DOES POH 2020 Q97 - Part 1

Project Empowerment (TEP) - Pending and Inactive Sites					
1	2	3	4	5	6
WEX Site (subsidized host employer)	Number of Participants (FY2017-FY2019)	Number of Participants (out of column 2) who Completed WEX	Number of Participants (out of column 2) who Started Unsubsidized Employment with that WEX Employer	Rate that WEX Completers were Hired (column 4/column 3)	Status of all WEX completers*
The May Firm, PLLC	2	1	0	0%	1 Gained unsubsidized employment
The Monroe School (TEP)	6	6	2	33%	6 Gained unsubsidized employment
The Nannie Helen Apartments	3	3	0	0%	3 Gained unsubsidized employment
The National Reentry Network for Returning Citizens	1	0	0	0%	N/A
The Pearl Coalition	1	1	0	0%	1 Gained unsubsidized employment
The Preparatory School of DC	1	1	0	0%	1 Gained unsubsidized employment
The Pretzel Bakery	1	1	1	100%	1 Gained unsubsidized employment
The Vault Boutique	1	0	0	0%	N/A
Thurgood Marshall Center Trust	9	7	2	29%	7 Gained unsubsidized employment
Thurgood Marshall Center Trust, Inc.	20	14	0	0%	14 Gained unsubsidized employment
Toni Thomas & Associates Inc. Community Empowerment Training Program	5	5	0	0%	4 Gained unsubsidized employment and 1 disengaged
Total Care Services,Inc	3	3	2	67%	3 Gained unsubsidized employment
Total Family Care Coalition	1	1	0	0%	1 Gained unsubsidized employment
Transco, Inc.	5	4	0	0%	2 Gained unsubsidized employment and 2 disengaged
TSC Enterprises, LLC	1	1	0	0%	1 disengaged
Twelfth Street Christian Church	1	1	0	0%	1 Gained unsubsidized employment
U-First Services	2	1	0	0%	1 Gained unsubsidized employment
Union Kitchen	14	12	2	17%	11 Gained unsubsidized employment and 1 disengaged
Union Kitchen - Swizzler LLC	1	1	0	0%	1 disengaged
Universal Healthcare	2	2	0	0%	2 Gained unsubsidized employment
Universal Healthcare Management Services, Inc	3	3	0	0%	2 Gained unsubsidized employment and 1 disengaged
University of District of Columbia, DNAH	1	1	0	0%	1 Gained unsubsidized employment
University of the District of Columbia	9	6	1	17%	4 Gained unsubsidized employment and 2 disengaged
Upscale Turnover Solutions	6	6	0	0%	6 Gained unsubsidized employment
Veterans On The Rise	1	0	0	0%	N/A
Village at Chesapeake (TEP-WEX)	2	2	0	0%	2 Gained unsubsidized employment
Village of Chesapeake	1	1	0	0%	1 Gained unsubsidized employment
Virginia Williams Family Resource Center	9	8	1	13%	8 Gained unsubsidized employment
Visionary Square - Columbus Properties	4	3	0	0%	3 Gained unsubsidized employment
Voices for a Second Chance	2	2	2	100%	2 Gained unsubsidized employment
Volunteers of America Chesapeake	3	3	2	67%	3 Gained unsubsidized employment
Wandas on 7th	6	5	0	0%	4 Gained unsubsidized employment and 1 disengaged
Ward 4 Council Office	2	2	0	0%	1 Gained unsubsidized employment and 1 disengaged
Washington Paper and Chemical Inc	2	2	0	0%	1 Gained unsubsidized employment and 1 disengaged
Washington Parks and People	1	0	0	0%	N/A
Wasington Lawyers' Committee	1	1	0	0%	1 Gained unsubsidized employment
WDC Apartments	1	1	0	0%	1 Gained unsubsidized employment
Westlink Career Institute	2	2	0	0%	2 Gained unsubsidized employment

DOES POH 2020 Q97 - Part 1

Project Empowerment (TEP) - Pending and Inactive Sites					
1	2	3	4	5	6
WEX Site (subsidized host employer)	Number of Participants (FY2017-FY2019)	Number of Participants (out of column 2) who Completed WEX	Number of Participants (out of column 2) who Started Unsubsidized Employment with that WEX Employer	Rate that WEX Completers were Hired (column 4/column 3)	Status of all WEX completers*
Wheeler Creek Community	3	1	0	0%	1 Gained unsubsidized employment
Windham Creek Apartments	10	9	0	0%	5 Gained unsubsidized employment and 4 disengaged
Winn Residential Sursum Corda	3	2	0	0%	2 Gained unsubsidized employment
Woods at Addison	9	9	0	0%	8 Gained unsubsidized employment and 1 disengaged
Woodthrust Management	7	3	1	33%	3 Gained unsubsidized employment
Zaiboor Services	1	1	0	0%	1 Gained unsubsidized employment

DOES POH 2020 Q97 - Part 2

DC Career Connections - Active Sites					
1	2	3	4	5	6
WEX Site (subsidized host employer)	Number of Participants (FY2017-FY2019)	Number of Participants (out of column 2) who Completed WEX	Number of Participants (out of column 2) who Started Unsubsidized Employment with that WEX Employer	Rate that WEX Completers were Hired (column 4/column 3)	Status of all WEX completers*
Agape Woodland Tiger Children's Academy	8	3	0	0%	1 Gained unsubsidized employment and 2 disengaged
Belmont Crossing Apartments	7	4	0	0%	4 Gained unsubsidized employment
CONTEMPORARY FAMILY SERVICES, INC	7	5	2	40%	3 Gained unsubsidized employment and 2 disengaged
Creative Korner Early Learning Center	3	0	0	0%	N/A
DC Council Office of Councilmember Brandon Todd	1	1	0	0%	1 disengaged
DC Department of Housing and Community Development (DHCD)	9	9	0	0%	9 Gained unsubsidized employment
DC Department of Human Services (DHS)	1	0	0	0%	N/A
DC Department of Public Works (DCCC)	12	10	2	20%	8 Gained unsubsidized employment and 2 disengaged
DC DOES - Tax Division	19	13	2	15%	12 Gained unsubsidized employment and 1 disengaged
DC Public Library	7	3	0	0%	2 Gained unsubsidized employment and 1 disengaged
DCCC Department Of Consumer Regulatory Affairs (DCRA)	12	11	1	9%	10 Gained unsubsidized employment and 1 disengaged
Department of Employment Services - Customer Navigation Center (CNC)	6	4	0	0%	4 Gained unsubsidized employment
Department of Employment Services - American Job Center (AJC)	9	9	2	22%	9 Gained unsubsidized employment
Department of Employment Services - Human Resources (HR)	2	2	2	100%	2 Gained unsubsidized employment
Department of Employment Services - Office of Apprenticeship, Information and Training (O	2	2	1	50%	2 Gained unsubsidized employment
Department of Employment Services (DOES) - DCCC	63	38	5	13%	34 Gained unsubsidized employment and 4 disengaged
First Baptist Senior Center	13	11	0	0%	9 Gained unsubsidized employment and 2 disengaged
Gatari Child Development Center	10	9	2	22%	8 Gained unsubsidized employment and 1 disengaged
Gerald Family Care, PC	7	3	0	0%	3 Gained unsubsidized employment
Hyatt Place Washington DC/National Mall	31	25	11	44%	25 Gained unsubsidized employment
KRA Corporation _ DC	3	1	0	0%	1 Gained unsubsidized employment
Latin American Youth Center Career Academy	3	3	0	0%	2 Gained unsubsidized employment and 1 disengaged
Lutheran Church of the Reformation	7	6	0	0%	5 Gained unsubsidized employment and 1 disengaged
Manpower DC Enterprise	5	4	0	0%	3 Gained unsubsidized employment and 1 disengaged
Maya Angelou Public Charter School	13	6	0	0%	6 Gained unsubsidized employment
National Childrens' Center	7	3	3	100%	3 Gained unsubsidized employment
Nursing Assistant Academy	19	15	0	0%	13 Gained unsubsidized employment and 2 disengaged
Promoting Love & Wisdom Childcare Academy	3	2	0	0%	1 Gained unsubsidized employment and 1 disengaged
Residence Inn - Marriott/Navy Yard	10	7	1	14%	7 Gained unsubsidized employment
Shining Star Early Learning Center	12	9	3	33%	8 Gained unsubsidized employment and 1 disengaged
Some Center For Employment Training	13	10	0	0%	10 Gained unsubsidized employment
Sunshine Early Learning Center	8	5	1	20%	5 Gained unsubsidized employment
Sustainable Facilities Management	4	1	1	100%	1 Gained unsubsidized employment
Toni Thomas & Associates Inc. Community Empowerment Training Program	4	4	0	0%	4 Gained unsubsidized employment
Total Family Care Coalition	3	3	0	0%	3 Gained unsubsidized employment
Westlink Career Institute	3	3	0	0%	3 Gained unsubsidized employment

DOES POH 2020 Q97 - Part 2

DC Career Connections - Inactive and Pending Sites					
1	2	3	4	5	6
WEX Site (subsidized host employer)	Number of Participants (FY2017-FY2019)	Number of Participants (out of column 2) who Completed WEX	Number of Participants (out of column 2) who Started Unsubsidized Employment with that WEX Employer	Rate that WEX Completers were Hired (column 4/column 3)	Status of all WEX completers*
2321 4th Street NE, LLC	1	1	0	0%	1 Gained unsubsidized employment
AB Browns Mechanical	1	0	0	0%	N/A
African American Civil War Museum (DCCC)	5	5	1	20%	5 Gained unsubsidized employment
AireServ	2	1	0	0%	1 disengaged
Amala Lives Institute	4	2	0	0%	2 disengaged
AmeriHealth Caritas District of Columbia	4	3	1	33%	2 Gained unsubsidized employment and 1 disengaged
Anacostia High School (DCPS)	2	2	0	0%	2 Gained unsubsidized employment
Anacostia Manufacturing & Development, LLC	2	2	0	0%	2 Gained unsubsidized employment
Angels of Hope Ministries, Inc.	1	1	0	0%	1 Gained unsubsidized employment
ARCH Development Corporation	1	1	0	0%	1 Gained unsubsidized employment
ARS Construction	1	1	0	0%	1 Gained unsubsidized employment
Art-drenaline Cafe	2	2	0	0%	2 Gained unsubsidized employment
Atlantic Garden Apts	1	0	0	0%	N/A
Bennett Babies	7	7	0	0%	7 Gained unsubsidized employment
Benning Park Apts	1	1	0	0%	1 Gained unsubsidized employment
Big Bad Wolf	1	1	0	0%	1 Gained unsubsidized employment
Black Student Fund	4	4	0	0%	4 Gained unsubsidized employment
BLE Executive Connections & Virtual Office Suites, LLC	3	2	0	0%	2 Gained unsubsidized employment
Boys & Girls Clubs of Greater Washington	19	12	0	0%	11 Gained unsubsidized employment and 1 disengaged
Boys & Girls Clubs of Greater Washington's Arts, STEM & TAP (Teen Arts Programs)- 2017	17	14	2	14%	11 Gained unsubsidized employment and 3 disengaged
Bread for the City	2	1	0	0%	1 Gained unsubsidized employment
Breathe DC	3	3	1	33%	3 Gained unsubsidized employment
Bright Start Early Care	1	1	0	0%	1 Gained unsubsidized employment
Brightwood Communities	7	5	1	20%	5 Gained unsubsidized employment
Brookland Manor Community Center	2	2	0	0%	2 Gained unsubsidized employment
Calvin Woodland Sr. Foundation	1	0	0	0%	N/A
Can I Live, Inc.	4	2	0	0%	2 disengaged
Capital Area Food Bank	1	1	0	0%	1 Gained unsubsidized employment
Capitol Services Management Inc	11	4	0	0%	3 Gained unsubsidized employment and 1 disengaged
Career Path DC	2	1	1	100%	1 Gained unsubsidized employment
Career Technical Institute	9	7	0	0%	6 Gained unsubsidized employment and 1 disengaged
Catholic Charities of the Archdioces of Washington	3	3	0	0%	3 Gained unsubsidized employment
Children of the Future	1	0	0	0%	N/A
CITIWIDE COMPUTER TRAINING CENTER	3	3	0	0%	3 Gained unsubsidized employment
City Gate, Inc.	5	5	0	0%	4 Gained unsubsidized employment and 1 disengaged
Clean My Place Maintenance & Recycling, LLC	2	1	0	0%	1 disengaged
Coalition for Juvenile Justice	1	0	0	0%	N/A
Coleman and Hearns, LLC	3	1	0	0%	1 Gained unsubsidized employment

DOES POH 2020 Q97 - Part 2

DC Career Connections - Inactive and Pending Sites					
1	2	3	4	5	6
WEX Site (subsidized host employer)	Number of Participants (FY2017-FY2019)	Number of Participants (out of column 2) who Completed WEX	Number of Participants (out of column 2) who Started Unsubsidized Employment with that WEX Employer	Rate that WEX Completers were Hired (column 4/column 3)	Status of all WEX completers*
Colony House Apartments	2	2	0	0%	1 Gained unsubsidized employment and 1 disengaged
Columbus Property Management	4	3	0	0%	3 Gained unsubsidized employment
Commission on Fathers,Men and Boys	1	1	0	0%	1 Gained unsubsidized employment
Community College Preparatory Academy	2	2	0	0%	2 Gained unsubsidized employment
Community Forklift	2	2	0	0%	2 Gained unsubsidized employment
Congress Heights Arts and Culture Center	2	1	0	0%	1 Gained unsubsidized employment
Congress Park I	3	3	0	0%	2 Gained unsubsidized employment and 1 disengaged
Constituent Services Worldwide Public Benefits Corp	1	1	0	0%	1 Gained unsubsidized employment
Courts of Camp Spring	3	1	0	0%	1 Gained unsubsidized employment
Covenant House Washington	5	5	1	20%	5 Gained unsubsidized employment
Creative Smile Institute	1	1	0	0%	1 disengaged
DC Department of Consumer and Regulatory Affairs (DCRA) - DCCC-1	4	4	0	0%	4 Gained unsubsidized employment
DC Department of Transportation	1	1	1	100%	1 Gained unsubsidized employment
DC DMGEO	1	1	0	0%	1 Gained unsubsidized employment
DC Doors, Inc. dba Zoe's Doors, Inc.	4	2	0	0%	2 Gained unsubsidized employment
DC Office of Contracting and Procurement	2	1	0	0%	1 Gained unsubsidized employment
DC Office of the Chief Financial Officer (OCFO)	2	2	0	0%	2 Gained unsubsidized employment
DC Office of the Chief Medical Examiner (OCME)	1	1	0	0%	1 Gained unsubsidized employment
DC Water and Sewer Authority	1	1	1	100%	1 Gained unsubsidized employment
DCCC - AYT Automotive	3	2	0	0%	1 Gained unsubsidized employment and 1 disengaged
DCCC - Internal Revenue Service	3	3	1	33%	3 Gained unsubsidized employment
Department of Consumer and Regulatory Affairs	2	0	0	0%	N/A
Department of Employment Services - DC Infrastructure Academy (DCIA)	4	4	0	0%	3 Gained unsubsidized employment and 1 disengaged
Department of Employment Services - Office of Employee and Labor Relations	2	1	1	100%	1 Gained unsubsidized employment
Department of Employment Services - Office of Information Technology (OIT)	7	5	1	20%	4 Gained unsubsidized employment and 1 disengaged
Department of Employment Services - Office of Unemployment Insurance (UI)	16	9	1	11%	8 Gained unsubsidized employment and 1 disengaged
Department of Employment Services - Office of Youth Programs (OYP)	1	1	0	0%	1 Gained unsubsidized employment
Department of Energy and Environment	8	3	0	0%	3 Gained unsubsidized employment
Department of General Services (DUAL)	4	4	0	0%	4 Gained unsubsidized employment
Department of Public Works	10	4	0	0%	3 Gained unsubsidized employment and 1 disengaged
Development Corporation of Columbia Heights	1	1	0	0%	1 Gained unsubsidized employment
DOES Work Readiness	4	3	0	0%	2 Gained unsubsidized employment and 1 disengaged
Dramatic Solutions Training	1	1	0	0%	1 Gained unsubsidized employment
Dream Health Group	4	1	0	0%	1 Gained unsubsidized employment
East of the River Clergy Police Community Partnership - TERMINATED	4	4	0	0%	4 Gained unsubsidized employment
Echelon Community Service Inc. - East Capitol	1	1	0	0%	1 Gained unsubsidized employment
Echelon Community Service Inc. - Morse Street	2	2	0	0%	2 Gained unsubsidized employment
Edgewood Commons 601	2	1	0	0%	1 disengaged

DOES POH 2020 Q97 - Part 2

DC Career Connections - Inactive and Pending Sites					
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Edgewood Management	6	4	0	0%	3 Gained unsubsidized employment and 1 disengaged
Elsinore Courtyards (oakmont mgmt)	12	5	2	40%	4 Gained unsubsidized employment and 1 disengaged
Equity Management II / Three Tree Flats	1	1	0	0%	1 Gained unsubsidized employment
Excalibur Staffing Services	1	1	1	100%	1 Gained unsubsidized employment
Excel Automotive Institute	2	2	0	0%	2 Gained unsubsidized employment
Exclsuive Auto Consultants	3	0	0	0%	N/A
Exodus Treatment Center, Inc.	2	0	0	0%	N/A
Explicit Events, LLC	1	1	0	0%	1 Gained unsubsidized employment
Falafel Shop/Amsterdam Falafel Shop	1	1	0	0%	1 Gained unsubsidized employment
Federal City Recovery	2	0	0	0%	N/A
Food For Life	1	1	0	0%	1 Gained unsubsidized employment
Forest Glen Maul Master, LLC	1	0	0	0%	N/A
Foster House Apartments	2	2	0	0%	2 Gained unsubsidized employment
Free Minds Book Club	2	2	0	0%	2 Gained unsubsidized employment
Friendship Public Charter School	7	6	1	17%	6 Gained unsubsidized employment
Golden Rule Plaza	1	1	0	0%	1 Gained unsubsidized employment
Goodwill of Greater Washington	2	2	0	0%	2 Gained unsubsidized employment
Halfsmoke - TERMINATED	3	2	0	0%	2 Gained unsubsidized employment
Hill Technologies Inc (DUAL)	1	1	0	0%	1 Gained unsubsidized employment
House of Lebanon Senior Apartments	3	2	0	0%	2 Gained unsubsidized employment
Humanity in Transition, Inc.	2	2	0	0%	2 Gained unsubsidized employment
Ideal CDC	3	2	0	0%	1 Gained unsubsidized employment and 1 disengaged
IME Services	2	2	0	0%	1 Gained unsubsidized employment and 1 disengaged
Inclusive Innovations Incubator	1	1	0	0%	1 Gained unsubsidized employment
Industrial Bank	3	3	0	0%	3 Gained unsubsidized employment
Internal Revenue Service	3	3	1	33%	3 Gained unsubsidized employment
Interns4Hire.com	1	1	0	0%	1 Gained unsubsidized employment
Jewel's New Beginning Learning Center	4	3	0	0%	3 Gained unsubsidized employment
Jobs Have Priority, Inc.	1	1	0	0%	1 Gained unsubsidized employment
Joint Center for Political & Economic Studies	1	1	0	0%	1 Gained unsubsidized employment
Laser Art	1	1	1	100%	1 Gained unsubsidized employment
Law Offices of James C. Jarmin III	2	2	0	0%	2 Gained unsubsidized employment
Lia's Rainbow, LLC	1	1	0	0%	1 disengaged
Loving Care Day Nursery	2	1	0	0%	1 Gained unsubsidized employment
Madison Courts Apartments (duplicate)	4	2	0	0%	1 Gained unsubsidized employment and 1 disengaged
Manley Science and Technology Center	1	1	1	100%	1 Gained unsubsidized employment
Mars2Cars, Inc	4	3	0	0%	2 Gained unsubsidized employment and 1 disengaged
Martha's Table	1	1	1	100%	1 Gained unsubsidized employment

DOES POH 2020 Q97 - Part 2

DC Career Connections - Inactive and Pending Sites					
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WEX Site (subsidized host employer)	Number of Participants (FY2017-FY2019)	Number of Participants (out of column 2) who Completed WEX	Number of Participants (out of column 2) who Started Unsubsidized Employment with that WEX Employer	Rate that WEX Completers were Hired (column 4/column 3)	Status of all WEX completers*
Maryn Consulting, Inc.	6	6	1	17%	5 Gained unsubsidized employment and 1 disengaged
Maude Consulting Company, LLC	2	2	0	0%	2 Gained unsubsidized employment
Maya Angelou School - See Forever Foundation	2	1	0	0%	1 Gained unsubsidized employment
McKinsey Social Initiative	6	5	0	0%	4 Gained unsubsidized employment and 1 disengaged
Me First Respite Care, LLC	1	1	1	100%	1 Gained unsubsidized employment
Meadowbrook Run	4	4	0	0%	4 Gained unsubsidized employment
Medstar - Washington Hospital Center	8	6	0	0%	6 Gained unsubsidized employment
Menchie's Frozen Yogurt	1	1	0	0%	1 Gained unsubsidized employment
Mess Hall	1	0	0	0%	N/A
Metropolitan Community Church	1	1	0	0%	1 Gained unsubsidized employment
MetroVoice Youth Entrepreneurs Program, Inc.	1	1	0	0%	1 Gained unsubsidized employment
Momma's Safe Haven	2	2	0	0%	2 Gained unsubsidized employment
Mr. Appliance	1	0	0	0%	N/A
National Community Church - 530 7th Street	1	0	0	0%	N/A
National Newspaper	4	4	0	0%	4 Gained unsubsidized employment
NDS Fix-IT	1	0	0	0%	N/A
Oakhill Apartments (Oakmont Management)	3	2	0	0%	1 Gained unsubsidized employment and 1 disengaged
Obverse Inc.	2	2	0	0%	2 Gained unsubsidized employment
Office of Attorney General	11	8	3	38%	8 Gained unsubsidized employment
Office of the State Superintendent of Education (OSSE)	5	5	0	0%	4 Gained unsubsidized employment and 1 disengaged
Omni Excavators, Inc.	1	1	0	0%	1 Gained unsubsidized employment
On Ramps to Careers Tech	2	2	0	0%	2 Gained unsubsidized employment
Page After Page Business Systems, Inc.	1	1	0	0%	1 Gained unsubsidized employment
Paralegal Institute of Washington DC	7	2	0	0%	2 disengaged
Parkway Apartments	2	2	0	0%	2 Gained unsubsidized employment
POD DC Hotel	1	1	0	0%	1 Gained unsubsidized employment
R. N. Horton Co. Morticians Inc.	3	3	1	33%	3 Gained unsubsidized employment
RAINBOW Child Development Center	6	5	0	0%	4 Gained unsubsidized employment and 1 disengaged
Red Sprinkle, LLC	8	3	0	0%	3 Gained unsubsidized employment
Regency House	1	1	0	0%	1 Gained unsubsidized employment
Renaissance - Arlington Capital View	2	0	0	0%	N/A
Residential One	5	5	0	0%	4 Gained unsubsidized employment and 1 disengaged
Ronald Taylor Funeral Home	3	3	0	0%	3 Gained unsubsidized employment
Ross Professional Services, LLC	2	2	0	0%	1 Gained unsubsidized employment and 1 disengaged
Run Hope Work	1	0	0	0%	N/A
Seniors and Youth Services	7	5	0	0%	5 Gained unsubsidized employment
Seond Street Baptist Church	7	5	1	20%	4 Gained unsubsidized employment and 1 disengaged
Served Academy	2	2	0	0%	2 Gained unsubsidized employment

DOES POH 2020 Q97 - Part 2

DC Career Connections - Inactive and Pending Sites					
1	2	3	4	5	6
WEX Site (subsidized host employer)	Number of Participants (FY2017-FY2019)	Number of Participants (out of column 2) who Completed WEX	Number of Participants (out of column 2) who Started Unsubsidized Employment with that WEX Employer	Rate that WEX Completers were Hired (column 4/column 3)	Status of all WEX completers*
Sesame Mocha	3	3	0	0%	3 Gained unsubsidized employment
Shaw Community Ministry	1	1	1	100%	1 Gained unsubsidized employment
Sibley Plaza - CIH Properties	1	0	0	0%	N/A
Skin Beauty Bar	2	2	0	0%	2 Gained unsubsidized employment
Skyland Workforce Center	11	7	0	0%	6 Gained unsubsidized employment and 1 disengaged
Some Center For Employment Training	1	1	0	0%	1 Gained unsubsidized employment
Southeast Welding Academy	3	1	0	0%	1 disengaged
Southern Hills Apartments	2	2	0	0%	1 Gained unsubsidized employment and 1 disengaged
St Paul African American Episcopal Church	2	2	0	0%	2 Gained unsubsidized employment
Star Collection Boutique	2	1	0	0%	1 disengaged
Superior Home Services	2	2	0	0%	2 Gained unsubsidized employment
Sweet Sosumba Jamaican Vegan Cafe	1	0	0	0%	N/A
Takoma Place	1	1	0	0%	1 Gained unsubsidized employment
The Fresh Food Factory Market	2	1	0	0%	1 Gained unsubsidized employment
The Love More Movement, Inc.	1	1	0	0%	1 Gained unsubsidized employment
The May Firm, PLLC	3	2	0	0%	2 Gained unsubsidized employment
Trinity Plaza	1	1	0	0%	1 Gained unsubsidized employment
Turnaround, Inc.	2	0	0	0%	N/A
U.S. Department of Agriculture (USDA)-CC	2	2	0	0%	1 Gained unsubsidized employment and 1 disengaged
Union Kitchen	2	2	0	0%	2 Gained unsubsidized employment
United Planning Organization	7	4	0	0%	2 Gained unsubsidized employment and 2 disengaged
Uniting Our Youth	1	1	0	0%	1 disengaged
University of the District of Columbia (UDC)	5	3	0	0%	3 Gained unsubsidized employment
US Department of Veterans Affairs Medical Center	1	1	0	0%	1 Gained unsubsidized employment
US Dept of Veteran Affair Med Ctr	19	16	0	0%	15 Gained unsubsidized employment and 1 disengaged
US Vets Group	2	0	0	0%	N/A
Visionary Square - Columbus Properties	2	1	0	0%	1 Gained unsubsidized employment
Voices For A Second Chance	4	2	0	0%	2 Gained unsubsidized employment
Wagtime	2	2	0	0%	2 Gained unsubsidized employment
Wandas on 7th (TERMINATED)	1	1	0	0%	1 Gained unsubsidized employment
Washington Literacy Center	1	1	0	0%	1 Gained unsubsidized employment
Washington Metropolitan Area Transit Authority (Metro)	3	3	1	33%	3 Gained unsubsidized employment
WDC Solar- DCCC	6	6	1	17%	5 Gained unsubsidized employment and 1 disengaged
We Care Adult Services Inc	2	1	0	0%	1 disengaged
Wellness Healthcare Clinics, LLC	3	3	0	0%	3 Gained unsubsidized employment
Wheeler Creek Community	1	1	0	0%	1 disengaged
Wheeler Terrace Apts	12	10	0	0%	9 Gained unsubsidized employment and 1 disengaged
WMATA	2	2	0	0%	2 Gained unsubsidized employment

DOES POH 2020 Q97 - Part 2

DC Career Connections - Inactive and Pending Sites					
1	2	3	4	5	6
WEX Site (subsidized host employer)	Number of Participants (FY2017-FY2019)	Number of Participants (out of column 2) who Completed WEX	Number of Participants (out of column 2) who Started Unsubsidized Employment with that WEX Employer	Rate that WEX Completers were Hired (column 4/column 3)	Status of all WEX completers*
Young Ladies of Tomorrow, Inc.	8	5	0	0%	5 Gained unsubsidized employment

Table 1: Information on DCIA Participants who Completed Training and are Employed

Participant No.	Training Program #1 Completed	Training Program #2 Completed	Training Program #3 Completed	Training Program #4 Completed	Employer	Wage
1	Automotive Foundations				Darcars Ford	$ 11.50
2	Automotive Foundations				Darcars Chrysler Jeep Dodge	$ 13.00
3	Automotive Foundations	Quick Path to Transportation (CDL)			Connally Contracting Corporation	$ 17.00
4	Automotive Foundations				Darcars Ford	$ 11.50
5	Automotive Foundations				The Midtown Group	$ 28.00
6	Automotive Foundations				Mastertech Motors	N/A
7	Automotive Foundations				Mercedes Benz -Florida	$ 15.00
8	Flagger/OSHA 10 Safety Training				Sherwin Williams	$ 14.42
9	Flagger/OSHA 10 Safety Training				Shake Shack	$ 14.50
10	Flagger/OSHA 10 Safety Training				Baker DC LLC	N/A
11	Flagger/OSHA 10 Safety Training				Foot Locker	$ 11.50
12	Flagger/OSHA 10 Safety Training				Flagger Force	$ 12.50
13	Flagger/OSHA 10 Safety Training	OSHA 30			Tradesmen International	$ 15.00
14	Flagger/OSHA 10 Safety Training				Dynamic P S G LLC	$ 27.81

Note: Information current as of 1/10/2020.

