
- e. **How many individuals did Project Empowerment refer to training providers for occupational training? How many completed such training? How many obtained an occupational credential?**

See attachment 30

Due to sustained interest in program enrollment and low levels of attrition, Project Empowerment serves a large number of residents each year. The program serves approximately 800 new residents annually while continuing to serve customers from the previous fiscal year that remain engaged in program services in both subsidized and unsubsidized capacities, highlighted by newly implemented retention services. This continued engagement can be attributed to the wealth of supportive services provided by Project Empowerment, including job coaching, financial literacy, supportive services inclusive of clothing referrals, and behavioral health resources.

Project Empowerment continues to provide direct outreach to District residents experiencing homelessness. In FY17, Project Empowerment served:

- 1447 total active participants
- 436 - Female (30%)
- 1011 - Male (70%)
- 166 - Homeless (11%)

Eighteen percent (262) of Project Empowerment participants have an educational attainment of less than a high school diploma. Four hundred forty-five Project Empowerment participants were placed in unsubsidized placements. Of these, 24 percent (106) lacked a high school degree.

Forty-one individuals elected to obtain their GED in FY17. This level of participation represents a significant increase in the number of DOES customers who decided to pursue their GED in lieu of, or in addition to, receiving work experience. This is a direct result of increased efforts by DOES staff to encourage individuals to obtain a GED prior to pursuing long-term employment.

The increased focus on GED obtainment is still in its infancy, and additional time will be needed in order to determine the number of people who successfully earned the credential. Enrollment time varies widely among participants and DOES would like to ensure that enough time is given to fully capture all outcomes. The agency is encouraged that GED enrollment continues to increase, and that with six months remaining in the fiscal year, enrollment has already surpassed last year's total.

Unsubsidized work experience is a key component to the nationally recognized Project Empowerment model. During the unsubsidized portion of the program, DOES subsidizes 100% of participant wages.

DOES is proud to report that 207 participants were placed at 28 subsidized Work Experience (WEX) sites that also offered occupational skills training. These 28 sites offered occupational skills training and certifications in a variety of in-demand industries, including: solar panel installation, information technology, carpentry, and healthcare.

VI. Unemployment Insurance

95. For FY16, FY17, and FY18, to date, please provide the following information on unemployment insurance claims.

- a. Did DOES meet the DOL metric for Acceptable Level of Performance for first payment promptness? If not, please explain what steps DOES plans to meet this metric.**
- b. Since 2013, DOES has improved its initial claims processing times. As a result the U.S. Department of Labor recently determined that DOES was no longer an “at risk” jurisdiction. Please attach a copy of all FY17 Department of Labor correspondence or other materials regarding the “at risk” status, including the final determination that the District was no longer at risk.**
- c. Please attach a copy of the most recent State Quality Service Plan for the District.**

See attachment 31

DOES exceeded the Acceptable Level of Performance (ALP) of 87 percent for First Payment Promptness in FY17 and is also exceeding this metric in FY18, to date.

	FY16	FY17	FY18, to date
Number of initial claims	29,571	31,678	8,727
Average processing time for claims	95.9% within 21 days	96.8% within 21 days	97.8% within 21 days
Percent of initial claims first paid within 14 days	82.3%	88.8%	91.2%
Number of claims related to domestic violence	15	24	12
Number of claimants with expired unemployment insurance benefits	31,823	30,090	8,514

96. DOES has been tasked with implementing the UI Modernization Project which is meant to improve the timeliness and efficiency in processing Unemployment Taxes and Benefits.

- a. Please provide a list of pending projects that will be funded by the UI Modernization funding. In this list, include: a description of the project and how it will modernize the UI system, the start date of the project, the estimated end date of the project, and (if a contractor has been secured) the name of the contractor(s) tasked to work on the project.**
- b. Please provide a timeline of when implementation of the entire UI Modernization Project will be completed.**

- c. If estimated UI Modernization costs have changed from the previously reported \$40M amount, please provide an updated estimate of modernization costs and the reason for the change in estimate.**

Project	Description	Purpose	Start – End Date	Contractor
UI Benefits	UI Benefits Enhancement	To migrate legacy technology and provide streamlined service.	TBD	N/A
UI Tax	Project to introduce new functionality and controls for the UI Tax administration	To move from the legacy systems currently in use	TBD	N/A
UI Oversight Verification	UI Benefits system verification	Verification of implementation components, vendor SLSA attainment and operational suitability	TBD	N/A

DOES currently has the procurement process underway and projects a 2020 completion date.

