

WORKFORCE INVESTMENT COUNCIL
FY17-18 Performance Oversight Questions
Committee on Labor and Workforce Development
Councilmember Elissa Silverman (At-Large), Chair

I. Agency Organization

1. Please provide a current, as of February 1, 2018, **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.

Attached EMO Schedule A, which includes number of vacant, frozen and filled positions.

The District's Workforce Investment Council (WIC) is a private-sector led board responsible for advising the Mayor, Council, and District government on the development, implementation, and continuous improvement of an integrated and effective workforce investment system.

The two changes to the org chart are the appointment of Todd Lang as Executive Director and Diane Pabich as the Deputy Director.

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 and FY18 fringe benefit rates);
 - 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; and

- 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).

Attachment provided: EMO Schedule A, which includes number of vacant, frozen and filled positions. Please see the response to question 1.

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

The WIC does not have any term or temp positions.

- 4. Please provide the following information on any **contract workers** in your agency:
 - a. Position name
 - b. Organizational unit assigned to
 - c. Hourly rate
 - d. Type of work duties

The WIC does not contract for staff.

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

Number of Employees Hired in FY 2017 and FY 2018 to date

<i>Position Type</i>	<i>Total Number</i>	<i>Number who are District Residents</i>
Continuing		
Term	1	0
Temporary	0	0
WAE		

- 6. Please list all **employees detailed** to or from your 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.

The WIC does not currently have any detailed employees.

- 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.

Employee	Travel Date	Cost	Reason for Travel
Odie Donald, Executive Director	March 25- 28, 2017	\$1,077.85	National Association for Workforce Development Conference
Odie Donald, Executive Director	February 24-27, 2017	\$875.00	National Association of State Workforce Board Chairs 2017 Winter Meeting
Todd Lang, Executive Director	February 24-26, 2018	\$500.00	National Governors Association 2018 Winter Meeting
Diane Pabich, Deputy Director	February 24-27, 2017	\$875.00	National Association of State Workforce Board Chairs 2017 Winter Meeting
Diane Pabich, Deputy Director	August 21- 24, 2017	\$1,313.54	Ohio's First US DOL Regional Workforce and Economic Development
Diane Pabich, Deputy Director	September 24-26, 2017	\$480.00	US Conference of Mayors Workforce Development Council 28 th Annual Congressional Forum
Diane Pabich, Deputy Director	February 23-26, 2018	\$500.00	National Governors Association 2018 Winter Meeting
Lauren Scott, WIOA program manager		\$1,313.54	Ohio's First US DOL Regional Workforce and Economic Development Conference
Lauren Scott, WIOA program manager	June 23- 26, 2017	\$2,682.94	US Conference of Mayors 85 th Annual meeting in Miami Beach, Florida
Anika Holmes, former program manager	October 26- 27, 2017	\$911.60	Conference National Career Pathways Network Conference (NCPN) in St. Louis

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

National Governor’s Association (NGA) membership dues \$2,755.00

II. Budget and Expenditures

9. Budget

- a. Please provide a table showing your agency’s Council-approved original budget, revised budget (after reprogramming, etc.), and actual spending, by program and activity, for FY17 and the first quarter of FY18. 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. 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.

Table: Approved Original Budget

Funding	Budgeted FY17	Actual FY17	FY18 Expenditure through 12/31/17
Local	\$1,595,244.26	\$1,458,244.26	\$1,035,421.71
Intra District	\$394,871.73	\$2,797,822.28*	\$1,489,140.46

Funding	Budgeted FY18	Actual FY18	FY18 Expenditure through 12/31/17
Local	\$1,743,309.57	\$1,458,244.26	\$59,326.66
Intra District	\$466,771.27	\$466,771.27	\$84,121.26

Note: All FY17 figures provided are through December 31, 2017 in order to accurately account for grant and contract spending. Performance-based grant invoices are not received from grantees until 15 days after the completion of a calendar month, and payments can take up to 30 days after an invoice is received.

No lapse in federal funding.

10. Please provide a table listing all **intra-District transfers** for FY17 and FY18 (YTD), 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 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; and
 - 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.

FY 17									
	Amount	Buyer Agency	Seller Agency	Service	Signature Date	Transfer Date	LOI	Program	Activity
FY17	\$797,822.00	DOES	DMGEO	Intra District	10/2/2016	11/21/2016		WIOA	Support the WIC in performing and carrying out its responsibilities as a state Workforce Board
FY17	\$2,000,000.00	DOES	DMGEO	Intra District	9/29/2016	12/05/2016		Career Pathways Innovation Fund	WIC shall issue Career Pathways Innovation Grants / Contracts
FY17	\$1,100,000.00	DOES	OSSE	Intra District	6/15/2017			Career Pathways Innovation Fund	Career Pathways Innovation Grants partnership
FY17	\$1,186,095.00	DMGEO	DMPED/EBO	Intra District	1/18/2017	2/01/2017		Local	
Total	\$5,083,917.00								
FY 18									
	Amount	Buyer Agency	Seller Agency	Service	Signature Date	Transfer Date	LOI	Program	Activity
FY18	\$1,000,000.00	DOES	DMGEO		11/09/2017		FY19	WIOA	Support the WIC in performing and carrying out its responsibilities as a state Workforce Board
FY18	\$1,500,000.00	DOES	DMGEO	Intra District	1/30/2018	02/14/2018		Career Pathways Innovation Fund	Career Pathways Innovation Grants/ Contracts

FY18	\$500,000.00	DOES	DMGEO	Intra District	12/08/2017	01/31/2018		Workforce Intermediary Program	Occupational job training
FY18	\$1,057,457.00	DOES	DMGEO	Intra District	Workforce Development Services/ WIC Support	01/02/2018		FY18 WIOA State-Set Aside	Workforce Development Services/ WIC Support
Total	\$4,057,457.00								

11. 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 reprogramming 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:
- The reprogramming number;
 - The sending or receiving agency name;
 - The date;
 - The dollar amount;
 - The funding source (i.e. local, federal, SPR);
 - The program, activity, and CSG codes for the originating funds;
 - The program, activity, and CSG codes for the received funds; and
 - A detailed rationale for the reprogramming.

FY17 Reprogramming Excel Spreadsheet Attachment Provided.

12. Please list, in chronological order, every **reprogramming** *within* your agency during FY17 and FY18, to date, as well as any anticipated intra-agency reprogramming. Please attach copies of any reprogramming documents. For each reprogramming, include:
- The date;
 - The dollar amount;
 - The funding source (i.e. local, federal, SPR);
 - The program, activity, and CSG codes for the originating funds;
 - The program, activity, and CSG codes for the received funds; and
 - A detailed rationale for the reprogramming.

Please see attachment 11(Excel Spreadsheet).

In FY17, \$35,000.00 of WIC funds were reprogrammed from local budget (100) and program (3030) by the budget office in September 30, 2017, (EBO

After December 2017, a reprogramming request was made in February 2018 by the WIC to reprogram funds in the amount of \$686,095.24 from Non-Personal CSG 0050 (Subsidies) to (Contractual) 0041. \$1,186,095.24 was transferred via MOU between WIC/DMGEO (EMO)/ DMPED (EBO) and only \$798,591.52 was spent, leaving \$387,503.72 to be sent back to EMO. The funds are needed to ensure the WIC is able to procure contractual services that support workforce intermediary training programs.

13. Please list all **memoranda of understanding** (“MOU”) and memoranda of agreement (“MOA”) entered into by your 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; and
 - 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 #10 above and the attached MOUs.

14. Part I. The committee would like to better understand the agency’s programmatic needs and the associated budgetary costs. Please submit copies of your **FY19 budget submission to the Mayor’s Office of Budget and Finance (OBF)**. In FY19, this includes:
- a. The Operating Budget Submission Memo;
 - a. Attachment A, Vacancy List;
 - b. Form 1 (Impact of Agency’s Marc);
 - c. Form 2 (Enhancement Requests); and
 - d. Attachment B, List of intra-districts.

Part II: In addition, please identify:

- a. Which of your 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); and
- b. Which of your agency’s enhancement requests (Form 2) were accepted (i.e. which enhancements were added to your 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 your agency is willingly omitting any information requests in Part I and Part II.

The WIC 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.

15. Please list each **grant or sub-grant**, including multi-year grants, received by your agency in FY17 and FY18, to date. List the following:
- Source;
 - Purpose;
 - Timeframe;
 - Dollar amount received;
 - Amount expended;
 - How the grant is allocated if it is a multi-year grant; and
 - 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.

The WIC did not receive any grants or multi-year grants in FY17 or FY18.

16. Please describe every **grant** your agency is, or is considering, applying for in FY18.

The WIC reviews public and private grant solicitations and evaluates them with other District agencies and partners as they become available. To date, the WIC has not identified additional potential opportunities.

17. Please list each **contract, procurement, and lease** leveraged in FY17 and FY18 (year-to-date) with a value amount of \$10,000.00 or more. "Leveraged" includes any contract, procurement, or lease used by the agency as a new procurement establishment (i.e. HCA, BPA, etc.), contract extension, and contract option year execution. This also include direct payments (if applicable). For each contract, procurement, or lease leveraged, please attach a table with the following information, where applicable:

Part I

- Contractor/Vendor Name;
- Contract Number;
- Contract type (e.g. HCA, BPA, Sole Source, single/exempt from competition award, etc.);
- If the contract is performance-based, specify the basis of performance (i.e. the metrics) and describe the payment formula;
- Description of contractual goods and/or services;
- Contract's outputs and deliverables;
- Status of deliverables (e.g. whether each was met or not met, in-progress, etc.);
- Contract Administrator name and title assigned to each contract and/or procurement;
- Total contract award (dollar amount);
- Total contract or procurement expenditures in FY17;
- Total contract or procurement planned expenditures in FY18;
- Period of performance (e.g. May 31 to April 30); and
- Current year of contract (e.g. Base Year, Option Year 1, etc.).

Part II: (n) Please attach copies of any deliverables, copies of any monitoring plans, and results of any monitoring, such as monitoring reports or performance evaluations.

Part III

- o. Please discuss the role of the WIC board in contract selection and oversight. After execution, does staff share contracts with the Board? Does it share deliverables with the Board? If not, why not?
- p. For the contracts with DB Grant Associates, Kairos, and Maher and Maher, please attach the statements of work and copies of any contract deliverables that have been due, to date. Please also attach any workplans for 2018.