DOES POH 2020 Q100

Participant No.	Training Program #1 Completed	Training Program #2 Completed	Training Program #3 Completed	Training Program #4 Completed	Employer	Wage
15	Flagger/OSHA 10 Safety Training	OSHA 30			TPM Group	$ 15.00
16	Flagger/OSHA 10 Safety Training				Fort Myers Construction Corporation	N/A
17	Flagger/OSHA 10 Safety Training				Dynamic Concepts Inc	$ 13.77
18	Flagger/OSHA 10 Safety Training	Solar Works			CLP Electrical Contractors	$ 23.00
19	Flagger/OSHA 10 Safety Training	Work Readiness			TPM Group	$ 15.00
20	Flagger/OSHA 10 Safety Training	Solar Works			Solar United Neighbors	$ 21.88
21	Flagger/OSHA 10 Safety Training	Solar Works	Work Readiness		TPM Group	$ 15.00
22	Flagger/OSHA 10 Safety Training				Flagger Force	$ 12.50
23	Flagger/OSHA 10 Safety Training				Sodexo	$ 14.50
24	Flagger/OSHA 10 Safety Training	Quick Path to Transportation (CDL)			WMATA	$ 14.00
25	Flagger/OSHA 10 Safety Training				Flagger Force	$ 12.50
26	Flagger/OSHA 10 Safety Training	Work Readiness			DDOT	$ 16.00
27	Flagger/OSHA 10 Safety Training				Bolana Capitol Enterprises, Inc	N/A
28	Flagger/OSHA 10 Safety Training				The Calpro Group Inc	$ 14.00
29	Flagger/OSHA 10 Safety Training				Baker DC LLC	N/A

Note: Information current as of 1/10/2020.

Participant No.	Training Program #1 Completed	Training Program #2 Completed	Training Program #3 Completed	Training Program #4 Completed	Employer	Wage
30	Flagger/OSHA 10 Safety Training				Express Employment Pro	$ 14.75
31	Flagger/OSHA 10 Safety Training	OSHA 30			TPM Group	$ 15.00
32	Flagger/OSHA 10 Safety Training	Quick Path to Transportation (CDL)			Amazon	$ 15.00
33	Flagger/OSHA 10 Safety Training				The Calpro Group Inc	$ 14.00
34	Flagger/OSHA 10 Safety Training	Solar Works			Grid Alternatives Mid-Atlantic	$ 20.00
35	Flagger/OSHA 10 Safety Training				Chipotle Mexican Grill	$ 14.00
36	Flagger/OSHA 10 Safety Training				Career Strategies Inc	$ 15.00
37	Flagger/OSHA 10 Safety Training	OSHA 30			TPM Group	$ 15.00
38	Flagger/OSHA 10 Safety Training	Solar Works	Work Readiness		WDC Solar	$ 18.00
39	Flagger/OSHA 10 Safety Training	Solar Works			Single Metal Work	$ 18.31
40	Flagger/OSHA 10 Safety Training				TPM Group	$ 15.00
41	Flagger/OSHA 10 Safety Training	Solar Works			WDC Solar	$ 16.50
42	Flagger/OSHA 10 Safety Training				The Calpro Group Inc	$ 14.00
43	Flagger/OSHA 10 Safety Training				The Calpro Group Inc	$ 14.00
44	Flagger/OSHA 10 Safety Training				Baker DC LLC	N/A

Note: Information current as of 1/10/2020.

DOES POH 2020 Q100

Participant No.	Training Program #1 Completed	Training Program #2 Completed	Training Program #3 Completed	Training Program #4 Completed	Employer	Wage
45	Flagger/OSHA 10 Safety Training	OSHA 30			Shake Shack Inc	$ 14.35
46	Flagger/OSHA 10 Safety Training	Solar Works	Work Readiness		Vivint Solar	$ 25.00
47	Flagger/OSHA 10 Safety Training	OSHA 30			V-Tech Solutions	$ 14.50
48	Flagger/OSHA 10 Safety Training				The Service Companies - SSC	$ 17.00
49	Flagger/OSHA 10 Safety Training				Hire Dynamics	$ 13.00
50	Flagger/OSHA 10 Safety Training	Work Readiness			Department of Health	N/A
51	Flagger/OSHA 10 Safety Training	OSHA 30			FedEx	$ 15.00
52	Flagger/OSHA 10 Safety Training				Compass Group USA, Inc.	$ 14.25
53	Flagger/OSHA 10 Safety Training	OSHA 30			Positive Construction Solutions	$ 13.00
54	Flagger/OSHA 10 Safety Training				US Postal Service	$ 10.00
55	Flagger/OSHA 10 Safety Training				Starbucks	$ 16.00
56	Flagger/OSHA 10 Safety Training				Flagger Force	$ 12.50
57	Flagger/OSHA 10 Safety Training				Baker DC LLC	N/A
58	Flagger/OSHA 10 Safety Training	Solar Works	Work Readiness		New Columbia Solar	$ 18.00
59	Flagger/OSHA 10 Safety Training	Quick Path to Transportation (CDL)			WMATA	$ 25.00

Note: Information current as of 1/10/2020.

DOES POH 2020 Q100

Participant No.	Training Program #1 Completed	Training Program #2 Completed	Training Program #3 Completed	Training Program #4 Completed	Employer	Wage
60	Flagger/OSHA 10 Safety Training				Area Wide Protective	$ 11.50
61	Flagger/OSHA 10 Safety Training				positive construction	$ 13.00
62	Flagger/OSHA 10 Safety Training	Work Readiness			Soul Tree, LLC	$ 22.00
63	Flagger/OSHA 10 Safety Training				Prospect Waterproofing	$ 15.00
64	Flagger/OSHA 10 Safety Training				Flagger Force	$ 12.50
65	Flagger/OSHA 10 Safety Training				Fort Myer Construction Corp	$ 18.01
66	Flagger/OSHA 10 Safety Training				Bolana Capitol Enterprises, Inc	N/A
67	Flagger/OSHA 10 Safety Training	Work Readiness			DC Department of Transportation	$ 16.00
68	Flagger/OSHA 10 Safety Training	OSHA 30			Strittmatter Co	$ 15.00
69	Flagger/OSHA 10 Safety Training				TPM Group	$ 15.00
70	Flagger/OSHA 10 Safety Training				Prospect Waterproofing Co	$ 16.00
71	Flagger/OSHA 10 Safety Training				DMCG, Inc. dba Go Staffing Solutions	$ 14.00
72	Help Desk IT Training				22nd Century Technologies Inc	$ 28.00
73	Help Desk IT Training	Work Readiness			Apex Systems Inc	$ 17.00
74	Help Desk IT Training				ExecuTech Strategic Consulting and the NDU	N/A

Note: Information current as of 1/10/2020.

Participant No.	Training Program #1 Completed	Training Program #2 Completed	Training Program #3 Completed	Training Program #4 Completed	Employer	Wage
75	Help Desk IT Training	Work Readiness			Synergy Bis	$ 26.44
76	Help Desk IT Training				Bank of America	N/A
77	Help Desk IT Training				NTT DATA Services	$ 25.96
78	Help Desk IT Training				Giant	$ 15.50
79	OSHA 30				FrankCrum	$ 18.00
80	Pepco Utility Training Class	Quick Path to Energy	Work Readiness		Pepco Holdings, Inc.	$ 20.00
81	Pepco Utility Training Class	Quick Path to Energy	Work Readiness		Pepco Holdings, Inc.	$ 20.00
82	Pepco Utility Training Class	Quick Path to Energy			UtiliQuest	$ 15.00
83	Pepco Utility Training Class	Quick Path to Energy	Work Readiness		Pepco Holdings, Inc.	$ 20.00
84	Pepco Utility Training Class	Quick Path to Energy	Work Readiness		Pepco Holdings Inc	$ 22.14
85	Pepco Utility Training Class	Quick Path to Energy	Work Readiness		Pepco Holdings, Inc.	$ 20.00
86	Pepco Utility Training Class	Quick Path to Energy			Pepco Holdings, Inc.	$ 20.00
87	Pepco Utility Training Class	Quick Path to Energy	Work Readiness		Pepco Holdings, Inc.	$ 20.00
88	Pepco Utility Training Class	Quick Path to Energy			Pepco Holdings, Inc.	$ 20.00
89	Pepco Utility Training Class	Quick Path to Energy	Work Readiness		Pepco Holdings, Inc.	$ 20.00

Note: Information current as of 1/10/2020.

DOES POH 2020 Q100

Participant No.	Training Program #1 Completed	Training Program #2 Completed	Training Program #3 Completed	Training Program #4 Completed	Employer	Wage
90	Pepco Utility Training Class	Quick Path to Energy	Work Readiness		Pepco Holdings, Inc.	$ 20.00
91	Pepco Utility Training Class	Quick Path to Energy	Quick Path to Transportation (CDL)	Work Readiness	Pepco Holdings, Inc.	$ 20.00
92	Quick Path to Energy				Bullock Construction	$ 20.00
93	Quick Path to Energy				Pepco	$ 20.00
94	Quick Path to Energy				Pepco	$ 20.53
95	Quick Path to Energy				Pepco	$ 20.00
96	Quick Path to Transportation (CDL)				Bates Trucking & Trash Removal	$ 25.00
97	Quick Path to Transportation (CDL)				WMATA	$ 12.02
98	Quick Path to Transportation (CDL)				DDOT	$ 14.00
99	Quick Path to Transportation (CDL)				Access Demolition Contracting Inc.	$ 15.84
100	Quick Path to Transportation (CDL)				Budget Rent A Car	$ 11.00
101	Quick Path to Transportation (CDL)				Bates Trucking & Trash Removal	$ 15.00

Note: Information current as of 1/10/2020.

DOES POH 2020 Q100

Participant No.	Training Program #1 Completed	Training Program #2 Completed	Training Program #3 Completed	Training Program #4 Completed	Employer	Wage
102	Quick Path to Transportation (CDL)				Old Town Trolley Tours	$ 15.00
103	Quick Path to Transportation (CDL)				Bates Trucking & Trash Removal	$ 25.00
104	Quick Path to Transportation (CDL)				Lakeland Tours LLC	$ 15.00
105	Quick Path to Transportation (CDL)				Old Town Trolley Tours	$ 22.00
106	Quick Path to Transportation (CDL)				Trash Away	$ 21.00
107	Quick Path to Transportation (CDL)				Buffalo Wild Wings	$ 18.00
108	Quick Path to Transportation (CDL)				Transforce Inc	$ 15.00
109	Quick Path to Transportation (CDL)				DC Department of Public Works	$ 23.50
110	Quick Path to Transportation (CDL)				Hillis-Carnes Engrng Assoc Inc	$ 17.00
111	Quick Path to Transportation (CDL)				Pirate Castle LLC	$ 11.00
112	Quick Path to Transportation (CDL)				Sherwin-Williams Commercial Paint Store	$ 13.25

Note: Information current as of 1/10/2020.

Participant No.	Training Program #1 Completed	Training Program #2 Completed	Training Program #3 Completed	Training Program #4 Completed	Employer	Wage
113	Quick Path to Transportation (CDL)				WMATA	$ 12.02
114	Quick Path to Transportation (CDL)				Department of Public Works	$ 21.14
115	Quick Path to Transportation (CDL)	Work Readiness			DC Department of Transportation	$ 16.00
116	Quick Path to Transportation (CDL)	Work Readiness			Lane Construction Corp	$ 30.00
117	Quick Path to Transportation (CDL)				SJ AND SON Construction and Trucking, LLC	$ 20.00
118	Solar Works				Grid Alternatives	$ 15.00
119	Solar Works	Work Readiness			ADC Management	$ 17.00
120	Solar Works				Grid Alternatives	$ 22.00
121	Solar Works				TPM Group	$ 15.00
122	Solar Works				Blue Ocean New Energy LLC	$ 17.00
123	Solar Works				Blue Ocean New Energy dba New Columbia Solar	$ 26.44
124	Solar Works				Blue Ocean New Energy dba New Columbia Solar	$ 17.00
125	Solar Works				Blue Ocean New Energy dba New Columbia Solar	$ 17.00
126	Solar Works				Grid Alternatives	$ 15.00
127	Solar Works				Solar Works/Grid Alternatives	$ 17.00

Note: Information current as of 1/10/2020.

Participant No.	Training Program #1 Completed	Training Program #2 Completed	Training Program #3 Completed	Training Program #4 Completed	Employer	Wage
128	Solar Works				Blue Ocean New Energy dba New Columbia Solar	$ 17.00
129	Solar Works				Grid Alternatives	$ 15.00
130	Solar Works				Blue Ocean New Energy dba New Columbia Solar	$ 17.00
131	Work Readiness				RL Harris Welding	$ 16.00
132	Work Readiness				US Dept of Veteran Affairs/Nuring Assistant	$ 2,061.33 (weekly)
133	Work Readiness				Compass Group USA	$ 14.28
134	Work Readiness				MV Transportation	$ 16.00
135	Work Readiness				TopBuild Corp	$ 17.50
136	Work Readiness				Department of Defense	$ 19.23
137	Work Readiness				National Express Transit Corporation	$ 15.00
138	Work Readiness				Constituent Services Worldwide Public Benefit Corporation	$ 28.00
139	Work Readiness				Macy's	N/A
140	Work Readiness				National Express Transit Corporation	$ 16.58
141	Work Readiness				Stanley Steemer	$ 14.50
142	Work Readiness				Coca-Cola Bottling Company	$ 20.57
143	Work Readiness				District Dept. of Transportation (DDOT)	$ 16.00
144	Work Readiness				Jobs Have Priority (JHP)	$ 18.00
145	Work Readiness				J&J Worldwide Services - Natl Institute of Health	$ 16.50

Note: Information current as of 1/10/2020.

Participant No.	Training Program #1 Completed	Training Program #2 Completed	Training Program #3 Completed	Training Program #4 Completed	Employer	Wage
146	Work Readiness				FedEx Ground	$ 18.81
147	Work Readiness				DC Department of Human Services	$ 32.00
148	Work Readiness				Southwest Distribution	N/A
149	Work Readiness				Beacon Hill Staffing Group	$ 24.00
150	Work Readiness				Home Depot	$ 15.00

Note: Information current as of 1/10/2020.

Table 2: Information on DCIA Participants who did not Complete Training but are Employed

Participant No.	Training Program	Employer	Wage
1	Orientation	Albertsons Companies	$ 11.50
2	Orientation	Salon Cielo	N/A
3	Orientation	Star Enterprise	$ 14.25
4	Referral to DDOT	DC Department of Transportation	$ 16.00
5	Referral to Hiring Event	TPM Group LLC as a mover/installer	N/A
6	Referral to Hiring Event	Access Demolition Inc as a Laborer	$ 15.84
7	Referral to Hiring Event	Conway Health & Resource Center/Resident Monitor	$ 14.50
8	Referral to Hiring Event	TPM Group	$ 14.00
9	Referral to Hiring Event	International Spy Museum	$ 14.00
10	Referral to Hiring Event	Spin	$ 15.00
11	Referral to Hiring Event	Blackwood of Dc, LLC	$ 16.00
12	Referral to Hiring Event	Blackwood of Dc, LLC	$ 16.00
13	Unsuccessful Completion - Automotive	Stohlman Volkswagen Subaru	$ 12.00
14	Unsuccessful Completion - OSHA 10/Flagger	Georgetown University Hotel & Conference Center	$ 15.16
15	Unsuccessful Completion - OSHA 10/Flagger	TPM Group	$ 15.00
16	Unsuccessful Completion - Pepco	Laborer with Access Demolition Contracting Inc .	$ 15.84
17	Unsuccessful Completion - Pepco	Brundage Bones & Blanchet LLC as a CDL-B Concrete Pump Truck Driver	N/A
18	Unsuccessful Completion - Pepco	TPM Group	$ 15.00
19	Unsuccessful Completion - Pepco	WMATA	N/A
20	Unsuccessful Completion - Pepco	Collaborative Solutions for Community	$ 40,000 (annual)
21	Unsuccessful Completion - Pepco	Constellis Management Group	$ 26.40
22	Unsuccessful Completion - Transportation	The Calpro Group Inc	$ 14.00
23	Unsuccessful Completion - Work Readiness	Bolana Capitol Enterprises, Inc as an Event Cleaner	N/A
24	Unsuccessful Completion - Work Readiness	Bolana Capitol Enterprises, Inc as an Event Cleaner	N/A
25	Unsuccessful Completion - Work Readiness	FEDCAP/125/Outreach Specialist	$ 18.27

Note: Information current as of 1/10/2020.

Participant No.	Training Program	Employer	Wage
26	Unsuccessful Completion - Work Readiness	Hudson News Distributors LLC	$ 11.50
27	Unsuccessful Completion - Work Readiness	Innovative Life Solutions, Inc	$ 17.00

Note: Information current as of 1/10/2020.

DOES POH 2020 Q102

GRANTS / PROGRAMS / APPRENTICESHIP FY18									
** All customers are assessed for need. Those requiring supportive services are WIOA enrolled where eligible**									
MOU / Grantees	**Program Description**	**Year**	**Cohort**	**Start Date**	**End Date**	**Funding Source**	**Program Enrolled**	**Program Completions**	**Total Certifications / Outcomes**
Simple Technology Solution (STS)	IT pre-apprenticeship	**FY18**	**1**	**9/1/17**	**9/1/18**	**Local**	**15**	**7**	AWS Business Professional (**7**); AWS Technical Professional (**7**); AWS TCO and Cloud Economics Online (**5**); Total Credentials = **19**
Community Services Agency	Construction pre-apprenticeship	**FY18**	**1**	**9/5/17**	**9/4/18**	**Local**	**48**	**46**	Skills training and credential attainment
			2	**9/5/18**	**9/30/18**		**10**	**8**	1K Opportunities Initiative
WDC Solar	Solar Installation Training	**FY18**	**1**	**9/5/17**	**9/5/18**	**Local**	**28**	**19**	North American Board of Certified Energy Practitioners (NABCEP) **3**
DPW	DPW Mechanic Apprenticeship	**FY18 - FY19**	**1**	**5/15/18**	**9/30/18**	**Local**	**9**	**1**	OSHA 10 (**5**); CDL (**3**); Total Credentials = **8**
				10/1/18	**5/15/19**				
Thrive DC	Ready to work, prepare returning citizens for employment	**FY18**	**Open Enrollment**	**9/5/17**	**9/4/18**	**Local**	**28**	**24**	Customer Services and Sales (9) ; ServSafe (1); Total Credentials = **10**
Suited for Change	Clothing assistance for AJC customers	**FY18**	**Open Enrollment**	**9/25/17**	**9/24/18**	**Local**	**570**	**570**	Supportive services grant, participants received business attire for job interviews.
Disabled Veterans National Foundation	Clothing assistance for AJC customers	**FY18**	**Open Enrollment**	**9/25/17**	**9/24/18**	**Local**	**286**	**286**	Supportive services grant, participants received business attire for job interviews.
Pendergrast Alston	Outreach and referrals services	**FY18**	**1**	**5/7/18**	**9/30/19**	**Local**	**64**	**64**	The grantee has submitted over 150 referral packets to AJC. (**63**) participants enrolled in WIOA and (**87**) participants enrolled in WP
		FY19	**1**	**10/1/18**	**5/6/19**		**86**	**86**	
So Others Might Eat (SOME)	Job Placement for WIOA enrolled participants	**FY18 - FY19**	**1**	**5/10/18**	**5/11/19**	**Local**	**16**	**16**	Medical Administrative Assistant (**5**); Building Maintenance (**1**); Total Credentials = (**6**)
Opportunities Industrialization Center of DC (OIC)	Outreach and referrals for WIOA enrolled participants	**FY18**	**Open Enrollment**	**7/1/18**	**9/30/18**	**Local**	**150**	**150**	The grantee has submitted 150 referral packets to AJC
Sasha Bruce	Job placement for Assistant for Young Adults	**FY18**	**1**	**9/5/17**	**9/30/18**	**Local**	**25**	**N/A**	Grantee issued a modification on 5/7/18 due to poor performance. Original award was $124,926.00 to service 50 participants.
Back to Work 50+	Coaching program including four weeks of comprehensive in-class training to help equip each cohort of jobseekers with the skills needed to compete in the 21st century job market. A two week technology boot camp promoting computer literacy precedes the coaching workshop and offers instruction on both the beginning and intermediate levels.	**FY18**	**4-10**	**10/1/17**	**9/30/18**	**Local**	**104**	**84**	N/A

DOES POH 2020 Q102
DOES POH 2020 Q102

LOCALLY FUNDED GRANTS / PROGRAMS / APPRENTICESHIP FY19									
** All customers are assessed for need. Those requiring supportive services are WIOA enrolled where eligible**									
MOU / Grantees	**Program Description**	**Year**	**Cohort**	**Start Date**	**End Date**	**Funding Source**	**Program Enrolled**	**Program Completions**	**Total Certifications / Outcomes**
DCPS Career Bridge Pre-Apprenticeship Program	High School student pre-apprenticeship program	FY19	1	3/19/19	5/11/19	Local	8	7	OSHA-10 - (**7**), First Aid/CPR (**5**); Total Credentials = **12**
			2	7/15/19	8/1/19		3	3	OSHA-10 - (**3**), First Aid/CPR (**3**); Total Credentials = **6**
Simple Technology Solution (STS) IT Pre-Apprenticeship Skills training	IT Cloud Technology pre-apprenticeship	FY19	1	4/16/19	9/30/19	Local	18	14	AWS Tech Professional (**14**); AWS TCO Cloud Economics (**5**); AWS Business Professional (**1**); AWS Cloud Practitioner (**6**); GCP Professional Cloud Engineer (**1**); AWS or GCP Assoc (**3**); Nano Degree (**1**); Total Credentials = **31**
SYEP Apprenticeship Exposure Program	Construction skills training - Apprenticeship	PY19	1	6/24/19	8/2/19	N/A	13	8	Six (**6**) Participants were offered direct entry apprenticeships. No credentials received for this program. Sponsors volunteered in the SYEP.
Community Services Agency HCA	"Women in Construction" all female pre-apprenticeship skills training cohort	PY19	1	9/3/19	9/27/19	Local	14	12	OSHA-10 - (**12**), First Aid/CPR (**13**); Flagger (**14**); Traffic Control (**14**); Scaffolding (**11**); Total Credentials = **64**
Community Services Agency HCA	Pre-apprenticeship skills training program for the construction trades	PY19	2	9/10/19	9/27/19	Local	12	12	OSHA-30 - (**12**), First Aid/CPR (**12**); Flagger (**12**); Scaffolding (**12**); Total Credentials = **48**
Fire & Medical Emergency Services (FEMS)	FEMS Cadet training program	FY19	1	10/1/18	9/30/19	Both	11	11	Fire Fighter I & II; Hazardous; Total Credentials = (**84**)
Metropolitan Police Department (MPD)	MPD Cadet training program	FY19	1	10/1/18	9/30/19	Local	51	0 (2yr program)	Awaiting completion of college credits.
Constituent Services Worldwide - CSW	Professional Development Training WIOA and Non-WIOA customers	FY19	1	4/1/19	4/19/19	Local	38	38	Lean Six Sigma (**36**); Guest Service (**19**); WorkKeys (**19**); Total Credentials = **74**
UDC	Guest Service Hospitality Training for WIOA and Non-WIOA customers	FY19	1	4/1/19	4/19/19	Local	20	18	Guest Service (**59**); Front Desk (**54**); Total Credentials = **113**
			2	4/29/19	5/17/19		18	18	
			3	4/29/19	5/17/19		15	14	
			4	7/8/19	7/26/19		9	9	
DC Central Kitchen	Credential Attainment for WIOA and WP enrolled participants	FY19	1	6/24/19	9/30/19	Local	19	15	ServSafe (**15**); Total Credentials = **15**
Goodwill	Credential Attainment for WIOA and WP enrolled participants	FY19	1	6/24/19	9/30/19	Local	10	10	American Hotel & Lodging (**9**); ServSafe (**3**); Total Credentials = **12**
Thrive DC	Outreach and referrals in Latino communities	FY19	1	7/1/19	9/30/19	Local	12	10	ServSafe (**6**); Total Credentials = **6**
Constituent Services Worldwide - CSW	Credential Attainment for WIOA and WP enrolled participants	FY19	1	7/8/19	9/30/19	Local	36	23	National Career Readiness (**1**); Hair Braiding (**1**); Lean Six Sigma (**9**); Customer Service Gold (**13**); Total Credentials = **24**
Opportunities Industrialization Center of DC (OIC)	Outreach and referrals services	FY19	1	7/15/19	9/30/19	Local	35	35	The grantee has submitted over 35 referral packets to AJC
Back to Work 50+	Coaching program including four weeks of comprehensive in-class training to help equip each cohort of jobseekers with the skills needed to compete in the 21st century job market. A two week technology boot camp promoting computer literacy precedes the coaching workshop and offers instruction on both the beginning and intermediate levels.	FY19	11-16	10/1/18	9/30/19	Local	62	55	N/A
Nautiquos Data Solutions (Carver Institute)*	Job Placement for WIOA enrolled participants	FY19 - FY20	1	9/19/19	9/18/20	Local	TBD	TBD	TBD
Tree of Life*	Job Placement for WIOA enrolled participants	FY19 - FY20	1	9/19/19	9/18/20	Local	TBD	TBD	TBD
Can I Live*	Credential Attainment for WIOA enrolled participants only	FY19 - FY20	1	9/26/19	9/25/20	Local	TBD	TBD	TBD

***Local funding base payment only for FY19. Performance outcomes will be reported for FY20 only when available.**

DOES POH 2020 Q103

Program	Number of Quarters with Wages	2018Q4	2019 Q1	2019 Q2	2019 Q3
Constituent Services Worldwide (CSW) - Professional Development					
Constituent Services Worldwide (CSW) - Professional Development	1	$3,008			
Constituent Services Worldwide (CSW) - Professional Development	2			$2,398	$10,871
Constituent Services Worldwide (CSW) - Professional Development					
Constituent Services Worldwide (CSW) - Professional Development					
Constituent Services Worldwide (CSW) - Professional Development	2	$15,146			$5,967
Constituent Services Worldwide (CSW) - Professional Development					
Constituent Services Worldwide (CSW) - Professional Development					
Constituent Services Worldwide (CSW) - Professional Development					
Constituent Services Worldwide (CSW) - Professional Development	4	$13,568	$13,577	$13,577	$14,791
Constituent Services Worldwide (CSW) - Professional Development	4	$503	$116	$1,634	$5,152
Constituent Services Worldwide (CSW) - Professional Development	2			$1,192	$2,088
Constituent Services Worldwide (CSW) - Professional Development					
Constituent Services Worldwide (CSW) - Professional Development					
Constituent Services Worldwide (CSW) - Professional Development	2			$6,435	$14,648
Constituent Services Worldwide (CSW) - Professional Development					
Constituent Services Worldwide (CSW) - Professional Development	1	$181			
Constituent Services Worldwide (CSW) - Professional Development	3	$4,693	$954		$210
Constituent Services Worldwide (CSW) - Professional Development	4	$3,491	$2,013	$4,885	$2,870
Constituent Services Worldwide (CSW) - Professional Development	1		$3,446		
Constituent Services Worldwide (CSW) - Professional Development					
Constituent Services Worldwide (CSW) - Professional Development					
Constituent Services Worldwide (CSW) - Professional Development	1	$2,827			
Constituent Services Worldwide (CSW) - Professional Development	1	$10,384			
Constituent Services Worldwide (CSW) - Professional Development	2	$17,500	$8,750		
Constituent Services Worldwide (CSW) - Professional Development					
Constituent Services Worldwide (CSW) - Professional Development					
Constituent Services Worldwide (CSW) - Professional Development					
Constituent Services Worldwide (CSW) - Professional Development	1		$1,948		
Constituent Services Worldwide (CSW) - Professional Development	2			$1,304	$21,570

Information pulled on 1/10/2020.