- 97. Please discuss appeals that have resulted in reversing a nonpayment status to a payment status by answering the following questions:**

- a. For FY17 and FY18, to date, please provide the number of appeals that have resulted in reversing a nonpayment status to a payment status.**
- b. Explain the policy and practice for receiving final orders from the Office of Administrative Hearings. In what form does DOES receive Final Orders? Does DOES accept electronic copies from claimants or from claimants’ attorneys? Does DOES coordinate directly with OAH to receive these Final Orders, so that claimants may receive payments in a timely manner?**
- c. In how many cases did DOES release payment within 7 days of publication of the OAH Final Order? Within 3 days? Within 15 days? Within 28 days? Longer than 28 days?**
- d. What steps is DOES taking to reduce extended processing times?**

For FY17 and FY18, to date, DOES has served more than 43,828 claims. Of these, 1,030 appeals (2.5%) have resulted in the reversing from non-payment status to payment status.

Effective September 1, 2017 DOES, in collaboration with the Office of Administrative Hearings, made policy improvements related to the processing of final orders. The policy improvements have standardized the timeline for processing final orders in a 15-day period. These improvements have provided the ability to deliver measureable improvements to the level of customer service and ensure processing in a timely manner.

The information listed in the chart below references the results of DOES constant policy improvement designed to provide exceptional customer service. A total 478 appeals were processed from the September 1, 2017 effective date and less than 1 percent were completed outside the 15-day timeline.

	Within 3 Calendar Days	Within 7 Calendar Days	Within 15 Calendar Days	Within 28 Calendar Days	Longer than 28 Calendar Days
Number of Final Orders	46	128	301	3	0

On September 1, 2017, DOES implemented a Standardization of Processing Time for appeals cases. The process improved customer service and Final Orders were completed within 15 days.

98. Amendments to the Unemployment Compensation Act require DOES to report annually to the Mayor the result of DOES's consideration to raise the maximum weekly benefit amount in accordance with the Consumer Price Index. D.C. Code § 51-107(b)(2). The first report was due September 30, 2017. The DOES website states that benefits will increase from \$425 to \$432 on January 7, 2018.

- a. Provide the Committee with a copy of the report sent to the Mayor.
- b. How many claimants benefited from the change to increase the maximum weekly benefit amount from \$359 to \$425?
- c. How many claimants benefited from the change to increase the maximum weekly benefit amount from \$425 to \$432?
- d. How much on average in additional benefits did these claimants receive per week?

DOES provided an analysis of insights to the Mayor as part of a deliberative decision-making process but the report was referred to the Council as part of the legislative process.

From 10/1/16-1/6/18, 21,763 claimants benefitted from the maximum weekly increased amount from \$359 to \$425 with an average additional benefit of \$61.20. From 1/7/18-1/31/18, 1,212 claimants benefitted from the maximum weekly increased amount from \$425 to \$432 with an average additional benefit of \$6.91. Average additional benefits per week are calculated by obtaining the sum of the difference by the number of claimants that received the benefit on a case-by-case basis.

99. In DOES's response to FY17 Performance Oversight Question #134, DOES discussed its progress made on several projects meant to improve language access.

- a. Has DOES launched the Spanish-language version of the UI website, as the agency committed to do by September 30, 2017, as it committed to do at the 2017 Performance Oversight hearing before the Committee?
- b. How has DOES worked to improve accessibility for Spanish speaking claimants? Does this utilize federal funds? Please specify the source and amounts.
- c. How many bilingual customer service staff are in the UI unit? For each language referenced in the DC Language Act, how many UI customer staff are fluent?
- d. What tasks has the Bilingual Program Support Assistant performed since he/she was hired last year?

- e. **Has DOES developed the UI Spanish-language video? Is it available online or elsewhere?**
- f. **Has DOES translated UI language access informational packages into the 6 languages referenced in the DC Language Access Act? If not, please explain why not any plans to do so.**

DOES exceeded the deadline and deployed the online version through DCNetworks.

DOES used federal funds totaling 500,000, outlined in the SBR 16-15 to improve accessibility for Spanish speaking claimants. DOES utilized both English and Spanish posts on social media Facebook and Twitter websites. There are currently nine Spanish speaking bilingual customer service staff members that service UI Spanish speaking claimants.