The WIC is governed by the contracting and procurement rules of the District. District of Columbia Law under the Government and Procurement Practices Act provides standards and methods of contracting. The Act requires that District government contracts be awarded by competitive sealed bidding, competitive sealed proposals, and sole source contracts. This process protects the Board and staff from any conflict of interest that is incompatible with their duties and responsibilities on the Board or as District government employees, provided in 33 D.C. Reg. 6794. The Office of Contracts and Procurement is the agency responsible for carrying out the process. Once the District procurement requirements have been met, the WIC can make a recommendation to the Executive Committee and Board to solicit input and feedback.

Please see the table below for information regarding the contracts with DB Grant Associates, Kairos, and Growth Transitions (Maher/ Maher):

Contract Name	Contract Number	Contract Type	Description of Goods and services	Status of deliverables	Copies of deliverables	Contract Administrator	Total Contract value FY17	Total contract or procurement value FY18	Period of Performance	Current year of contract
Jeff Marcela	DCEB-2016-C-2015	Competitively bid / Local Funds	Technical Assistance /Grant writing	Contractors has been in compliance with all agreement terms	Deliverables attached with contract see scope	Lauren Scott	\$49,000	\$49,000	8/15/17-8/14/18	2 ND Year Option
Kairos	C-2015 DCEB-2016-C-1001	Competitively bid / Local Funds	WIOA Policy/ Technical Assistance/Dvelop an online dashboard/WIC policy manual	Contractors has been in compliance with all agreement terms	Deliverables attached with contract see scope	Lauren Scott	\$266,100	\$266,100	10/01/17-09/30/18	2 ND Year Option

Xerox	DCEB-2016-F-0004/GS-25F-0062L	Competitively bid	Furnish, deliver and maintain leased copier equipment for WIC	Contractors has been in compliance with all agreement terms		Crystal Davis	\$4,621	\$4,621	8/23/17-8/22/18	2 ND Year Option
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Growth Transitions (Maher)	DCEB-2017-C-0001	Competitively bid/ Local Funds	To develop a CoP for adult education and workforce providers in the District	Contractors has been in compliance with all agreement terms	Deliverables attached with contract see scope	Anika Holmes	\$249,500	\$249,500	01/23/17-01/22/18 01/23/18-01/22/19	Base Year with two option years
Kairos	DCEB-2015-C-1003	Competitively bid/ Local Funds	WIOA State Planning / Strategic Career Pathways plan	Contractors has been in compliance with all agreement terms	Deliverables attached with contract see scope	Jeanna Fortney/ Anika Holmes	\$72,960	\$72,960	10/1/17-09/30/18	Option Year Three Price Proposal
One-Stop Career Centers Operator - DB Grant Associates	DCEB-2015-C-1003	Competitively bid/ Intra District Funds	coordinator of services in a role similar to a "shopping mall manager."	Contractors has been in compliance with all agreement terms	Deliverables attached with contract see scope	Lauren Scott	\$591,307	\$591,307	10/1/17-09/30/18	Option Year Three Price Proposal

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

For each grant, please include the following information, where applicable:

Part I

- a. Grant/Program Title;
- b. Grant/Program Number;
- c. Grantee Name;
- d. Description of goods and/or services;
- e. Grant's outputs and deliverables;

- f. Status of deliverables (e.g. whether each was met or not met, in-progress, etc.);
- g. If the grant is performance-based, specify the basis of performance (i.e. the metrics) and describe the payment formula;
- h. Program Manager name and title assigned to each grant;
- i. Grant Administrator name and title assigned to each grant;
- j. Total grant award value in FY17;
- k. Total grant expenditures in FY17;
- l. Total grant award value in FY18 (YTD);
- m. Period of performance (e.g. May 31 to April 30); and
- n. Current year of grant award (e.g. Base Year, Option Year 1, etc.).

Part II: Please attach copies of any deliverables, copies of any monitoring plans, and results of any monitoring, such as monitoring reports or performance evaluations.

The following is a listing of the grants that have been awarded through the Targeted Industry Partnerships:

- 1. Institute for Equity and Excellence in Public Education
Attachment provided (Excel Spreadsheet)**
- 2. Hospitality Job Training Grant - DC Central Kitchen
Attachment provided (Excel Spreadsheet)**
- 3. Construction Pre-Apprenticeship Grant - AFL-CIO Community Services Agency
Attachment provided (Excel Spreadsheet)**
- 4. Construction Support Services- Collaborative Solutions for Communities**
- 5. Attachment provided (Excel Spreadsheet)**

The Workforce Program Manager conducts monthly performance reviews of the grant; and additional program and fiscal monitoring may be conducted periodically. Monitoring to date has confirmed that the grantee was in compliance with all grant agreement terms in the areas assessed.

III. Agency performance, evaluation, and disputes

19. 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.

The WIC does not have any ongoing investigations, audits or reports.

20. 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.

All FY17 goals were met, and some have been exceeded. This information is reflected in the attached performance accountability report.

21. Please provide a copy of your 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, 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.

There are no planned changes to targets or goals for FY17 or FY18. All the FY17 goals were met and some have been exceeded. This information is reflected in Performance Accountability Report.

- **Business Engagement**: Targeted percentage of business representatives from high demand sectors attending Industry Council meetings: Target: 90 % Actual: 133% (Qtr.2); 150% (Qtr.3); and 142% (Qtr.4)
- **Guidance/Oversight**: Provide strategic planning and coordination of workforce system to implement WIOA Plan: Targeted percentage increase: 5% Actual: 200% for Qtrs. 2, 3, and 4
- **Credentialing/Access to Training**: Provide WIOA participants with high quality training opportunities that lead to employment within District's high demand industries through ETPL
- (Annual Measure): Percentage of customers who completed training: Target: 56%, Actual 80.9 %; Percentage who completed training and entered employment within 6 months of training completion: Target 52%, Actual 59.6%
- **Career Pathways**: Advance the development of the District's high demand career pathways. Target: 90%
- Qtr.1: 68.8%; Qtr.2: 126%; Qtr.3: 124% Qtr. 4: 120.8%

Find the FY18 Performance Plan [HERE](#).

22. Please provide the number of **FOIA requests** for FY17 and FY18, to date, that were submitted to your 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.

The WIC has not received any FOIA requests for FY17 or FY18.

23. 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. Please attach a copy if

the study, research paper, report, or analysis is complete. 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 your responses above; and
- f. Source of funding (program and activity codes) if not included in responses above.

Please see the attached Secret Shopper Report.

24. 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; and
 - e. A description of whether the agency is in compliance with these requirements, and if not, why not.

The WIC is not required by federal law, District of Columbia Code, or Municipal Regulations to generate any reports. These tasks are typically required by agency level entities within DC government. The WIC is a program, under DMGEO, which is the agency bound by federal law, District of Columbia Code or Municipal Regulations.

25. 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?

Training and educational opportunities in FY17 for WIC staff:

- **Dale Carnegie's high-impact presentation skills training - subject offers one-on-one public speaking Training Presentation Skills**
- **George Washington University College Center in Public Leadership Program-subject to deepen leadership capabilities and explore the Executive Core Qualifications (ECQs)**
- **State-Level Equal Opportunity (EO) Officer to CRC's State-Level EO Conference subject of training is the newly appointed State-Level EO Officers**

- 26.
- 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?
- d. What is the role of the WIC Board in performance evaluations?

The WIC 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.

The WIC board does not play a role in performance evaluations.

27. 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. Please provide an update on what actions have been taken to address each recommendation. If the recommendation has not been implemented, please explain why.

The WIC did not receive recommendations from local or federal oversight entities.

IV. Agency Operations

28. 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.

The top five priorities in FY17 and FY18 are addressed in the following:

Goal #1: System Alignment

- **Stood up WIC board committees to create the strategic vision for the workforce system and is currently leveraging this leadership to modify the WIOA state plan.**
- **Coordinate interagency partnerships to create a uniform intake, assessment and referral system.**
- **Doubled the size of the state EPTL to 32 providers**

Goal #2: Access to Workforce and Education Services

- **Expand earn and learn opportunities to allow residents to increase education and skill levels while helping support themselves and their families.**
- **Ensure each sector pathway is developed with business input and includes well - connected and transparent education, training, credential offering that are delivered through multiple linked and aligned programs.**

Goal #3: Sector Strategies/ Alignment with Business Needs

- **Coordinated interagency business activities by partnering with DOES and DMPED to form an advisory group that meets monthly. In FY 18 we will expand partnership to two additional District agencies that deliver workforce related services.**

- In FY 17 the WIC board add infrastructure as a sixth high demand industry based on labor market information. District partners have collaborated on a private-public partnership to launch the DC Infrastructure Academy.

Goal #4: Performance and Accountability

- Partner with district agencies to evaluate a uniformed evaluation of venders in an effort to create a vender scorecard draft product by the end of FY18
- In FY18, the District has partnered with a 3rd party to begin creating a WIOA state dashboard.

Goal #5: Serving our Youth

- The WIC has partnered with all youth serving agencies to facilitate the connection and enhancement of youth programming services. For example, coordinating with DHS and DOES to create a TANF focused MBSYEP boot camp for 100 participants.

29. 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.

The agency held WIC board retreats in FY17 & 18 to set the Board’s goals and the vision for the District workforce system.

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

- a. A description of the program;
- b. The funding required to implement to the program;
- c. The program and activity codes in the budget; and
- d. Any documented results of the program.

The WIC did not have any new programs implemented by the agency during FY17 and FY18 to date.

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

There is no impact on the agency regarding legislation passed or regulations adopted at the federal level during FY17 and / or FY18, to date, which significantly affect agency operations.

32. Please identify any **legislative requirements** that your agency lacks sufficient resources to properly implement. Please explain.

There are no legislative requirements that the WIC lacks sufficient resources to properly implement.

33. Please discuss any **legislation** your agency plans to submit to the Council in FY18 or FY19.

The WIC works with the Mayor's Office of Policy and Legislative Affairs to submit legislation to the Council as necessary.

34. Please identify any **statutory or regulatory impediments** to your agency's operations.

There are no statutory or regulatory impediments to the WIC's operations.