DOES POH 2020 Q103

Program	Number of Quarters with Wages	2018Q4	2019 Q1	2019 Q2	2019 Q3
Constituent Services Worldwide (CSW) - Professional Development					
Constituent Services Worldwide (CSW) - Professional Development	4	$7,447	$6,419	$237	$1,069
Constituent Services Worldwide (CSW) - Professional Development	4	$6,824	$6,419	$2,589	$12,444
Constituent Services Worldwide (CSW) - Professional Development	2			$880	$20,573
Constituent Services Worldwide (CSW) - Professional Development	1				$182
Constituent Services Worldwide (CSW) - Professional Development	4	$4,321	$3,902	$4,452	$6,311
Constituent Services Worldwide (CSW) - Professional Development	2			$927	$6,237
Constituent Services Worldwide (CSW) - Professional Development					
UDC - Guest Service Hospitality Training Program	3	$3,140	$5,163	$1,177	
UDC - Guest Service Hospitality Training Program	4	$5,971	$4,291	$915	$4,820
UDC - Guest Service Hospitality Training Program					
UDC - Guest Service Hospitality Training Program	4	$4,099	$800	$1,548	$4,557
UDC - Guest Service Hospitality Training Program	3	$15,022	$200		$411
UDC - Guest Service Hospitality Training Program	4	$2,177	$260	$3,705	$6,726
UDC - Guest Service Hospitality Training Program	4	$1,895	$267	$564	$2,554
UDC - Guest Service Hospitality Training Program					
UDC - Guest Service Hospitality Training Program	4	$1,775	$6,840	$6,960	$8,120
UDC - Guest Service Hospitality Training Program	3	$1,735		$930	$120
UDC - Guest Service Hospitality Training Program	1		$106		
UDC - Guest Service Hospitality Training Program	2	$738	$53		
UDC - Guest Service Hospitality Training Program	4	$4,172	$1,227	$4,300	$5,135
UDC - Guest Service Hospitality Training Program	1	$202			
UDC - Guest Service Hospitality Training Program	2	$354			$309
UDC - Guest Service Hospitality Training Program					
UDC - Guest Service Hospitality Training Program					
UDC - Guest Service Hospitality Training Program	1				$514
UDC - Guest Service Hospitality Training Program					
UDC - Guest Service Hospitality Training Program					
UDC - Guest Service Hospitality Training Program					
UDC - Guest Service Hospitality Training Program	2	$195			$7,408

Information pulled on 1/10/2020.

DOES POH 2020 Q103

Program	Number of Quarters with Wages	2018Q4	2019 Q1	2019 Q2	2019 Q3
UDC - Guest Service Hospitality Training Program					
UDC - Guest Service Hospitality Training Program	2	$2,818			$2,900
UDC - Guest Service Hospitality Training Program					
UDC - Guest Service Hospitality Training Program	1				$2,287
UDC - Guest Service Hospitality Training Program					
UDC - Guest Service Hospitality Training Program					
UDC - Guest Service Hospitality Training Program	3		$294	$70	$154
UDC - Guest Service Hospitality Training Program	3		$283	$742	$2,629
UDC - Guest Service Hospitality Training Program	4	$3,199	$1,629	$1,656	$1,100
UDC - Guest Service Hospitality Training Program	1	$1,981			
UDC - Guest Service Hospitality Training Program					
UDC - Guest Service Hospitality Training Program	1				$3,017
UDC - Guest Service Hospitality Training Program	2	$1,152	$131		
UDC - Guest Service Hospitality Training Program					
UDC - Guest Service Hospitality Training Program					
UDC - Guest Service Hospitality Training Program	1		$2,065		
UDC - Guest Service Hospitality Training Program					
UDC - Guest Service Hospitality Training Program	4	$2,428	$1,106	$815	$624
UDC - Guest Service Hospitality Training Program	4	$343	$266	$437	$789
UDC - Guest Service Hospitality Training Program	3		$315	$453	$640
UDC - Guest Service Hospitality Training Program					
UDC - Guest Service Hospitality Training Program	1	$236			
UDC - Guest Service Hospitality Training Program					
UDC - Guest Service Hospitality Training Program	2			$5,751	$11,271
UDC - Guest Service Hospitality Training Program	2	$412	$752		
UDC - Guest Service Hospitality Training Program	2			$1,446	$5,822
UDC - Guest Service Hospitality Training Program	3	$2,535	$627		$4,979
UDC - Guest Service Hospitality Training Program	2			$424	$2,910
UDC - Guest Service Hospitality Training Program					
UDC - Guest Service Hospitality Training Program					

Information pulled on 1/10/2020.

DOES POH 2020 Q103

Program	Number of Quarters with Wages	2018Q4	2019 Q1	2019 Q2	2019 Q3
UDC - Guest Service Hospitality Training Program					
UDC - Guest Service Hospitality Training Program	4	$340	$191	$3,174	$4,085
UDC - Guest Service Hospitality Training Program					
UDC - Guest Service Hospitality Training Program					
UDC - Guest Service Hospitality Training Program	3		$3,581	$9,326	$9,646
UDC - Guest Service Hospitality Training Program	2	$13,400	$8,124		
UDC - Guest Service Hospitality Training Program					
Simple Technology Solutions (STS) - IT Pre-Apprenticeship Skills Training	2			$1,304	$21,570
Simple Technology Solutions (STS) - IT Pre-Apprenticeship Skills Training	1			$198	
Simple Technology Solutions (STS) - IT Pre-Apprenticeship Skills Training					
Simple Technology Solutions (STS) - IT Pre-Apprenticeship Skills Training	4	$6,824	$6,419	$2,589	$12,444
Simple Technology Solutions (STS) - IT Pre-Apprenticeship Skills Training	2			$927	$6,237
Simple Technology Solutions (STS) - IT Pre-Apprenticeship Skills Training	4	$14,189	$10,745	$10,688	$9,239
Simple Technology Solutions (STS) - IT Pre-Apprenticeship Skills Training					
Simple Technology Solutions (STS) - IT Pre-Apprenticeship Skills Training	4	$13,676	$6,923	$8,657	$4,578
Simple Technology Solutions (STS) - IT Pre-Apprenticeship Skills Training					
Community Services Agency HCA - Women in Construction	4	$1,075	$212	$494	$3,026
Community Services Agency HCA - Women in Construction	3	$10,459	$7,130	$4,453	
Community Services Agency HCA - Women in Construction	2	$1,725		$195	
Community Services Agency HCA - Women in Construction					
Community Services Agency HCA - Women in Construction					
Community Services Agency HCA - Women in Construction	4	$9,482	$10,277	$12,560	$462
Community Services Agency HCA - Women in Construction	4	$8,096	$15,176	$12,894	$13,410
Community Services Agency HCA - Women in Construction	4	$6,595	$2,813	$5,866	$5,083
Community Services Agency HCA - Women in Construction	4	$6,029	$3,576	$5,725	$7,744
Community Services Agency HCA - Women in Construction					
Community Services Agency HCA - Women in Construction					
Community Services Agency HCA - Women in Construction					
Community Services Agency HCA - Women in Construction	3	$1,386	$121	$883	
Community Services Agency HCA - Pre-Apprentice Skills Training	1			$5	

Information pulled on 1/10/2020.

DOES POH 2020 Q103

Program	Number of Quarters with Wages	2018Q4	2019 Q1	2019 Q2	2019 Q3
Community Services Agency HCA - Pre-Apprentice Skills Training	4	$7,327	$9,232	$9,717	$7,447
Community Services Agency HCA - Pre-Apprentice Skills Training					
Community Services Agency HCA - Pre-Apprentice Skills Training	3	$4,908		$930	$599
Community Services Agency HCA - Pre-Apprentice Skills Training	1		$36		
Community Services Agency HCA - Pre-Apprentice Skills Training	1	$1,984			
Community Services Agency HCA - Pre-Apprentice Skills Training	2	$2,169	$269		
Community Services Agency HCA - Pre-Apprentice Skills Training	3	$16,604	$15,546	$17,313	
Community Services Agency HCA - Pre-Apprentice Skills Training	3	$6,593	$5,193	$282	
Community Services Agency HCA - Pre-Apprentice Skills Training					
Community Services Agency HCA - Pre-Apprentice Skills Training					
Community Services Agency HCA - Pre-Apprentice Skills Training					
DPW Mechanic Apprenticeship	3	$5,608	$5,324	$1,403	
DPW Mechanic Apprenticeship	3	$6,074	$6,205	$4,536	
DPW Mechanic Apprenticeship	4	$4,588	$5,069	$5,214	$4,612
DPW Mechanic Apprenticeship	3	$6,846	$8,738	$5,260	
DPW Mechanic Apprenticeship	3	$6,715	$8,317	$4,561	
DPW Mechanic Apprenticeship	4	$7,050	$9,228	$7,036	$9,846
DPW Mechanic Apprenticeship	4	$7,050	$9,242	$6,971	$5,376
DPW Mechanic Apprenticeship	1	$626			
DPW Mechanic Apprenticeship	1	$1,427			
So Others Might Eat (SOME)	4	$4,099	$7,520	$6,197	$7,780
So Others Might Eat (SOME)					
So Others Might Eat (SOME)	2			$3,489	$5,936
So Others Might Eat (SOME)	1				$1,844
So Others Might Eat (SOME)					
So Others Might Eat (SOME)	2		$2,316	$623	
So Others Might Eat (SOME)	3	$4,695	$4,756	$3,520	
So Others Might Eat (SOME)	3		$2,926	$1,298	$955
So Others Might Eat (SOME)					
So Others Might Eat (SOME)	1				$308

Information pulled on 1/10/2020.

DOES POH 2020 Q103

Program	Number of Quarters with Wages	2018Q4	2019 Q1	2019 Q2	2019 Q3
So Others Might Eat (SOME)	2			$1,083	$7,822
So Others Might Eat (SOME)					
So Others Might Eat (SOME)	4	$806	$900	$3,126	$6,009
So Others Might Eat (SOME)	1	$291			
So Others Might Eat (SOME)	2	$3,520			$6,120
So Others Might Eat (SOME)					
DC Central Kitchen					
DC Central Kitchen					
DC Central Kitchen					
DC Central Kitchen					
DC Central Kitchen					
DC Central Kitchen	3		$212	$2,145	$583
DC Central Kitchen	2	$275	$781		
DC Central Kitchen					
DC Central Kitchen					
DC Central Kitchen					
DC Central Kitchen	1			$1,724	
DC Central Kitchen	1	$1,469			
DC Central Kitchen					
DC Central Kitchen	1				$28
DC Central Kitchen					
DC Central Kitchen	1		$632		
DC Central Kitchen					
DC Central Kitchen					
Constituent Services Worldwide (CSW) - Credential Attainment	3	$312		$540	$315
Constituent Services Worldwide (CSW) - Credential Attainment					
Constituent Services Worldwide (CSW) - Credential Attainment					
Constituent Services Worldwide (CSW) - Credential Attainment					
Constituent Services Worldwide (CSW) - Credential Attainment	4	$17	$13	$16	$1
Constituent Services Worldwide (CSW) - Credential Attainment					

Information pulled on 1/10/2020.

DOES POH 2020 Q103

Program	Number of Quarters with Wages	2018Q4	2019 Q1	2019 Q2	2019 Q3
Constituent Services Worldwide (CSW) - Credential Attainment					
Constituent Services Worldwide (CSW) - Credential Attainment					
Constituent Services Worldwide (CSW) - Credential Attainment	2			$1,192	$2,088
Constituent Services Worldwide (CSW) - Credential Attainment					
Constituent Services Worldwide (CSW) - Credential Attainment	3		$7,837	$10,025	$2,651
Constituent Services Worldwide (CSW) - Credential Attainment	4	$12,144	$6,657	$7,659	$15,625
Constituent Services Worldwide (CSW) - Credential Attainment	1			$1,020	
Constituent Services Worldwide (CSW) - Credential Attainment					
Constituent Services Worldwide (CSW) - Credential Attainment					
Constituent Services Worldwide (CSW) - Credential Attainment	1		$1,948		
Constituent Services Worldwide (CSW) - Credential Attainment					
Constituent Services Worldwide (CSW) - Credential Attainment					
Constituent Services Worldwide (CSW) - Credential Attainment					
Constituent Services Worldwide (CSW) - Credential Attainment	1		$290		
Constituent Services Worldwide (CSW) - Credential Attainment	2	$3,495		$1,331	
Constituent Services Worldwide (CSW) - Credential Attainment	1	$4,455			
Constituent Services Worldwide (CSW) - Credential Attainment	2		$2,595	$5,790	
Thrive DC					
Thrive DC					
Thrive DC	2			$150	$2,030
Thrive DC	3	$5,034	$4,964		$1,511
Thrive DC	3	$4,919	$1,869	$3,478	
Thrive DC					
Thrive DC	4	$13,102	$12,635	$11,178	$8,708
Thrive DC	4	$6,476	$6,661	$8,284	$6,927
Thrive DC					
Goodwill	3	$3,410		$1,931	$1,055
Goodwill	1				$1,367
Goodwill	1				$1,173
Goodwill					

Information pulled on 1/10/2020.

DOES POH 2020 Q103

Program	Number of Quarters with Wages	2018Q4	2019 Q1	2019 Q2	2019 Q3
Goodwill					
Goodwill	1				$3,589
Goodwill					
Goodwill	4	$10,626	$8,257	$765	$6,220
Goodwill	4	$7,778	$7,104	$3,368	$1,645
Goodwill					
Pendergrast Alston					
Pendergrast Alston					
Pendergrast Alston	4	$10,243	$578	$1,631	$1,837
Pendergrast Alston					
Pendergrast Alston	3		$8,957	$9,753	$2,230
Pendergrast Alston	2			$825	$1,634
Pendergrast Alston					
Pendergrast Alston	4	$4,473	$4,456	$4,734	$4,886
Pendergrast Alston	4	$3,106	$2,979	$3,538	$2,876
Pendergrast Alston					
Pendergrast Alston					
Pendergrast Alston	3		$3,403	$8,378	$5,976
Pendergrast Alston	3		$538	$2,359	$112
Pendergrast Alston					
Pendergrast Alston					
Pendergrast Alston					
Pendergrast Alston					
Pendergrast Alston	4	$4,258	$4,665	$5,764	$1,082
Pendergrast Alston	1				$496
Pendergrast Alston	2			$9,137	$4,945
Pendergrast Alston					
Pendergrast Alston	2			$1,117	$4,257
Pendergrast Alston	1	$648			
Pendergrast Alston	4	$1,825	$1,397	$695	$1,218

Information pulled on 1/10/2020.

DOES POH 2020 Q103

Program	Number of Quarters with Wages	2018Q4	2019 Q1	2019 Q2	2019 Q3
Pendergrast Alston					
Pendergrast Alston	4	$4,628	$4,126	$1,001	$476
Pendergrast Alston	1				$182
Pendergrast Alston	4	$936	$446	$3,855	$5,717
Pendergrast Alston	4	$2,784	$6,695	$8,799	$7,383
Pendergrast Alston	1	$1,944			
Pendergrast Alston	1				$1,035
Pendergrast Alston	4	$11,161	$16,132	$16,722	$16,249
Pendergrast Alston	3		$396	$282	$2,498
Pendergrast Alston	4	$1,518	$63	$6,216	$5,553
Pendergrast Alston					
Pendergrast Alston	3		$413	$6,209	$4,353
Pendergrast Alston					
Pendergrast Alston	3		$1,233	$5,056	$5,319
Pendergrast Alston	4	$4,258	$4,665	$5,764	$1,082
Pendergrast Alston					
Pendergrast Alston	4	$4,473	$4,456	$4,734	$4,886
Pendergrast Alston					
Pendergrast Alston					
Pendergrast Alston	4	$3,896	$2,873	$1,680	$2,605
Pendergrast Alston					
Pendergrast Alston					
Pendergrast Alston	4	$4,390	$5,400	$5,457	$4,471
Pendergrast Alston					
Pendergrast Alston					
Pendergrast Alston					
Pendergrast Alston					
Pendergrast Alston	4	$1,285	$8,746	$13,496	$13,552
Pendergrast Alston					
Pendergrast Alston					

Information pulled on 1/10/2020.

DOES POH 2020 Q103

Program	Number of Quarters with Wages	2018Q4	2019 Q1	2019 Q2	2019 Q3
Pendergrast Alston	4	$4,637	$5,905	$4,556	$61
Pendergrast Alston	3	$201		$865	$2,354
Pendergrast Alston	3		$299	$2,123	$3,509
Pendergrast Alston	1				$72
Pendergrast Alston	2			$5,539	$1,893
Pendergrast Alston	4	$3,106	$2,979	$3,538	$2,876
Pendergrast Alston	2			$825	$1,634
Pendergrast Alston					
Pendergrast Alston	3		$538	$2,359	$112
Pendergrast Alston					
Pendergrast Alston					
Pendergrast Alston					
Pendergrast Alston	2			$632	$1,055
Pendergrast Alston					
Pendergrast Alston	1	$1,526			
Pendergrast Alston					
Pendergrast Alston					
Pendergrast Alston	3	$4,440	$4,587	$7,918	
Pendergrast Alston					
Pendergrast Alston					
Pendergrast Alston	4	$6,518	$17,695	$12,516	$12,671
Pendergrast Alston					
Pendergrast Alston	4	$1,565	$4,990	$6,711	$8,146
Pendergrast Alston	4	$8,117	$9,232	$7,731	$5,473
Pendergrast Alston					
Pendergrast Alston	4	$3,471	$9,580	$8,015	$9,194
Pendergrast Alston	1				$496
Pendergrast Alston	3		$8,957	$9,753	$2,230
Pendergrast Alston					
Pendergrast Alston	3	$3,624	$1,913	$46	

Information pulled on 1/10/2020.

DOES POH 2020 Q103

Program	Number of Quarters with Wages	2018Q4	2019 Q1	2019 Q2	2019 Q3
Pendergrast Alston	2			$9,137	$4,945
Pendergrast Alston					
Opportunities Industrialization Center of DC (OIC)					
Opportunities Industrialization Center of DC (OIC)	3		$372	$2,341	$5,628
Opportunities Industrialization Center of DC (OIC)	4	$23,516	$23,646	$23,314	$17,142
Opportunities Industrialization Center of DC (OIC)	4	$7,155	$7,810	$8,339	$8,635
Opportunities Industrialization Center of DC (OIC)					
Opportunities Industrialization Center of DC (OIC)	3	$6,266	$4,303	$451	
Opportunities Industrialization Center of DC (OIC)	2		$152		$497
Opportunities Industrialization Center of DC (OIC)					
Opportunities Industrialization Center of DC (OIC)					
Opportunities Industrialization Center of DC (OIC)					
Opportunities Industrialization Center of DC (OIC)	3		$78	$126	$77
Opportunities Industrialization Center of DC (OIC)					
Opportunities Industrialization Center of DC (OIC)	4	$8,046	$2,658	$4,223	$775
Opportunities Industrialization Center of DC (OIC)	4	$2,612	$2,280	$1,710	$1,824
Opportunities Industrialization Center of DC (OIC)	4	$9,940	$9,271	$10,536	$9,258
Opportunities Industrialization Center of DC (OIC)					
Opportunities Industrialization Center of DC (OIC)	4	$9,084	$6,945	$5,739	$717
Opportunities Industrialization Center of DC (OIC)	1				$220
Opportunities Industrialization Center of DC (OIC)					
Opportunities Industrialization Center of DC (OIC)	4	$7,984	$7,521	$8,393	$7,058
Opportunities Industrialization Center of DC (OIC)	1				$4,731
Opportunities Industrialization Center of DC (OIC)					
Opportunities Industrialization Center of DC (OIC)	4	$9,536	$8,318	$8,689	$6,378
Opportunities Industrialization Center of DC (OIC)	1			$348	
Opportunities Industrialization Center of DC (OIC)					
Opportunities Industrialization Center of DC (OIC)					
Opportunities Industrialization Center of DC (OIC)	1				$2,445
Opportunities Industrialization Center of DC (OIC)					

Information pulled on 1/10/2020.

DOES POH 2020 Q103

Program	Number of Quarters with Wages	2018Q4	2019 Q1	2019 Q2	2019 Q3
Opportunities Industrialization Center of DC (OIC)					
Opportunities Industrialization Center of DC (OIC)	2		$4,713	$9,015	
Opportunities Industrialization Center of DC (OIC)					
Opportunities Industrialization Center of DC (OIC)					
Opportunities Industrialization Center of DC (OIC)					
Opportunities Industrialization Center of DC (OIC)	3	$57	$1,291	$2,968	
Opportunities Industrialization Center of DC (OIC)	3	$1,361	$2,619	$2,321	
Back-to-Work 50+	2			$3,615	$10,118
Back-to-Work 50+					
Back-to-Work 50+	4	$10,109	$11,831	$15,692	$18,774
Back-to-Work 50+	4	$7,387	$6,419	$8,433	$11,950
Back-to-Work 50+	2	$5,202	$250		
Back-to-Work 50+	4	$9,230	$8,965	$8,612	$7,669
Back-to-Work 50+	3	$5,951	$4,346		$840
Back-to-Work 50+	1	$9,030			
Back-to-Work 50+	4	$7,280	$7,280	$7,392	$7,280
Back-to-Work 50+					
Back-to-Work 50+	4	$7,439	$6,419	$6,419	$3,610
Back-to-Work 50+					
Back-to-Work 50+					
Back-to-Work 50+					
Back-to-Work 50+					
Back-to-Work 50+	2	$11,538	$17,899		
Back-to-Work 50+	1			$441	
Back-to-Work 50+					
Back-to-Work 50+	4	$9,845	$11,860	$9,811	$11,435
Back-to-Work 50+	1	$6,305			
Back-to-Work 50+	4	$7,387	$6,419	$6,359	$5,760
Back-to-Work 50+	4	$10,072	$11,443	$14,549	$14,549
Back-to-Work 50+	2			$1,535	$5,817

Information pulled on 1/10/2020.

DOES POH 2020 Q103

Program	Number of Quarters with Wages	2018Q4	2019 Q1	2019 Q2	2019 Q3
Back-to-Work 50+	4	$5,417	$168	$9,468	$10,967
Back-to-Work 50+	4	$9,693	$3,240	$10,430	$3,750
Back-to-Work 50+	2			$1,687	$5,655
Back-to-Work 50+	4	$17,298	$15,156	$15,929	$17,980
Back-to-Work 50+					
Back-to-Work 50+					
Back-to-Work 50+	4	$11,563	$10,058	$12,091	$10,342
Back-to-Work 50+	4	$2,163	$648	$963	$67
Back-to-Work 50+					
Back-to-Work 50+	3	$7,447	$6,419	$1,575	
Back-to-Work 50+					
Back-to-Work 50+	4	$12,833	$22,500	$23,500	$22,575
Back-to-Work 50+					
Back-to-Work 50+	4	$6,816	$8,096	$12,027	$11,328
Back-to-Work 50+					
Back-to-Work 50+	4	$14,004	$14,209	$13,936	$11,232
Back-to-Work 50+	4	$8,400	$6,937	$7,110	$6,600
Back-to-Work 50+					
Back-to-Work 50+	4	$7,447	$6,899	$9,338	$10,919
Back-to-Work 50+	1	$2,170			
Back-to-Work 50+	4	$3,992	$2,759	$10,579	$9,688
Back-to-Work 50+	3	$16,271		$16,503	$14,145
Back-to-Work 50+	3		$7,102	$6,343	$7,750
Back-to-Work 50+					
Back-to-Work 50+	1		$250		
Back-to-Work 50+					
Back-to-Work 50+	3	$3,721	$3,747	$3,284	
Back-to-Work 50+	1	$3,076			
Back-to-Work 50+					
Back-to-Work 50+					

Information pulled on 1/10/2020.