The Bilingual Program Support Assistant has acted as the lead Language Access coordinator for the UI program and has been largely responsible for creating initiatives within the program that enhance the Language Access efforts, including the translation of vital UI documents. The Program Support Assistant has translated approximately 40 documents into Spanish in-house and has created the Language Access Informational package that successfully deployed in May 2017. The Bilingual Program Support Assistant also played a vital role in providing revisions to all translations for the Spanish Initial Claims application. This individual also provided interpretation services over the phone, at the AJCs and agency events, and records the Spanish messaging for the agency's Interactive Voice Response (IVR) System. DOES has successfully translated UI language access information into Spanish and plans to complete the remaining criteria by 2019.

The Customer Navigation Center is a new endeavor by the agency. As such, FY16 and FY17 are considered baseline years in which the agency gathered a variety of data and information. In FY18, DOES has partnered with the Office of Unified Communication (OUC) to enhance operations of the Customer Navigation Center by developing standard operating procedures, KPIs, call monitoring guidelines, cross-training of service programs, and sustainability and monitoring programs.

100. In FY17, DOES published a standard waiver form.

- a. **Has the notice been revised in accordance with DOL UIPL No. 1-16's requirement for a plain language explanation of the waiver process?**
- b. **DOES's standard waiver form sets a deadline of 30 days. For claimants who also file an appeal in addition to filing the standard waiver form, the Office of Administrative Hearings may not publish a Final Order before the 30-day deadline. Explain what DOES does in such cases and whether it will accept a waiver form filed after 30 days.**

DOES has met this requirement by providing a plain language explanation of the process on the waiver and in messaging on the DOES website.

DOES continues to improve processes that provide exceptional customer service and has processes for claimants wishing to request waivers of overpayments. DOES's General Counsel investigates waiver requests that arrive past the set deadline of 30 days for good cause justifications and will render a determination.

101. Please respond to the following questions regarding waiver requests and DOES's coordination with OAH in the appeals process:

- a. How has DOES notified claimants of their right to file a waiver request when they receive a Notice of Determination of Overpayment?**
- b. Provide the number of appeals filed at the Office of Administrative Hearings in response to Notices of Determination of Overpayment.**
- c. How has DOES notified claimants of their right to file an appeal when they receive a Notice of Overpayment?**
- d. In FY17, for how many individual claimants was a 15% fraud penalty assessed?**
- e. What is the total amount of fraud penalties assessed?**
- f. Of the amount assessed, how much has been collected?**
- g. How many notices of fraud penalties have been appealed to OAH?**
- h. Of these appeals, how many were overturned by OAH?**

DOES provides written notices of determination of overpayments to claimants which includes instructions for applying for waivers and references the (D.C Code 51-119(d).

There were a total of 7,205 fraud and non-fraud cases established in FY17. Fewer than 1 percent (101 cases) filed appeals. Claimants are notified of their right to appeal, along with instructions on how to file an appeal, through written documentation when they receive a Notice of Overpayment.

There were a total of 7,205 fraud and non-fraud cases established in FY17. Of the total established cases, 2,417 (34%) were assessed a 15 percent penalty. The total of 34 percent deemed as fraud cases were assessed \$446,366.00 in penalties. Of the total penalty assessment of \$446,366.00, \$150,130.00 was collected. As previously referenced, 2,417 cases were deemed fraudulent. Of this total, four cases (less than 1%) were appealed to OAH. OAH disqualified three of the four cases for fraud, but the outstanding liability was found valid, which has to be repaid by the three cases.

102. The Committee frequently hears from constituents with complaints about their inability to navigate the UI system and to reach customer service by phone.

- a. How many customer service representatives are there?**
- b. What is the average call volume per week?**
- c. What is the average call wait time?**
- d. What is the schedule of customer service representatives? (i.e. what times are lines open?)**
- e. By what metrics does DOES evaluate its UI customer service? What have been the results for FY17 and FY18, to date?**

The agency has 13 dedicated customer service representatives assigned to UI system calls. Additionally, UI staff is cross-trained to assist staff outside the customer service unit. These calls not only answer general inquiries, but also allow customers to begin the UI benefits process. Customer service representatives are available Monday – Thursday from 8:30 am – 4:30 pm and on Friday from 9:30 am – 4:30 pm.

