

Follow-up responses received from DOES March 13, 2018

- 1. Attachment 1: please provide the detailed version of the organizational chart, as was sent last year. (this year it was only 1 page)**

Please see attachment #1.

- 8. Please provide the number of workers' compensation claims from DOES employees. This question is not about administering the program, but rather DOES employees who are injured on the job.**

12 workers compensation cases were filed in 2017.

- 9. Please provide the reason for separation in cases where employees were terminated, as requested in (c), and the amount of pay as a separate category from the weeks of pay.**

See updated attachment #5.

DOES cannot confirm the amount of pay. The agency solely provides the Office of Risk Management the number of weeks and the hourly rate.

- 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.

	Description of Grievance	Status
Complaint #1	Separation	Settled
Complaint #2	Separation	Pending Arbitration

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.

	Description of Compliant	Status
Complaint #1	Discrimination	Dismissed by OHR
Complaint #2	Discrimination	Dismissed by OHR
Complaint #3	EEO (Retaliation)	Dismissed by OHR
Complaint #4	Discrimination	Dismissed by OHR
Complaint #5	Discrimination	Withdrawn by Employee

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.

17. Please provide a narrative explaining any variances.

Narratives on variances were provided in the original attachment. Please refer to comments section.

18. Please provide copies of MOA and MOU documents as requested, as well as program and activity codes for each transfer.

These items are currently unavailable.

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).**
- **Please provide attachment 13 in excel, so that we can utilize the information contained, as well as format it to print with a header at the top of each page. Please reproduce the attachment, organized by contract/vendor, not by each individual payment.**
 - **Please update the chart to include contract numbers, division and activity codes, a description of contractual goods and/or services, status of deliverables.**
 - **Please provide copies of contracts outputs and deliverables, copies of all monitoring and performance oversight documents, and payment formulas.**
 - **For ETPs, please list the number of participants served rather than each client as a different contract.**

This information is not available in the manner in which it was requested.

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.**
- **Please complete the first table with all of the grants run in 2017, including the following programs that appear to be missing: SYEP, DCCC, TEP, SCSEP, APEP, Back to work, Apprenticeship, WIOA (adult, youth, dislocated worker), YEALP, etc. –**
 - **Please provide copies of deliverables, copies of monitoring documentation, including reports, performance evaluations, cure notices, and/or corrective action plans for each grantee (filled out—i.e.the documentation reflecting record of performance of all DOES grantees in FY17). –**

Please see updated the attachment #14 addendum. This includes Youth Program grants that were initially omitted.

FY 17 grants are monitored and evaluated in FY18. Additionally, many grant activities active in FY17. Monitoring documentation is currently unavailable.

28. **For each pending lawsuit with DOES as a defendant, please provide the extent of each claim, regardless of its likelihood of success.**

This information was provided in the original answer.

29. **Please provide a narrative for each case DOES has settled.**

DOES declined to provide further information about the settlements to protect past DOES employees.

40. Please provide a list and narrative for DOES' top five priorities for 2018.

The top priorities for the agency are both provided in the original answer and in the [FY 18 Plan](#).

42. The question is about new programs, but the response refers to attachment 20, which is supposed to contain information about existing programs. Please answer this question in full, including all 4 subparts.

New programs are included in attachment #20.

49. Please cross reference the information provided about new technology acquired or upgraded in 2017 and 2018 with any relevant contracts by name and number and explain if there have been any issues with implementation of these systems.

Please find attachment #21.

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.

- **Please completely fill out each worksheet in the template spreadsheet requested for each of the programs listed in question 51, as well as any others we missed in the list. Please include all program-level information, including outcomes/results, and the information and outcomes for each vendor/provider. The original template is attached.**

Please find the updated Attachment #20

Additionally, the agency places the priority on the program performance and not the vendor performance. Independent vendor performance is measured but the outcomes may not align with the performance outcomes of the particular program.

52. Attachment 22—last 5 pages. Please provide the organizational affiliation of the members of the review panel for grants given by DOES. Please also update the table to include all grants operated by DOES in 2017. Most grants were not included. Please respond to (g) and provide information about how DOES conducts due diligence to review and verify past performance claims made by applicants. Please respond to

(h) and provide information about the reorganization of staff that work on grant-making. Please respond to (i) and explain the department's reduction in the use of Human Care Agreements in favor of grants. Please respond to (k) and include information on all contracts listed on the awarded contracts database. Please respond to (L) and provide information about grants and procurements that DOES anticipates for the remainder of FY18.

Please see the attachment #22 addendum.

Currently, DOES is pulling grant reviews through a manual process to review and verify past performance claims made by applicants; however, moving forward the agency will require that potential grantees provide documentation substantiating past performance claims including but not limited to past client referral forms.

Midyear 2017, DOES established the Office of Grants Administration and Resource Allocation (OGARA). Grant Administration establishes the administrative and programmatic requirements for all agency grants, MOUs and Human Care Agreements. This office is used in coordination with the agency fiscal officer and agency contracting officer.