DOES POH 2020 Q103

Program	Number of Quarters with Wages	2018Q4	2019 Q1	2019 Q2	2019 Q3
Back-to-Work 50+					
Back-to-Work 50+	2			$4,250	$15,000
Back-to-Work 50+	4	$5,793	$5,556	$6,496	$5,568
Back-to-Work 50+	2		$5,957	$1,088	
Back-to-Work 50+					
Back-to-Work 50+	4	$5,634	$6,593	$6,720	$7,103
Back-to-Work 50+	2	$5,024		$115	
Back-to-Work 50+	3		$12,816	$13,131	$17,110
Back-to-Work 50+					
Back-to-Work 50+					
Back-to-Work 50+					
Back-to-Work 50+	2			$11,508	$10,847
Back-to-Work 50+					
Back-to-Work 50+	3		$6,057	$10,384	$12,113
Back-to-Work 50+					
Back-to-Work 50+					
Back-to-Work 50+	3	$8,460	$10,953	$1,600	
Back-to-Work 50+					
Back-to-Work 50+					
Back-to-Work 50+	4	$9,811	$9,647	$10,628	$8,254
Back-to-Work 50+	3	$7,447	$6,107	$5,334	
Back-to-Work 50+	1				$11,163
Back-to-Work 50+					
Back-to-Work 50+	4	$7,942	$6,924	$8,501	$640
Back-to-Work 50+	4	$4,200	$5,275	$5,346	$7,263
Back-to-Work 50+					
Back-to-Work 50+	4	$4,380	$2,199	$2,118	$1,214
Back-to-Work 50+	4	$12,656	$12,693	$16,961	$14,538
Back-to-Work 50+					
Back-to-Work 50+	4	$6,424	$6,733	$8,491	$6,746

Information pulled on 1/10/2020.

DOES POH 2020 Q103

Program	Number of Quarters with Wages	2018Q4	2019 Q1	2019 Q2	2019 Q3
Back-to-Work 50+	1	$264			
Back-to-Work 50+	2	$4,340	$4,268		
Back-to-Work 50+					
Back-to-Work 50+	4	$8,040	$7,080	$9,832	$9,558
Back-to-Work 50+					
Back-to-Work 50+	4	$2,784	$6,695	$8,799	$7,383
Back-to-Work 50+	4	$7,439	$6,419	$6,419	$3,194
Back-to-Work 50+					
Back-to-Work 50+	1	$351			
Back-to-Work 50+	1				$2,923
Back-to-Work 50+	4	$8,112	$9,464	$8,213	$9,498
Back-to-Work 50+	4	$7,669	$7,481	$6,357	$9,082
Back-to-Work 50+	4	$8,269	$11,538	$13,461	$13,846
Back-to-Work 50+					
Back-to-Work 50+	4	$2,031	$387	$1,025	$3,142
Back-to-Work 50+					
Back-to-Work 50+	2			$2,124	$6,885
Back-to-Work 50+	4	$2,643	$2,631	$1,707	$6,400
Back-to-Work 50+					
Back-to-Work 50+	1	$697			
Back-to-Work 50+	2			$8,615	$13,384

Information pulled on 1/10/2020.

DOES POH 2020 Q104

MONTHLY NARRATIVE REPORT

September 2019

Metropolitan Police Department
Police Cadet Corps

The MOU Program Administrator must submit their Monthly Reports to:

Vanessa Weatherington, Deputy Director
vanessa.weatherington@dc.gov

Leslie Green, Program Analyst
Leslie.green@dc.gov

Name of DOES MOU Partner: Metropolitan Police Department, Washington DC
MOU Project Name: Metropolitan Police Department Cadet Corps
Report Month Covered: September 2019
Date of Submission: October 4, 2019

Program Contact Information: Lieutenant Michael Jones Sr., #1B Blue Plains Drive, SW, Washington, DC (202) 870-9952, Metropolitan Police Department, michael.jones3@dc.gov

A. Summary of Program Activities

The Metropolitan Police Department, recruits District of Columbia residents (17-24 years of age) into the Metropolitan Police Cadet Corps program. To be eligible for the program the applicants must reside in the District of Columbia and have graduated from a District of Columbia High School, or, have obtained an equivalent of a High School Diploma (GED). The Cadet program provides a structured law enforcement training environment which includes, but is not limited to, physical fitness training, District of Columbia and constitutional law; MPD Standard Operating Procedures (SOP's & General Orders), etc. Additionally, the cadets are involved with numerous community events, which helps build partnerships and instills trust between the police and the community we serve. All of the cadets attend the University of the District of Columbia while employed. Each cadet will earn 60 college credit hours while enrolled in the program. These 60 college credit hours are needed to transition over to the Recruit Training Program for the Metropolitan Police Department. The ultimate goal of the program is to have these cadets become Metropolitan Police Officers.

During the month of August, MPD Cadets performed various functions and were detailed to various departmental units. The following are key components of the hiring process and recruitment activities:

- The Metropolitan Police Department Cadet Corps currently has **97 active members** through recruiting efforts by MPD**, 154** individuals initiated an interest card to apply to the Metropolitan Police Department's Cadet Corps Program during the month.
- **154** potential applicants that initiated an interest card were invited to our scheduled orientation and interview sessions, which were held on **9/3/19 and 9/27/19**.
- The next scheduled Cadet Prospect Day is 1**0/02/19**; invitations will be sent to new interest card applicants and resent to any applicants that did not attend a July session.
- Currently, there are **86** applicants in the background process of hiring for the position of cadet.
- At present, **73** of the cadets are registered and scheduled to attend the 2019 Fall Semester at the University of the District of Columbia Community College.
- Each Cadet will be registered for a minimum of 9 credit hours for the Fall Semester

- All police Cadets, while not in school or training, are sent to details at different units within the MPD to gain invaluable experience and insight into departmental operations. Please refer to the Cadet Detail Chart included below.
- 51 out of 54 Cadets hired in FY 2019 were registered with DOES
- Cadets participated in the following outreach events, professional development, and career seminars during the month of September:
    - Domestic Violence professional development seminar
    - Assisted with Recruit Graduations
    - Assisted with several MPD hiring events
    - Assisted with MPD Family Day
    - Assisted with the orientation for Expeditioner Program
    - Professional development TECC Training
    - Financial Literacy training
    - Recruiting event at Ballou
    - Participated in a Youth Summit hosted by DBH
    - Participated in a Youth Event hosted by DMH
    - Participated in a discussion with Georgetown Univ.
    - Assisted with the welcoming of Jr. Cadets

B. <u>Current Students/Hire Date/Number of Credits/Detail Assignment</u>

The following is a list of completed college credits by Cadet Corps members. These cadets continue to work toward their goal of 60 college credits required for entry level Metropolitan Police Recruit Officers; (*Credits verified by the UDCC Academic Staff)*

Cadet Member	**Hired Date**	***Number of Credits (Achieved)***	**Number of Credits (Underway)**	***Detail Assignment***
1. Ali, Tyshiek	*7/22/19*			
2. Badgett, Tashawna	*09/03/19*			
3. Beatty, Forest	*01/22/19*			
4. Boller, Malik	*08/19/19*			
5. Buckner, Teresa	*09/16/19*			
6. Campbell, Shawn	*01/22/19*			
7. Cruz, Stephany	*10/29/18*			
8. Davies, Elijah	*01/07/19*			
9. Davis, Daylin	*05/28/19*			
10. Dugger, Jayonte	*04/29/19*			
11. Finch, Jasmine	*09/16/19*			
12. Francis, Susie	*09/03/19*			
13. Gates, Anais	*09/30/19*			
14. Green, Bonnie	*08/19/19*			
15. Harkins-Smith, Dwayne	*06/10/19*			
16. Henderson, Jaida	*06/10/19*			
17. Johnson, Justin	*10/15/18*			
18. Johnson, Randolph	*10/01/18*			
19. Jones, Alonta	*06/24/19*			
20. King, Arnia	*08/19/19*			

21. Lee, Kevin	*06/24/19*			
22. Lewis, Shatrinia	*09/16/19*			
23. Lina, Jeremy	*7/22/19*			
24. Macario-Ramirez, Brian	*05/13/19*			
25. Matthews, Johnathan	*10/15/18*			
26. McCarley-Lewis, Gabrielle	*09/30/19*			
27. McCourt, Nicholas	*05/28/19*			
28. McIlwain, Kniya	*10/01/18*			
29. Middleton, Dominique	*01/22/19*			
30. Resper, Darneika	*05/13/19*			
31. Rodriguez, Angie	*09/16/19*			
32. Rogers, Kevin	*02/19/19*			
33. Rollines, Le'Gene	*04/01/19*			
34. Ruth, Diamond	*05/28/19*			
35. Salmeron, Joselin	*04/01/19*			
36. Sampson-Sartor, Kaamiya	*04/22/19*			
37. Sanders, Stephon	*04/01/19*			
38. Scott-Jackson, Alexis	*08/19/19*			
39. Simon-Dews, Rayvo'n	*10/01/18*			
40. Smith, Brandy	*05/13/19*			
41. Streater, Brianna	*08/19/19*			
42. Strong, Michael	*12/10/18*			
43. Taylor, Taria	*04/01/19*			
44. Terry, Tiffany	*01/22/19*			
45. Tibbs, Calvin	*06/24/19*			
46. Vaughan, Jonnay	*08/19/19*			
47. Watson, Marcus	*12/10/18*			
48. Webster Jr, Medgar	*04/29/19*			
49. Williams, Chrishauna	*12/10/18*			
50. Williams, Kyree	*10/29/18*			
51. Williams, Tyler	*01/22/19*			
52. Young, Monet	*04/22/19*			

C. Additional Information

- The Cadet numbers are listed below for FY '19

  27- 21-24 year olds

  25- 17-20 year olds

Race	Male	Female	Total
Asian	0	0	0
Black	20	22	42
White	1	1	2
Hispanic	3	5	8
Total	24	30	52

Grand Total: 52 Cadets

D. Hire Dates as Recruit Officers/Cadet Resignations/Cadet Terminations

1.	[redacted]	*10/29/18*	[redacted]	[redacted]	Resigned
2.	[redacted]	*01/22/19*	[redacted]	[redacted]	Terminated
3.	[redacted]	*04/29/19*	[redacted]	[redacted]	Resigned
4.	[redacted]	*06/10/19*	[redacted]	[redacted]	Resigned
5.	[redacted]	*08/19/19*	[redacted]	[redacted]	Resigned
6.	Butler, Ashely	*10/15/18*	[redacted]	[redacted]	Transitioned to Recruit

DOES POH 2020 Q108

	Month	Date	Event Name	Industry	Participation	Hires
1	October	10/16/18	Retail, Delivery & Security Hiring Event	Logistics & Retail	80	2
2	October	10/26/18	First Source: The Parks at Walter Reed	Construction	108	1
3	November	11/01/18	OJT/Nonprofit/ Human Services	NonProfit	160	1
4	November	11/13/18	Blackwood DC	Construction	59	1
5	November	11/13/18	DDOT Safety Technicians	Government	38	No data currently available
6	November	11/15/18	Hospitality Professionals Hiring Event	*(Cancelled due to snow)*		
7	November	11/27/18	Denison Landscaping	Construction, Trade	45	1
8	November	11/29/18	First Source Employers	ALL	99	2
9	December	12/05/18	Conrad Hotel	Hospitality	120	24
10	December	12/05/18	Helix Electric	Construction, Trade	19	1
11	December	12/13/18	Helix Electric	Construction, Trade	No data currently available	
12	January	01/08/19	Frontline Community Services		58	0
13	January	01/11/19	Administrative, Business/Professional, Association	Professional	103	9
14	January	01/17/19	Hospitality Hiring Event	Hospitality	106	34
15	February	02/07/19	First Source Employers/OJT	Various	250	23
16	February	02/13/19	Security (Allied Universal)		No data currently available	
17	March	03/13/19	AmeriCorps Alumni Hiring Event	Various	54	2
18	March	03/21/19	Washington Gas Hiring Event	Infrastructure	Data included in DCHR Hiring Event	
19	March	03/21/19	DCHR Hiring Event	Various	836	15
20	April	04/04/19	MilleniaLGBTQ Hiring Event	Various	50	1
21	April	04/19/19	DOES Construction and Related Occupation Event	Construction, Trade	180	7
22	April	04/30/19	Conrad Hiring Event	Hospitality	66	14
23	May	05/06/19	First Source Hiring Event For International Spy Museum	Hospitality	94	3
24	May	05/21/19	TPM Hiring Event	Construction, Trade	63	Included in 5/29/19 TPM event numbers below
25	May	05/24/19	Hospitality Hiring Event	Hospitality	44	4
26	May	05/29/19	TPM Laborer Hiring Event	Construction, Trade	155	46
27	July	07/03/19	DC Circulator	Transportation	5	1
28	July	07/10/19	Worcester Eisenbrandt, Inc Hiring Event	Construction, Trade	30	7
29	July	07/11/19	Blackwood DC First Source Hiring Event		20	10
30	July	07/30/19	Bryant Street Project Hiring Event	Construction, Trade	No data currently available	
31	July	07/30/19	Summit Foods Hiring Event	Hospitality		33
32	August	08/02/19	TPM Laborer Hiring Event	Construction, Trade	12	12
33	August	08/09/19	AmeriCorps Alumni Hiring Event	Various	No data currently available	
34	August	08/15/19	South Capitol Street Bridge Recruitment	Construction Trade	45	No data currently available
35	August	08/20/19	YMCA Hiring Event	Various	43	No data currently available
36	August	08/22/19	Direct Support Professionals	Professional	33	No data currently available
37	August	08/28/19	First Source - Ainger Place	Construction	100	No data currently available
38	September	09/04/19	First Source - ISEC Hiring Event	Construction	3	2
39	September	09/06/19	UPO Shelter Drivers Hiring Event	Transportation	26	No data currently available

Information pulled on 1/15/2020.

DOES POH 2020 Q108

	Month	Date	Event Name	Industry	Participation	Hires
40	September	09/11/19	First Source - Construction Hiring Event	Construction, Trade	98	No data currently available
41	September	09/11/19	Aramark Recruitment Event	Hospitality	100	36
42	September	09/11/19	HVAC and Maintenance Hiring Event	Various	5	1
43	September	09/13/19	Social Services Support Services Hiring Event	Professional	72	6
44	September	09/18/19	Calpro Group Hiring Event	Hospitality	30	30
45	September	09/19/19	Calpro Group Hiring Event	Hospitality	35	35
46	September	09/25/19	First Source - 250 M Street Development Hiring Event	Construction, Trade	153	12
47	October	10/09/19	Direct Support Professionals Hiring Event	Professional	84	35
48	October	10/10/19	Aramark Hiring Event	Hospitality	140	42
49	October	10/23/19	Senior Hiring Event/ Community of Hope	Various	154	11
				Total	**3,000+**	**464**

Information pulled on 1/15/2020.

DOES POH 2020 Q113

GOVERNMENT OF THE DISTRICT OF COLUMBIA

Department of Employment Services

MURIEL BOWSER
MAYOR

DR. UNIQUE MORRIS-HUGHES
DIRECTOR

September 3, 2019

Mr. Leo Miller
Regional Administrator
U.S. Department of Labor, Employment and Training Administration
The Curtis Center, Suite 825 East
170 South Independence Mall West
Philadelphia, PA 19106-3315

Dear Mr. Miller:

Attached is the District of Columbia's Unemployment Insurance (UI) Program Alternate Year State Quality Service Plan (SQSP) for Fiscal Year (FY) 2020. Specifically, this package includes the following components:

- State Plan Narrative
- Corrective Action Plans (CAPs)
- UI Integrity Action Plan
- Application for Federal Assistance (SF-424)
- Assurances – Non-Construction Programs (SF-424B)
- Updated Organizational Chart
- SQSP Signature Page

All items have been prepared in accordance with the ET Handbook No. 336, 18th Edition, and the UI Program Letter No. 15-19 issued on June 29, 2019, initiating the FY 2020 SQSP process.

Should you have further questions or comments, please do not hesitate to contact me.

Sincerely,

Dr. Unique Morris-Hughes
Director
D.C. Department of Employment Services

Enclosure

cc: Monnikka Madison, Interim Senior Deputy Director of Programs, Department of Employment Services
Karen K. Pasquale, Chief, Division of Workforce Security

District of Columbia

Alternate Year

State Quality Service Plan

Narrative FY 2020

Department of Employment Services

Office of Unemployment Compensation

Mission

The District of Columbia Department of Employment Services' (DOES) mission is to connect District residents, job seekers, and employers to opportunities and resources that empower fair, safe and effective communities. DOES provides comprehensive employment services to ensure a competitive workforce, full employment, life-long learning, economic stability and the highest quality of life for all District residents.

The mission of DOES closely aligns with the U.S. Department of Labor's (USDOL) national priorities advocating efficiency, capacity, effectiveness, integrity, performance, reemployment, transparency, accountability, communication, fiscal responsibility and customer service. Following the submission of the District's Fiscal Year (FY) 2019 Biennial State Quality Service Plan (SQSP), DOES has been continually assessing performance, monitoring progress and implementing strategic policies and procedures to facilitate the sustained execution of our mission. These efforts have resulted in measurable performance improvements leading to the accomplishment of many of our targeted goals. While we recognize the positive impact of our recent advancements in the pursuit of our core mission, we continue to critically examine areas where our performance must be strengthened. The District is thankful for the ongoing technical assistance and support USDOL has provided as we explore encountered deficiencies and engage in corrective actions to effectively address areas of improvement across all program areas.

A. OVERVIEW

Programs

Incorrect Recording of Issue Detection Date

The District has worked diligently to improve the recording of issue detection dates by incorporating various strategies over the past year. Staff now upload a scanned copy of envelopes for documentation received via mail so post mark dates can be noted and tracked. Additionally, all correspondence that does not automatically have the receipt date printed on the document is now date stamped. Finally, staff members continue to receive training on the definition and identification techniques of issue detection, with a focus applied to our Validations Unit and staff members that process missed Reemployment Services and Eligibility Assessment (RESEA) session appointments. The District is also working to more clearly define the state agency organization structure because non-UI departments that might receive information that raises a potential eligibility issue in connection with a UI claim are considered analogous to the agency first

being in possession of information indicating an issue. Issue detection training will be extended to the Employment Services' division to address this gap. Through incorporation of these added tracking procedures, the District is in a better position to capture accurate issue detection dates.

As referenced in the FY 19 Biennial SQSP State Plan Narrative, the District determined that implementing a system modification to allow claims examiners to specify the issue detection date upon manually creating an issue on a claim was vital to meeting this measure. By making this system modification a priority, the District was able to implement this functionality ahead of schedule in March 2019. All claims examiners were trained on how to use the new field upon implementation. The correct issue detection date can now be captured even if staff members are unable to create the issue on the date the agency received the information. The District anticipates that this change will drastically lower the amount of incorrect issue detection dates, resulting in the passing of this measure in the upcoming year.

B. FEDERAL EMPHASIS (GPRA GOALS)

GPRA Goal	GPRA Targets	Performance Level as of 3/31/2019
First Payment Promptness (Intrastate 14/21 Days)	**87.0%**	**91.97%**
Detect Benefit Overpayments	**54.5%**	**51.27%**
Establish Tax Accounts Promptly	**89.0%**	**82.38%**

Actions Planned to Achieve Government Performance Results Act (GPRA) Goals and Targets

Detect Benefit Overpayments

The District narrowly fell short of the GPRA goal for the Detection of Overpayments during the period ending 3/31/2019 with a performance outcome of 51.27%. More recently, the District exceeded the GPRA goal during the period ending 6/30/2019 by achieving a performance outcome of 59.43%. This immediate improvement of 8.16% is a major success for the District, and we will continue to make necessary adjustments to continue our upward trend in this area. The District acknowledges that we must continue

striving to exceed this goal on a consistent basis. The plan developed and implemented during the previous fiscal years has yielded measurable results in improving our ability to detect overpayments.

As a result of our successes during the previous fiscal year, the District plans to continue running the quarterly wage crossmatch twice per quarter, in addition to performing all other crossmatches. Keeping a consistent schedule with these crossmatches has proven to be quite beneficial in our ability to detect overpayments. The District will continue to run two quarterly wage crossmatches per quarter in order to detect overpayments. In addition, we will complete a full secondary review of all National Directory of New Hires (NDNH) and State Directory of New Hires (SDNH) crossmatches, which are run daily and weekly, respectively.

During the previous fiscal year, Benefit Payment Control (BPC) claims examiners participated in the Office of Unemployment Compensation's (OUC) "Issue Specific" training sessions. These training sessions covered various Unemployment Insurance (UI) topics and adjudication strategies for particular issues, as well as refresher investigative training and BARTS 4.3 system review training. Additionally, four BPC claims examiners and investigators attended the National Association of State Workforce Agencies (NASWA) Basic UI Fraud training in Princeton, New Jersey. This was an amazing opportunity for our more seasoned claims examiners to receive a refresher course to help polish their investigative skills and for newer claims examiners to receive in-depth training on UI fraud investigations. The District believes that offering regular refresher courses across all functions of UI has aided in our ability to increase our performance in the detection of overpayments, and we foresee that continued training will also positively affect our performance for the GPRA measure. By quarter ending 9/30/2020, BPC, in conjunction with the Benefit Accuracy Measurement (BAM) unit, will participate in our own BPC specific Benefits: Timeliness and Quality (BTQ) training. We anticipate that this training will also assist all BPC claims examiners with their ability to render quality and thorough determinations of overpayments, thus increasing their ability to detect and establish more overpayments.

Another contributor to BPC's improvement in the detection of overpayments was BPC management's focus on monitoring and increasing individual performance and productivity. Noticeable increases and consistency in individual weekly productivity aided in our ability to increase our performance for this integrity measure. Therefore, BPC management will continue utilizing the BPC productivity dashboard to provide each staff member with a weekly snapshot of their weekly productivity statistics. BPC will also continue to provide all claims examiners and investigators with weekly reports containing their individual productivity statistics, which provides a detailed list of the

number of cases closed, the total dollar amount of all established overpayments associated with those closed cases, and the time lapse between the issue detection date and the issue resolution date within that two-week period. By providing statistical data to each claims examiner on a weekly basis, as opposed to quarterly, this has proven to be an excellent tool to monitor performance and productivity for both BPC management and claims examiners.

This focus on individual performance has allowed BPC management to assess areas of need, conduct oral counseling and coaching, and issue performance improvement plans as necessary to help increase weekly productivity and the overall dollar amount of established overpayments. During one-on-one meetings with claims examiners, discussions are held regarding factors that contribute to overall productivity, including time management, prioritizing workflow, and managing stress. Suggestions are also provided to assist staff with performance improvement.

For fiscal year 2020, the District plans to increase opportunities to detect and establish overpayments by continuing to focus on training and individual productivity, along with placing a specific emphasis on quality and maximizing efficiency. The more overpayments each claims examiner can detect and establish, the more we will be able to consistently meet the GPRA goal in the detection of overpayments.

Establish Tax Accounts Promptly

The District has made tremendous strides over the last five (5) years to improve performance relative to the USDOL Employment and Training Administration (ETA) Core Measure of establishing employer accounts timely, resulting in our exceeding the Acceptable Level of Performance (ALP) for four (4) consecutive years. In 2014, the District fell below the ALP with a performance outcome of 67.9%. This deficiency resulted from data transmission errors that occurred during the implementation of the Employer Self Service Portal (ESSP). ESSP and the District Unemployment Tax Accounting System (DUTAS) experienced data transmission errors that impacted the timeliness of registration information being credited to DUTAS from ESSP. The District has since corrected these errors by modifying processes and simplifying how District employers register their accounts. In 2015, 2016 and 2017, the District exceeded the ALP by maintaining compliance in the 70th percentile for those years. In the most recent performance year, the District is pleased to state that we achieved ALP compliance in the 80th percentile (82.38%).

The failures during 2016, 2017 and 2018 were attributable to a lack of data integrity within DUTAS and ESSP compared to the original source document provided by the employer. When an employer registers a new account in ESSP, the information is automatically

passed on to DUTAS without Status staff review. Therefore, issues with liability dates cannot be detected until after the information is processed and submitted for the 581 report. Liability date corrections, for accuracy, are not reflected in the data on the 581 report. The UI Tax Division continues to work with our vendors to improve upon the current process.

The District's due diligence in educating the employer community on their tax obligations and partnering with local agencies to exchange information and data files identifying potential negligent employers has aided in the continued upward increase in the District's performance for New Employer Status Determinations. As the revised internal processes become more familiar to UI staff members, technical partners and the employer and third-party agent community, the District anticipates moving closer to surpassing the GPRA goal during the next review year.

C. REPORTING DEFICIENCIES

The ET Handbook No. 336 specifies that a reporting deficiency occurs when a report is submitted late for 3 of 4 quarters. However, after further review, the District has determined that the au9128 report was only submitted late during one quarter. The other three quarters were transmitted on time. The District acknowledges that the au9128 report was submitted late for period ending 6/30/2018. Since this was the only quarter it was submitted late, it does not meet the criteria to be specified as a deficiency.

The District has made a personnel realignment to help assure Unemployment Insurance Required Reports (UIRR) timeliness moving forward. Virtual Private Network (VPN) access is now available to key stakeholders allowing for remote access to the SUN system so reports can always be uploaded on time. The District is also in the process of identifying a backup person for additional reporting coverage.

Below is a screen shot which shows that the au9128 report for quarters ending 9/30/2018, 12/31/2018 and 3/31/2019 were all submitted timely by the 20th of the month as required per the ET Handbook No. 401.

DOES POH 2020 Q113

The actual due date for these reports is the 20th of each month that is shown under the DUE DATE column.

REPORT ACTIVITY AS THE DUE DATE
FROM 09/30/2018 TO 06/30/2019

REPORTS NOT PROMPT (INCLUDES MISSING)

AS OF 08/27/2019

Region	State	Report	#No	Report Period	Due Date	Mail Date	Status
02	DC	au9128		09/30/2018	11/01/2018	11/14/2018	Late Sent
02	DC	au9128		12/31/2018	02/01/2019	02/19/2019	Late Sent
02	DC	au9128		03/31/2019	05/01/2019	05/20/2019	Late Sent

D. OTHER

The current state of the District of Columbia's UI Trust Fund is solvent. The Office of the Chief Financial Officer (OCFO) performs an analysis each year of expenditures and revenues and makes recommendations to the Mayor's office on financing options for continued solvency. Subsequent to the UI Trust Fund Solvency analysis, the District is preparing for the increase of the Maximum Weekly Benefit Amount (MWBA) from $432 to $444, which will become effective January 5, 2020. The District will continue to conduct an annual solvency assessment to analyze the health of the UI Trust Fund, and the agency will be alerted if any subsequent action is required for continued solvency.

The District of Columbia is committed to ensuring the UI Trust Fund remains solvent. Regular meetings are held with the Bureau of Labor Market Research and Performance to forecast scenarios that aid in the direction of the District's tax collection efforts, and we welcome guidance from USDOL regarding best practices that would assist in maintaining the solvency of our UI Trust Fund.

E. ASSURANCES

a. Assurance of Equal Opportunity (EO).

b. Assurance of Administrative Requirements and Allowable Cost Standards.

c. Assurance of Management Systems, Reporting, and Recordkeeping.

d. Assurance of Program Quality.

e. Assurance on Use of Unobligated Funds.

f. Assurance of Prohibition of Lobbying Costs (29 CFR Part 93).

g. Drug-Free Workplace (29 CFR Part 98).

h. Assurance of Contingency Planning.

Provide the most recent dates for the following:

- Information Technology (IT)Contingency Plan Implemented: April 2011
- IT Contingency Plan Reviewed/Updated: June 2019 (ongoing)
- IT Contingency Plan Tested: June 9, 2019

i. Assurance of Conformity and Compliance.

j. Assurance of Automated Information Systems Security.