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

The WIC is responsible for the implementation of the WIOA statute under the guidance of the Mayor. The Mayor's Order 2016-086 dated June 2, 2016, the WIC shall serve as the state workforce development board for the District of Columbia under section 101 of the Workforce Innovation and Opportunity Act (WIOA), and, as provided in section 107 (c)(4) of the WIOA shall carry out the functions of the local workforce development board for the District of Columbia under WIOA.

36. The WIC does not appear to **post on its website** information regarding the awarding of contracts, grants or technical assistance. This should be accessible public information. Do you disagree? If you do not, please give a timeline when this will be transparent and available to the public on the website.

The WIC's contracts and grants are accessible to the public. The WIC follows DC procurement laws regarding the solicitation and award of grants and contracts. The Office of Contracting and Procurement (OCP) is required to post contract awards valued at \$100,000 or more for agencies served by OCP. The awarded contracts database includes a caption describing the type of goods or services provided, the contract number, the ordering agency, the contract amount, the period of time covered by the contract award, the contractor receiving the award, and the market type. You may view a summary list of contract awards; from that list you may click on specific captions for contract award details. System-wide technical assistance activities are publicly announced prior to each activity, in the same manner as the Workforce Implementation Guidance Letters are announced. A recap of each system-wide technical assistance activity to date has been posted on the WIC website. In addition, agencies/organization may request specific and individual technical assistance, which may be shared publicly, as appropriate.

V. Workforce Innovation and Opportunity Act ("WIOA")

State Plan

37. **WIOA state plan.** Does the WIC have an operational plan to implement WIOA, with specific timelines and milestones? If so, please attach it. If not, please discuss how the WIC--both the staff and the board--has operated to implement and to measure success at

implementation of the state plan thus far. Will the WIC develop a timeline for the remainder of the plan's implementation?

WIOA State Plan timeline and milestones are detailed below:

- **March 16th — DC Register Submission**
- **March 19th — WIC Board meeting and public engagement sessions/ activity**
- **April 15th — Submission of the final plan by the WIC to USDOL**

38. The **WIOA state plan will need to be updated in 2018** to submit to the federal government.
- a. Which individual will be the lead/responsible for the effort? What is the submission deadline?
 - b. What will the process and timeline be to develop the update? How will community members—including jobseekers, workers, businesses, and service providers—be involved?
 - c. Has DOL published guidance on the 2018 state plan update? Please attach a copy or provide the url. https://wdr.doleta.gov/directives/corr_doc.cfm?DOCN=5822
 - d. How will the WIC work with partner agencies and the community to evaluate progress on the first 2 years of WIOA implementation in order to know what adjustments can and should be made to the plan?

DOL guidance regarding the modification requirements for WIOA Unified State plans came out on January 24, 2018 with a March 15, 2018 deadline for submission. The WIC will be the lead agency on plan submission. For a timeline please see question #37.

WIOA requires that States review their plans every two years and update State Plan strategies based on changes in the labor market and economic conditions or other factors affecting the implementation of the State Plan. USDOL also expects States to update plans to reflect implementation of WIOA and to improve areas of the plan impacted by the publication of jointly-administered regulations and guidance, or changes in circumstances in the State, since the initial State Plan submission in March 2016. As such, modifications will be made by partners to bring the plan current; any major revisions will be done as part of the 2020 update to the unified plan. During the update process, the WIC will also host at least three community engagement sessions to connect with stakeholders and obtain their feedback on WIOA implementation.

39. Please discuss the District as a **single state area** under WIOA.
- a. What is the distinction between the state board role and local board role under WIOA for the District?
 - b. How does the WIC view its role for each, especially given the requirements under Section 106(d)(2) that automatically assign local board functions to state boards in single state local areas?

Washington, DC, like a small number of States and territories, consists of a single local workforce area. In these jurisdictions, the local chief elected official and Governor is the same individual, in this case Mayor Bowser, serves as the Chief Elected Official.

State Workforce Board functions are outlined in 20 CFR Part 679.130; Local Workforce Board functions are outlined in 20 CFR Part 679.370; Special designation provisions for single area states are outlined in 20 CFR Part 679.270, including conducting the functions of the local workforce board, but may do so in a manner that reduces unnecessary burden and duplication of processes.

The State Workforce Development Board in the District is the Workforce Investment Council (WIC). The WIC performs both state and local workforce board functions. WIOA and the implementing final rules provide the Chief Local Elected Official/Governor chief responsibility over the system. The Governor/Mayor 1) appoints the WIC; 2) chooses the fiscal agent; 3) assigns key duties such as monitoring and procurement actions; and, 4) approves the annual operating budget. The Mayor may delegate administrative responsibilities to DOES or another department as she sees fit. State Workforce Development Boards make strategic recommendations to the Governor/Mayor. The Governor/Mayor may assign implementation of the recommendations to the public employment service (DOES). This is the most common WIOA administrative model in single local workforce area states nationwide.

Youth Services/ DOES

40. The WIOA state plan includes the following steps regarding **Youth Services** in “Table 7: WIOA Implementation Phases by Goal Area.” Please provide a full status update on each element.
- a. In Phase 1, “Referrals from locally funded youth programs (such as SYEP, Career Connections, and the Reengagement Center) to Title I Youth programs occur to increase enrollment, with a focus on Out-of-School Youth.” Does the WIC track the number of referrals? Please provide data for FY16, FY17, and FY18, to date. What procedures or policies are in place to ensure this element is implemented? Are such policies and procedures fully operational?
 - b. In Phase 1, “Enhance coordination between Title I, Title IV, and OSSE Youth programming, including: ensure youth with disabilities access Title I programs.” What steps have been taken to implement this element? Is it fully operational?
 - c. In Phase 1, “Coordinate SYEP orientation for students and businesses to ensure that students with disabilities and businesses are aware of the supports available through RSA to support youth with disabilities placement.” What procedures or policies are in place to ensure this element is implemented? Are such policies and procedures fully operational?

- d. In Phase 1, “Coordinate referrals between DOES youth programming and the Reengagement Center and postsecondary support programming.” Please explain what steps have been taken to implement this element. Is it fully operational?
- e. In Phase 2, “Coordination between DOES, OSSE, DCPS and relevant DC Public Charter schools to ensure work experiences are aligned, where appropriate, with a student’s CTE program of study.” Please explain what steps have been taken to implement this element. Is it fully operational?

This new process will take place at the agency level through the Department of Employment Services. As this is a new process for FY18/ PY17, this year will serve as a baseline, and it will be reported to the system by DOES. This new activity does not require additional policies and procedures but, rather, coordination between the programs. The overall tracking of referrals is a deliverable of the newly acquired One Stop Operator, which is managed by the WIC.

Coordination between Title I, Title IV, and OSSE Youth programming already exists through MOUs. Both Title IV and the OSSE Re-Engagement Center have MOUs with the Title I administrator. These MOUs have been enacted and partners actively meet to discuss potential program enhancements.

DOES implements the Marion Barry Summer Youth Employment Program and, as such, coordinates and leverages a variety of intra-agency relationships to connect disabled youth to summer programs, additional resources and services.

An MOU has been in place between DOES and the Re-engagement center to provide referrals to youth and provide a variety of services, many of which fall under the 14 required WIOA elements. They are also on site at the AJC.

Phase 2 will take place in FY18 and FY 19.

- 41. What is the status of the **WIC Youth Committee’s** work to determine how to best serve District Youth in the workforce development system?
 - a. What, specifically, is the goal, purpose, or assignment of this committee?
 - b. The WIOA state plan includes establishment of a Youth one-stop by Phase 3 of the plan (see Table 7 in the plan).
What is the status of developing a youth one-stop?
 - c. What other options have been explored? What was the outcome of those explorations?
 - d. What is the timeline for deciding on which option(s) to implement? If it is not yet complete, please provide an anticipated completion date.
 - e. What is the timeline to implement such decision?

USDOL strongly encourages Local Workforce Development Board (WDBs) to establish Youth Committees to provide information and to assist with planning, operational, and other issues relating to the provision of services to youth (see 20 CFR 681.100 and WIOA sec. 107(b)(4)(A)(ii)). Since its inception, the WIC Board Youth Committee’s primary goal has been to improve the quality of and access to

services. One major development as a result of the Committee’s work has been connecting youth services to the AJCs. Specifically, DOES has made youth services available through each of the AJCs and added two case managers that serve older youth in the headquarters of the American Job Career Center. This activity will be evaluated and reported on throughout FY18.

Performance Management and Data/DOES

42. In a chart, please provide for each quarter in FY16, FY17, and FY18 Quarter 1 (or PY 15, 16, and 17) the **outcomes of each WIOA title and** program, operated by all administering agencies. Please include this information even if it has not been required by or reported to the federal government.
- Delineate the results for each WIOA program, including Titles I (broken into Adult, Dislocated Worker, and Youth), II, III, and IV.
 - Include negotiated goals, the percentage, and the n (number) for each metric.
 - If this information has not been received for PY16 or 17, please indicate on what date the WIC requested that information from each agency and any explanation for why the WIC has not obtained such information.
 - List the name and submission date of any performance or other reports submitted to any federal agency on WIOA performance; attach copies of all such reports.

Please see corresponding chart below with all WIOA performance reports. The Christmas Tree Report was an internal report that highlighted the DOL negotiated measures, actual performance, and the percent of the negotiated goals met. In PY2016, DOL implemented a new performance system called the Workforce Integrated Performance System (WIPS). During the implementation of the new system, no performance results were provided to states by DOL for PY2016. In PY2017 Qtr1 the WIPS began providing performance results to states. Below are Quarter 1 results:

PY2017 Quarter 1 WIOA Performance Results

		ETA Negotiated Standard	District's Performance	% of Standard Achieved
Performance Measure				
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- The reporting timeframe has not been reached so the results are not available.

Credential Attainment Rate- The reporting timeframe has not been reached so the results are not available.