Regarding the reduction of the use of Human Care Agreements, the comprehensive effect on program areas has not been determined as the most appropriate procurement vehicle is being assessed on a case by case basis. We expect that the change from a Human Care Agreement (HCA) to a grant should be a seamless transition for the vendor.

DOES does not manage the award contracts database. Per OCP, this information is available on their website.

Finally, the planned procurements are provided to OCP. This information would need to be provided directly from Central OCP as to not compromise the integrity of future procurements. Specific grant plans are in process.

53. Please clarify the amount spent on OSY in FY17. Was it really \$10,056.20? Additionally, please answer (i) regarding whether any providers have been found to not meet performance expectations.

The correct amount of funding was \$3,943,522. DOES is intentional in providing technical support and works to alleviate deficiencies that providers have before they are considered deficient or non-compliant. In correcting this item we also noted that ISY actually spent \$305,732.

55. Please respond to section (d) and provide information provided regarding the request for an accounting reconciliation for fund 624.

This information was provided in the original attachment #24.

- 56. Please respond to (g) and provide information about annual operational costs and respond to (i) by addressing whether there is space for an industrial kitchen for restaurant and hospitality training.**

The annual cost for the Infrastructure Academy is still being determined as we determine the appropriate levels of service between now and the full opening in 2021. DOES is exploring all kinds of training options including those for the restaurant and hospitality industries.

- 58. Please provide numbers of participants for adult local fund programs last year and projected for this year.**

This information and more can be found in the attached Local Jobs Training Report.

- 59. Please provide copies of strategic plans and standard operating procedures for the 14 listed programs. If they do not exist, please state so.**

The strategic plans and standard operating procedures are deliberative products that are updated often to keep pace with the changes to our programs. They are currently unavailable for public dissemination.

- 61. Please respond specifically to how the agency responded to the 6 secret shoppers from the WIC and what changes were made to improve service afterwards.**

The secret shoppers were one of several initiatives to understand and improve the customer service experience. Since the time of secret shopper initiative, DOES has implemented the quality customer service initiatives included in the original answer to make customer interactions simpler, more efficient and more pleasant. The focus on customer service is an ongoing process and we look forward to having more data about the process in FY18. Please find the link to the 2017 customer service report: [HERE](#).

- 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).**

- **Q63 – Please provide outcomes data for WIOA programs for PY16 and PY17, broken out by specific program and the actual number (not just percentages) for each metric. Please provide a narrative explaining changes in performance outcomes over the previous two years. –**

Because these were baseline years there is no change available to report. This question was answered in full previously.

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

e. How do Sydell and DOES monitor subcontractors' compliance with these targets? Which contractors has DOES met with to discuss compliance issues?

The Line Hotel developer Sydell Group and its team are responsible for all reporting of the contractor's workforce statistics and the contractor compliance performance according to § 47-4652 Abatement of real property taxes of Adams Morgan Hotel. If there were any compliance issues or concerns of the contractors it was dealt with by the developer and its team. Office of First Source Compliance will conduct a full audit of the contractors and sub-contractors once the construction and operations phases are complete. Office of First Source Compliance monitor met with the developer Sydell Group and Walsh Construction on the following dates:

- April 14, 2015 – Met with Sydell Group and Walsh Construction
- August 21, 2015 – Met with Walsh Construction
- April 6, 2016 - Met with Walsh Construction
- April 20, 2016 - Met with Sydell Group and Walsh Construction
- June 3, 2016 - Met with Walsh Construction
- August 26, 2016 - Met with Walsh Construction
- September 13, 2016 – Met with Walsh Construction
- October 13, 2016 – Met with Walsh Construction
- October 20, 2016 – Met with Sydell Group
- November 1, 2016 – Met with Sydell Group
- November 15, 2016 – Met with Sydell Group

76. Please update the attachment 27 to include construction projects over \$5M (subject to the hours requirements). Please respond to the questions in section (f) regarding the January-June 2017 semi-annual first source report.

See the attachment 27 addendum.

Regarding the data inconsistencies in the semi-annual report, these issues are due to the fact that data must be pulled manually. DOES is updating the software to ensure this process is automated moving forward.

80. The table is missing: number of contractors subject to the mandatory apprenticeship law (two rows listed as n/a); target number of site visits, quality assurance reviews, and compliance reviews (only the actual numbers for each of these is listed); # of graduates employed within three months of completing the program. DOES only explained

discrepancy with DOL data for new apprentices. Please explain discrepancy for active apprentices, completers, and active programs.

See updated attachment 28.

The discrepancy in data is related to the system the DOES uses for data. The agency reconciles numbers annually through a manual process but the system of record consistently updates data changes in real time. The office is working to update the system to make it more user-friendly for reporting data.