Provide the most recent dates for the following:

- Risk Assessment Conducted: March 2018
- System Security Plan Reviewed/Updated: March 2019 (ongoing)

k. Assurance of Confidentiality July 2011

DOES POH 2020 Q113

SQSP Corrective Action Plan (CAP) Excel Workbook
Reporting Format Instructions

1. This Excel workbook will be used by states for developing their biennial SQSP submission and for reporting updates to the specific milestones and performance each quarter. The intent is to capture the state's cumulative performance data for each deficient measure in one document.

2. The Excel workbook has an embedded hyperlink to assist states in reporting their target and actual performance level.

3. States should complete each tab in this SQSP CAP Workbook for each measure listed by program area. The workbook is state-specific and includes individual worksheets with the measures that resulted in a required CAP. Each state will receive only the number of worksheets necessary to complete their required CAPS and Integrity Action Plan (IAP). States should work in partnership with their ETA Regional Office if assistance or training on this new submission method is needed.

4. Similar Performance Measures have been grouped together so that only one CAP will be required for these measures. ie: (First Payment Timeliness Measures, Lower Authority Appeals Promptness Measures)

5. Each tab has been divided into the following three sections:
   A. Measure/Program Area and Performance Level
   B. Corrective Action Plan Summary
   C. Milestones

Measure/Program Area and Performance Level

7. Each measure and program area the state is expected to address is pre-filled in each workbook as well as the "CAP based on performance level" that did not meet the Federal criteria. States should enter the target performance level (by quarter) they anticipate will result from the completion of the planned corrective action plan (CAP) and milestones. States shall report the actual performance levels achieved each quarter in the quaterly updates. For further details on target/actual performance data, see the worksheet labeled "Performance Levels."

Corrective Action Plan Summary

8. The summary must address each deficient performance measure as described in ET HB 336, Chapter I, in the space provided. It must explain the reason for the deficiency, provide a description of the specific actions/activities planned to improve performance, and a plan for monitoring and assessing accomplishments of planned actions for each CAP. The worksheet can be expanded to allow for additional space.

9. Enter an X in the appropriate box if the desired performance improvements will not be accomplished by the end of the fiscal year for which the plan is in effect.

10. ETA Regions will provide technical assistance to states in developing the biennial SQSP in the Excel format.

Milestones

11. States must list specific milestones (key correction action or improvement activtiies) and the completion date for each milestone in the space provided. Milestones must be established for each element of the state's CAP and be of sufficient number and frequency to oversee and assess their progress during the 2-year cycle. A completion date for each milestone should also be entered by selecting a date from the drop down box.

12. Quarterly Update: States must provide a quarterly update for each milestone in the space provided, including the actual performance level attained at the end of the quarter. The update should describe if the milestone was completed as scheduled or explain if the milestone was not completed as scheduled. States should explain if the milestone was not completed as scheduled and submit a new target completion date. The workbook can be expanded to allow for additional characters in the milestone section. See Performance Levels worksheet for definition of actual performance.

Guidelines for Recording Performance Levels in SQSP

The purpose of the "Target Performance Levels" (PPLs) is for states to reflect the performance milestones they anticipate will result from the completion of the planned corrective action plan (CAP) and milestone activities. For SQSP purposes, these guidelines –

- Define the "current" performance level,
- Explain how states should estimate the "target" performance level,
- Explain how to calculate the "actual" performance level, and

Performance Levels

The *"CAP Based on Performance Level"* is defined as the performance level achieved at the end of the measurement period for the specific measure. The performance level will be listed numerically or listed as Pass/Fail (i.e. Tax Quality, Data Validation, etc). A majority of the core measures are based on 12 months of performance from April 1- March 31, while others measures may be based on the IPIA year or calendar year. The "measurement period" for each measure is listed in Attachment A of the annual SQSP UIPL. This performance level does not change during the SQSP period and will be pre-filled by the Regional Office.

The *Target Performance Level (TPL)* is defined as the 12-month cumulative performance level the state expects to achieve by each quarter ending date in line with the CAP and milestone activities. States should estimate the TPL based on all the known factors at the time the CAP is submitted. At the time the SQSP is submitted, the most recent two quarters of actual data are available and should be used to estimate the TPL. For example, if the SQSP is submitted in August, the state should use actual data available from the previous 12 months to project levels during the new SQSP period. The TPL should be attainable based on the milestone achievements and should reflect incremental improvements from quarter to quarter. If the TPL is changed during the SQSP period, the state should include an explanation as to why the goal was changed in the quarterly SQSP update.

The *Actual Performance Level (APL)* is defined as the actual 12-month cumulative performance met as of the quarter ending date. For example, for the first quarter report (quarter ending 12/31/2017), the APL should be the cumulative performance achieved from January 1, 2017 - December 31, 2017. For the second quarter report (quarter ending 3/31/2017), the APL should be the cumulative performance achieved from April 1, 2016 - March 31, 2017. Several of the actual performance levels can be found using the link at the bottom of the page or by tracking agency performance internally. If the APL for a measure cannot be found, please contact your Regional Office for assistance.

DOES POH 2020 Q113

District of Columbia

MEASURES/PROGRAMS TO BE ADDRESSED FOR ALTERNATE SQSP 2020

	Measures/Programs to be Addressed (Each Measure Below is Hyperlinked to the CAP Worksheet)	Acceptable Level of Performance (ALP)	Corrective Action Plan (CAP) N	Corrective Action Plan (CAP) E	Narrative Required (In Word Doc.)	Performance Level
BENEFITS	First Payment Promptness	≥ 87%				90.45%
	First Payment Promptness (IntraState 14/21 Days)	≥ 87%				91.97%
	First Payment Promptness (InterState 14/21 Days)	≥ 70%				88.97%
	First Payment Promptness (IntraState 35 Days)	≥ 93%				97.38%
	First Payment Promptness (InterState 35 Days)	≥ 78%				95.22%
	Nonmonetary Determination Timeliness	≥ 80%				95 94%
	Nonmonetary Determination Quality - Separations	≥ 75%		X		73.18%
	Nonmonetary Determination Quality - Nonseps	≥ 75%				84.92%
APPEALS	Lower Authority Appeals (30 Days)	≥ 60%				66.60%
	Lower Authority Appeals (45 Days)	≥ 80%				86.34%
	Average Age of Pending Lower Authority Appeals	≤ 30 days				16.3
	Average Age of Pending Higher Authority Appeals	≤ 40 days				
	Lower Authority Appeals Quality	≥ 80%				97.50%
TAX	New Employer Status Determinations Timelapse	≥ 70%				82 00%
	Tax Quality (Part A)	No more than 3 tax functions failing TPS in a year				Pass
	Tax Quality (Part B)	The same tax function cannot fail for 3 consecutive years		X		**Failed** Status Determination - Successor
	TPS Sample Reviews	Pass				Pass
	Effective Audit Measure	Pass 4 factors/score ≥ 7				Pass
INTEGRITY	Improper Payments Measure	< 10%		X		11 891%
	Detection of Overpayments - 3 Year Measure	≥ 50% & ≤ 95%				53.74%
	Overpayment Recovery Measure	≥ 68%				78.57%
	Data Validation - Benefits (All Submitted & Passing)	All Benefit Pops Submitted & Passing	X			**Failed** Populations (3, 3a)
	Data Validation - Tax (All Submitted & Passing)	All Tax Pops Submitted & Passing				Pass
BAM	NDNH BAM Compliance	Pass				pass
	BAM Operations Compliant	Pass All M&P		X		**Failed** BAM supervisor position is not subject to merit staffing requirements; DCA MonetaryComparison
	Incorrect Recording of Issue Detection Date	95%			X	Fail
	Incorrect Recording of Determination Date	95%				Pass
	UI Reporting Requirements	Pass			X	Fail
GPRA	First Payment Promptness (IntraState 14/21 Days)	87%				91 97%
	Detect Benefit Overpayments	54.5%				51 27%
	Establish Tax Accounts Promptly	89%				82 38%

Integrity Action Plan (IAP) Top Three Root Causes

Benefit Year Earnings

Separation Issues

Able & Available

Monitoring Findings/Audit Resolution

DOES POH 2020 Q113

Nonmonetary Determination Quality

State: District of Columbia | **Federal Fiscal Year: 2019-2020 SQSP Corrective Action Plan & Progress Report**

Back to Biennial Overview 2019 | Back to Alternate Overview 2020 | Instructions

Performance Measures	ALP	CAP Based on SQSP 2019 Performance Level	State's Target/Actual Performance	12/31/2018 Quarter 1	3/31/2019 Quarter 2	6/30/2019 Quarter 3	9/30/2019 Quarter 4	12/31/2019 Quarter 5	3/31/2020 Quarter 6	6/30/2020 Quarter 7	9/30/2020 Quarter 8
Nonmonetary Determination Quality - Separations	≥ 75%	73.28%	Target	75.0%	75.0%	77.0%	77.0%	80.0%	80.0%	82.0%	84.0%
			Actual	**76.7%**	**86.7%**	**76.7%**					

Regional Office Comments in cell below:

Corrective Action Plan Summary:
The Summary must provide:

Alternate Year Plan Updates
A. The Reason for the deficiency.
By reviewing the Benefits, Timeliness and Quality (BTQ) Summary and Recommendations data report provided quarterly by the BAM unit, the Quality Assurance (QA) Unit has worked in conjunction with the Separations Unit supervisor to identify the following causes of performance failures in Nonmonetary Determination Quality - Separations (NMDQ-S):
(1) The lack of attempts to obtain rebuttal statements.
(2) The lack of fact finding details leading to unsupported determinations.
(3) Failure to make and document reasonable attempts to obtain separation information.

The District has identified the same top three causes of performance failures in Nonmonetary Determination Quality – Separations (NMDQ-S) as were outlined in the FY 19 Biennial SQSP.

To promote a deeper understanding of these causes, the Benefits Division and BAM unit have met quarterly to discuss recommendations in a panel setting. During these meetings, the BAM unit and the QA Manager discuss trends based on BTQ results and the Internal Quality Review (IQR). These trends are then incorporated into the unit s issue-specific training. The QA Manager has also reviewed the recommendations made in the Unemployment Insurance (UI) Benefit Operations State Self-Assessment Tool and incorporated those recommendations in training sessions to further solidify the knowledge of claims examiners.

B. Provide a description of your "Plan-Do-Check-Act" corrective action plan which will be undertaken to achieve the acceptable level of performance. Examples of major actions and activities; aka, Milestones, include IT requirements, business process analysis, training, implementing process improvements, measuring effectiveness, etc. Please include a description of these actions/activities in each stage of your "Plan-Do-Check-Act" corrective action plan.
To address the identified causes of performance failure, the District will create a Policy and Procedures Manual. This manual will outline how specific separation scenarios should be adjudicated to ensure all eligibility determinations are consistent throughout the unit and provide detailed guidance on how to resolve complex issues that have historically been resolved inconsistently from examiner to examiner. The Separations Unit manager has identified twenty-four (24) scenarios that currently do not have a standard procedure for resolution. Procedures will be developed for these scenarios and disseminated to staff members as they are completed. The goal is to complete six (6) each quarter, beginning with the most common, and continuing with an additional six (6) each quarter until all scenarios have been addressed. As further scenarios are identified, they will be added to the manual as well.

In addition to the manual outlined above, the Separations Unit Manager will develop an Individual Performance Plan for all claims examiners which will include one to three objectives that focuses directly on quality. Claims examiners who continue to fall short of the target ALP will be placed on a Performance Improvement Plan (PIP) that could lead to reassignment, reduction in grade, or removal.

The District will continue to complete the actions laid out in the FY 19 Biennial SQSP plan. Substantial progress has been made in completing the Policy and Procedures Manual over the past year. Of the twenty-four (24) scenarios identified by the Separations Unit manager that currently do not have a standard procedure for resolution, eighteen (18) now have a resolution process in place. The remaining six (6) scenarios are on track to be completed by quarter ending 9/30/2019. As further scenarios are identified, they will be added to the manual as well.

In addition to carrying out our current plan, the District will also implement an annual survey focusing on trainings introduced by claims examiners and their assessment of training needs. The results of this survey will be used to create additional training sessions over the next performance year. This survey will allow claims examiners to have a more vested interest in the training, and their UI knowledge will constantly be reinforced.

C. If a plan was in place the previous year, an explanation of why the actions contained in that plan were not successful in improving performance; and, an explanation of why the actions now specified will be more successful.
The plan outlined in the District's FY 2017-2018 Biennial SQSP resulted in a substantial performance improvement from 67.1% in performance year 2016 to 82.2% in performance year 2017. Due to this performance improvement, the District exceeded the ALP and was not required to develop a Corrective Action Plan (CAP) for the FY 18 Alternate SQSP. Unfortunately, the District s performance in this measure declined during performance year 2018 down to 73.3%, narrowly falling short of the target goal by less than two percentage points. The District believes this performance drop can easily be remedied through a strengthened focus on training and guidance for claims examiners. Through the creation of a new Policy and Procedures Manual and revamped Individual Performance Plans, the District expects to yield an increase in NMDQ-S to a consistent acceptable level of performance.

Over the last three (3) quarters, the District has exceeded the Acceptable Level of Performance (ALP) for NMDQ-S. This success is a direct result of the plan outlined in the FY 19 Biennial SQSP and a concentrated focus placed on NMDQ-S by the UI Benefits division. The District is confident that the performance gains experienced over the past year are sustainable and will continue to progress moving forward. The District will continue to complete the actions laid out in the FY 19 Biennial SQSP plan and incorporate new strategies as they are identified.

D. A brief description of plans for monitoring and assessing accomplishment of planned actions and for controlling quality after achieving performance goals.
The QA Manager and the Separations Unit manager will assess the success of each of the planned actions by evaluating claims examiner performance on a weekly basis during the Internal Quality Review (IQR) and quarterly after receiving the BTQ Summary and Recommendations data report from the BAM unit. Based on these results, the QA unit will modify the above actions as necessary. Once the District is meeting our performance goal, the improvement will be sustained through consistent monitoring by the QA unit and constant enforcement by the Separations Unit manager.

The District will continue to monitor the performance of claims examiners through the weekly IQR process. Examiners who fall short of their expected targets will meet with the QA manager to discuss their deficiencies. The QA manager will outline the areas needing improvement and provide recommendations for improvement. Additionally, the QA manager will inform the Separations Unit manager of claims examiners who continuously fail to meet their goal, which could lead to additional training, reassignment, reduction in grade, or removal.

NOTE: Enter an "**X**" in the box to the right if the desired improvements will not be accomplished by the end of the current fiscal years (the two consecutive fiscal years for which the plan is in effect). Summarize, below, the major actions remaining to be taken in subsequent fiscal years and include a projected completion date as to when the performance goal will be achieved. (*Remaining Major Actions in this cell* .)

Milestones

	Completion Date
1. Create and continually update a Policy and Procedures Manual	12/31/2018

Quarter 1 status report (12/31/2018):
The first six (6) scenarios of the Policy and Procedures Manual were completed during quarter ending 12/31/18:
-Voluntary Quit: Schooling
-Discharge for Misconduct: Performance
-Discharge for Misconduct: Theft
-Discharge for Misconduct: Multiple Reasons
-Discharge for Misconduct: Drinking on the Job
-Discharge for Misconduct: Failed Drug Test

Quarter 2 status report (3/31/2019):
The second six (6) scenarios of the Policy and Procedures Manual were completed during quarter ending 3/31/19:
-Discharge for Misconduct: Falsification of Records
-Discharge for Misconduct: Absenteeism
-Discharge for Misconduct: Personal Reasons vs. Job Related
-Discharge for Misconduct: Job Dissatisfaction
-Discharge for Misconduct: In Lieu of Termination
-Discharge for Misconduct: Health Reasons

Quarter 3 status report (6/30/2019):

The third six (6) scenarios of the Policy and Procedures Manual were completed during quarter ending 6/30/19:
-Discharge for Misconduct: Fighting
-Discharge for Misconduct: Tardiness
-Discharge for Misconduct: Sleeping on the Job
-Discharge for Misconduct: No Call, No Show
-Voluntary Quit: Relocation
-Voluntary Quit: Relocation with Spouse

Quarter 4 status report (9/30/2019):
The fourth six (6) scenarios of the Policy and Procedures Manual were completed during quarter ending 9/30/19:
-Voluntary Quit: Childcare
-Voluntary Quit: Care for a Family Member
-Discharge: Profanity Language
-Discharge: Insubordination
-Discharge: Violation of Company Policy
-Discharge: AWOL

Quarter 5 status report (12/31/2019):

Quarter 6 status report (3/31/2020):

Quarter 7 status report (6/30/2020):

Quarter 8 status report (9/30/2020):

2. Develop individual performance plans for all claims examiners specifically tailored to the quality of final determinations	**Completion Date**
	12/31/2018

Quarter 1 status report (12/31/2018):
All individual performance plans for claims examiners were revised and completed during quarter ending 12/31/18. Claims examiners are now required to meet certain benchmarks for Benefits, Timeliness and Quality (BTQ) and Internal Quality Review (IQR).
Quarter 2 status report (3/31/2019):
Two claims examiners fell short of the target goal during this period. Performance Improvement Plans (PIPs) were initiated for these individuals.
Quarter 3 status report (6/30/2019):
All claims examiners met their Acceptable Levels of Performance (ALP) during this quarter.
Quarter 4 status report (9/30/2019):
All claims examiners met their Acceptable Levels of Performance (ALP) during this quarter.
Quarter 5 status report (12/31/2019):

Quarter 6 status report (3/31/2020):

Quarter 7 status report (6/30/2020):

Quarter 8 status report (9/30/2020):

DOES POH 2020 Q113

Tax Quality

State: District of Columbia				Federal Fiscal Year: 2019-2020 SQSP Corrective Action Plan & Progress Report							
Back to Biennial Overview 2019	Back to Alternate Overview 2020			Instructions							
				12/31/2018 Quarter 1	3/31/2019 Quarter 2	6/30/2019 Quarter 3	9/30/2019 Quarter 4	12/31/2019 Quarter 5	3/31/2020 Quarter 6	6/30/2020 Quarter 7	9/30/2020 Quarter 8
Tax Quality (Part B)	The same tax function cannot fail for 3 consecutive years	Status Successor	Target	F	F	F	F	F	P	P	P
			Actual	**F**	**F**	**F**	**F**				

Regional Office Comments in cell below:

Corrective Action Plan Summary:

The Summary must provide:

Alternate Year Plan Updates

A. The Reason for the deficiency.

The TPS Review did not find an assurance of quality for the New Employer Successor Status Determination for the review period. Due to inaccuracies in employer data, eight (8) Acceptance Samples cases failed the review for Successor Employer Status Determinations. These case exceptions included: Organization type, liability date, and the employer name and address included in the District's system of record did not match the information in the original source document and/or the Employer Self Service Portal (ESSP). In three cases, the successor employer's initial UI tax rate did not match the predecessors' UI tax rate.

The 2018 TPS Review did not find an assurance of quality for the Employer Successor Status Determination for the review period. Deficiencies during the previous year were due to a failure to confirm reasonable assurance of quality for internal controls. While significant improvements have been made by adding more operational reviews and efficiencies, four (4) cases of the 60 reviewed were found to not follow practices outlined in standard operating procedures and policies. Due to inaccuracies in successor employer data, four (4) Acceptance Samples cases failed the review for Successor Employer Status Determinations. These case exceptions included: one (1) employer name included in the District's system of record did not match the information in the original source document and/or the Employer Self Service Portal (ESSP); in two (2) cases the successor employer's initial UI tax rate did not match the predecessor's UI tax rate; and one (1) effective date of successor relationship on the District's system of record did not agree with the supporting document provided by the employer.

B. Provide a description of your "Plan-Do-Check-Act" corrective action plan which will be undertaken to achieve the acceptable level of performance. Examples of major actions and activities; aka, Milestones, include IT requirements, business process analysis, training, implementing process improvements, measuring effectiveness, etc. Please include a description of these actions/activities in each stage of your "Plan-Do-Check-Act" corrective action plan.

To maintain data integrity, the District Unemployment Tax Accounting System (DUTAS) has been programmed to generate a weekly report of the following Status functions that are received for employer accounts: New Registrations, Activations/Reactivations, Employer Succession and Inactivation Reversals. This report is reviewed weekly by program stakeholders to ensure all processes are performed in accordance with internal established procedures and guidelines. This review allows for the identification of deficiencies and provides the Tax Unit with an opportunity to address these matters and make the proper corrections to mitigate findings during a review. When performance deficiencies are identified, training and review are provided to the examiner that originally executed the assignment.

To maintain data integrity, the District Unemployment Tax Accounting System (DUTAS) has been programmed to generate a weekly report of the following Status functions that are received for employer accounts: New Registrations, Activations/Reactivations, Employer Succession and Inactivation Reversals. This report is reviewed weekly by program stakeholders to ensure all processes are performed in accordance with internal established procedures and guidelines. This review allows for the identification of deficiencies and provides the Tax Unit with an opportunity to address these matters and make the proper corrections to mitigate findings during a review. When performance deficiencies are identified, training and review are provided to the examiner that originally executed the assigned functions.

The Status Determination Standard Operating Procedures will be revised to address the 2018 TPS reviewer s observations as follows:

•The succession effective date may differ from legal precedents due to various scenarios in this process. These scenarios include but are not limited to Out-of-State wages adjustments reported to accounting, payroll corrections reported, field audit findings, blocked claims, and system limitations.

•Employer account maintenance and status changes such as entity name, liability date, activations and closures to mention a few, are performed upon request. The account status change requests and supporting documents are reviewed and processed by Status staff, on a case-by-case bases.

C. If a plan was in place the previous year, an explanation of why the actions contained in that plan were not successful in improving performance; and, an explanation of why the actions now specified will be more successful.

In the previous review year, the Successor function had 24 cases that did not meet internal procedures, and the TPS reviewer could not assure internal controls were in place. These failures were attributable to a lack of data integrity within DUTAS and ESSP compared to the original source document provided by the employer. During this review year, the TPS reviewer identified 8 cases that did not adhere to internal procedures and guidelines. None of these cases were determined to have failures attributed to the same factors that caused the 24 failures during the previous TPS review year. The District anticipates that the new, modified processes will address the performance factors identified during the 2017 TPS Review.

In the previous review year, the Successor function had 8 cases that did not meet internal procedures; however, the TPS reviewer identified internal controls in place. These failures were attributable to a lack of data integrity within DUTAS and ESSP compared to the original source document provided by the employer. During this review year, the TPS reviewer determined four (4) cases did not adhere to internal procedures and in the 2017 TPS review, the Successor function had 8 cases that did not meet internal procedures; however, the TPS reviewer identified internal controls in place. These failures were attributable to a lack of data integrity within DUTAS and ESSP compared to the original source document provided by the employer. During this 2018 TPS review, the TPS reviewer determined four (4) cases did not adhere to internal procedures and guidelines. None of these cases were determined to have failures attributed to the same factors that caused the 8 failures during the 2017 TPS review.

The 2018 TPS review findings regarding the Successor functionality failed due to the following: In one case an employer name included in the District's system of record did not match the information in the original source document and/or the Employer Self Service Portal (ESSP); program disagreed with this finding as the process to be reviewed was the establishment of the predecessor/successor relationship which was performed properly. Status staff follows a specific process for changing the entity name and this was not part of the process being reviewed. In two cases, the successor employer's initial UI tax rate did not match the predecessor's UI tax rate; despite the implementation of internal processes consisting of quarterly data bumps of specific fields of information, including employer account tax rate, these two tax rate discrepancies were not identified to be corrected. The last case failure was due to a human/typographical error.

UI Tax management will consult with the system vendor to strengthen the internal data comparison processes to identify data discrepancies in the entire TPS data universe. The District anticipates that the new, modified processes will address the performance factors identified during the 2019 TPS Review.

D. A brief description of plans for monitoring and assessing accomplishment of planned actions and for controlling quality after achieving performance goals.

The Tax Division will assign a Supervisory Tax Examiner/designee to each milestone and hold monthly meetings to review the progress.

The Tax Division will continue to assign a Supervisory Tax Examiner/designee to each milestone and hold monthly meetings to review the progress.

NOTE: Enter an "**X**" in the box to the right if the desired improvements will not be accomplished by the end of the current fiscal years (the two consecutive fiscal years for which the plan is in effect). Summarize, below, the major actions remaining to be taken in subsequent fiscal years and include a projected completion date as to when the performance goal will be achieved. (*Remaining Major Actions in this cell* .)

Milestones	Completion Date
1. Revision of the Quality Assurance Review for the Status Successor function	12/31/2019

Quarter 1 status report (12/31/2018):

DOES POH 2020 Q113

During quarter ending 12/31/2018, the following measures were implemented by the UI Tax Division to address performance deficiencies identified during the TPS review related to Status Successor functions:

• Training was provided to staff and management for Successor/Predecessor and Inactivation/Termination accounts. Monitoring sheets were developed as a means of ensuring complete data is collected. Monitoring forms for each category consist of detailed steps and specific guidelines to ensure compliance with the employer s request.
• Cross-training of staff members will be completed within the next quarter by managers to address the expectations of those in the Field Audit & Status units.
• An internally developed Status Unemployment Informational Tool (S.U.I.T.) has been re-distributed to each staff member covering every function regarding Status responsibilities and procedures.
• The Compliance Officer and staff will work with the Status Unit and Field Audit Unit to develop key indicators for identifying Successor/Predecessor relationships with current employers. A checklist will be used by field auditors during their audits that will outline questions and suggested documentation to obtain while onsite.

Quarter 2 status report (3/31/2019):
During quarter ending 3/31/2019, the UI Tax Division continued to address the performance deficiencies identified during the TPS review related to Status Successor functions:

• The training provided to staff members and management in the previous quarter on Successor/Predecessor and Inactivation/Termination accounts led to improved metrics. Additionally, the monitoring forms implemented last quarter have ensured compliance with employer s requests.
• The Compliance Officer has worked with the Status and Field Audit units to develop key indicators for identifying Successor/Predecessor relationships with current employers.

Quarter 3 status report (6/30/2019):
During quarter ending 6/30/19, the UI Tax Division continued to address the performance deficiencies identified during the TPS review related to Status Successor functions:

• The continued training provided to staff members and management has led to improved metrics. Additionally, the monitoring forms implemented continue to assist staff in compliance with employer s requests.
• Weekly quality control reviews of Successor/Predecessor relationships have shown to be effective when matched against a monthly data comparison of accounts. • The Compliance Officer continues to work with the Status and Field Audit units to develop key indicators for identifying Successor/Predecessor relationships with current employers.

Quarter 4 status report (9/30/2019):
During quarter ending 9/30/19, the UI Tax Division continued to address the performance deficiencies identified during the TPS review related to Status Successor functions:

• The continued training provided to staff members and management has led to improved metrics. Monitoring forms previously implemented continue to assist staff in compliance with employer s requests.
• Monthly quality control reviews of Successor/Predecessor relationships have shown to be effective when matched against a monthly data comparison of accounts.
• The Compliance Officer continues to work with the Status and Field Audit units to develop key indicators for identifying Successor/Predecessor relationships with current employers.