Report / Brief Description	Reporting Deadlines	Most Recent Submission Date
ETA 9130: Federal Financial for <ul style="list-style-type: none"> <input type="checkbox"/> WIOA Adult and Dislocated Worker (statewide and local) <input type="checkbox"/> WIOA Youth (statewide and local) <input type="checkbox"/> National Dislocated Worker Grants <input type="checkbox"/> Statewide Rapid Response <input type="checkbox"/> Employment Services (Wagner-Peyser) and Unemployment Insurance <input type="checkbox"/> Senior Community Service Employment Program (SCSEP) <input type="checkbox"/> Trade Adjustment Assistance Program 	Quarterly to USDOL	2/14/2018
ETA 9169: WIOA Annual Report Tables & Narrative	Annual to USDOL	10/16/2017

ETA 9170: WIOA Participant Individual Record Layout (PIRL)	Quarterly to USDOL	2/14/2018
ETA 9173: WIOA Program Performance Report	Quarterly to USDOL	2/14/2018
ETA 9174: Pay for Performance Report	Quarterly to USDOL	2/14/2018
WIOA Data Element Validation	Annual to USDOL	3/15/2017
Wagner-Peyser Data Validation	Annual to USDOL	3/15/2017

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.

43. The WIC’s FY17 performance responses noted that the WIC’s board meetings include **performance management** and are an “opportunity to assess results to make policy-related changes.” Referencing the data provided in the previous question, please assess performance in each WIOA Title and subprogram.
- a. Has the WIC conducted analyses of workforce development programs’ performance? Which programs? What were the results? Where have there been performance metric deficiencies? For those, have any policy changes been made?
 - b. Where has the District met performance metrics or seen improvement?
 - c. In FY17 performance questions, the WIC stated that the District was not meeting standards negotiated with the Department of Labor on youth programming, but that the WIC expected to start to show positive results in those areas in FY17.
 - i. Please explain the relevant strategies or directives that would drive positive results.
 - ii. Referencing the data provided in the previous question, discuss the results of youth programs in PY16 or FY17. If the District is not meeting the 80% threshold, does the WIC have a strategy to address this issue? Please share such strategy.
 - d. What strategies have been developed to address performance deficiencies in other areas?
 - e. More generally, how does the WIC board set priorities? Has the WIC (board or staff, please specify) used information on WIOA or other programs’ performance metrics to assess programs and vendors, and to make modifications? Please explain.

WIOA, section 101(d)(4) the State Workforce Development Board (WIC) shall assist in the development and update of comprehensive State performance accountability measures, include State adjusted levels of performance, to assess the effectiveness of the core program in the District as required under section 116(b), listed in the previous question.

The measures taken by DOES to strengthen the adult and youth program implementation have been successful, as evidenced by meeting or exceeding all program year Federal Common Measure goals. DDS/RSA also improved their closure rates and wages; and OSSE AFE has been successfully improving enrollments and maximizing service provision to adult learners.

The report below shows the numbers have increased in youth programs. The District now meets or exceeds all US DOL goals.

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

To further increase performance, DMGEO, WIC, DOES, DHS, OSSE, DDS/RSA and UDC-CC meet regularly to review the progress of WIOA implementation, to focus on the continuous improvement of the program and processes, and for system-wide problem solving.

The WIC board sets its priorities, according to the phases identified in the DC Unified State Plan, approved by USDOL and through their committees who have dedicated strategic priorities on specific key objectives and goals as defined in the State Plan.

44. According to the WIC's FY17 performance oversight responses, **"DOES reports on DC AJC and training activity performance to the WIC**, and the WIC provides technical assistance as needed to improve operations."
- a. Please provide copies of any performance information provided to the WIC by DOES in FY17 and FY18, to date. Discuss any TA provided by the WIC.
 - b. Do agencies other than DOES (including OSSE and DDS) report on their activities? Does the WIC provide TA to such agencies?
 - c. Please list any WIOA programs, including the agency and program, for which the WIC has not received performance information for PY16 or 17. For each program, please indicate whether the WIC requested that information, on what date, and any explanation for why the WIC has not obtained such information.

The Department of Employment Services presents and discusses quarterly WIOA performance results upon request at WIC board meetings. Questions #45 contains the quarterly WIOA performance report for FY17.

Technical assistance was provided to DOES through bi-monthly Technical Assistance Calls. Please find the dates in FY17 below:

- 1) February 7, 2017
- 2) April 4, 2017
- 3) June 6, 2017
- 4) August 1, 2017
- 5) October 3, 2017
- 6) December 5, 2017

The WIC Board actively works with partner agencies to report out on their activities at quarterly board meetings. The WIC provides technical assistance, and resources to all District workforce partner agencies through webinars, and in person discussions. An introductory webinar was held on January 10, 2017 with over 40 participants representing core agencies and workforce system stakeholders. The WIC receives performance information from various partner agencies upon request.

45. Please provide updates on the following **performance elements** from the WIOA State plan (see "Table 7: WIOA Implementation Phases by Goal Area" in the plan):
- a. In Phase 1, development of **vendor scorecards**. Please provide an update on the status of developing these scorecards and explain why they have not yet been completed.
 - b. In Phase 1, creation of the **common data dictionary** and methods for measurement. Please provide a full status update and plans for completion.
 - c. In Phase 2, development of an Adult Education and Workforce System Performance **Dashboard**. Please provide an update on the status of developing

this dashboard, as well as the metrics and data it will contain and the expected completion date. Please explain why the Data Dashboard has not yet been completed and describe any plans under way.

- d. In Phase 3, “Ensure performance data from core program providers and sub grantees is **available and accessible to the public** through the Dashboard, ensuring District funding supports programs and services offered by high quality providers and participants can make informed choices on programs.” Please provide a full status update and plans for completion.

The vendor scorecard is currently in development and a draft is expected to be prepared by the end of FY18.

Regarding the common data dictionary, the WIC and OSSE hosted the first of a series of meetings to focus on the expansion of the DC Data Vault, which is a key goal in the District’s WIOA Unified State Plan. There will be several topics covered within this group over the coming months, the primary topics to be discussed include: an assessment and sharing of data, collection (common data dictionary); universal intake; multi-and cross agency data sharing Memorandum of Agreements and imbedded client consent forms are a few of the topics for FY18.

The WIC Adult Education and Workforce System Performance Dashboard is in progress.

American Job Centers (AJCs)

46. Under WIOA, all partner programs are to contribute to infrastructure costs by entering an **Infrastructure Funding Agreement (IFA) and an umbrella MOU** developed by the WIC. According to the WIC’s FY17 performance oversight responses, WIOA required the umbrella MOU to be in place by July 1, 2017, although the Department of Labor extended that to deadline to Feb. 1, 2018. Please provide a full status update on this process, including participating agencies, whether drafts have been developed, the stage of negotiations, and projected completion date. If it is complete, please attach a copy of the completed IFA and MOU.

The document is currently in the approval process. Once final, it will be shared publicly.

47. Are there any active **inherited MOUs**? If so, please list them, including the agencies involved and what scope of services are included in the MOU. Attach copies of the MOUs.

The WIC does not have “inherited MOUs.”

48. For the contract with DB Grant Associates as the **One-Stop Operator (OSO)**, please discuss the transition process for the One-Stop operator. What are the expected roles and responsibilities? What is the WIC’s oversight plan for this contract?

The OSO is fully integrated into the AJCs. To date, activities include (but have not been limited to), tours and interviews with managers and staff at all four AJCs, AJC partner meeting convening, and co-location of the OSO staff at the AJC HQ. As OSO, Grant Associates will not be engaging the provision of direct services, instead acting as a coordinator of services in a role similar to a “shopping mall manager.”

Those duties include:

- **Convene and coordinate service delivery within the one-stop system;**
- **Support the streamlining and integration of partner services;**
- **Identifying and recommending staff training opportunities;**
- **Continuously improving coordination of the one-stop system;**
- **Provide general coordination of all one-stop partner staff within the center as it relates to MOU compliance;**
- **Regularly review, report on, and recommend improvements on the accessibility of the one-stop system to individuals with disabilities; and**
- **Market the District’s one-stop system by maximizing outreach and recruitment strategies to increase customer traffic and access to services.**

The WIC meets monthly with the OSO and makes all system changes through the regular process.

49. Please discuss the **career services** being offered by the AJCs.
- a. Has the WIC considered competitive bidding of career services?
 - b. How will the WIC monitor the quality of provision of services at the AJCs?

Career services for adults and dislocated workers are available at all DC AJCs. U.S. DOL has identified three types of career services:

- **Basic career services;**
- **Individualized career services; and**
- **Follow-up services**

Basic Career Services: Basic career services are available at all AJCs and include, but are not limited to:

- **Eligibility determinations;**
- **Outreach, intake (including worker profiling), and orientation to information and other services available through the District workforce system;**
- **Initial assessment of skills levels, including literacy, numeracy, and English language proficiency, as well as aptitudes, abilities (including skills gaps), and support service needs;**
- **Labor exchange services, including:**
 - **job search and placement assistance, and, when needed by an individual, career counseling, including the provision of information on nontraditional employment and in-demand industry sectors and occupations; and**

- appropriate recruitment and other business services on behalf of employers, including information and referrals to specialized business services not traditionally offered through the District workforce system;
- Provision of referrals to and coordination of activities with other programs and services, including programs and services within the District workforce system and, when appropriate, other workforce development programs;
- Provision of workforce and labor market employment statistics information, including information relating to District, regional, and national labor market areas;
- Provision of performance information and program cost information on eligible providers of training services by program and provider type;

Individualized Career Services: Individualized career services are made available if determined to be appropriate in order for an individual to obtain or retain employment. These services include specialized assessments of individuals' skills levels and service needs; development of an individual employment plan; counseling (group and individual); career planning; prevocational services; internships and work experience that are linked to careers; workforce preparation activities; and financial literacy services.

Follow-up Services: These services are made available, as appropriate (including counseling regarding the workplace) for participants who have exited from adult or dislocated worker activities and are placed in unsubsidized employment. Follow-up services are provided for a minimum of 12 months after the date of exit.

The decisions related to overall system changes, including outsourcing ultimately lie with the Mayor/Governor as the final arbiter of the District's WIOA implementation. The Mayor continuously evaluates the best operation options for our system and has not indicated a need to change our AJC operations. The Mayor's recent success under the current service model exemplify that the District operates the appropriate model.

In partnership with all system associates, chiefly DOES, the WIC evaluates system performance under DOL guidelines. The system partners also leverage a variety of tools and best practices including secret shopper, third party evaluations, customer surveys, customer service initiatives, and hosting regular engagement with our service partners. An example of the agency internal evaluation of services resulting in positive change is the DOES customer service initiation that led to the development to the Customer Service Bill of Rights. The link for the customer service report is: [FY 2017 DOES Customer Service Report](#).