The Customer Navigation Center (CNC) experienced an increased call volume due to seasonal workers filing for benefits, federal employees inquiring about benefit options, and general public inquires due to the increase in the maximum weekly benefit amount (MWBA), the recent government shutdown, and holiday season. Average call wait time, which is inclusive of starting a claim, directing non-UI calls to appropriate representatives had an average time of 12 minutes and 41 seconds. As previously referenced, the slight increase in FY18 is a result of an increase in claimants due to the recent government shutdown.

DOES has improved accessibility for Non-English Proficient (NEP) and Limited English Proficient (LEP) District residents through increased outreach. In FY17, DOES had 5,394 LEP/NEP encounters while Q1 FY18 DOES served 3,368 of which 1,935 were reported through MOUs that DOES engaged with the Mayor’s Office on Asian and Pacific Islander (MOAPIA) and grantee agreements with local non-profits such as Thrive DC, Homes for Hope, and Latin American Youth Center. DOES has served 508 LEP/NEP customers through the use of the Language Line Services in 15 different languages during 1Q FY18. DOES continues to leverage access to services for Spanish speaking claimants through targeted social media campaigns, translation of documents, Language Access training, MOUs with the Mayor’s Office on Latino Affairs (MOLA) and the Mayor’s Office on Asian Pacific Islander Affairs (MOAPIA), representatives at SYEP related events, outreach events, Ward by Ward walks, and community conversations.

VII. Labor Standards

Office of Wage-Hour (OWH)

103. For FY17 and FY18, to date, please complete the following chart with data on complaints regarding the following topics: Wage Payment and Collection Law, overtime-specific complaints, minimum-wage specific complaints, Living Wage Act, and Accrued Sick and Safe Leave Act:

FY17	Wage Payment and Collection	Minimum Wage / OT (#)	Living Wage	Accrued Sick and Safe Leave
a) Number of initial complaints received	433	105	14	15
b) Number of complaints brought by an employee who receives tips	N/A	N/A	N/A	N/A
c) Number of these cases in which a notice of violation was sent to the employer	286 or 66.05%	92 or 87.62%	10 or 71.43%	11 or 73.33%
d) Number of hearings held on these complaints	0	0	0	0
e) Number of on-site investigations	0	0	0	0
f) Initial amount of unpaid wages determined to be owed	\$2,843,198.53	\$23,602.67	N/A	\$12,572.38
g) Final amount of unpaid wages determined to be owed	\$190,594.23	\$64,825.71	\$25,831.84	\$6,348.35

h) Number of cases in which retaliation by the employer was alleged	N/A	N/A	N/A	N/A
i) Number of cases in which DOES or an ALJ ordered an employee reinstated because of retaliation	N/A	N/A	N/A	N/A
j) Number of initial complaints filed in the following industries: the Home Health, Restaurant/Hospitality, and Construction	N/A	N/A	N/A	N/A
k) Average length of time from the initial filing to the initial determination	63.08 days	136.28 days	58.58 days	46 days
l) Number of cases that have been open longer than 60 days (*)	325	95	6	8
m) Number of cases that have been open longer than 180 days (*)	215	73	2	5

FY 18 (as of 1/10/18)	Wage Payment and Collection	Minimum Wage / OT (#)	Living Wage	Accrued Sick and Safe Leave
a) Number of initial complaints received	153	34	0	13
b) Number of complaints brought by an employee who receives tips	See note B	See note B	See note B	See note B
c) Number of these cases in which a notice of violation was sent to the employer	62 or 40.52%	19 or 55.88%	0	4 or 30.77%
d) Number of hearings held on these complaints	0	0	0	0
e) Number of on-site investigations	0	0	0	0
f) Initial amount of unpaid wages determined to be owed	\$675,261.92	\$13,303.94	N/A	\$730.00
g) Final amount of unpaid wages determined to be owed	\$38,724.97	\$17,230.46	\$0	\$288.00
h) Number of cases in which retaliation by the employer was alleged	N/A	N/A	N/A	N/A
i) Number of cases in which DOES or an ALJ ordered an employee reinstated because of retaliation	0	0	0	0
j) Number of initial complaints filed in the following industries: the Home Health,	N/A	N/A	N/A	N/A

Restaurant/Hospitality, and Construction				
k) Average length of time from the initial filing to the initial determination	41.37 days	56.33 days	None	None
l) Number of cases that have been open longer than 60 days (*)	95	30	0	10
m) Number of cases that have been open longer than 180 days (*)	0	0	0	0

The law requires a case to reach an initial determination within 60 days. After the issuance of an initial determination within the statutory 60-day limit, cases are left open to:

- (1) Collect back wages, fines and penalties;
- (2) Prepare for adjudication by the Administrative Law Judge; or
- (3) Prepare for Civil Action by the Office of the Attorney General.