Quarter 5 status report (12/31/2019):

Quarter 6 status report (3/31/2020):

Quarter 7 status report (6/30/2020):

Quarter 8 status report (9/30/2020):

2. Ongoing quarterly staff training on areas that are discovered during the internal quality review	**Completion Date**
	12/31/2019

Quarter 1 status report (12/31/2018):
The UI Tax Division has developed a comprehensive training program for staff members covering a variety of UI Tax related topics:

• Continual training has been provided to staff and management for Successor/Predecessor and Inactivation/Termination accounts. Monitoring sheets were developed as a means of ensuring complete data is collected. Monitoring forms for each category consist of detailed steps and specific guidelines to ensure compliance with the employer s request.
• Cross-training of staff members will be completed by 3/31/19. During this training, managers will address the expectations of those in the Field Audit & Status units.
• On 12/6/18, the Accounting Unit held Credit or Refund Processing and Out of State Wage Adjustment trainings. These sessions reviewed identifying eligible refund amounts, accuracy measures, employer eligibility criteria, improved internal controls, and best practices.

Quarter 2 status report (3/31/2019):
Cross-training was completed during quarter ending 3/31/2019. Management fully outlined performance and procedural expectations to staff members in the Status and Field Audit units.

Quarter 3 status report (6/30/2019):
The cross-training that was completed during quarter ending 3/31/19 outlined performance and procedural expectations of staff members in the Status and Field Audit units. The continued training provided to staff members and management has led to improved metrics.

Quarter 4 status report (9/30/2019):
Additional cross-training was completed during quarter ending 9/30/19 outlining performance and procedural expectations of staff members in the Status and Field Audit units. The continued training provided to staff members and management has led to improved metrics.

Quarter 5 status report (12/31/2019):

Quarter 6 status report (3/31/2020):

Quarter 7 status report (6/30/2020):

Quarter 8 status report (9/30/2020):

DOES POH 2020 Q113

Improper Payments Measure

State: District of Columbia | **Federal Fiscal Year: 2019-2020 SQSP Corrective Action Plan & Progress Report**

Back to Biennial Overview 2019 | Back to Alternate Overview 2020 | Instructions

Performance Measure	ALP	CAP Based on SQSP 2019 Performance Level	State's Target/Actual Performance	12/31/2018 Quarter 1	3/31/2019 Quarter 2	6/30/2019 Quarter 3	9/30/2019 Quarter 4	12/31/2019 Quarter 5	3/31/2020 Quarter 6	6/30/2020 Quarter 7	9/30/2020 Quarter 8
Improper Payments Measure	< 10%	13.97%	Target	12.00%	11.00%	10.50%	10.50%	10.00%	10.00%	9.50%	9.50%
			Actual	**10.68%**	**7.89%**	**9.05%**					

Regional Office Comments in cell below:

Corrective Action Plan Summary:

The Summary must provide:

A. The Reason for the deficiency.

The District has identified Benefit Year Earnings, Work Search and Separation Issues as the root causes for our deficiency in the Improper Payment measure. While these areas have been a constant cause for deficiency over the past two performance years, the District has made great strides in reducing our overall Improper Payment Rate during that time. The District has experienced a decrease of nearly 5.0% from a rate of 16.73% for calendar year ending 12/31/2016 down to 12.07% for the twelve month period ending 3/31/2018.

The District has identified Benefit Year Earnings, Separation Issues and Able & Available as the root causes for our deficiency in the Improper Payment measure during calendar year 2018.

B. Provide a description of your "Plan-Do-Check-Act" corrective action plan which will be undertaken to achieve the acceptable level of performance. Examples of major actions and activities; aka, Milestones, include IT requirements, business process analysis, training, implementing process improvements, measuring effectiveness, etc. Please include a description of these actions/activities in each stage of your "Plan-Do-Check-Act" corrective action plan.

The District has devised a strategic plan to attack the root causes of improper payments individually and as a whole. To address Benefit Year Earnings (BYE), the District will implement a new strategy to target employers through the “Integrity Matters” initiative and develop a BYE Policy and Procedures Manual (PPM). The “Integrity Matters” initiative will identify employers with the highest number of overpayments established and non-responses to separation and wage request information. An outreach plan will be developed to educate, train and implement overpayment prevention and detection activities, and an Employer Failure to Report pamphlet will be created outlining the top five reasons employers should respond to separation and wage request information timely. A written agreement will also be established between DOES and the top 10 employers with the highest improper payment rates agreeing to provide written information to new hires that contains detailed information on UI eligibility requirements and instructions on when to stop certifying for benefits. The BYE PPM will address continuity of procedures for compliance and administrative capacity building. The manual will also provide a model for business process analysis and improvement across all program integrity measures.

To address Work Search, the District will strengthen and restructure the Work Search Verification Unit. The agency plans to add four new staff members to this unit, three Full Time Employees (FTEs) and one contract staff member. By strengthening and restructuring the Work Search Verification unit, the District will be in a better position to address work search issues that impact the improper payment rate.

To address Separation Issues, the District will increase employer outreach and implement the Nonmonetary Determinations and Appeals Decisions SIDES exchange. The request for separation information letter sent to employers is in the process of being revised to capture expanded separation information and to direct employers to use SIDES when responding electronically. The District will also implement the Nonmonetary Determinations and Appeals Decisions SIDES exchange to enable more rapid communication between state agencies, employers and third-party administrators.

The District will continue to follow the strategies outlined in the FY 19 Biennial SQSP plan, along with the addition of a new strategy to improve the Able and Available root cause.

To address Benefit Year Earnings (BYE), the District will continue implementing the “Integrity Matters” initiative, continue updating and revising the BYE Policy and Procedures Manual (PPM), and have staff members attend the NASWA Basic Fraud Investigation training when it is offered.

To address Work Search, the District will continue to ensure adequate staffing of the Work Search Verification Unit and continue utilizing the Defend Integrity Initiative Virtual Classroom.

To address Able and Available, the District will increase claimant awareness of the A&A requirements by placing a greater emphasis on them during the Defend Integrity Initiative Virtual Classroom and by re-training claims examiners to inquire about and educate claimants on the A&A requirement during all their investigations.

C. If a plan was in place the previous year, an explanation of why the actions contained in that plan were not successful in improving performance; and, an explanation of why the actions now specified will be more successful.

The District s improper payment rate has consistently been reduced in recent years, decreasing from 16.73% in calendar year ending 12/31/2016 to 12.07% in the most recent recorded 12 month period ending 3/31/2018. The actions outlined in our previous year's plan have proven to be beneficial and should be viewed as a success. The District will continue to incorporate previous strategies in tandem with tactics outlined in our new plan. We believe that continually building upon existing strategies, while also continually identifying new avenues for improvement is the best way to accomplish the goal of reducing improper payments.

The District s improper payment rate continued to decline over the past year, decreasing from 13.97% in the 12-month period ending 6/30/2017 to 11.89% in the 12-month period ending 6/30/2018. More recently, the District has exceeded the Acceptable Level of Performance (ALP) during the 12-month period ending 3/31/2019 with an improper payment rate of 7.89%. The actions outlined in the FY 19 Biennial SQSP have accelerated our consistent improvement in this measure over the past two years. The District will continue to incorporate these strategies until completion and develop new strategies as they are identified to ensure that our success is sustained.

D. A brief description of plans for monitoring and assessing accomplishment of planned actions and for controlling quality after achieving performance goals.

The outlined milestone activities will be closely monitored internally by BPC Unit Managers and the Office of Compliance and Independent Monitoring (OCIM) to assess the District s accomplishment of planned actions and for controlling quality after achieving performance goals.

BPC Unit Managers and the Office of Compliance and Independent Monitoring (OCIM) will continue to closely monitor the current milestone activities to assess the District s accomplishment of planned actions and to control quality after achieving performance goals.

NOTE: Enter an "**X**" in the box to the right if the desired improvements will not be accomplished by the end of the current fiscal years (the two consecutive fiscal years for which the plan is in effect). Summarize, below, the major actions remaining to be taken in subsequent fiscal years and include a projected completion date as to when the performance goal will be achieved. (*Remaining Major Actions in this cell* .)

Milestones

	Completion Date
1. "Integrity Matters" Initiative	9/30/2020

Quarter 1 status report (12/31/2018):

The District has completed a detailed strategy for the "Integrity Matters" initiative to engage the employer community.

Quarter 2 status report (3/31/2019):

The District has begun the process of adding a location in the American Job Center to engage employers, and messaging is now included in the UI Tax Newsletter emphasizing the need to respond to separation and wage information requests.

Quarter 3 status report (6/30/2019):

The District continues to reach out to the employer community through the use of the UI Tax Online Newsletter to emphasize the importance of responding to separation information in order to reduce the occurrence of Improper Payments.

Quarter 4 status report (9/30/2019):

The District continues to reach out to the employer community through the use of the UI Tax Online Newsletter to emphasize the importance of responding to separation information in order to reduce the occurrence of Improper Payments.

Quarter 5 status report (12/31/2019):

Quarter 6 status report (3/31/2020):

Quarter 7 status report (6/30/2020):

Quarter 8 status report (9/30/2020):

	Completion Date
2. Develop a BYE Policy and Procedures Manual (PPM)	

DOES POH 2020 Q113

2. Develop a BYE Policy and Procedures Manual (PPM)

6/30/2019

Quarter 1 status report (12/31/2018):
The District has developed a project timeline to complete the Benefit Year Earnings (BYE) manual. This manual will serve as a desk aide for supervisors and staff members to assist them with their daily functions.

Quarter 2 status report (3/31/2019):
The District has developed a draft of the BYE Policy and Procedures Manual and will continue to work toward completion of this effort by 6/30/2019.

Quarter 3 status report (6/30/2019):
The District continues to update and revise the BYE Manual in order to document effective processes and procedures and provide additional tools to managers within the Office of Unemployment Compensation.

Quarter 4 status report (9/30/2019):
The District continues to work towards finalizing the BYE Manual for the agency. There are multiple standard operating procedures (SOPs) being revised that will be a part of the BYE manual, as well as new documents being created to capture the best practices of managing BYE issues.

Quarter 5 status report (12/31/2019):

Quarter 6 status report (3/31/2020):

Quarter 7 status report (6/30/2020):

Quarter 8 status report (9/30/2020):

3. Increase Work Search Verification Unit staff	Completion Date
	3/31/2019

Quarter 1 status report (12/31/2018):
Two (2) staff members were added to the Work Search Verification Unit during quarter ending 12/31/2018. The Work Search Verification Unit now has four (4) individuals dedicated to the weekly verification of work searches provided by claimants.

Quarter 2 status report (3/31/2019):
During quarter ending 3/31/2019, the District lost one member of the Work Search Verification Unit. The unit now has three (3) individuals dedicated to the weekly verification of work searches provided by claimants. The District will continue to explore all options to add more staff members to this unit.

Quarter 3 status report (6/30/2019):
The District is currently down to one staff member in the Work Search Verification Unit. Interviews are scheduled in August to add two additional resources to the unit. Despite the fluctuation in staff members, the District has seen a steady decrease in Work Search as a root cause of improper payments. During the 12-month period ending 3/31/2019, Work Search was the #6 root cause contributing only 1.438% of dollars overpaid.

Quarter 4 status report (9/30/2019):
The District continues to employ one full time staff member dedicated to the verification of work searches. On average, this individual verifies 50-75 work searches per week. The District is still seeking to add additional staff members to the unit as funding and availability allows. During the 12-month period ending 6/30/2019, Work Search was the #5 root cause contributing only 2.993% of dollars overpaid.

Quarter 5 status report (12/31/2019):

Quarter 6 status report (3/31/2020):

Quarter 7 status report (6/30/2020):

Quarter 8 status report (9/30/2020):

4. Implement the Nonmonetary Determinations and Appeals Decisions SIDES exchange	Completion Date
	3/31/2020

Quarter 1 status report (12/31/2018):
The District has determined the Level of Effort (LOE) to implement the Nonmonetary Determinations and Appeals Decisions SIDES Exchange. Implementation will cost an estimated $165,864.00 and take approximately 304 days.

Quarter 2 status report (3/31/2019):
Development of the Nonmonetary Determinations and Appeals SIDES Exchange implementation has begun. The District is currently on track to complete this implementation by 3/31/2020.

Quarter 3 status report (6/30/2019):
Development continues for the implementation of the Nonmonetary Determinations and Appeals Decisions SIDES Exchange. The District's Office of Information Technology and UI Benefits team are working together on a weekly basis to move the project along.

Quarter 4 status report (9/30/2019):
The District is deploying a new approach for the implementation of the various SIDES exchanges. Currently, a new project charter is being created with the goal of implementing all the SIDES exchanges by the end of fiscal year 2020. New Office of Information Technology (OIT) resources will be onboarded by January 2020 to solely work on the project.

Quarter 5 status report (12/31/2019):

Quarter 6 status report (3/31/2020):

Quarter 7 status report (6/30/2020):

Quarter 8 status report (9/30/2020):

5. Revise Request for Separation Information Letter	Completion Date
	3/31/2019

Quarter 1 status report (12/31/2018):
The District deployed the revised request for separation information letter on December 21, 2018. The new letter captures expanded separation information and directs employers to use SIDES when responding electronically.

Quarter 2 status report (3/31/2019):
Completed.

Quarter 3 status report (6/30/2019):
Completed.

Quarter 4 status report (9/30/2019):
Completed.

Quarter 5 status report (12/31/2019):

Quarter 6 status report (3/31/2020):

Quarter 7 status report (6/30/2020):

Quarter 8 status report (9/30/2020):

DOES POH 2020 Q113

Benefits Data Validation

State: District of Columbia | **Federal Fiscal Year: 2019-2020 SQSP Corrective Action Plan & Progress Report**

Back to Biennial Overview 2019 | Back to Alternate Overview 2020 | Instructions

Performance Measure	ALP	CAP Based on SQSP 2019 Performance Level	State's Target/Actual Performance	12/31/2018 Quarter 1	3/31/2019 Quarter 2	6/30/2019 Quarter 3	9/30/2019 Quarter 4	12/31/2019 Quarter 5	3/31/2020 Quarter 6	6/30/2020 Quarter 7	9/30/2020 Quarter 8
Data Validation Benefits - All Submitted and Passing	Submitted & Passing	Population 3	Target		F	F	P	P	P	P	P
			Actual		**F**	**F**					
		Population 3a	Target		F	F	P	P	P	P	P
			Actual		**F**	**F**					

Regional Office Comments in cell below:

Corrective Action Plan Summary:

The Summary must provide:

Alternate Year Plan Updates

A. The Reason for the deficiency.

Population 3 failed data element validation because the combined wage claim (CWC) data file included data that was outside the reporting period being validated. The reporting period being validated was quarter ending 3/31/19, but the combined wage claim data file included data from a more recent time period.

Population 3a narrowly failed report validation with 191 records on the data validation extract file and 195 on the federal reported counts, resulting in a 2.09% difference. An investigation showed that this slight variance was a result of the federal report counts for the ETA 5159 being captured monthly and the data validation extract being captured quarterly.

B. Provide a description of your "Plan-Do-Check-Act" corrective action plan which will be undertaken to achieve the acceptable level of performance. Examples of major actions and activities; aka, Milestones, include IT requirements, business process analysis, training, implementing process improvements, measuring effectiveness, etc. Please include a description of these actions/activities in each stage of your "Plan-Do-Check-Act" corrective action plan.

1. Ensure the existing Data Validation Work Plan checklist is consistently updated and followed by assigning and enforcing due dates for each task. This will ensure enough lead time is allowed for correcting discrepancies and that enough resources are staffed.
2. Modify federal programs and/or data validation extracts to ensure no bad data is extracted.
3. Ensure the CWC file and benefit files are in sync.

C. If a plan was in place the previous year, an explanation of why the actions contained in that plan were not successful in improving performance; and, an explanation of why the actions now specified will be more successful.

The actions specified will ensure all discrepancies are resolved in a timely manner.

D. A brief description of plans for monitoring and assessing accomplishment of planned actions and for controlling quality after achieving performance goals.

Bi-weekly status meetings will be held to ensure that all tasks are completed on schedule and that resources are allocated appropriately.

NOTE: Enter an "**X**" in the box to the right if the desired improvements will not be accomplished by the end of the current fiscal years (the two consecutive fiscal years for which the plan is in effect). Summarize, below, the major actions remaining to be taken in subsequent fiscal years and include a projected completion date as to when the performance goal will be achieved.
(*Remaining Major Actions in this cell* .)

DOES POH 2020 Q113

Milestones	Completion Date
1. Ensure the existing Data Validation Work Plan checklist is consistently updated and followed by assigning and enforcing due dates for each task.	12/31/2019

Quarter 4 status report (9/30/2019):
Monthly check-in meetings are being held to ensure the Data Validation Work Plan for VY 2020 is staying on track.
Quarter 5 status report (12/31/2019):

Quarter 6 status report (3/31/2020):

Quarter 7 status report (6/30/2020):

Quarter 8 status report (9/30/2020):

	Completion Date
2. Modify federal programs and/or data validation extracts to ensure no bad data is extracted.	12/31/2019

Quarter 4 status report (9/30/2019):
The District's system administrator has ensured that no bad data was extracted for Populations 3 and 3a. Validation of these populations is currently in progress.
Quarter 5 status report (12/31/2019):

Quarter 6 status report (3/31/2020):

Quarter 7 status report (6/30/2020):

Quarter 8 status report (9/30/2020):

	Completion Date
3. Ensure the CWC file and benefit files are in sync.	12/31/2019

Quarter 4 status report (9/30/2019):
The District's system administrator has ensured that the CWC file and benefit files are in sync for Populations 3 and 3a. Validation of these populations is currently in progress.
Quarter 5 status report (12/31/2019):

Quarter 6 status report (3/31/2020):

Quarter 7 status report (6/30/2020):

Quarter 8 status report (9/30/2020):

	Completion Date
4. Fill staff vacancy for UI Data Validation back-up.	12/31/2019

Quarter 4 status report (9/30/2019):
DOES leadership has approved one additional staff member to be on-boarded specific to the OCIM DV team. Human Resource follow-up action pending.
Quarter 5 status report (12/31/2019):

Quarter 6 status report (3/31/2020):

Quarter 7 status report (6/30/2020):

Quarter 8 status report (9/30/2020):

DOES POH 2020 Q113

5. Request USDOL DV Technical Assistance Training in support of VY2020 to ensure and strengthen program staff DV knowledge.	Completion Date
	12/31/2019

Quarter 4 status report (9/30/2019):
Training course overview and confirmation of training date are pending USDOL confirmation.
Quarter 5 status report (12/31/2019):

Quarter 6 status report (3/31/2020):

Quarter 7 status report (6/30/2020):

Quarter 8 status report (9/30/2020):

6. (Enter next milestone here)	Completion Date

Quarter 1 status report (12/31/2018):

Quarter 2 status report (3/31/2019):

Quarter 3 status report (6/30/2019):

Quarter 4 status report (9/30/2019):

Quarter 5 status report (12/31/2019):

Quarter 6 status report (3/31/2020):

Quarter 7 status report (6/30/2020):

Quarter 8 status report (9/30/2020):

7. (Enter next milestone here)	Completion Date

Quarter 1 status report (12/31/2018):

Quarter 2 status report (3/31/2019):

Quarter 3 status report (6/30/2019):

Quarter 4 status report (9/30/2019):

Quarter 5 status report (12/31/2019):

Quarter 6 status report (3/31/2020):

Quarter 7 status report (6/30/2020):

Quarter 8 status report (9/30/2020):

DOES POH 2020 Q113

Benefit Accuracy Measurement (BAM)

State: District of Columbia | **Federal Fiscal Year: 2019-2020 SQSP Corrective Action Plan & Progress Report**

Back to Biennial Overview 2019 | Back to Alternate Overview 2020 | Instructions

Performance Measures	ALP	CAP Based on SQSP 2019 Performance Level	State's Target/Actual Performance	12/31/2018 Quarter 1	3/31/2019 Quarter 2	6/30/2019 Quarter 3	9/30/2019 Quarter 4	12/31/2019 Quarter 5	3/31/2020 Quarter 6	6/30/2020 Quarter 7	9/30/2020 Quarter 8
BAM Operations Compliant - Organization	Fail		Target								
			Actual								
BAM Operations Compliant - Monetary Comparison Reports	± 15%		Target	15.00%	4.13%	7.00%	4.50%	4.00%	4.00%	4.00%	4.00%
			Actual	**4.13% (QE 9/30/18)**	**-23.66% (QE 12/31/18)**						
BAM Operations Compliant - Nonseparation Comparison Reports	± 15%		Target	15.00%	6.50%	7.50%	6.50%	6.50%	6.50%	6.50%	6.50%
			Actual	**6.61% (QE 9/30/18)**	**8.44% (QE 12/31/18)**						
BAM Operations Compliant - /Issues w/investigative procedures	Fail		Target								
			Actual								

Regional Office Comments in cell below:

Corrective Action Plan Summary:

The Summary must provide:

A. The Reason for the deficiency.

Organization - It is the District s position that due to the Management Supervisory Service (MSS) status of the BAM Supervisor position, no change in status can occur. The District maintained this position in the FY 2017-2018 Biennial SQSP and the FY 2018 Alternate SQSP.

Monetary Comparison Reports -This is a continuing deficiency from the FY 2018 Alternate Year SQSP. In an effort to correct this disparity, BAM worked closely with DOES Office of Information Technology (OIT) staff during calendar year 2017 to identify incorrect computer programming that led to the deficiency.

Nonseparation Comparison Reports - While BAM met the Acceptable Level of Performance (ALP) for FY 2018, the District has monitored this area and determined it was also subject to incorrect computer programming, similar to the Monetary Comparison reports. In an effort to decrease this disparity, BAM worked closely with OIT staff to resolve the errors.

Investigative Procedures -The BAM Supervisor has identified the following as root causes for performance failures during Peer Review:
(1) Lack of understanding of how to apply BAM procedures
(2) Careless work performance
(3) Misapplication/misunderstanding of coding instructions in the ET Handbook 395
(4) Coding inconsistency among investigators

Organization - It is the District s position that due to the Management Supervisory Service (MSS) status of the BAM Supervisor position, no change in status can occur. The District maintained this position in the FY 2017 Biennial SQSP, FY 2018 Alternate SQSP, and FY 2019 Biennial SQSP.

Monetary Comparison Reports - The District worked closely with DOES Office of Information Technology (OIT) staff during calendar year 2018 to correct computer programming disparities that were identified in the BAM Extract Programming. Following those enhancements, the District's performance has not been consistent, thus with the assistance of Regional DOL staff, BAM and OIT staff are focusing on ensuring Federal Reports being used in the calculation of this measure are accurately being reported.

B. Provide a description of your "Plan-Do-Check-Act" corrective action plan which will be undertaken to achieve the acceptable level of performance. Examples of major actions and activities; aka, Milestones, include IT requirements, business process analysis, training, implementing process improvements, measuring effectiveness, etc. Please include a description of these actions/activities in each stage of your "Plan-Do-Check-Act" corrective action plan.

Organization - The Agency's General Counsel submitted a letter to USDOL in regards to the District s position on the BAM Supervisor being converted to merit staffing. The Agency is awaiting USDOL's response.

Monetary and Nonseparation Comparison Reports - During FY 2017, BAM worked extensively with DOES OIT staff and OnPoint Technologies to determine the reason for the continued variance seen in the Monetary and Nonseparations categories of the Comparison Report. In June 2018, DOES OIT staff finished re-writing the BAM Extract programming, as research revealed the computer programming was not aligned with ET Handbook 395. On June 27, 2018, the new program was implemented successfully. BAM and OIT are awaiting the end of third quarter 2018 to obtain final statistics.

Investigative Procedures - To address each of the root causes for performance failure, training has been developed for BAM Investigators that consists of individual and various team activities.
A double case review process of each case has been implemented, effective August 27, 2018. The BAM Supervisor and BTQ Lead/BAM Investigator will conduct independent reviews of each BAM Investigator's cases to ensure accurate case coding and that BAM procedures are being followed. The case reviews will utilize a score sheet that mimics the Discussion Form used during Peer Reviews (listing errors by BAM Requirement and Exception Point Codes) and will provide feedback to investigators showing the severity of their error. To allow sufficient time for these reviews, the internal BAM unit case due date has been moved up by two days. Cases reviews will be incorporated into BAM Investigator s annual performance reviews.

Beginning September 17, 2018, weekly individual meetings will be held with each investigator to monitor case status. A new requirement is being implemented in which all investigators must have evidence in their case file of a minimum bi-weekly contact with parties. Beginning with batch 34, each case will be monitored and followed up on at weekly meetings. The goal is for investigators to close their cases earlier, leaving more time for accurate case coding and case review.

Two different team meetings will be implemented to provide BAM Investigators with training on case coding and procedures as required by ET Handbook 395, BAM Table Discussions and Case Staffing. BAM Table Discussions will be a bi-weekly meeting, beginning September 19, 2018, and will focus on a particular coding section by case type with all BAM Investigators actively participating and explaining their choice of coding along with supporting documentation, if needed (i.e. BAM Q & A, D.C. Code, etc.). This meeting is intended to address the misunderstanding and misapplication of coding instructions and to develop consistent coding among all Investigators.

BAM Case Staffing will be a weekly meeting to act as peer-to-peer training by requiring an Investigator to share something that was learned while conducting an investigation and to gain feedback on problematic cases. Investigators will be required to present their case and to describe the issue and possible solutions. This meeting will begin at the conclusion of BAM Table Discussions, as once Investigators have a sufficient knowledge base, they will be better equipped to provide accurate feedback to one another.

Lastly, the BAM unit will re-institute a quarterly in-house peer review where BAM Investigators will review randomly selected cases, providing peer-to-peer feedback.

Organization - The Agency's General Counsel submitted a letter to USDOL regarding the District s position on the BAM Supervisor being converted to merit staffing. The Agency is awaiting USDOL's response.

Monetary Comparison Reports -While third quarter 2018 showed the DOES OIT modifications to be successful, the fourth quarter 2018 data was not within the acceptable range. The District continued meeting with Regional DOL staff and DOES OIT and determined the BAM programming extract modifications were successful, and the focus was changed to reviewing the Federal Reports that are used to determine the Monetary Comparison Report. DOES OIT staff, along with OnPoint Technologies, are working to ensure the accurate counting of claims that are used in ET 218. Specifically, DOES OIT is reviewing data used in third quarter 2018 ET 218 (that was within range) and comparing this to fourth quarter 2018 ET 218 (that was out of range), to ensure there are no duplicates of social security numbers and dates of claims. Additionally, DOES OIT is tracking withdrawn claims and the effect this is having on ET 218 and ET 5159.

C. If a plan was in place the previous year, an explanation of why the actions contained in that plan were not successful in improving performance; and, an explanation of why the actions now specified will be more successful.

DOES POH 2020 Q113

Organization - The District did not receive communication from USDOL regarding the letter submitted by DOES' General Counsel. Pending the response, the District will submit a response.