50. Please discuss how the WIC is implementing the **priority of service requirements** for low-income and other individuals with barriers to employment. Is there a written policy? How are the requirements being enforced? Please be specific with regard to individuals testing below the 8th grade level, people with disabilities, and people with a criminal record.

Priority of Service requirements are outlined in the WIOA regulations and additional guidance is provided in the WIC WIOA policy manual.

51. 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. Zero 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 to learn more about their experiences?
 - b. What plans are there to address these 6 customers’ needs?
 - c. How will the WIC work to change AJC practices in the future to ensure all customers get the services they need?

The “Secret shopper” was one quality assurance research methodology used to simulate the customer experience. The WIC’s role is to provide guidance and technical assistance and convene the stakeholders to drive the system in the right direction. The WIC will continue to work with the WIOA AJC partners to ensure all customers (residents and businesses) are receiving appropriate and timely services. Additionally, the One Stop Operator (OSO) will continue to convene partners to assess the system of coordination and AJC partner compliance with regards to the One Stop Operator MOU.

Eligible Training Providers

52. Please provide an update on the **Eligible Training Provider list (ETPL)**.
- a. For any providers that were on probation in 2017—including ASM Educational Center, Career Technical Institute, Health Write Training Academy, Opportunities Industrialization Center, Paralegal Institute of Washington DC, Toni Thomas Associates, Vets Group Training Academy, VMT Education Center, and Westlink Career Institute—indicate if their probation continues.
 - b. Have any providers been removed from probation because of improved performance or corrective action? Do they remain on the ETPL? Or have they been removed from the ETPL?
 - c. Please discuss any corrective activities or technical assistance by the WIC.
 - d. Were any other providers removed from the list? If so, explain why.
 - e. Identify any new ITA providers for FY18 that did not provide services in FY17.
 - f. What is the WIC’s plan to expand the ETPL in FY18? Please specifically address plans to add apprenticeships.
 - g. What is the WIC’s plan and timeline to work on reciprocity with VA and MD?

Of the providers who were on probation in 2017, only ASM Education Center and Vets Group remain in that status. The following providers remain on the ETPL and have been removed from probation due to improved performances: Career Technical Institute, Health Write Training academy, Opportunities Industrialization Center, Paralegal Institute of Washington, DC, Toni Thomas Associates, VMT

Education Center, and Westlink Career Institute. No providers have been removed from the list.

Training Providers are required to submit quarterly and annual reporting performance outcomes to mitigate past challenges that negativity impacted retention and training certifications. The providers who have been on probationary status are responsible to submit a corrective action plan that addresses the critical issues and how they will move forward. Training Providers are encouraged to attend career pathways technical assistance training sessions to enhance their knowledge and skills regarding WIOA requirements.

There are new providers added at the end of calendar year FY17 and the beginning of FY 18 who had not begun to receive referrals. They are also considered to be in their base year of eligibility.

WIOA allows for the inclusion of the registered apprenticeship sponsors. Currently the WIC is working to update this list. The WIC’s Economic Workforce and Alignment Committee is considering expanding the ETPL in FY18. Regarding apprenticeships, the WIC is working with the Office of Apprenticeship and Information Training and as the OAIT determines how apprenticeship programs will operate the WIC will add these programs to the ETPL.

On regional state reciprocity, WIC administrative staff have had preliminary conversations with Virginia and Maryland and those talks will progress through FY18.

Eligible Training Providers

53. Please provide an update on the **Eligible Training Provider list (ETPL)**.

1. Please provide the following information for each **Eligible Training Provider** that was on the District’s ETPL in FY17. You may create a table with this information.
 - a. The courses or training offered;
 - b. The negotiated rate or cost (dollar amount) for a single participant for each course.
 - c. The number of participants/number of ITAs in each course or training in FY17 and in FY18 quarter 1 (or equivalent program years);
 - d. Whether the training provider is a for-profit or non-profit provider; and
 - e. The employers with which trainees were placed following training and the number of placements.

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 (Medical Office Specialization)	\$5,000*	15
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	First-Line Supervisors of Protective Service	\$3,500	3

Associates	Workers / Security Guard (unarmed)		
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

WIOA Compliance and the D.C. Code

Please discuss the District’s compliance with the following provisions of WIOA and related D.C. Code.¹

54. Selection of youth providers by the WIC. Please review the following sections of WIOA and D.C. Code.

WIOA Section 107(d) Functions of Local Board states: “(10)(B) Selection of Youth Providers.— Consistent with section 123, *the local board— (i) shall identify eligible providers of youth workforce investment activities in the local area by awarding grants or contracts on a competitive basis (except as provided in section 123(b)), based on the recommendations of the youth standing committee, if such a committee is established for the local area under subsection (b)(4); and (ii) may terminate for cause the eligibility of such providers*” [emphasis added].

DC Code §32-1603(h)(8) states: “(h) The Mayor shall designate WIC to: ... (8) Develop and implement a policy for the *selection of providers* of youth employment and training services consistent with section 123 of the Federal Act” [emphasis added]. WIA “Sec. 123. Identification of Eligible Providers of Youth Activities.

Questions

- a. Does WIOA allow for any entity other than the WIC to award WIOA-funded youth grants and contracts? If so, please cite the provision providing that authority.
- b. DOES has issued several WIOA-funded In-School Youth and Out-of-School Youth grants in FY17 and FY18. What role has the WIC played in developing the grant RFAs, including the scopes of work of the grants? What role has the WIC had in deciding grant recipients? What role does the WIC have in performance oversight of these grants?

¹ Note that references to WIA are deemed a reference to the corresponding provision of WIOA, as per D.C. Code § 32–1612.01. “(a) Except as otherwise specified, a reference in this subchapter to a section or provision of the Workforce Investment Act [WIA] of 1998, approved August 7, 1998 (112 Stat. 936; 29 U.S.C. § 2822), shall be deemed to be a reference to the corresponding provision of the Workforce Innovation and Opportunity Act, approved July 22, 2014 (Pub. L. No 113-128; 128 Stat. 1425).”

- c. Is the District in full compliance with these provisions of law? Has the WIC identified eligible providers of youth workforce investment activities? Please provide a Yes/No response.
- d. Please discuss how we are complying, including a list of any WIC-selected providers and any policies for the selection of youth providers by the WIC.
- e. Please describe the specific role and actions of the WIC, delineating WIC staff and the WIC board, to achieve and maintain compliance, including oversight.
- f. Please attach copies of any supporting documentation, including policies and monitoring reports.

If the District is not in full compliance with these provisions of law, please explain:

- g. In what ways the District is not in compliance;
- h. Whether there are active plans to enter compliance; and
- i. What those planned steps are, including responsible parties, and the expected completion date.

Please see the response to question 39.

The Department of Labor released [TEGL 23-14](#) in 2015, which highlights the 14 elements of services that must be delivered and made available for youth programs. Under those parameters and those that govern WIOA, DOES procures services as necessary. Additionally, WOA requires that procurement occur under the procurement processes of the state and the regulations defer to that process.

55. Program oversight. Please review the following sections of WIOA and D.C. Code.

WIOA section 107(d)(8) states: “Program Oversight.—The *local board*, in partnership with the chief elected official for the local area, *shall*— (A)(i) *conduct oversight for local youth workforce investment activities* authorized under section 129(c), *local employment and training activities* authorized under subsections (c) and (d) of section 134, *and the one-stop delivery system* in the local area; and (ii) *ensure the appropriate use and management of the funds* provided under subtitle B for the activities and system described in clause (i); and (B) for workforce development activities, *ensure the appropriate use, management, and investment of funds to maximize performance outcomes* under section 116.”

DC Code §32-1603(h)(8) states: “(h) The Mayor shall designate WIC to: ... (8) Develop and implement a policy for the *selection of providers* of youth employment and training services consistent with section 123 of the Federal Act.” [WIA “SEC. 123. Identification of Eligible Providers of Youth Activities. From funds allocated under paragraph (2)(A) or (3) of section 128(b) to a local area, *the local board for such area shall identify eligible providers of youth activities by awarding grants or contracts on a competitive basis, based on the recommendations of the youth council and on the criteria contained in the State plan, to the providers to carry out the activities, and shall conduct oversight with respect to the providers, in the local area*” [emphasis added].

Questions

- a. Is the District in full compliance with these provisions of law? Please provide a Yes/No response.
 - b. Does the WIC conduct oversight of youth workforce investment activities? Please provide a **Yes/No** response.
 - c. Does the WIC conduct oversight of local employment and training activities? Please provide a **Yes/No** response.
 - d. Does the WIC conduct oversight of the one-stop delivery system? Please provide a **Yes/No** response.
 - e. Does the WIC ensure the appropriate use, investment and management of the funds? Please provide a **Yes/No** response.
 - f. Please discuss specifically how we are complying, including the specific oversight conducted by the WIC on each of these topics.
 - g. Please attach copies of any supporting documentation, including policies and monitoring reports.
- If the District is not in full compliance with these provisions of law, please explain:
- h. In what ways the District is not in compliance;
 - i. Whether there are active plans to enter compliance;
 - j. What those planned steps are, including responsible parties, and the expected completion date.

Please see the response to question 39.

DOES, as the state agency, coordinates monitoring of WIOA programs, and provides updates to the WIC. Through the corrective action process the District has established monitoring operations, and DOES will report findings and relevant information as required. The District, as a state, is monitored by USDOL. a

Yes, the WIC is in full compliance and works closely with DOES to conduct oversight of youth workforce investment activities, local employment and training activities, the one stop delivery system and the appropriate management of funds.

The links below are the DC WIC Workforce Implementation Guidance Letters (WIGLs):

<https://dcworks.dc.gov/node/1258551>
<https://dcworks.dc.gov/node/1263296>
<https://dcworks.dc.gov/node/1213741>
<https://dcworks.dc.gov/node/1213721>

56. **Dispersal of funds at the direction of the WIC.** Please review the following sections of WIOA and D.C. Code.

WIOA section 107(d)(12)(B) states: “(III) DISBURSAL.—The local grant recipient or an entity designated under subclause (II) shall disburse the grant funds for workforce investment activities *at the direction of the local board*, pursuant to the requirements of this title. The local grant recipient or entity designated under subclause (II) shall disburse the funds *immediately on receiving* such direction from the local board” [emphasis added].