Minimum and Living Wage cases often require more in-depth analysis to determine amounts that may be found due to claimants over long periods of time. Payroll records, timesheets, pay stubs, witness statements, and other documents must all be synthesized to find an accurate account of monies owed. Further, when there is a lack of records, pay and hours worked may need to be “reconstructed” in order to view an accurate accounting of amounts that may be found due. Prolonged and detailed investigations also occur in case with multiple employees for a single employer. Employees and employers schedules for necessary in-person meetings affect the timing or resolution of cases.

In reviewing the chart above, it is important to note that overtime complaints are filed under Chapter 32-10 and are considered Minimum Wage complaints. DOES does not track the number of complaints brought by an employee who receives tips. However, the number of cases in which a notice of violation was sent to the employer is solely based on the claim being found valid (DC Code 32-1308.01(b)). DOES receives cases in which retaliation by the employer was alleged as a separate claim distinction. In FY 17 and 18, to date, DOES had a total of 30 and 18 respectively. It is exceedingly rare to have a complainant requests for DOES or an ALJ to order an employee reinstated because of retaliation. DOES has a goal to issue initial determinations within 60 days of serving a notice of the claim to the employer as required in DC Code 32-1308.01(c)(7). However, the chart presents a longer period because it accounts for the time it takes to validate a claim in compliance with DC Code 32-1308.01(b), properly “serve” the claim in compliance with DC Code 32-1308.01(C)(1) or to work with the parties in an attempt to resolve as described in DC Code 32-1308.01(d)(1).

104. In FY17 and FY18, to date, under each of the following statutes, how many investigations of a workplace or employer has DOES initiated without a complaint being filed by an employee of that workplace or employer? How many investigations resulted in finding violations when DOES initiated the investigation without a complaint being filed?

DOES has conducted random audits of companies reporting in the online tip portal. In addition, the agency has conducted several public education initiatives including business

roundtables, information seminars, webinars, and through partnerships with other agencies. In FY18, to date, DOES initiated 40 compliance visits for the newly enacted Building Services Act of 2016.

D.C. Wage Theft Statutes	Number of workplace investigations conducted without complaint		Number of workplace investigations conducted without complaint where violations were found	
	FY17	FY18*	FY17	FY18*
Accrued Sick and Safe Leave	72	35	34	2
Minimum Wage Revision Act	16	10	8	No determinations
Wage Payment Act	4	0	4	0
Living Wage Act	0	0	0	0

(*) NOTE: FY18 Statistics are provided as of February 12, 2018

105. DOES has communicated to the Committee that it has identified Home Health, Restaurant/Hospitality, and Construction as industries that have been targeted for OWH’s strategic enforcement efforts.

- a. Please state and explain DOES’s definition of “strategic enforcement.”**
- b. Are the Home Health, Restaurant/Hospitality, and Construction industries targeted specifically for strategic enforcement because these industries have the highest number of wage and hour violations? If not, on what basis were these industries selected?**
- c. Does the agency track the prevalence of wage and hour violations in the District for each industry? If so, please state the top 5 industries with the highest prevalence of wage payment violations in the District.**
- d. Does the agency track the Ward in which DC-resident claimants reside? If so, please provide a list of District Wards, the number of complaints from each as well as the number of claims for which DOES found violations.**

Strategic Enforcement helps non-compliant employers become employers who do adhere to the law. The agency does not look at strategic enforcement as a method to impose penalties, but instead to provide technical assistance, which includes desk audits, random visits, forums, and public education by leveraging the tools the agency believes it can educate employers on the law. DOES enforces wage laws in accordance to DC Code 32-1306 and DC Code 32-1308.01.

DOES has used several factors to identify the industries that receive additional monitoring, technical assistance and public education including:

- Surveying DOES Compliance Specialists to determine which industries had the most wage theft investigations over the past three to five years.
- Hosting periodic meetings with local advocacy groups

- Participating in regional and national labor enforcement conferences to learn about industries with large numbers of wage theft complaints from the Department of Labor, State Labor Officials and National Advocacy Leaders.
- Surveying DC workers and employers that participated in the live webinars or in other DOES training sessions.
- Reviewing and examining current and past wage claims.