Monetary Comparison Reports - During FY2017, BAM worked extensively with DOES OIT and OnPoint Technologies to determine the reason for the continued variance that resulted in the Monetary category on the Comparison Report. In was previously reported that the cause for the out of range variance was due to monetarily ineligible claims being included in the BAM population. DOES OIT implemented a programming change to resolve this issue, but it did not resolve the comparison report out of range variance between the benchmark population and BAM DCA Population. In May 2017, a new BAM Supervisor was hired, and a new strategy was developed which entailed reviewing the BAM programming to ensure compliance with ET Handbook 395. Through DOES' OIT's efforts, it was discovered that the then current BAM program included program re-writes and/or inaccurate programming statements that caused inaccurate data in the output records which did not comply with the BAM Specifications established in the ET Handbook 395. In June 2018, DOES OIT staff finished re-writing the BAM programming, and the new program was implemented successfully. BAM and OIT are awaiting the end of third quarter 2018 to obtain final statistics.

Nonseparation Comparison Reports - This was not listed on the previous year's plan.

Investigative Procedures - This was not listed on the previous year's plan.

Organization - The District has not received communication from USDOL regarding the letter submitted by DOES' General Counsel. Pending the response, the District will submit a response.

Monetary Comparison Reports - While third quarter 2018 data showed the DOES OIT modifications to be successful, the fourth quarter 2018 data was not within the acceptable range. The District continued meeting with DOL Regional Office staff and DOES OIT staff to analyze data (total initial claims and withdrawn claims), and determined the strategy should shift to reviewing Federal Reports, as the out of range quarter included an influx in claims due to the Federal Government Shutdown in 2018, which would directly affect the calculations of ET 218 and ET 5159, both of which are used to calculate the Monetary Benchmark. The District is optimistic that the strategy (of focusing on and making changes to one area at a time) is a successful approach as it provides the ability to detect errors and inconsistencies more easily because the focus is concentrated on one specific area.

D. A brief description of plans for monitoring and assessing accomplishment of planned actions and for controlling quality after achieving performance goals.
Organization - Pending USDOL's response. The District has no planned action to convert the BAM Supervisor position to Merit Staff.

Monetary and Nonseparation Comparison Reports - BAM will utilize the quarterly Comparison Report to determine whether the DOES OIT modifications were successful. If confirmed, no additional changes should be necessary to ensure performance goals are met.

Investigative Procedures - Performance will be monitored weekly, monthly and quarterly by utilizing Peer Review results.

Organization - Pending USDOL's response. The District has no planned action to convert the BAM Supervisor position to Merit Staff.

Monetary Comparison Reports - Any identified discrepancies in the reporting of ET 218 data will be corrected. BAM will continue to utilize quarterly Comparison Report to determine whether the DOES OIT modifications were successful going forward.

NOTE: Enter an "**X**" in the box to the right if the desired improvements will not be accomplished by the end of the current fiscal years (the two consecutive fiscal years for which the plan is in effect). Summarize, below, the major actions remaining to be taken in subsequent fiscal years and include a projected completion date as to when the performance goal will be achieved.
(*Remaining Major Actions in this cell* .)

Milestones

1. BAM Table Discussion: PCA Cases	**Completion Date**
	3/31/2019

Quarter 1 status report (12/31/2018):
A double case review process of each case was implemented, effective 8/27/2018. The BAM Supervisor and BTQ Lead/BAM Investigator conduct independent reviews of each BAM Investigator's cases to ensure accurate case coding and that BAM procedures are being followed. The case reviews utilize a score sheet that mimics the Discussion Form used during Peer Reviews (listing errors by BAM Requirement and Exception Point Codes) and provides feedback to investigators. Each investigator is expected to not have any errors for the final review that is conducted by the BAM Supervisor. This requirement was implemented into all investigator's performance plans, effective 10/1/2018.

Beginning 9/17/2018, the internal case due date was implemented starting with Batch 34. All investigators were notified of this new requirement and provided with a calendar to assist them with monitoring the due date. Additionally, on this same date, weekly individual meetings began with each investigator to monitor case status and to ensure adequate contacts are being made.

The plan was to have two different team meetings, i.e. BAM Table Discussion and Case Staffing, which were intended to provide BAM Investigators with training on case coding and procedures as required by ET Handbook 395. BAM Table Discussions were to focus on a particular coding section by case type with all BAM Investigators actively participating and explaining their choice of coding along with supporting documentation, if needed (i.e. BAM Q & A, D.C. Code, etc.). This meeting is intended to address the misunderstanding and misapplication of coding instructions and to develop consistent coding among all Investigators. BAM Case Staffing was intended to be a weekly meeting to act as peer-to-peer training by requiring an Investigator to share something that was learned while conducting an investigation and to gain feedback on problematic cases. The BAM Table Discussion was implemented on 9/05/2018. BAM Case Staffing as a separate meeting will not be implemented, as during the BAM Table Discussion, Investigators are actively presenting problematic cases and/or sharing information they have learned. Discussion on all PCA elements began in first quarter 2019 and is expected to conclude by the end of first quarter 2019. The District is documenting the results of the PCA (AND DCA) discussions to create a DC BAM Investigative Guide which will assist all investigators with accuracy and consistency in coding.

Quarter 2 status report (3/31/2019):
The double case review process that was implemented in August 2018 is ongoing and has proven to be a useful tool to track performance and consistency amongst investigators. Additionally, the use of the double case review has allowed discussion items to be developed for the BAM table discussions and provides investigators with a record of their errors so future mistakes will not occur.

Individual weekly meetings are also ongoing. These meetings have helped some investigators turn in their cases in advance of the internal due date since contacts are being made sooner.

The BAM Table Discussions have continued to be productive, but due to the length of the case discussions, we were unable to conclude all discussion on PCA elements by the end of first quarter 2019, as projected. The District is documenting the results of the PCA (and DCA) discussions to create a DC BAM Investigative Guide which will assist all investigators with accuracy and consistency in coding. The BAM Investigative Guide will be completed by the end of June 2019 so that it can be utilized during the In-House Peer Review that will take place in July 2019.

Quarter 3 status report (6/30/2019):
Double case reviews and individual meetings are ongoing in order to serve as performance tracking measures for all investigators. BAM investigators received an increase in case load effective Batch 27 for PCA. To allow the unit to adjust to the increase in caseload, the Investigative Guide completion and In-House Peer Review are rescheduled to September 2019.

Quarter 4 status report (9/30/2019):
Double case reviews and individual meetings continue to be an ongoing performance measurement tool for all investigators. BAM investigators received an increase in case load effective Batch 27 for PCA and this increase caused schedules to have to be adjusted to ensure timely case completion. The projected completion date from Quarter 3 2019 had to be adjusted as a result. The investigative guide will be completed by the end of November 2019, and the first In-House Peer Review will take place in November 2019.

Quarter 5 status report (12/31/2019):

Quarter 6 status report (3/31/2020):

Quarter 7 status report (6/30/2020):

Quarter 8 status report (9/30/2020):

2. BAM Table Discussion: DCA Cases	**Completion Date**
	9/30/2019

Quarter 1 status report (12/31/2018):

DOES POH 2020 Q113

A double case review process of each case was implemented, effective 8/27/2018. The BAM Supervisor and BTQ Lead/BAM Investigator conduct independent reviews of each BAM Investigator's cases to ensure accurate case coding and that BAM procedures are being followed. The case reviews utilize a score sheet that mimics the Discussion Form used during Peer Reviews (listing errors by BAM Requirement and Exception Point Codes) and provides feedback to investigators. Each investigator is expected to not have any errors for the final review that is conducted by the BAM Supervisor. This requirement was implemented into all investigator's performance plans, effective 10/1/2018.

Beginning 9/17/2018, the internal case due date was implemented starting with Batch 34. All investigators were notified of this new requirement and provided with a calendar to assist them with monitoring the due date. Additionally, on this same date, weekly individual meetings began with each investigator to monitor case status and to ensure adequate contacts are being made.

The plan was to have two different team meetings, i.e. BAM Table Discussion and Case Staffing, which were intended to provide BAM Investigators with training on case coding and procedures as required by ET Handbook 395. BAM Table Discussions were to focus on a particular coding section by case type with all BAM Investigators actively participating and explaining their choice of coding along with supporting documentation, if needed (i.e. BAM Q & A, D.C. Code, etc.). This meeting is intended to address the misunderstanding and misapplication of coding instructions and to develop consistent coding among all Investigators. BAM Case Staffing was intended to be a weekly meeting to act as peer-to-peer training by requiring an Investigator to share something that was learned while conducting an investigation and to gain feedback on problematic cases. The BAM Table Discussion was implemented on 9/05/2018. BAM Case Staffing as a separate meeting will not be implemented, as during the BAM Table Discussion, Investigators are actively presenting problematic cases and/or sharing information they have learned. Discussion on all PCA elements began in first quarter 2019 and is expected to conclude by the end of first quarter 2019. The District is documenting the results of the PCA (AND DCA) discussions to create a DC BAM Investigative Guide which will assist all investigators with accuracy and consistency in coding.

Quarter 2 status report (3/31/2019):
The double case review process that was implemented in August 2018 is ongoing and has proven to be a useful tool to track performance and consistency amongst investigators. Additionally, the use of the double case review has allowed discussion items to be developed for the BAM table discussions and provides investigators with a record of their errors so future mistakes will not occur.

Individual weekly meetings are also ongoing. These meetings have helped some investigators turn in their cases in advance of the internal due date since contacts are being made sooner.

The BAM Table Discussions have continued to be productive, but due to the length of the case discussions, we were unable to conclude all discussion on DCA elements by the end of first quarter 2019, as projected. The District is documenting the results of the DCA (and PCA) discussions to create a DC BAM Investigative Guide which will assist all investigators with accuracy and consistency in coding. The BAM Investigative Guide will be completed by the end of June 2019 so that it can be utilized during the In-House Peer Review that will take place in July 2019.

Quarter 3 status report (6/30/2019):
Double case reviews and individual meetings are ongoing in order to serve as performance tracking measures for all investigators. BAM investigators received an increase in case load effective Batch 27 for PCA. To allow the unit to adjust to the increase in caseload, the Investigative Guide completion and In-House Peer Review are rescheduled to September 2019.

Quarter 4 status report (9/30/2019):
Double case reviews and individual meetings continue to be an ongoing performance measurement tool for all investigators. BAM investigators received an increase in case load effective Batch 27 for PCA and this increase caused schedules to have to be adjusted to ensure timely case completion. The projected completion date from Quarter 3 2019 had to be adjusted as a result. The investigative guide will be completed by the end of November 2019, and the first In-House Peer Review will take place in November 2019.

Quarter 5 status report (12/31/2019):

Quarter 6 status report (3/31/2020):

Quarter 7 status report (6/30/2020):

Quarter 8 status report (9/30/2020):

3. In-House Peer Review	Completion Date
	3/31/2019

Quarter 1 status report (12/31/2018):
The In-House Peer Review is scheduled to take place by the end of first quarter 2019. Cases closed from Batches 34-43 will be selected for review.

Quarter 2 status report (3/31/2019):
The In-House Peer Review has been rescheduled to July 2019. This change was made due to the BAM supervisor devising a new approach for the review. Under the new approach, all investigators will receive the same cases and will be responsible for reviewing and documenting the appropriate exceptions from the cases that have not received a review or been closed. All investigators will be selected for review (one per month), and the plan is for this process to take place once a month (using a round-robin method) instead of once a quarter.

Quarter 3 status report (6/30/2019):
BAM investigators received an increase in case load effective Batch 27 for PCA. To allow the unit to adjust to the increase in caseload, the Investigative Guide completion and In-House Peer Review are rescheduled to September 2019.

Quarter 4 status report (9/30/2019):
Double case reviews and individual meetings continue to be an ongoing performance measurement tool for all investigators. BAM investigators received an increase in case load effective Batch 27 for PCA and this increase caused schedules to have to be adjusted to ensure timely case completion. The projected completion date from Quarter 3 2019 had to be adjusted as a result. The investigative guide will be completed by the end of November 2019, and the first In-House Peer Review will take place in November 2019.

Quarter 5 status report (12/31/2019):

Quarter 6 status report (3/31/2020):

Quarter 7 status report (6/30/2020):

Quarter 8 status report (9/30/2020):

4. BAM Program OIT Modifications	Completion Date
	12/31/2018

Quarter 1 status report (12/31/2018):
On 1/14/19, BAM received 3rd Quarter 2018 Denied Claims Accuracy (DCA) Comparison Report data that showed the District to be within the acceptable range of +/-15% for all comparison report categories, including Monetary: 4.13% and Nonseparation: 6.61%. The District plans to continue to monitor Comparison Report data to ensure the new program implementations were successful.

Quarter 2 status report (3/31/2019):
On 4/11/2019, BAM received 4th Quarter 2018 Denied Claims Accuracy (DCA) Comparison Report data that showed the District to be within the acceptable range of +/-15% for Separation and Nonseparation categories (7.61% and 8.44%, respectively), but the Monetary comparison report category fell outside this range, at -23.66%. BAM is actively working with our Sun System Administrator and the Office of Information Technology (OIT) to identify the cause of this disparity and determine what can be done to prevent it in the future. Thus far, it has been confirmed that no changes were made to the BAM programming by OIT staff, so the focus is now on analyzing ETA 218 and ETA 5159 data to ensure accurate reporting.

Quarter 3 status report (6/30/2019):
Upon receiving last quarter's Comparison Report data, BAM staff began meeting with Benefits staff, the Sun System Administrator, OnPoint Technologies, the Office of Information Technology (OIT), and Data Validation staff to discuss how data is being reported on the ETA 218 and ETA 5159 reports. Additionally, based on feedback from USDOL staff, the Sun System Administrator and OIT staff began analyzing lists supplied by OnPoint Technologies which contain individual claimant names that were used to compile the data contained in the ETA 218 and ETA 5159 reports to ensure duplicate counting of claimants has not occurred. Following the completion of this analysis, the accurate inclusion of withdrawn claims will be analyzed. This effort is on-going.

Quarter 4 status report (9/30/2019):
DOES' Sun System Administrator and OIT staff are continuing to analyze report data provided by OnPoint Technologies to ensure the accurate counting of claimants in ETA 218 and ETA 5159. Additionally, as suggested by DOL staff, further research is being conducted to determine whether withdrawn claims are reported in ETA 218. Following the conclusion of this assessment, the focus will be on reviewing the causes for withdrawing a claim (by Benefits), and the effects this has on the BAM sampling.

Quarter 5 status report (12/31/2019):

Quarter 6 status report (3/31/2020):

Quarter 7 status report (6/30/2020):

Quarter 8 status report (9/30/2020):

DOES POH 2020 Q113

UI Integrity Action Plan (IAP)

Back to Biennial Overview 2019 | Back to Alternate Overview 2020

State	Federal Fiscal Year	Accountable Agency Official(s):	
District of Columbia	2019	*Saran Baker (Supervisory Claims Examiner, BPC)* *Helen Foster (Supervisory Claims Examiner, BPC)*	
	Top Three Root Causes (Calendar Year 2017) https://www.dol.gov/general/maps/data	Calendar Year 2016 (% of $ Overpaid)	Calendar Year 2017 (% of $ Overpaid)
Root Cause #1:	Benefit Year Earnings	64.95%	41.78%
Root Cause #2:	Work Search	10.96%	22.19%
Root Cause #3:	Separation Issues	5.00%	13.93%

State	Federal Fiscal Year	Accountable Agency Official(s):	
District of Columbia	2020	*Saran Baker (Supervisory Claims Examiner, BPC)* *Helen Foster (Supervisory Claims Examiner, BPC)*	
	Top Three Root Causes (Calendar Year 2018) https://www.dol.gov/general/maps/data	Calendar Year 2017 (% of $ Overpaid)	Calendar Year 2018 (% of $ Overpaid)
Root Cause Alternate Year #1:	Benefit Year Earnings	41.78%	56.93%
Root Cause Alternate Year #2:	Separation Issues	13.93%	22.99%
Root Cause Alternate Year #3:	Able & Available	0.00%	6.29%

Summary: (Provide a summary of the plan that the state has designed. The summary should include outreach efforts planned by the agency to inform all UI and workforce staff, and employers of the strategic plan to ensure everyone understands the importance of maintaining program integrity.)

The prevention, detection, and recovery of UI improper payments are at the forefront of DOES priorities. The District s improper payment rate has consistently been reduced in recent years, decreasing from 16.73% in calendar year ending 12/31/2016 to 12.07% in the most recent recorded 12 month period ending 3/31/2018. We credit this success to the implementation of numerous tactical strategies that have been created and developed in previous Integrity Action Plans. To continue addressing the root causes for improper payments, the District has devised a strategic plan to attack each cause individually and as a whole.

To address Benefit Year Earnings (BYE), the District will implement a new strategy to target employers through the "Integrity Matters" initiative, develop a BYE Policy and Procedures Manual (PPM), and have all Work Search unit, Separations unit, and new BPC staff members attend the NASWA Basic Fraud Investigation training by 2020.

To address Work Search, the District will strengthen and restructure the Work Search Verification Unit and utilize the newly launched Defend Integrity Initiative Virtual Classroom.

To address Separation Issues, the District will increase employer outreach by revising the Request for Separation Information Letter and implementing the Nonmonetary Determinations and Appeals Decisions SIDES exchange.

By instituting this plan and ensuring full acknowledgement by internal staff members and the employer community, the District is confident that positive results will be yielded as we aggressively move toward lowering our improper payment rate.

Alternate Year Plan Updates:

The District s improper payment rate continued to decline over the past year, decreasing from 13.97% in the 12-month period ending 6/30/2017 to 11.89% in the 12-month period ending 6/30/2018. More recently, the District has exceeded the Acceptable Level of Performance (ALP) during the 12-month period ending 3/31/2019 with an improper payment rate of 7.89%. The actions outlined in the FY 19 Biennial SQSP have accelerated our consistent improvement in this measure over the past two years. The District will continue to incorporate these strategies until completion and develop new strategies as they are identified to ensure that our success is sustained.

To address Benefit Year Earnings (BYE), the District will continue implementing the "Integrity Matters" initiative, continue updating and revising the BYE Policy and Procedures Manual (PPM), and have staff members attend the NASWA Basic Fraud Investigation training when it is offered.

To address Work Search, the District will continue to ensure adequate staffing of the Work Search Verification Unit and continue utilizing the Defend Integrity Initiative Virtual Classroom.

To address Able and Available, the District will increase claimant awareness of the A&A requirements by placing a greater emphasis on them during the Defend Integrity Initiative Virtual Classroom sessions and by re-training claims examiners to inquire about and educate claimants on the A&A requirement during all their investigations.

Instructions for the following section: In each individual section below, enter a Root Cause, from above, and the top three focused Strategies that will be employed to correct or reduce this cause of overpayments. An additional line is available in each section to include other significant strategies that target the root cause.

Root Cause #1: Benefit Year Earnings

Strategies	Actions	Targets & Milestones	Resources
1. "Integrity Matters" Initiative	The "Integrity Matters" initiative will identify employers with the highest number of overpayments established and non-responses to separation and wage request information. An outreach plan will be developed to educate, train and implement overpayment prevention and detection activities, and an Employer Failure to Report pamphlet will be created outlining the top five reasons employers should respond to separation and wage request information timely. A written agreement will also be established between DOES and the top 10 employers with the highest improper payment rates agreeing to provide written information to new hires that contains detailed information on UI eligibility requirements and instructions on when to stop certifying for benefits. **Quarter 1 status report (12/31/2018):** The District has completed a detailed strategy for the "Integrity Matters" initiative to engage the employer community. **Quarter 2 status report (3/31/2019):** The District has begun the process of adding a location in the American Job Center to engage employers, and messaging is now included in the UI Tax Newsletter emphasizing the need to respond to separation and wage information requests. **Quarter 3 status report (6/30/2019):** The District continues to reach out to the employer community through the use of the UI Tax Online Newsletter to emphasize the importance of responding to separation information in order to reduce the occurrence of Improper Payments. **Quarter 4 status report (9/30/2019):** The District continues to reach out to the employer community through the use of the UI Tax Online Newsletter to emphasize the importance of responding to separation information in order to reduce the occurrence of Improper Payments.	**QE 12/31/18:** Complete a detailed strategy for the "Integrity Matters" initiative. **QE 3/31/19:** Launch the "Integrity Matters" initiative. **QE 6/30/19:** Track the initiative. **QE 9/30/19:** Evaluate the initiative to determine if changes need to be made. **QE 12/31/19:** Begin expanding the initiative to additional employers. **QE 3/31/20:** Launch the expansion of the initiative. **QE 6/30/20:** Evaluate the expansion of the initiative. **QE 9/30/20:** Rollout the initiative to all District employers.	Managers, Staff, Office of Public Affairs (OPA), General Council, budget allocation for marketing materials

2. Develop a BYE Policy and Procedures Manual (PPM)	The Benefit Year Earnings (BYE) Policy and Procedures Manual (PPM) will address continuity of procedures for compliance and administrative capacity building. The manual will also provide a model for business process analysis and improvement across all program integrity measures. **Quarter 1 status report (12/31/2018):** The District has developed a project timeline to complete the Benefit Year Earnings (BYE) manual. This manual will serve as a desk aide for supervisors and staff members to assist them with their daily functions. **Quarter 2 status report (3/31/2019):** The District has developed a draft of the BYE Policy and Procedures Manual and will continue to work toward completion of this effort by 6/30/2019. **Quarter 3 status report (6/30/2019):** The District continues to update and revise the BYE Manual in order to document effective processes and procedures and provide additional tools to managers within the Office of Unemployment Compensation. **Quarter 4 status report (9/30/2019):** The District continues to work towards finalizing the BYE Manual for the agency. There are multiple standard operating procedures (SOPs) being revised that will be a part of the BYE manual, as well as new documents being created to capture the best practices of managing BYE issues.	**QE 12/31/18:** Develop project timeline to complete the manual and identify business processes that need to be included. **QE 3/31/19:** Develop a draft of the manual for review and approval. **QE 6/30/19:** Distribute the manual to UI managers for use and develop a business process to receive updates.	Managers, Staff
3. Attend the NASWA Basic Fraud Investigation training	The District will exemplify "Everyone Owns Integrity" by having staff attend the NASWA Basic Fraud Investigations Training. **Quarter 1 status report (12/31/2018):** As of November 2018, the District has had six (6) staff members attend and complete the NASWA Basic Fraud Investigations Training. The District sent the Interim Chief of Benefits, the Nonseparations Adjudications Manager, three (3) Benefit Payment Control (BPC) Claims Examiners and a Tax Examiner. **Quarter 2 status report (3/31/2019):** The District is prepared to submit a request to attend the next NASWA Training once the dates have been posted on the website. **Quarter 3 status report (6/30/2019):** The District continues to be prepared to submit a request to attend the next NASWA Training once the dates have been posted on the website. **Quarter 4 status report (9/30/2019):** The District continues to be prepared to submit a request to attend the next NASWA Training once the dates have been posted on the website. Additionally, the District has requested to host the training at our location in the next six months, which is pending a response from NASWA.	**QE 12/31/18:** Work with NASWA to schedule onsite training for the District or attend another state s session. **QE 3/31/19:** Begin sending staff to NASWA training sessions. **QE 12/31/20:** All staff members in the identified units will have completed training.	Managers, Staff, Travel funding
Additional:			

Root Cause #2: Work Search

Strategies	Actions	Targets & Milestones	Resources
1. Increase Work Search Verification Unit staff	The District will strengthen the Work Search Verification unit by onboarding three (3) FTEs and one (1) contract staff member to conduct regular Work Search verifications and issue warning letters and disqualifying determinations. **Quarter 1 status report (12/31/2018):** Two (2) staff members were added to the Work Search Verification Unit during quarter ending 12/31/2018. The Work Search Verification Unit now has four (4) individuals dedicated to the weekly verification of work searches provided by claimants. **Quarter 2 status report (3/31/2019):** During quarter ending 3/31/2019, the District lost one member of the Work Search Verification Unit. The unit now has three (3) individuals dedicated to the weekly verification of work searches provided by claimants. The District will continue to explore all options to add more staff members to this unit. **Quarter 3 status report (6/30/2019):** The District is currently down to one staff member in the Work Search Verification Unit. Interviews are scheduled in August to add two additional resources to the unit. Despite the fluctuation in staff members, the District has seen a steady decrease in Work Search as a root cause of improper payments. During the 12-month period ending 3/31/2019, Work Search was the #6 root cause contributing only 1.438% of dollars overpaid. **Quarter 4 status report (9/30/2019):** The District continues to employ one full time staff member dedicated to the verification of work searches. On average, this individual verifies 50-75 work searches per week. The District is still seeking to add additional staff members to the unit as funding and availability allows. During the 12-month period ending 6/30/2019, Work Search was the #5 root cause contributing only 2.993% of dollars overpaid.	**QE 12/31/18:** Transition four (4) new staff members to support the Work Search Verification unit. **QE 3/31/19:** Complete training of new staff members. **QE 6/30/19:** Review and track performance of the new staff members. **QE 9/30/19:** Monitor the impact of the Work Search Verification unit on the improper payment rate.	Managers, Staff

2. Defend Integrity Initiative Virtual Classroom	The Defend Integrity Initiative is an interactive and technological effort to reduce fraud and expand the reach and delivery of in-depth UI information to all claimants. Utilizing Adobe Connect software, the Defend Integrity Initiative conducts virtual classroom sessions to instruct UI claimants on how to complete the weekly continued claim form for unemployment benefits. The initiative began in May 2018. Educational sessions are hosted bi-weekly for a selection of new claimants outlining the requirements for seeking work, reporting earnings and disclosing a return to work. The class features a twenty minute informational video, and a question and answer session with responses provided by staff members in real time. Since its launch, the Defend Integrity Initiative has had over 500 claimants in attendance, with 91% of them responding positively to the post-session survey. **Quarter 1 status report (12/31/2018):** The "Defend Integrity Video" was completed as of 12/29/2018 and integrated into the initial claims process. The video will be deployed within the initial claims process by 3/31/2019. **Quarter 2 status report (3/31/2019):** The District deployed the "Defend Integrity Video" at the end of the initial claim application and separately on the DOES website. Additional requirements have been drafted to expand functionality pending the timeline provided by the Agency's Office of Information Technology (OIT) and third-party vendor. **Quarter 3 status report (6/30/2019):** Development of the expanded functionality is currently in progress. This functionality will add the "Defend Integrity Video" to all claimant profiles and track if they have viewed the video and completed the quiz. **Quarter 4 status report (9/30/2019):** Development of the expanded functionality is currently on hold. This additional functionality will be included in the UI Modernization project planned to kick-off in 2020.	**QE 12/31/18:** Completion of the online initiative; transition to onsite delivery of the training. **QE 3/31/19:** Maintain onsite delivery and determine continuous improvement efforts. **QE 6/30/19:** Continuous improvement and delivery of the initiative.	Managers, Staff, Vendor time/production
3			
Additional:			