DC Code §32-1603(i) states: “(1)The WIC shall direct the WIA administrative entity to disburse funds received pursuant to sections 127 and 132 of the Federal Act to support the activities described in subsections (d) and (e) of this section, consistent with WIC policies. (2) The WIA administrative entity shall disburse the funds described in paragraph (1) of this subsection immediately upon the direction of the local workforce investment board; provided, that the direction does not violate a provision of the Federal Act or District law.”

Questions

- a. Has the WIC issued direction to the WIOA administrative agency? In what form has that direction taken? Please attach any supporting documentation. If the WIC has not issued direction, please explain why not?
- b. And if the WIC has not, does that mean the District is not in compliance with this provision of WIOA?
- c. Have funds been disturbed immediately upon receipt of direction from the WIC? Please explain.

If the District is not in full compliance with these provisions of law, please explain:

- d. In what ways the District is not in compliance;
- e. Whether there are active plans to enter compliance;
- f. What those planned steps are, including responsible parties, and the expected completion date.

In the District, because we are a single state area, there is no local administrative entity. Therefore, DOES oversees this process. The United States Department of Labor, monitors DOES for compliance with audit requirements set forth in WIOA.

In 2012, DOL identified numerous deficiencies with the District’s use of federal funds under WIA related to fiscal controls, and operating procedures. These issues resulted in the District receiving a high-risk designation from DOL and a corrective action plan was put in place. Due to exemplary administration of workforce programming, DC was taken off high-risk status in 2017.

A memorandum of understanding is entered into by the WIC and DOES for funds distribution. Once fully executed, the funding allocation is transferred to the WIC

The District is in full compliance with the aforementioned provisions of law.

57. **Certification of American Job Centers by the WIC.** Please review the following sections of WIOA and D.C. Code.

WIOA Section 121(g) states: “(g) Certification and Continuous Improvement of One Stop Centers.— (1) In General.—In order to be eligible to receive infrastructure funding described in subsection (h), *the State board, in consultation with chief elected officials and local boards, shall establish objective criteria and procedures for use by local boards* in assessing at least once every 3 years the effectiveness, physical and programmatic accessibility in accordance with section 188, if applicable, and the Americans with Disabilities Act of 1990 (42 U.S.C. 12101 et seq.), and continuous improvement of one-stop centers and the one-stop delivery system, consistent with the requirements of section 101(d)(6). (2) Criteria.—The criteria and procedures developed under this subsection shall include standards relating to service coordination achieved by the one-stop delivery system with respect to the programs administered by the one-stop partners at the one-stop centers. Such *criteria and procedures shall— (A) be developed* in a manner that is consistent with the guidelines, guidance, and policies provided by the Governor and *by the State board, in consultation with the chief elected officials and local boards, for such partners’ participation under subsections (h)(1) and (i); and (B) include such factors relating to the effectiveness, accessibility, and improvement of the one-stop delivery system as the State board determines to be appropriate, including at a minimum how well the one-stop center— (i) supports the achievement of the negotiated local levels of performance for the indicators of performance described in section 116(b)(2) for the local area; (ii) integrates available services; and (iii) meets the workforce development and employment needs of local employers and participants.* (3) Local Criteria.—Consistent with the criteria developed under paragraph (1) by the State, *a local board in the State may develop additional criteria* (or higher levels of service coordination than required for the State-developed criteria) relating to service coordination achieved by the one-stop H. R. 803—64 delivery system, for purposes of assessments described in paragraph (1), in order to respond to labor market, economic, and demographic, conditions and trends in the local area. (4) Effect of Certification. —One-stop centers certified under this subsection shall be eligible to receive the infrastructure funding described in subsection (h). (5) Review and Update. —*The criteria and procedures established under this subsection shall be reviewed and updated by the State board or the local board, as the case may be, as part of the biennial process for review and modification of State and local plans described in sections 102(c)(2) and 108(a).*” [emphasis added]

DC Code §32-1603(h) states: “The Mayor shall designate the WIC to: (1) *Certify American Job Centers*; (2) Select and terminate American Job Centers.” [emphasis added]

DC Code §32-1610 (b-1) states: “The WIC shall establish policies and procedures for the development of a one-stop delivery system consistent with the requirements of sections 121 and 134(c) of the Federal Act, *including policies and procedures for the certification of American Job Centers* and the selection of one-stop operators consistent with the requirements of section 121(d) of the Federal Act.” [emphasis added]

Questions

- a. Is the District in full compliance with these provisions of law? Please provide a **Yes/No** response.
- b. Have the District’s AJC’s been certified by the WIC?
- c. What was the deadline for certification of the AJCs? Did the District meet such deadline?
- d. Please describe the WIC’s process for certification, including elements of assessment, and any actions taken regarding certification in FY17 and FY18 to date.

- e. Is each of the four current AJCs reviewed separately? Note the status of certification for each AJC.
 - f. Please also attach copies of (1) applications received by the WIC and (2) materials produced by the WIC, including any written reviews, corrective actions required, or reports.
 - g. Has the WIC established policies and procedures for the development of a one-stop delivery system? Please explain and attach such policies and procedures.
- If the District is not in full compliance with these provisions of law, please explain:
- h. In what ways the District is not in compliance;
 - i. Whether there are active plans to enter compliance;
 - j. What those planned steps are, including responsible parties, and the expected completion date.

The District has worked with USDOL to certify the American Job Centers. A third-party entity was contracted to conduct certification on behalf of the District. The recommendation from the third party has been delivered to DOL and the WIC Board committee. We are currently y in the process to certify. The certification is below.

https://dcworks.dc.gov/sites/default/files/dc/sites/dcworks/publication/attachments/Application-Certification-of-DC-One-Stop-Centers_0.pdf
<https://dcworks.dc.gov/sites/default/files/dc/sites/dcworks/publication/attachments/DCWIGL-2017-014-One-Stop-Certification.pdf>

The WIC has developed a WIOA Policy Manual in order to provide policy guidance and interpretation of federal and District workforce laws to all stakeholders of the District of Columbia’s public workforce system:

<https://dcworks.dc.gov/sites/default/files/dc/sites/dcworks/publication/attachments/WIC-WIOA-Policy-Manual-May22.pdf>

58. Please discuss the District’s **compliance with the following provisions of DC law**. For each, indicate (1) whether the District is in full compliance with a Yes/No response, (2) discuss how we are in compliance (steps taken, policies issued, etc.), (3) specify whether there is written policy on the requirement, (4) describe the specific role and actions of the WIC, delineating WIC staff and the WIC board, to achieve and maintain compliance, including oversight, and (5) attach copies of any supporting documentation, including policies and monitoring reports. For any provision with which are not in full compliance, please explain (1) why we are not in compliance, (2) whether there are plans to enter compliance, (3) what those planned steps are, and (4) the expected completion date.
- a. DC code §32-1603(f) states: “The WIC shall ... (3) *Establish policies and guidance for the District’s American Job Center system* as required under section 134(c) of the Federal Act” [emphasis added].
 - b. DC Code §32-1603(h) states: “The Mayor shall designate the WIC to: ... (7) Establish and implement eligibility and performance requirements for providers of

- training services other than those provided through ITAs, including on-the-job training and customized training services.”
- c. DC Code §32-1603.01(5). “[The WIA Administrative entity, i.e., DOES shall] [a]dminister all grants and contracts for training services as described in section 134(d)(4) of the Federal Act [describing required local activities and specifically training activities, participant eligibility, provider eligibility, allowable training services, priority of service, consumer choice requirements, and Individual Training Accounts], *subject to policies established by WIC*” [emphasis added].
 - d. DC code §32-1607(e)(2) states: “No funds may be provided under this section [Training services criteria and performance accountability] except according to *criteria and procedures developed by the Workforce Investment Council*” [emphasis added].
 - e. DC Code §32-1607(f)(2) states: “The *WIC shall publish annual report cards* for each eligible training provider that includes performance data and cost information in a manner that helps enhance customer choice in selecting training services” [emphasis added].
 - f. DC Code §32-1610(d-1) states: “The policies and procedures required by subsection (b-2) of this section [policies and procedures for the American Job Centers] shall ensure that eligible individuals seeking services through American Job Centers receive an initial assessment of aptitudes and abilities that is non-gender biased and that assesses a woman’s interest in high-wage employment, including for positions that are nontraditional employment for women.”
 - g. Mayor's Order 2016-086 Sec. VIII D. “The *WIC shall prepare and publish an annual report* describing the progress of the District government and its partners in achieving the WIC's goals, initiatives, and action items. The WIC shall also provide regular updates to the Mayor on the topics covered in the annual report” [emphasis added].

Since the enactment of the WIOA law, the statute has guided the actions of the WIC in the development of the Workforce System in the District. The WIC has and continues to provide guidance and technical assistance on relevant WIOA topics to all of the Districts public workforce system for implementation of WIOA.

The District has worked with DOL to come into full compliance with WIOA. The annual report to USDOL highlights the progress of the District and its partners in achieving the WIC’s goals.

- 59. D.C. Code § 32–1603.01 establishes a “**WIA administrative entity.**” It states, “The Mayor shall designate an agency to serve as the WIA administrative entity, which shall: ... (2) Serve as the fiscal agent for all funds described in section 127 and section 132 of the Federal Act [and other functions].” In what legal document is the WIA [now WIOA] administrative entity designated? Please attach a copy.

The WIC was re-established via Mayor’s Order 2016-86, which can be found at www.dcregs.dc.gov.

60. D.C. Code §32-1603.01(1) states that the WIA [WIOA] administrative entity “in **cooperation with the WIC**” shall conduct certain functions. Please describe the WIC’s role (distinguishing the WIC staff and WIC board’s actions) in each of the following functions, including specific dates and actions; and describe how the “cooperation” required by the statute has been realized. Please provide documentation to support your statements.
- “Develop the District’s state plan;”
 - “Negotiate the District’s state performance measures as required under section 136(b) of the Federal Act [state performance measures];”
 - “Develop the District’s annual report as required under section 136(d) of the Federal Act [state performance report];”.
 - “Develop and submit all reports required under the Federal Act;”
 - “Advise the Mayor and the Office of the Chief Financial Officer of the District of Columbia on the annual budget and spending plan for youth activities as described in section 129 of the Federal Act and employment and training activities as described in section 134 of the Federal Act.”

