Labor Standards (3000)

Office of Wage and Hour (3200)

1. **For Compliance Specialists within the Office of Wage and Hour, please provide a description of their duties and include a copy of their position descriptions.**

   Compliance Specialists within the Office of Wage and Hour have a number of duties and responsibilities including, but not limited to, the following:
   - Investigate claims to determine if companies are violating District wage laws.
   - Provide public education and outreach to District employers and employees regarding the wage requirements.
   - Conduct random audits and site visits to determine compliance.
   - Provide quality assurance on compliance data.

   A job description for Wage Hour Compliance Specialists is included in Exhibit A

2. **Please provide the case load and workload for each compliance specialist.**

OWH WORKLOAD		Notes
Compliance Specialist	Workload	
Specialist 1	3- Provides enforcement of Buildings	Also provides enforcement of the Building Services Act, which requires enforcement of over 80 buildings in the District.
Specialist 2	47 cases	
Specialist 3	22 cases	
Specialist 4	37 cases	
Specialist 5	46 cases	
Specialist 6	84 cases	
Specialist 7	3 cases	Also represents the Agency for OAH and OAG Hearings. Note that in FY17, 47 claims were submitted to OAH and 89 claims were submitted to OAG.
Specialist 8	47 cases	
Specialist 9	25 cases	
Specialist 10	6 cases	Also represents the Agency for OAH and OAG Hearings. Note that in FY17, 47 claims were submitted to OAH and 89 claims were submitted to OAG.
Specialist 11	60 cases	
Specialist 12	Quality Assurance	
Specialist 13	Quality Assurance	
Specialist 14	8 cases	
Specialist 15	44 cases	

Specialist 16	31 cases	
Specialist 17	20 cases	
Specialist 18	45 cases	
Specialist 19	48 cases	

Workforce Development (4000)

DC Infrastructure Academy (4260)

3. **In its April 10th responses to the Committee's questions, the AFO stated that DOES would be spending $2 million on information security training at DCIA, which "will ideally serve 200 participants in FY19."**
   a. **What certifications would completers receive?**
   b. **Is $10,000 per participant ($2 million/200 participants) the market rate for entry-level information security training?**

We are working with our corporate partners to provide certifications based on the needs of the programs and the ability of the participants, including (but not limited to):

- CDL Class A or B; school and passenger; air brakes endorsements
- NABCEP PV Associate credential
- CAST exam; OSHA 10; First Aid
- ASE Credentials

The 200 participants is our current goal for training and providing the wraparound services to support them as they move through the program. We will increase the number of participants if we are able to achieve savings.

Apprenticeship (4300)

4. **DOES is proposing 2.25 additional FTEs to be paid for with federal grant funds. What will these additional staff do?**

These additional FTE's will be used to:
1. Recruit additional District resident apprentices.
2. Monitor project sites for adherence to DC-Law 2-156 and Davis Bacon certified payrolls.
3. Provide clerical support to ATR staff and update and manage OAIT database.
4. Monitor solicitations for pre-apprenticeship programs and act as Contract Administrator on identified contractors.
5. Assist with engaging employers with the goal of identifying new potential registered apprenticeship sponsors.
6. Identify and recruit non-traditional apprenticeship sponsors.

First Source (4510)

5. **In its pre-performance hearing responses, DOES was unable to report the number of hires on First Source projects in FY18, stating that the Department is "updating software to rectify the timeliness of reporting issues."**
    a. **Please describe the software update, including: what software is being updated; what it will be able to do that it cannot currently; and the cost and timeline for completing the update.**
    b. **Is the Department currently tracking the compliance of active First Source projects?**

DOES continues to work to strengthen and improve its systems to ensure that it is providing access to work opportunities for unemployed residents and providing proper compliance and enforcement of the First Source law. This month, DOES will begin using a communications system designed to send job alerts to unemployed District residents. In addition, District residents registered with the DOES American Job Center will be advised of jobs created by projects and contracts subject to the Act directly from their assigned case managers. DOES continues to seek and internally develop new methods through which it can inform unemployed District residents of jobs created by projects and contracts subject to the Act. We are updating the system to better track the new hire requirements and hours worked to get more data and to achieve data automation.

DOES takes compliance with the First Source Law very seriously and tracks and monitors compliance of active First Source projects. DOES continues to work to improve and strengthen enforcement.

6. **How many total First Source agreements is the Department currently monitoring?**
    a. **How many FTEs are monitoring these agreements?**
    b. **How many agreements are each FTE responsible for monitoring?**

Four FTEs are monitoring the First Source agreements at DOES

Monitors (Construction)	# of Agreements
Monitor 1	224
Monitor 2	555
Monitor 3	273
Monitor (Non-Construction)	# of Agreements
Monitor 4	366

7. **In the latest semi-annual report covering the second half of 2017, the Department reported that it "conducted 3,000 total compliance related reviews," which is nearly double the 1,581 reported in the previous six months. To what does the Department attribute this increase?**

In the second half of 2017, DOES conducted nearly double the number of compliance related reviews due to a 50 percent increase in First Source Agreements. In addition, the

Agency took corrective action in FY18 to improve the policies related to compliance procedure. Additionally, adding new leadership over the office responsible and bringing in new staff have expanded its monitoring, and general enforcement capabilities.