The ward where a person resides has no correlation to wage theft. Wage theft results from employers engaging in practices that violate the District's minimum wage law, overtime requirements, Earned Sick and Safe Leave Act entitlements, Living Wage violations and District's Wage Payment Collection law. It is important to stress that most employers in the District of Columbia honor their wage obligations to their employees, but the District is not free from bad actors that do business here, Wage Theft enforcement - and subsequent penalties - is a vital tool to combat these bad actors.

DOES cannot provide industry-specific information at this time.

106. For FY17 and FY18, to date, how many OWH complaints involving how many employees were referred to the Office of Attorney General (OAG), and how much compensation were the employees alleging they were owed? Please also state the factors that DOES uses to determine which complaints are referred to the OAG.

In FY17, DOES referred 42 complaints involving 42 employees totaling \$120,476.85 in wages, \$126,131.30 in liquidated damages and \$264,152.00 in penalties. In FY18, to date, the agency referred 5 complaints involving 5 employees totaling \$10,033.85 in wages, \$14,625.84 in liquidated damages and \$5,290.00 in penalties.

DOES adheres to D.C. Code §32-1306, D.C. Code 32-1308.01 (c)(10) and D.C. Code 32-1308.01 (g) in referring complaints to the OAG.

107. Please describe how the OWH utilizes its relationships with other District agencies, such as OAG, for any strategic enforcement efforts. Please list which agencies OWH engages with and describe how this engagement improves OWH's strategic enforcement efforts. Please provide any Memorandums of Understanding between OWH and these agency partners.

Wage-Theft laws are enforced according to D.C. law. Currently, for wage-theft claims that were uncontested by the employer or in which the employer has failed to request a formal hearing to dispute a determination, those cases are forwarded to OAG to pursue collections on the claim on behalf of the impacted employee and the penalty due to the D.C. Wage Theft Fund.

DOES provides other agencies with technical assistance regarding the Living Wage Act, Fair Shot Minimum Wage Act, Train the Trainer Sessions. DOES also meets with other agencies to discuss coordination of claims, in-person meetings, and brown bag lunches. These relationships do not require MOU's.

108. The agency communicated to the Committee in its response to the Committee's November 2017 Request for Information that the OWH currently has two bilingual investigators that speak Spanish. Also, the Office of Wage

and Hour currently has public documents such as its Wage Payment Claim form translated into Spanish.

- a. Does OWH have plans to increase its number of bilingual investigators? If so, will there be any hires in any other languages in addition to Spanish (e.g., French, Amharic, Chinese, Vietnamese, and Korean)?**
- b. Will OWH translate its vital public documents (e.g., Wage Payment Claim form and employer-required postings) into other languages in addition to Spanish (e.g., French, Amharic, Chinese, Vietnamese, and Korean)? If so, please list the languages. If there are no plans to expand these translations into other languages, please state the reason.**
- c. What is OWH's budget for public education in FY18? What portion of that budget is allocated to improving language access in its public education efforts?**

DOES currently has four bilingual staff assigned to OWH. As required by the law, all staff are trained to utilize the Language Access Line to effectively communicate with non-English speaking residents. DOES works to ensure that the agency is complying with the Language Access Act and continues to strengthen efforts to meet the needs of all District residents.

The agency also utilizes its partnership with MOAPIA to provide translated documents to the Asian/Pacific Islander communities upon request. DOES is continuously researching ways to reach residents of varying speaking abilities and language needs. Documents are currently translated in Korean, Chinese, Vietnamese, Spanish, and English

Public education is an agency wide effort. It goes beyond a single office and the agency leverages partnerships to provide support for various communities. The agency has partnered with MOAPIA and MOLA to improve language access for its public education efforts. The public education spending plan for FY18 is \$269,000.