The WIC continues to engage stakeholders in the update of the state plan. The WIC will host at least three public engagement sessions to connect with residents, advocates, and other key stakeholders in the development and execution of the State Plan update. Established performance standards are negotiated between USDOL and the DMGEO cluster led by DOES. At the same time, DOES develops the District’s annual report and will continue to submit it.

61. Mayor’s order 2016-086 requires the WIC to “recommend...to the mayor **amendments to district laws or regulations** that present barriers to achieving the goals of the Workforce Innovation and Opportunity Act.”
- Are there any barriers in current laws or regulations to WIOA implementation? Please explain any such barriers.
 - Is DC Code in full alignment with WIOA? If not, please indicate which provisions of DC Code are not in alignment with WIOA and provide an explanation as to why.
 - Does the WIC plan to recommend any amendments to DC Code?
 - Does the WIC plan to develop legislation to implement WIOA? If not, why not? If so, what is the timeline?

The DC State Plan includes the goals, objectives, and strategies for implementing WIOA. It also includes guidance and policies by the District’s workforce development strategic and operating agencies to support the implementation of the workforce system wide strategies. This plan is our road map and timeline toward implementation.

VI. Workforce Development System Coordination and Oversight

62. Please discuss the WIC's strategies for **sector-based workforce development plans** in each of the District's 6 high-demand sectors.
- Please include copies of any strategies, the specific activities undertaken in FY17 and FY18, to date, and planned activities for the remainder of FY18.
 - The WIOA state plan in Phase 2 (see Table 7, Business Alignment, in the plan) requires expansion of business advisory committees to include all identified high-demand sectors and convening of regular meetings through the WIC. Has this item been implemented? Please explain.
 - The WIOA state plan in Phase 2 (see Table 7, Business Alignment, in the plan) requires leveraging of business advisor committees to inform training investments in all high-demand sectors. Has this item been fully implemented? Please explain.

The Career Pathways task force and the associated report connects sector strategies while the District's State Plan includes the goals, objectives and strategies for implementing WIOA. The State plan also includes guidance and policies by the District's workforce development strategic and operating agencies to support the implementation of the workforce system wide strategies. This plan is our road map and timeline toward implementation.

63. **Employer engagement** activities in FY17 and FY18.
- Please discuss how the WIC has met the requirements of WIOA section 107(d)(4), which states, "The local board shall lead efforts to engage with a diverse range of employers and with entities in the region involved." Please include the specific ways in which the WIC engages employers; the activities of the WIC staff and the activities of the WIC Board; whether and how it is the leader of such efforts in the District; the employers involved; and what programs employers are engaged in.
 - For any organized groups, such as the Demand Industry Councils, include a list of members, industry sectors, and meeting dates, and attach any minutes prepared.
 - If partner agencies are involved, please describe their activities.
 - What relationship does the WIC have with DOES' Business Services Group? Please describe any collaboration in detail.
 - How does the WIC's employer engagement contribute to implementation of First Source requirements?

The ability of a skilled workforce is widely recognized as one of the most critical factors in economic development. Demand Industry Council roundtables are being assembled to help guide the efforts of the District government entities and programs. The roundtables main focus will be to identify solutions that will widen and strengthen the talent pool to create opportunities to fill positions with qualified talent for the district. In addition, the roundtable discussions will help to create partnerships with the Workforce Investment Council, Department of Employment Services and Education partners in the district. The WIC hosted a series of demand industry council meetings with business leader representation in high-demand sectors. Year to Date there has been a total of 63 attendees.

The WIC interacts and participates in the business services group meetings to address issues facing the individuals seeking employment and ways to better connect employers to DC residents for job opportunities.

DMPED is a key employer engagement partner. Together, the WIC, DOES, DMGEO and DMPED are coordinating interagency business activities through our monthly advisory group meetings. In FY 18 we will expand partnership to two additional District agencies that deliver workforce related services.

The employer engagement meetings are not a platform to review, modify or monitor the implementation of the Department of Employment Services Agreements to First Source requirements with employers.

Please see attachments for the Demand Industry Council information.

64. The WIOA state plan requires a **Unified Business Services plan**, and the state plan indicated the business services plan was in development. Table 7 of the plan “WIOA Implementation Phases by Goal Area” lists the following steps: Phase 2 requires establishment of a unified business services strategy and the start of implementation steps. Phase 3 requires continued unified business services strategy implementation, including “streamlined communication tools and inter-agency operating procedures.” Please discuss the status of implementation. What steps have been taken so far to develop the plan, and what are the WIC’s FY18 plans for development of such a strategy? Is there a unified business service strategy? Has implementation of the strategy started? What specific activities or actions do you envision the business services plan to entail? What is envisioned by “streamlined communications”? Are they occurring? Have inter-agency operating procedures been developed?

DOES submitted business plan details in December 2017 that establishes the one-stop delivery serving as the doorway to the public workforce system. As such, the District must ensure that all customers have access to high quality one-stop centers that connect them to the full range of services available in their communities. The one-stop delivery system includes six core programs: Title I (Adult, Dislocated Worker, and Youth), Title II (Adult Education and Family Literacy), Title III (Wagner-Peyser), and Title IV (Vocational Rehabilitation (VR) programs), as well as additional required and optional partners. These partners and with appropriate stakeholders continue to meet to ensure that system integration and excellent customer services to job seekers, workers and businesses in a welcoming environment.

65. Please describe the WIC’s strategies and activities to ensure that all of the **District’s training programs provide the skills that employers need**. Does the WIC receive feedback from employers that have hired training participants? What has been the content of such feedback? How does the WIC infuse employers’ needs into training programs across agencies?

The WIC determines initial eligibility to approve a training provider for addition to the ETPL list for Individual Training Accounts (ITAs) and subsequent eligibility which is a yearly review performed to see if the training provider meets the necessary requirements to remain on the ETPL list. The WIC has required the training providers to participate in the community of practice trainings to enhance their knowledge regarding career pathways and better prepare customers for obtaining careers in high-demand occupations. The data collected for annual performance under WIOA does not require feedback back from employers. The outcomes are:

- Training completion rate
- Credential attainment rate
- Entered employment rate
- Earnings

66. Please provide full status updates on the following **system alignment** items from the WIOA State plan (see “Table 7: WIOA Implementation Phases by Goal Area” in the plan):
- a. In Phase 1, alignment of contracting requirements with training providers across agencies in order to establish consistent performance criteria.
 - b. In Phase 2, development of shared case management across core programs.

The DC WIC and WIOA partner MOU, is the basis for cooperation, collaboration, and alignment, including resource sharing, pertaining to the operation of the American Job Centers of DC. The MOU agreement developed and executed by the the Mayor, WIC, and the One Stop partners relating to the operation of the one-stop delivery system. This document ensures compliance with the federal Workforce Innovation and Opportunity Act (PL 113-128) implementing regulations, and provides the framework to achieve shared goals between the parties to the MOU and among other workforce development system partners in the District, with regard to providing comprehensive, seamless, customer-focused delivery of employment, training and related services.

67. Please describe how **TANF** recipients and **Vocational Rehabilitation** participants are integrated into the workforce system and specifically the AJCs. Please be specific, including staff cooperation, shared information technology, physical location of services, and shared services such as case management.

TANF

Mayor Bowser’s Learn, Earn, Advance, prosper (LEAP) program marries WIOA career counseling and services (delivered at the AJCs) with locally-funded work-based learning that connects TANF recipients with work experience and skill building opportunities to achieve economic self-sufficiency.

In 2015, under Mayor Bowser’s leadership, DOES founded the LEAP (Learn, Earn, Advance, Prosper) program, which utilizes a network of interconnected state government partners to refer, train, support, and employ residents in District

government jobs. The program was specifically designed to transition TANF recipients approaching their 5-year benefit limit into pathways to the middle class. Over the last three years, though extensive coordination between DOES (specifically the American Job Center system), DHS, and the District of Columbia Department of Human Resources (DCHR), the LEAP program has served over 150 TANF recipients. Program participant data shows that participant employment rates and wages increased markedly after LEAP, with the percent of participants employed jumping from 30% to 90% and average wages sharply increasing from \$4K one quarter before the program to \$28K one quarter after the program. The LEAP program boasts a one-of-a-kind model that uses intergovernmental collaboration, marrying WIOA career counseling and services (delivered at the AJCs) with locally-funded work-based learning, to guide residents through an empowering journey from government benefit recipient to government employee.

DDS-RSA

As a required WIOA Partner, District residents with disabilities can access services provided by DDS-RSA Vocational Rehabilitation (VR) Counselors at any AJC. VR Counselors are co-located at each center several days a week, and are available for both walk-in customers and appointments. DDS-RSA and DOES work together to improve intra-agency coordination, with the One Stop Operator (OSO) playing a role in convening the parties and streamlining the referral process. Once individuals have been rehabilitated and are ready to work, DDS-RSA refers the individual to the AJC center of their choice. At the AJC, the VR counselor then coordinates the necessary information and services that to help that customer achieve their career goals.

68. The WIC's FY17 performance oversight responses stated, "Regarding **locally-funded programs**, while WIOA authorizes workforce boards to oversee other federal, state, and local programs outside of the statute, such an enhanced coordination role has not been given to the WIC through Mayoral order or state/local law. Granting the WIC with enhanced coordination authority governing local programs is encouraged in order to align workforce development programs to support a comprehensive and streamlined workforce development system." Please discuss what specific coordination activities the WIC envisions, how they would benefit the District, and recommendations for changes to local law.

The Mayor's Order establishes and defines the DC WIC's role and responsibilities. Since the District of Columbia is a single state delivery area- meaning both state and local area for WIOA purposes, the Mayor, the DC WIC and DOES each fulfill specific state and local responsibilities as defined under the law.

Technology

69. Please discuss the **Data Vault**.
- a. What agencies utilize it? Are there plans to add additional agencies? Which?

- b. Please describe what information is collected in the Vault and how the information is used in the provision of services.
- c. Does the WIC (staff or board members, please specify) have direct access to the Vault (i.e., a login)? If not, is it able to obtain from another agency the information stored in the vault?
- d. Is it using that information to conduct any analyses? If so, please describe them.