Year-Round Youth (4810)
8. **In its April 10th responses to the Committee's questions, the AFO stated that $1.474 million out of the $4.2 million in FY18 federal funds for Year-Round Youth subsidies has either been spent or encumbered and that "it is anticipated that the full amount will be utilized to provide youth services." By what date and on what activities will DOES spend the remaining $2.7 million? Please provide any written strategy or plan for Year Round Youth activities in FY18 and 19.**

There is a year lag in federal funds as federal programs do not operate on a fiscal year basis. Federal grants lapse over a period of three (3) years. Youth Programs' strategy for Year-Round activity is to increase enrollments by leveraging programs such as the Pathways for Young Adults Program, Youth Earn & Learn Program, and Youth Innovation Grants Programs in order to increase enrollments across In and Out of School Populations based on program year funding availability. Youth Programs has increased the number of Out-of- School Youth served through federal programs by more than 300 percent by leveraging the aforementioned programs over the course of FY16-18.

State Initiatives: Career Connections
9. **Why has money been reprogrammed away from participant wages – over a million dollars in FY17 and several hundred thousand in FY18?**
   a. **Are there recruitment issues?**
   b. **Retention issues?**
   c. **When will the final versions of IMPAQ's evaluations for Career Connections and LEAP be available?**

Budget reprogramming was done in FY17 and FY18 to enhance DC Career Connections (DCCC). Programmatic activity in areas such as contractual services (training/educational opportunities, case management, and urinalysis testing) equipment, supplies, and professional development all needed to be increased. By doing so, DCCC participants were able to access more training opportunities, services, and ultimately a better customer experience was created. Although the reprogramming occurred, DCCC was still able to reach its target enrollment goal of 402 in FY17 and is on pace to do so in FY18.

There are no recruitment issues in the program. DCCC switched to an online registration process in FY2017, which helped streamline interested candidates and refer them to orientation. Currently, approximately 50 potential participants attend each orientation.

Attrition for DCCC has remained consistent. Participants often become disengaged due to time constraints or failure to pass drug tests. To increase retention, DCCC has enhanced

job coaching services to include more frequent touch points. Increasing touch points will allow staff additional opportunities to identify barriers that will prevent continued engagement. As staff identifies barriers, they actively work toward connecting participants with internal or external resources.

The final versions of IMPAQ's evaluations for Career Connections and LEAP will be available by the end June, 2018.

Capital: UI Modernization Project

10. **Only about $2 million out of $26 million previously allocated has been spent on UI modernization since 2012. Please provide an explanation of why the project has had limited activity in the last 6 years.**

    Since the start of the Bowser Administration in 2015, the agency has looked closely at how best to successfully execute UI modernization. In the past two years, the District of Columbia has completed an RFI from several vendors and is currently addressing an RFP for the UI Tax Division.

11. **Please provide details on what the $2 million was spent on and how it supported the modernization project.**

    The $2 million dollars spent was used to collect the over 1,500 requirements for the enhancement project. DOES staff was assigned to the modernization project to determine and capture the necessary inputs and technological resources for upgrading our current system. Additionally, a contractor was brought in to assist the DOES team.

12. **The estimated funding cost for this project is $37,844,000. How did DOES arrive at this amount? Provide a written analysis**

    The funding covers four primary areas: UI Benefits, UI Tax, IV&V for Benefits (independent verification and validation) and a Project Management / Organizational Change Component. Funding for IV&V was fifteen percent of the total budget. Twelve percent went toward Project Management. The major portion of the funds is for the Benefits Project with sixty five percent of the remaining funds for UI Benefits.

13. **Please provide a detailed spending plan for each of the 3 components of this project (benefits, tax, and oversight verification), including annual spending in each year until completion of the project and a breakdown of staff, contractors (names and amount per vendor), and other costs.**

    The following chart details the estimated spending plan for each project component broken down by year:

Project Component	2018	2019	2020	Total
Project				

Management/Organizational Change	$0.5 million	$1.9 million	$1.3 million	**$3.7 million**
Independent Verification and Validation (IV&V)	$0.5 million	$2.5 million	$2.5 million	**$5.5 million**
Benefits and Integrations	$3.8 million	$5.9 million	$5.9 million	**$18 million**
Tax and Integrations	$0	$7.0 million	$2.8 million	**$10 million**

Staff: Three SMEs from Program, three technical Program Managers from OIT and a team provided by the vendor will be working on this project for the life of the contract.

14. **Which Capital Project phase is this project currently in? What is DOES's plan for each phase of the IT modernization project? Where is DOES in this process for both the tax collection and benefits portions of the modernization project?**

    The project is currently in the first phase, consisting of planning and requirements gathering for the UI Benefits system. Two phases will follow, consisting of the building of the new system and testing and deployment of this system.

15. **What is the transition plan for piloting the UI modernization? Will the employees/ contractors creating the modernized system stay on as FTEs after the pilot phase?**
    The current transition plan for piloting the UI modernization is to split the work into two phases and one set of functions will go live first. The team supporting the transition will be employees and contractors. The plan is to have a set of employees that are with the project end to end so that the systems are well known and to minimize reliance on vendor support.