- 109. For FY17 and FY18, to date, please describe any in-person efforts or initiatives to increase awareness of the services that OWH provides to workers, including OWH's ability to investigate wage and hour complaints, and any in-person efforts or initiatives to increase the amount of complaints filed with OWH. If no such efforts were made, please describe plans for any related future efforts or initiatives and provide an estimated timeline for those projects.**

DOES currently administers a robust public education campaign to increase awareness of District wage laws. These efforts include the following in-person efforts:

- Business and non-profit roundtables
- Employee and Employer information forums
- First Source Employer Forums
- Community-based public education mini-grants
- MOLA and MOAPIA wage law workshops
- Leveraging the use of Workforce on Wheels

FY17 as reported to the committee December 2017

EVENT	DATE	PARTICIPANTS
Nonprofit Industry Roundtable	June 28, 2017	12 Businesses
Restaurant Industry Roundtable	May 27, 2017	12 Restaurant Companies
Minimum Wage Public Education Campaign	July 2017	Social Media Campaign and Event
Construction Roundtable	April 26, 2017	8 Businesses
ASSLA Day Employers Forum	May 10	15
ASSLA Day Employees Forum	May 11	35
Payroll Company Roundtables	October 4, 2017	4 Payroll companies and 2 National Payroll Reporting Consortium Representatives who provide payroll services to thousands of District employers

FY18 as reported to the committee December 2017

EVENT	DATE
Commuter Benefits Forum	January 23, 2018
Tip Portal Info Forum	February 2018
Roundtable: Health Industry	April 2018
ASSLA DAY Info Session Employer Session	May 2018
ASSLA DAY Info Session Employee Session	May 2018
Roundtable: Restaurant Industry	May 2018
First Source: Train the Trainer Sessions	June 2018
Roundtable: Retail Industry	June 2018
Roundtable: Non-Construction	June 2018
ASSLA – Community Event with Non-profits	June 2018
Webinar: Wage Theft	June 2018
Minimum Wage Day Info Session:	July 1, 2018
Roundtable: Hospitality Industry	July 2018
Roundtable: Moving Companies	August 2018
Webinar: Building Services	September 2018
Roundtable: HealthCare/ Non-Construction	September 2018

110. A report published by the Office of the District of Columbia Auditor in June 2017 (titled, “The Department of General Services Needs Guidance and Assistance to Develop Effective Internal Controls”) found that, while implementing the District’s school modernization program, the District failed to verify that its contractors were in compliance with the Davis-Bacon Act. The report states that when the Department of General Services (DGS) received claims of Davis-Bacon Act violations, it referred those claims to DOES which then, in turn, referred the claims to the U.S. Department of Labor.

- a. Please confirm whether DOES agrees with the statements made in this report. If DOES disagrees, please state the DOES’s position in detail.
- b. Please specify how many of those claims were filed or referred to DOES by other District agencies.
- c. Please provide the total number of Davis-Bacon wage claims received in FY17 and FY18, to date.

- d. How many Davis-Bacon wage claims resulted in finding wage violations?
- e. How many of these claims have been investigated by DOES?
- f. How many of these claims were referred to the U.S. Department of Labor (DOL)? Why were these claims referred to DOL? Does the agency follow up with DOL on the status of referred claims or otherwise engage in any communication with DOL regarding referred claims?

DOES enforces Davis-Bacon compliance with DC workers enrolled in the DC Apprenticeship training program. The agency performs independent monitoring for Davis Bacon compliance for all participants in the apprenticeship program.

No claims were filed or referred to DOES by other District agencies. Claims forwarded to DOES were for compliance with the Office of Apprenticeship. DOES has not received any Davis-Bacon claims to be sent to DOL for any reason. The U.S. Department of Labor has the sole authority to enforce Davis-Bacon claims.

- 111. In response to Question 169 of the FY17 Performance Oversight Questions, DOES stated that liquidated damages were sought for 100% of the claims filed in 2017. For FY17 and FY18, to date, please provide the number and percentage of claims where DOES made an initial determination in favor of the complainant, and the number and percentage for which DOES also required the violating employer to provide liquidated damages as a part of the claimant’s relief. If there are instances where DOES sought these liquated damages and the violating employer did not provide the relief sought, what steps did DOES take to collect this relief from the violating employer (e.g., sought court remedy or enforcement)?**

DOES has experienced an increased in the number of appeals from both employers and employees. There were 566 claims received and 42 were referred to the OAH and 68 to OAG respectively. It is set policy that liquidated damages are sought for 100 percent of the claims; however, some complainants are willing to settle for less than the trebled or doubled amounts, or simply their back-wages due in order to resolve the claim.

Many of the employer appeals could be considered the employers attempt to reduce the Wage Theft fines, which in many instances far exceed the employees owed back wages.