Currently, the data vault is being utilized by DOES and OSSE AFE providers. DHS/RSA staff has received training and can begin implementation in Feb. 2018. The WIC is a partner with OSSE to facilitate and organize the working groups. Data Vault is managed by OSSE. The data vault is designed to:

- **Facilitate and track the referral of customers to and from agency partners for assessment, education, training, and other related services;**
- **Provide access to customer information and notifications to key staff at each relevant partner agency;**
- **Allow participating staff to upload and maintain customer eligibility documents so that they can be accessed by each partner agency;**
- **Link District residents to DC Networks to register in the Virtual One Stop, DDS/RSA for vocational rehabilitation and other supportive services, and DHS for public benefits;**
- **Track customer participation, performance, progress and outcomes across partners; and**
- **Facilitate cross agency communication, case management and collaboration of services for DC residents.**

70. Please discuss the **Virtual One-Stop (VOS)**.

- a. Please describe what information is collected in VOS and how the information is used in the provision of services.
- b. Does the WIC (staff or board members, please specify) have direct access to VOS (i.e., a login)? If not, is it able to obtain from another agency the information stored in VOS?
- c. Is it using that information to conduct any analyses? If so, please describe them.
- d. Please describe what information is collected in VOS and how the information is used in the provision of services.
- e. Does the WIC (staff or board members, please specify) have direct access to VOS (i.e., a login)? If not, is it able to obtain from another agency the information stored in VOS?
- f. Is it using that information to conduct any analyses? If so, please describe them.

VOS (Virtual Operating System) DC Networks is a complete set of employment tools for job seekers and employers and is managed and housed within the American Job Centers. It is a tool to access various online services at the one stop career centers. The general function of the VOS Virtual One Stop system that is housed within the American Job Centers is designed to assist four groups of people:

- **The individual searches for the latest job openings and employer locations, posts a resume online, finds career guidance, and searches for training and education programs.**
- **The employer registers an account as such and posts openings online, searches for candidates for jobs, and views industry or labor market information.**
- **The workforce professional analyzes area occupational and industry data.**
- **Training providers view their course content and prices.**

WIC staff has access to VOS information through DOES. Labor market participation and aggregated information is provided by DOES.

VII. Workforce Development Funding

71. WIOA funding District-wide.

- a. Please explain the process for receiving WIOA funding from the federal government. Please detail the process and include allocation amounts for FY16, FY17, and FY18.
- b. Please create a table with the following information for each year of FY16-18 for all WIOA funding received by the District, delineated by agency: (1) WIOA Title, (2) each subgrant (e.g. Adult, Dislocated Worker, Youth) and (3) state-level and local area-level funds.
- c. Does the District currently have any waivers under WIOA or carried over from WIA? Please discuss them and attach documentation.

DOES serves as the WIOA administrator for the District of Columbia. As such, DOES is the grant recipient and fiscal agent and receives the full allocation as detailed in the attached chart.

Funds are allocated on a PY basis (e.g.: PY 14 is FY15, PY15 is FY16 and PY16 is FY17).

The District did not previously request a waiver, but through WIOA regulations has the ability to use 100% of WIOA adult allocation via the adult funding stream.

72. Please discuss the WIOA funding received by the WIC.

- a. Please explain the process for allocating the WIC's WIOA funding. Include details on the decision-making process, allocation strategies, parties involved, and the final decision-maker. Specify the roles of DMGEO and DOES.
- b. Please provide the specific amounts of WIOA funding the WIC received for each year of FY16, FY17, and FY18 (anticipated award amount). Specify which subgrant of WIOA funding is provided to the WIC (e.g. state-level Title I funding); include the total WIOA funding the District receives in that subgrant, the percentage the WIC received, and the dollar amount that the WIC received.

Part 682 under Title I of the Workforce Innovation and Opportunity Act also provides guidance in the roles of DOES and the WIC under WIOA. The District worked with USDOL and technical assistance providers including the Harvard Government Performance Lab to remove the “High-Risk” status, and establish practical implementation of WIOA activities. This process further clarified the roles and responsibilities between the DOES and the WIC. The WIC has a role in federal WIOA funding. The State Administrator who administers all other federal workforce funding is DOES. This process led to the FY18 funding levels.

See the chart for funding received in FYs 16, 17, & 18.

73. In FY16 or FY17, was the District required to **return any federal workforce funding** (including WIOA funds, VETS funds, or other funding) to the federal government due to misuse, non-performance or inability to spend it? If so, from what fiscal years and funding streams did this funding originate? Has any federal funding been rolled into the FY18 budget? If so, indicate the funding stream, dollar amount, and reasons the funds were not fully expended in FY17.

The District of Columbia has not returned any unspent federal funds for WIOA. The only grant allocation that has closed and/or expired to date, is the PY14 allocation. These funds were fully expended. PY15 is still open, but has been fully expended. The PY16 allocation is still open as grants have a three-year life cycle.

74. The WIC is responsible for grants under the **Career Pathways Innovation Fund (CPIF)**, authorized by D.C. Code Title 32 §1605.01 and funded via Title 51 §114.
- a. If not covered above, please describe the FY17 collaboration with the Office of the Superintendent for Education (OSSE), including each agency’s responsibilities and funding contribution. How does the FY18 WIC-OSSE collaboration differ from FY17?
 - b. Please specify the amount of funds budgeted and expended for the CPIF in each year for FY16, FY17, and FY18.
 - c. Please clarify if the entirety of funds available to the WIC (i.e. \$500,000 in FY16 and \$1.5 million per year in FY17 and each year thereafter) were transferred to OSSE in each of FY17 and FY18. If not, please specify the uses of any funds not transferred to OSSE. If the funds were not utilized by either agency, please indicate whether the funds remain on balance for use by CPIF and the dollar amount of such funds for each fiscal year.
 - d. Please delineate funding amounts provided to each training provider or vendor in each year for FY16, FY17, and FY18 Quarter 1.
 - e. The Committee understands that FY18 funding has not been transferred from DOES to the WIC as of January 18, 2018, three months after the start of the fiscal year.
 - i. Describe the process and timeline for developing the relevant MOU(s), content of the MOU(s), and execution (signature by all parties and transfer of funds).

- f. Please explain why there has been a significant delay and how these circumstances will be avoided in the future.

The partnership between OSSE and the WIC is to facilitate meeting the literacy and workforce needs of District residents. In collaboration, the WIC and OSSE engage eligible providers in technical assistance, professional development, meetings, Community of Practice Forums (e.g. Career Pathways and other relevant topics) and other events including provider fairs, First Fridays and other activities designed to make District residents aware of OSSE Adult Education and Family Literacy Act (AEFLA) and WIC funded programs and services. OSSE shall submit monthly financial reports to the WIC which shall detail the amount of expenditures for that period. OSSE's funding contribution is \$3.2 million dollars.

In FY17 the amount of funds budgeted for this program is \$1.1 million from the WIC and \$320,000 from OSSE. In FY18 \$1.1 million dollars of funds have been budgeted for CPIF. The attachment will delineate funding amounts provided to each training provider or vendor in each year for FY16, FY17, and FY18 Quarter 1. The WIC's role is to monitor services and activities with OSSE.

The Career Pathways MOU is complete at this time, having been signed on January 30, 2018. There was no delay in executing the MOU. DOES submitted a MOU between DOES and the WIC and through the vetting and approval process the MOU was later 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.

VIII. WIC programs

75. For any WIC-administered or -funded **program that provides workforce development services**, 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. Include at a minimum the following programs, for which the Excel file has a separate worksheet set up for each.

- a. Workforce Intermediary
- b. Targeted Industry Partnerships
- c. Career Pathways Innovation Fund
- d. Eligible Training Providers
- e. Quick Path to Energy

Does the WIC operate or fund any other workforce development programs? If so, please create a new sheet (copy a blank table to a new sheet) and complete it for each program.

Attachment provided.

76. Please provide the following documents, which were required by the 2015 **Career Pathways Taskforce** strategic plan. If they are not available, please provide an explanation for why they have not been completed, as well as an update on their status.
- a. An “umbrella Adult Career Pathways system MOA that lists the partners, mission, goals, roles, and responsibilities for the career pathways system as a whole,” with a target date of Dec. 2015;
 - b. A “map of services in the District to determine the capacity and availability of education and training programs relevant to adult career pathways,” target date Feb. 2016;
 - c. A “set of recommended participant outcomes and career pathways implementation measures that can be used as a basis for reporting and evaluation plans,” target date April 2016.

The adult career pathways strategic plan framework reflects all components that would go into the MOA such as engaging partners in regular meetings, mission, goals, roles and responsibilities for the career pathways system. This was in alignment with the Task Force recommendations and mandated by WIOA.

The WIC completed and developed a “map of services,” that reflects the availability of education and training program’s in the District relevant to adult career pathways was completed in February 2017.

Career Pathways participants are the training providers are well-positioned to be prepared to become a part of a career pathways system. The task force developed outcomes and career pathway implementation measures that can be used as a basis for reporting and evaluation plans. The key components of the performance indicators and measures define the system, program, and participant outcomes.

IX. Workforce Investment Council and other Groups

77. List the current **members on the WIC**, including their names, agency or organization, titles, committee assignments, and term expiration dates.

Attachment Provided for Current Board Members on the WIC.

78. Please provide a list of the **WIOA working groups, WIC committees and sub-committees**, or any other groups managed or convened by the WIC, including for each group:
- a. A list of member names;
 - b. List any vacancies;
 - c. Attach any meeting minutes prepared;
 - d. A description of the group’s role and a summary of activities they undertook or oversaw in FY17 and FY18, to date;
 - e. A summary of any deliverables or recommendations made to the full WIC or WIC executive committee in FY17 or FY18, to date.

The WIC board has four established committees which enable the WIC to become more vibrant and effective, and empower members to take on greater leadership roles in the District's workforce system. Attachments provided.

79. The executive committee of the WIC has expressed a concern that they are treated as a rubber stamp, that is, neither the executive committee nor the board are included as required by federal law in the **decision-making process** of the WIC and staff. Please use the selection of a new WIC executive director to explain the decision-making process regarding the WIC. Who had ultimate hiring authority: the mayor or the WIC Board?

The Mayor has the sole authority to appoint or to remove the WIC executive director.