81. Please provide the number of apprentices per program as requested as well as what certifications are available from each sponsor. Please respond to subparts c and d. Please explain why almost all of the figures in the tables for Q81 differ from the Q80 table – most notably FY18 graduates, Q81 says 6 and Q80 says 273.

See updated attachment 29

All apprentices receive core construction and safety training, such as OSHA 10, First Aid, CPR, as well as any trade-specific certifications that are required. All apprentices who successfully complete Apprenticeship participants receive a certificate of completion from the Apprenticeship Registration Agency which is nationally recognized.

The table below reflects the cumulative total active number of DC and non-DC registered apprentices in DOES' system of record database in FY17 and FY18 (through January 31, 2018). DOES does not track the requested information on an individual program basis.

Area of Apprenticeship	FY17	FY18 (to date)
Number of Apprentices	7,881	8,432
New Apprentices	1,283	545
Female Apprentices	264	288
Male Apprentices	7,616	8,144
Apprentice Graduates	248	6

82. Please discuss quality assurance reviews and compliance reviews.

- **Please define quality assurance reviews and compliance reviews.**
- **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.**
- **How are the specific apprenticeship programs selected for these reviews if not at random?**
- **How many reviews found deficiencies? What were they?**

- **What is the policy on rectifying deficiencies? How many were rectified and how were they rectified?**

Compliance reviews are conducted to assess equal opportunities for minorities and women in apprenticeship training under federal regulations 29 CFR part 30 and Federal and local State plans for Equal Employment Opportunities in apprenticeship training. The compliance reviews not only assess the sponsors' efforts in their recruitment and selection of minorities and women for apprenticeship opportunities, but also include thorough evaluation and audit of the programs training and operation. Quality assurance reviews are conducted to assess small apprenticeship programs of one to four apprentices registered to ensure that each apprentice is receiving quality training and that the program is implemented according to apprenticeship regulations.

The numerical targets goals for monitoring visits, quality assurance reviews and compliance reviews were determined based on the number of new contractors applying for apprenticeship registration. Additionally, target setting based on previous year monitoring visits performance. The programs are selected by size and at random. It is critical that DOES ensures that contractors, upon apprenticeship approval, maintain long term quality apprenticeship training programs and provide apprenticeship opportunities for DC residents, both on District government assisted projects and projects beyond. It is also imperative that large apprenticeship sponsors who accept new apprentices are making a conscious and concerted effort to include qualified minorities and women in their apprenticeship program, in addition to implementing quality apprenticeship training. These activities are monitored during quality assurance and compliance reviews.

During FY17, sixteen compliance reviews and twenty-four quality assurance reviews were conducted. Four of the sponsors' apprenticeship quality assurance reviews conducted had deficiencies that included non-apprenticeship activities; three of those sponsors decided to voluntarily deregister their apprenticeship program registration. The other sponsor took immediate actions to hire three DC residents as apprentices. Eleven compliance reviews were conducted. Some of the deficiencies included sponsors failure to notify DOES of apprentices' status such as, graduates, terminations, extension; maintaining evaluation records of apprentices' performance. Sponsors received follow-up reports of the findings with instructions for corrective actions to be taken. DOES also provides technical assistance and guidance to sponsors where needed. DOES selects the sites to be monitored due to number of apprentices assigned to the Sponsor and at random.

83. Please answer the following items:

- 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?**

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.

In FY17, \$400,000 in grants were awarded using Local funds to AFL-CIO, CSA and Simple Technology Solutions and WDC Solar.

- **CSA** – The six week construction pre-apprenticeship program is designed to train DC residents in the building trades. Upon completion, participants will receive OSHA 10, First Aid/CPR, and Flagger credentials. To date, nine participants have completed the program and have been placed in construction employment or a union apprenticeship program.
- **Simple Technology Solutions** – The program is designed to develop entry-level and junior cloud engineering professionals for full-time employment at STS or to be placed through STS at another firm seeking STS trained and certified resources. STS’s in-house preparatory training prepares individuals for the Cloud Solutions Architect -AWS-Level 1 credential, necessary to take the first step in becoming an IT technician.
- **WDC Solar** – The pre-apprenticeship program prepares District residents for opportunities in solar photovoltaic (PV) installation. PV is recognized as one of the District’s high demand industries workforce goals. The program leads to the attainment of the Associates Level of the North American Board of Certified Energy Practitioners (NABCEP). NABCEP certification is considered the gold standard in the solar industry.

99. Please provide the number of staff fluent in each language other than English and Spanish included in the District’s language access program.

- **Has DOES developed a UI Spanish language video? Is it available online or elsewhere? Please send url.**
- **Has DOES translated UI language access informational packages into any other languages besides Spanish that are referenced in the DC Language Access Act? If not, please explain.**

DOES has several staff that speak other languages but they are not trained translators. Our team has been trained to use the translation line for customers needing language access support. DOES is in the process of translating UI packages. The UI Spanish language video is available online at [THIS LINK](#). This process should be completed by the end of FY19.