- 112. If an employee files a complaint with his or her employer because they have not received the wages or sick days they are owed and the employer fires them in retaliation, how would OWH be able to assist them if they filed a retaliation complaint with OWH? How has OWH’s authority to order reinstatement of a victim of rBloomABetaliation changed as a result of Section 2(g) of the “Wage Theft Prevention Clarification and Overtime Fairness Emergency Amendment Act of 2016,” which lists the forms of relief that shall be included in the Mayor’s administrative order and includes “reinstatement in employment, and other injunctive relief”?**

DOES adheres to the following DC Code 32-1311 (d), DC Code 32-1311, DC Code 32-1010 (a)(3), 32-1308.01, 32-531.08 (b) to investigate and enforce retaliation claims.

113. Please explain policy and practice for processing claims when the alleged violating employer has not timely responded to a complaint made against them.

According to code 32-1308.01, DOES must follow several steps before taking action against the employer. They are as follows:

- DOES must serve notice of the complaint to the Employer or respondent.
- Once it is confirmed that the employer served and there was no response, then investigators must follow 32-1308.01 (c) (6) and the facts alleged by the Complainant are deemed admitted.
- If the employer was not served, meaning DOES could not prove service, then the complainant is requested to provide additional information to comply with 32-1308.01 (b) (2).
- If additional information is not provided, and employer or respondent cannot be located by any reasonable means, then administrators close the case.

Office of Workers’ Compensation (OWC)

114. Please provide the following information for private sector workers compensation claims filed in FY17 and FY18, to date:

- a. The number of claims filed**
- b. The number of claims approved**
- c. The total assessment**
- d. The average time to process claims and make a determination for uncontested claims**
- e. The average time to process claims and make a determination for contested claims**

There were 11,967 claims filed in FY2017; and 4,252 filed as of February 1, 2018.

The DOES private sector workers’ compensation program does not approve claims for payment. The program is responsible for monitoring claims for benefits, performing mediation, resolving disputes between the parties and issuing recommendations in the event of disagreement, which is subject to a formal hearing before an Administrative Law Judge. The insurance companies or self-insured employers shall make the payment after the claim is determined to be compensable.

A chart for the total FY17 and FY18 assessments is provided:

Funds	FY17	FY18
Administration Fund	\$17,866,089.18	\$18,564,514.79
Special Fund	\$4,500,000.00	\$4,500,000.00

The average time to process unconverted lost-time and/or medical claims received is three days.

Where either liability for the payment of or a right to the receipt of, benefits is controverted by a party, the processing time from the date of an informal conference to a determination by a Claims Examiner either denying, or granting benefits is 25 days.

115. What steps does DOES take to solicit feedback regarding the private sectors workers compensation claims system? What, if any, feedback has the agency received and how has it responded?

DOES' private sector workers' compensation program seeks information through periodic meetings, public forums, special events and an annual meeting sponsored in conjunction with the National Council on Compensation Insurance (NCCI) which is attended by representatives from the Department of Consumer and Regulatory Affairs and the Department of Insurance, Securities and Banking; insurance companies' representatives; and the legal community. Approximately 100 participants attended the NCCI/DOES annual meeting held in October 2018. Statistics on the District's performance in the workers' compensation arena is discussed to include medical activity, claims filed, and benefits paid. A comparative analysis with the performance in other states nationwide is also presented and an annual status report is shared with the stakeholders and participants. Copies of the report are available upon request, and it can be accessed online. The focus of the meeting is the report itself.

116. How many Administrative Law Judges hear private sector works compensation cases? How many cases did each Administrative Law Judge hear in FY17 and FY18, to date?

Administrative Law Judges	FY17 Cases	FY18 Cases
ALJ 1	85	35
ALJ 2	44	0
ALJ 3	51	36
ALJ 4	75	27
ALJ 5	85	33
ALJ 6	84	34
ALJ 7	81	34
ALJ 8	86	33
ALJ 9	2	0
ALJ 10	85	33
ALJ 11	85	33
ALJ 12	84	34
Total	847	332

117. Has DOES made any significant changes in the private sector workers compensation system in FY17 and FY18, to date? If so, what were they? Does DOES plan to make any changes in the private sector workers compensation system in FY18? If so, what are they?

DOES did not make any significant changes in the private sector workers' compensation system during the periods of FY17 and FY18 to date. Being among the top five workers' compensation systems in the country, changes are not considered necessary.