Root Cause #3: Separation Issues

Strategies	Actions	Targets and Milestones	Resources
1. Revise the Request for Separation Information Letter	The request for separation letter sent to employers is in the process of being revised to capture expanded separation information and to direct employers to use SIDES when responding electronically. **Quarter 1 status report (12/31/2018):** The District deployed the revised request for separation information letter on December 21, 2018. The new letter captures expanded separation information and directs employers to use SIDES when responding electronically. **Quarter 2 status report (3/31/2019):** Completed. **Quarter 3 status report (6/30/2019):** Completed. **Quarter 4 status report (9/30/2019):** Completed.	**QE 12/31/18:** Final revisions and formatting changes will be completed. **QE 3/31/19:** Begin using the new Request for Separation Information form.	Managers, Information Technology Staff
2. Implement the Nonmonetary Determinations and Appeals Decisions SIDES exchange	Implement the Nonmonetary Determinations and Appeals Decisions SIDES exchange allowing electronic transmission of decisions regarding claimant eligibility to employers, who can respond by filing a protest or appeal. **Quarter 1 status report (12/31/2018):** The District has determined the Level of Effort (LOE) to implement the Nonmonetary Determinations and Appeals Decisions SIDES Exchange. Implementation will cost an estimated $165,864.00 and take approximately 304 days. **Quarter 2 status report (3/31/2019):** Development of the Nonmonetary Determinations and Appeals SIDES Exchange implementation has begun. The District is currently on track to complete this implementation by 3/31/2020. **Quarter 3 status report (6/30/2019):** Development continues for the implementation of the Nonmonetary Determinations and Appeals Decisions SIDES Exchange. The District's Office of Information Technology and UI Benefits team are working together on a weekly basis to move the project along. **Quarter 4 status report (9/30/2019):** The District is deploying a new approach for the implementation of the various SIDES exchanges. Currently, a new project charter is being created with the goal of implementing all the SIDES exchanges by the end of fiscal year 2020. New Office of Information Technology (OIT) resources will be onboarded by January 2020 to solely work on the project.	**QE 12/31/18:** Determine the level of effort needed to implement this additional SIDES exchange and identify requirements. **QE 3/31/19:** Design software interfaces and identify potential risks. Research lessons learned from other states that have implemented this exchange. **QE 6/30/19:** Finalize requirements and begin implementation. **QE 9/30/19:** Development and testing. **QE 12/31/19:** Complete development and testing. **QE 3/31/20:** Implement the new exchange. **QE 6/30/20:** Ongoing maintenance and monitoring.	Managers, Information Technology Staff
3			
Additional:			

Root Cause Alternate Year #1: Benefit Year Earnings

Strategies	Actions	Targets & Milestones	Resources
See FY 19 Biennial SQSP strategy **2**			

DOES POH 2020 Q113

3 **Additional:**			

Root Cause Alternate Year #2: Separation Issues

Strategies	Actions	Targets & Milestones	Resources
See FY 19 Biennial SQSP strategy **2** **3** **Additional:**			

Root Cause Alternate Year #3: Able & Available

Strategies	Actions	Targets and Milestones	Resources
1. Increase claimant awareness of the able and available requirement	More emphasis will be placed on the able and available requirement during the Defend Integrity Initiative Virtual Classroom sessions. This requirement will be highlighted more prominently during the Q&A session to ensure the information provided during the video is understood. Additionally, claims examiners will be re-trained to inquire about claimants' ability and availability to work during their investigations and to educate claimants on this requirement. **Quarter 4 status report (9/30/2019):** Expanded verbiage was added to the Defend Integrity Initiative Virtual Classroom script emphasizing the A&A requirement. Additionally, A&A is a standard topic discussed during every Q&A session.	**QE 9/30/19:** Add standard verbiage to the Defend Integrity Initiative Virtual Classroom Q&A session emphasizing the A&A requirement. **QE 12/31/2019:** Complete re-training all claims examiners on how to inquire about and educate claimants on the A&A requirement.	Managers, Staff
2 **3** **Additional:**			

DOES POH 2020 Q113

Narrative

State: District of Columbia	Federal Fiscal Year: 2019-2020 SQSP Corrective Action Plan & Progress Report

Performance Narrative Requirement #1: **Incorrect Recording of Issue Detection Date**	Completion Date
	9/30/2019

The District has worked diligently to improve the recording of issue detection dates by incorporating various strategies over the past year. Staff now upload a scanned copy of envelopes for documentation received via mail so post mark dates can be noted and tracked. Additionally, all correspondence that does not automatically have the receipt date printed on the document is now date stamped. Finally, staff members continue to receive training on the definition and identification techniques of issue detection, with a focus applied to our Validations Unit and staff members that process missed Reemployment Services and Eligibility Assessment (RESEA) session appointments. Through incorporation of these added tracking procedures, the District is in a better position to capture accurate issue detection dates.

As referenced in the FY 19 Biennial SQSP State Plan Narrative, the District determined that implementing a system modification to allow claims examiners to specify the issue detection date upon manually creating an issue on a claim was vital to meeting this measure. By making this system modification a priority, the District was able to implement this functionality ahead of schedule in March 2019. All claims examiners were trained on how to use the new field upon implementation. The correct issue detection date can now be captured even if staff members are unable to create the issue on the date the agency received the information. The District anticipates that this change will drastically lower the amount of incorrect issue detection dates, resulting in the passing of this measure in the upcoming year.

Quarter 4 status report (9/30/2019):

The District continues to show improvement in this area, with only five (5) cases determined to have an incorrect issue detection date during the Q2 2019 BTQ review. Recommendations for improvement from the BAM Unit included ensuring that all missed RESEA sessions are entered into the system the day of the missed appointment, a reminder to retain envelopes for documentation received via mail so post mark dates can be noted, and a reminder that the issue detection dates for New Hire issues are the dates the agency received the new hire hit. The District will incorporate these recommendations and continue to stress the importance of recording the correct issue detection date to staff members.

Quarter 5 status report (12/31/2019):

Quarter 6 status report (3/31/2020):

Quarter 7 status report (6/30/2020):

Quarter 8 status report (9/30/2020):

Performance Narrative Requirement #2: **UI Reporting Requirements**	Completion Date
	9/30/2019

The State Plan Narrative Addendum for the FY 19 Alternate Year SQSP references that a reporting deficiency occurs when a report is submitted late for 3 of 4 quarters. However, after further review, the District has determined that the au9128 report was only submitted late during one quarter. The other three quarters were transmitted on time. The District acknowledges that the au9128 report was submitted late for period ending 6/30/2018. Since this was the only quarter it was submitted late, it does not meet the criteria to be specified as a deficiency.

The District has made a personnel realignment to help assure Unemployment Insurance Required Reports (UIRR) timeliness moving forward. Virtual Private Network (VPN) access is now available to key stakeholders allowing for remote access to the SUN system so reports can always be uploaded on time. The District is also in the process of identifying a backup person for additional reporting coverage.

A screen shot which shows that the au9128 report for quarters ending 9/30/2018, 12/31/2018 and 3/31/2019 were all submitted timely by the 20th of the month as required per USDOL's ET Handbook No. 401 is included in the State Plan Narrative attachment.

Quarter 4 status report (9/30/2019):

The ar9128 and au9128 reports were transmitted on-time for the quarter ending 6/30/19. These reports were submitted on 8/19/19.

Quarter 5 status report (12/31/2019):

Quarter 6 status report (3/31/2020):

Quarter 7 status report (6/30/2020):

Quarter 8 status report (9/30/2020):

DOES POH 2020 Q113

Performance Narrative Requirement #3: **Detect Benefit Overpayments**	**Completion Date**
	12/31/2019

The District narrowly fell short of the GPRA goal for the Detection of Overpayments during the period ending 3/31/2019 with a performance outcome of 51 27%. More recently, the District exceeded the GPRA goal during the period ending 6/30/2019 by achieving a performance outcome of 59.43%. This immediate improvement of 8.16% is a major success for the District, and we will continue to make necessary adjustments to continue our upward trend in this area. The District acknowledges that we must continue striving to exceed this goal on a consistent basis. The plan developed and implemented during the previous fiscal years has yielded measurable results in improving our ability to detect overpayments.

As a result of our successes during the previous fiscal year, the District plans to continue running the quarterly wage crossmatch twice per quarter, in addition to performing all other crossmatches. Keeping a consistent schedule with these crossmatches has proven to be quite beneficial in our ability to detect overpayments. The District will continue to run two quarterly wage crossmatches per quarter in order to detect overpayments. In addition, we will complete a full secondary review of all National Directory of New Hires (NDNH) and State Directory of New Hires (SDNH) crossmatches, which are run daily and weekly, respectively.

During the previous fiscal year, Benefit Payment Control (BPC) claims examiners participated in the Office of Unemployment Compensation's (OUC) "Issue Specific" training sessions. These training sessions covered various Unemployment Insurance (UI) topics and adjudication strategies for particular issues, as well as refresher investigative training and BARTS 4.3 system review training. Additionally, four BPC claims examiners and investigators attended the National Association of State Workforce Agencies (NASWA) Basic UI Fraud training in Princeton, New Jersey. This was an amazing opportunity for our more seasoned claims examiners to receive a refresher course to help polish their investigative skills and for newer claims examiners to receive in-depth training on UI fraud investigations. The District believes that offering regular refresher courses across all functions of UI has aided in our ability to increase our performance in the detection of overpayments, and we foresee that continued training will also positively affect our performance for the GPRA measure. By quarter ending 9/30/2020, BPC, in conjunction with the Benefit Accuracy Measurement (BAM) unit, will participate in our own BPC specific Benefits: Timeliness and Quality (BTQ) training. We anticipate that this training will also assist all BPC claims examiners with their ability to render quality and thorough determinations of overpayments, thus increasing their ability to detect and establish more overpayments.

Another contributor to BPC's improvement in the detection of overpayments was BPC management's focus on monitoring and increasing individual performance and productivity. Noticeable increases and consistency in individual weekly productivity aided in our ability to increase our performance for this integrity measure. Therefore, BPC management will continue utilizing the BPC productivity dashboard to provide each staff member with a weekly snapshot of their weekly productivity statistics. BPC will also continue to provide all claims examiners and investigators with weekly reports containing their individual productivity statistics, which provides a detailed list of the number of cases closed, the total dollar amount of all established overpayments associated with those closed cases, and the time lapse between the issue detection date and the issue resolution date within that two-week period. By providing statistical data to each claims examiner on a weekly basis, as opposed to quarterly, this has proven to be an excellent tool to monitor performance and productivity for both BPC management and claims examiners.

This focus on individual performance has allowed BPC management to assess areas of need, conduct oral counseling and coaching, and issue performance improvement plans as necessary to help increase weekly productivity and the overall dollar amount of established overpayments. During one-on-one meetings with claims examiners, discussions are held regarding factors that contribute to overall productivity, including time management, prioritizing workflow, and managing stress. Suggestions are also provided to assist staff with performance improvement.

For fiscal year 2020, the District plans to increase opportunities to detect and establish overpayments by continuing to focus on training and individual productivity, along with placing a specific emphasis on quality and maximizing efficiency. The more overpayments each claims examiner can detect and establish, the more we will be able to consistently meet the GPRA goal in the detection of overpayments.

Quarter 4 status report (9/30/2019):
The District exceeded the GPRA goal during the period ending 9/30/2019 by achieving a performance outcome of 70.48%.
Quarter 5 status report (12/31/2019):

Quarter 6 status report (3/31/2020):

Quarter 7 status report (6/30/2020):

Quarter 8 status report (9/30/2020):

Performance Narrative Requirement #4: **Establish Tax Accounts Promptly**	**Completion Date**
	6/30/2020

The District has made tremendous strides over the last five (5) years to improve performance relative to the USDOL Employment and Training Administration (ETA) Core Measure of establishing employer accounts timely, resulting in our exceeding the Acceptable Level of Performance (ALP) for four (4) consecutive years. In 2014, the District fell below the ALP with a performance outcome of 67 9%. This deficiency resulted from data transmission errors that occurred during the implementation of the Employer Self Service Portal (ESSP). ESSP and the District Unemployment Tax Accounting System (DUTAS) experienced data transmission errors that impacted the timeliness of registration information being credited to DUTAS from ESSP. The District has since corrected these errors by modifying processes and simplifying how District employers register their accounts. In 2015, 2016 and 2017, the District exceeded the ALP by maintaining compliance in the 70th percentile for those years. In the most recent performance year, the District is pleased to state that we achieved ALP compliance in the 80th percentile (82 38%).

The failures during 2016, 2017 and 2018 were attributable to a lack of data integrity within DUTAS and ESSP compared to the original source document provided by the employer. When an employer registers a new account in ESSP, the information is automatically passed on to DUTAS without Status staff review. Therefore, issues with liability dates cannot be detected until after the information is processed and submitted for the 581 report. Liability date corrections, for accuracy, are not reflected in the data on the 581 report. The UI Tax Division continues to work with our vendors to improve upon the current process.

The District's due diligence in educating the employer community on their tax obligations and partnering with local agencies to exchange information and data files identifying potential negligent employers has aided in the continued upward increase in the District's performance for New Employer Status Determinations. As the revised internal processes become more familiar to UI staff members, technical partners and the employer and third-party agent community, the District anticipates moving closer to surpassing the GPRA goal during the next review year.

Quarter 4 status report (9/30/2019):
The UI Tax Division's continued diligence in educating the employer community on their tax obligations while partnering with local agencies to exchange information and data files identifying potential negligent employers has aided in the continued upward increase in the District's performance for New Employer Status Determinations. Internal processes have been revised by working with technical partners and the employer and third-party agent community. We fully anticipate surpassing the GPRA goal during the next review year.
Quarter 5 status report (12/31/2019):

Quarter 6 status report (3/31/2020):

Quarter 7 status report (6/30/2020):

Quarter 8 status report (9/30/2020):

DOES POH 2020 Q113

OMB Number: 4040-0004
Expiration Date: 12/31/2019

Application for Federal Assistance SF-424

* 1. Type of Submission:	* 2. Type of Application:	* If Revision, select appropriate letter(s):
☐ Preapplication	☒ New	
☒ Application	☐ Continuation	* Other (Specify):
☐ Changed/Corrected Application	☐ Revision	

* 3. Date Received:	4. Applicant Identifier:
08/28/2019	

5a. Federal Entity Identifier:	5b. Federal Award Identifier:

State Use Only:

6. Date Received by State:	7. State Application Identifier:

8. APPLICANT INFORMATION:

* a. Legal Name:	District of Columbia Department of Employment Services
* b. Employer/Taxpayer Identification Number (EIN/TIN):	[redacted]
* c. Organizational DUNS:	[redacted]

d. Address:

* Street1:	4058 Minnesota Avenue, N.E.
Street2:	
* City:	Washington
County/Parish:	
* State:	DC: District of Columbia
Province:	
* Country:	USA: UNITED STATES
* Zip / Postal Code:	20019-3540

e. Organizational Unit:

Department Name:	Division Name:
Employment Services	Unemployment Services

f. Name and contact information of person to be contacted on matters involving this application:

Prefix:	Dr.	* First Name:	Unique
Middle Name:			
* Last Name:	Morris-Hughes		
Suffix:			
Title:	Director		
Organizational Affiliation:			
* Telephone Number:	202-671-1900	Fax Number:	
* Email:	Unique.Morris-Hughes2@dc.gov		

DOES POH 2020 Q113

Application for Federal Assistance SF-424

*** 9. Type of Applicant 1: Select Applicant Type:**

A: State Government

Type of Applicant 2: Select Applicant Type:

Type of Applicant 3: Select Applicant Type:

* Other (specify):

*** 10. Name of Federal Agency:**

Employment and Training Administration, U,S.D.O.L.

11. Catalog of Federal Domestic Assistance Number:

17.225

CFDA Title:

Unemployment Insurance

*** 12. Funding Opportunity Number:**

FY 2020 Unemployment Insurance

* Title:

Unemployment Insurance

13. Competition Identification Number:

Title:

14. Areas Affected by Project (Cities, Counties, States, etc.):

Add Attachment | Delete Attachment | View Attachment

*** 15. Descriptive Title of Applicant's Project:**

District of Columbia Unemployment Insurance Compensation

Attach supporting documents as specified in agency instructions.

Add Attachments | Delete Attachments | View Attachments

DOES POH 2020 Q113

Application for Federal Assistance SF-424

16. Congressional Districts Of:

* a. Applicant: DC-000 * b. Program/Project: DC-00

Attach an additional list of Program/Project Congressional Districts if needed.

Add Attachment | Delete Attachment | View Attachment

17. Proposed Project:

* a. Start Date: 10/01/2019 * b. End Date: 09/30/2020

18. Estimated Funding ($):

* a. Federal	8,977,149.00
* b. Applicant	0.00
* c. State	0.00
* d. Local	0.00
* e. Other	0.00
* f. Program Income	0.00
* g. TOTAL	8,977,149.00

*** 19. Is Application Subject to Review By State Under Executive Order 12372 Process?**

☐ a. This application was made available to the State under the Executive Order 12372 Process for review on .

☒ b. Program is subject to E.O. 12372 but has not been selected by the State for review.

☐ c. Program is not covered by E.O. 12372.

*** 20. Is the Applicant Delinquent On Any Federal Debt? (If "Yes," provide explanation in attachment.)**

☐ Yes ☒ No

If "Yes", provide explanation and attach

Add Attachment | Delete Attachment | View Attachment

21. *By signing this application, I certify (1) to the statements contained in the list of certifications and (2) that the statements herein are true, complete and accurate to the best of my knowledge. I also provide the required assurances** and agree to comply with any resulting terms if I accept an award. I am aware that any false, fictitious, or fraudulent statements or claims may subject me to criminal, civil, or administrative penalties. (U.S. Code, Title 218, Section 1001)**

☒ ** I AGREE

** The list of certifications and assurances, or an internet site where you may obtain this list, is contained in the announcement or agency specific instructions.

Authorized Representative:

Prefix: Dr. * First Name: Unique

Middle Name:

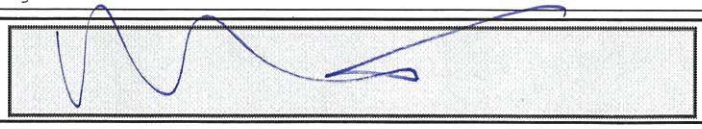
* Last Name: Morris-Hughes

Suffix:

* Title: Director

* Telephone Number: 202.671.1900 Fax Number:

* Email: Unique.Morris-Hughes2@dc.gov

* Signature of Authorized Representative:  * Date Signed: 9/3/19

DOES POH 2020 Q113

* * * DETAIL FOR INFORMATION PURPOSES ONLY * * *

********** DIST. OF COLUMBIA **********

F Y 2 0 2 0 A L L O C A T I O N MAYTARGS May 29, 2019

WORK HOURS 1,629.00

FUNCTION	MPU	WORKLOAD	STAFFYRS	PS/PB	DOLLARS
INITIAL CLAIMS	51.383	30,759	16.2	66,561	1,078,288
WEEKS CLAIMED	0.394	375,859	1.5	81,036	121,554
NON MONETARY	108.262	17,618	19.5	76,508	1,491,906
APPEALS	325.872	1,476	4.9	106,063	519,709
SAVE			0.2	82,864	16,573
CLAIMS ACTIVITY STAFF			42.3	76,313	3,228,030
WAGE RECORDS	0.079	2,844,417	2.3	103,823	238,793
TAX FUNCTIONS	51.978	35,161	18.7	99,930	1,868,691
EMPLOYER ACTIVITY STAFF			21.0	100,356	2,107,484
BENEFIT PMT CONTROL			15.0	71,027	1,065,405
UI PERFORMS		480	10.2	98,387	1,003,547
OPERATING STAFF			88.5	83,666	7,404,466
SUPPORT	8.14%		7.2	72,663	523,174
AS&T			2	130,637	261,274
TOTAL STAFF			97.7	83,817	8,188,914
NON-PERSONAL SERVICES					519,032
STOP-LOSS/STOP-GAIN					-185,803
TOTAL ALLOCATION (excluding POSTAGE)					8,522,143
POSTAGE					455,006
TOTAL ALLOCATION (including POSTAGE)					8,977,149

** Prepared by DOL/ETA/OUI, Division of Fiscal and Actuarial Services **

DOES POH 2020 Q113

OMB Number: 4040-0007
Expiration Date: 02/28/2022

ASSURANCES - NON-CONSTRUCTION PROGRAMS

Public reporting burden for this collection of information is estimated to average 15 minutes per response, including time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Send comments regarding the burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden, to the Office of Management and Budget, Paperwork Reduction Project (0348-0040), Washington, DC 20503.

PLEASE DO NOT RETURN YOUR COMPLETED FORM TO THE OFFICE OF MANAGEMENT AND BUDGET. SEND IT TO THE ADDRESS PROVIDED BY THE SPONSORING AGENCY.

NOTE: Certain of these assurances may not be applicable to your project or program. If you have questions, please contact the awarding agency. Further, certain Federal awarding agencies may require applicants to certify to additional assurances. If such is the case, you will be notified.

As the duly authorized representative of the applicant, I certify that the applicant:

1. Has the legal authority to apply for Federal assistance and the institutional, managerial and financial capability (including funds sufficient to pay the non-Federal share of project cost) to ensure proper planning, management and completion of the project described in this application.

2. Will give the awarding agency, the Comptroller General of the United States and, if appropriate, the State, through any authorized representative, access to and the right to examine all records, books, papers, or documents related to the award; and will establish a proper accounting system in accordance with generally accepted accounting standards or agency directives.

3. Will establish safeguards to prohibit employees from using their positions for a purpose that constitutes or presents the appearance of personal or organizational conflict of interest, or personal gain.

4. Will initiate and complete the work within the applicable time frame after receipt of approval of the awarding agency.

5. Will comply with the Intergovernmental Personnel Act of 1970 (42 U.S.C. §§4728-4763) relating to prescribed standards for merit systems for programs funded under one of the 19 statutes or regulations specified in Appendix A of OPM's Standards for a Merit System of Personnel Administration (5 C.F.R. 900, Subpart F).

6. Will comply with all Federal statutes relating to nondiscrimination. These include but are not limited to: (a) Title VI of the Civil Rights Act of 1964 (P.L. 88-352) which prohibits discrimination on the basis of race, color or national origin; (b) Title IX of the Education Amendments of 1972, as amended (20 U.S.C.§§1681-1683, and 1685-1686), which prohibits discrimination on the basis of sex; (c) Section 504 of the Rehabilitation Act of 1973, as amended (29 U.S.C. §794), which prohibits discrimination on the basis of handicaps; (d) the Age Discrimination Act of 1975, as amended (42 U. S.C. §§6101-6107), which prohibits discrimination on the basis of age; (e) the Drug Abuse Office and Treatment Act of 1972 (P.L. 92-255), as amended, relating to nondiscrimination on the basis of drug abuse; (f) the Comprehensive Alcohol Abuse and Alcoholism Prevention, Treatment and Rehabilitation Act of 1970 (P.L. 91-616), as amended, relating to nondiscrimination on the basis of alcohol abuse or alcoholism; (g) §§523 and 527 of the Public Health Service Act of 1912 (42 U.S.C. §§290 dd-3 and 290 ee- 3), as amended, relating to confidentiality of alcohol and drug abuse patient records; (h) Title VIII of the Civil Rights Act of 1968 (42 U.S.C. §§3601 et seq.), as amended, relating to nondiscrimination in the sale, rental or financing of housing; (i) any other nondiscrimination provisions in the specific statute(s) under which application for Federal assistance is being made; and, (j) the requirements of any other nondiscrimination statute(s) which may apply to the application.

7. Will comply, or has already complied, with the requirements of Titles II and III of the Uniform Relocation Assistance and Real Property Acquisition Policies Act of 1970 (P.L. 91-646) which provide for fair and equitable treatment of persons displaced or whose property is acquired as a result of Federal or federally-assisted programs. These requirements apply to all interests in real property acquired for project purposes regardless of Federal participation in purchases.

8. Will comply, as applicable, with provisions of the Hatch Act (5 U.S.C. §§1501-1508 and 7324-7328) which limit the political activities of employees whose principal employment activities are funded in whole or in part with Federal funds.

DOES POH 2020 Q113

9. Will comply, as applicable, with the provisions of the Davis-Bacon Act (40 U.S.C. §§276a to 276a-7), the Copeland Act (40 U.S.C. §276c and 18 U.S.C. §874), and the Contract Work Hours and Safety Standards Act (40 U.S.C. §§327-333), regarding labor standards for federally-assisted construction subagreements.

10. Will comply, if applicable, with flood insurance purchase requirements of Section 102(a) of the Flood Disaster Protection Act of 1973 (P.L. 93-234) which requires recipients in a special flood hazard area to participate in the program and to purchase flood insurance if the total cost of insurable construction and acquisition is $10,000 or more.

11. Will comply with environmental standards which may be prescribed pursuant to the following: (a) institution of environmental quality control measures under the National Environmental Policy Act of 1969 (P.L. 91-190) and Executive Order (EO) 11514; (b) notification of violating facilities pursuant to EO 11738; (c) protection of wetlands pursuant to EO 11990; (d) evaluation of flood hazards in floodplains in accordance with EO 11988; (e) assurance of project consistency with the approved State management program developed under the Coastal Zone Management Act of 1972 (16 U.S.C. §§1451 et seq.); (f) conformity of Federal actions to State (Clean Air) Implementation Plans under Section 176(c) of the Clean Air Act of 1955, as amended (42 U.S.C. §§7401 et seq.); (g) protection of underground sources of drinking water under the Safe Drinking Water Act of 1974, as amended (P.L. 93-523); and, (h) protection of endangered species under the Endangered Species Act of 1973, as amended (P.L. 93-205).

12. Will comply with the Wild and Scenic Rivers Act of 1968 (16 U.S.C. §§1271 et seq.) related to protecting components or potential components of the national wild and scenic rivers system.

13. Will assist the awarding agency in assuring compliance with Section 106 of the National Historic Preservation Act of 1966, as amended (16 U.S.C. §470), EO 11593 (identification and protection of historic properties), and the Archaeological and Historic Preservation Act of 1974 (16 U.S.C. §§469a-1 et seq.).

14. Will comply with P.L. 93-348 regarding the protection of human subjects involved in research, development, and related activities supported by this award of assistance.

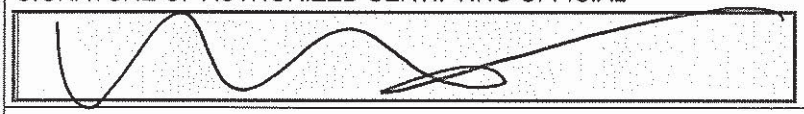
15. Will comply with the Laboratory Animal Welfare Act of 1966 (P.L. 89-544, as amended, 7 U.S.C. §§2131 et seq.) pertaining to the care, handling, and treatment of warm blooded animals held for research, teaching, or other activities supported by this award of assistance.

16. Will comply with the Lead-Based Paint Poisoning Prevention Act (42 U.S.C. §§4801 et seq.) which prohibits the use of lead-based paint in construction or rehabilitation of residence structures.

17. Will cause to be performed the required financial and compliance audits in accordance with the Single Audit Act Amendments of 1996 and OMB Circular No. A-133, "Audits of States, Local Governments, and Non-Profit Organizations."

18. Will comply with all applicable requirements of all other Federal laws, executive orders, regulations, and policies governing this program.

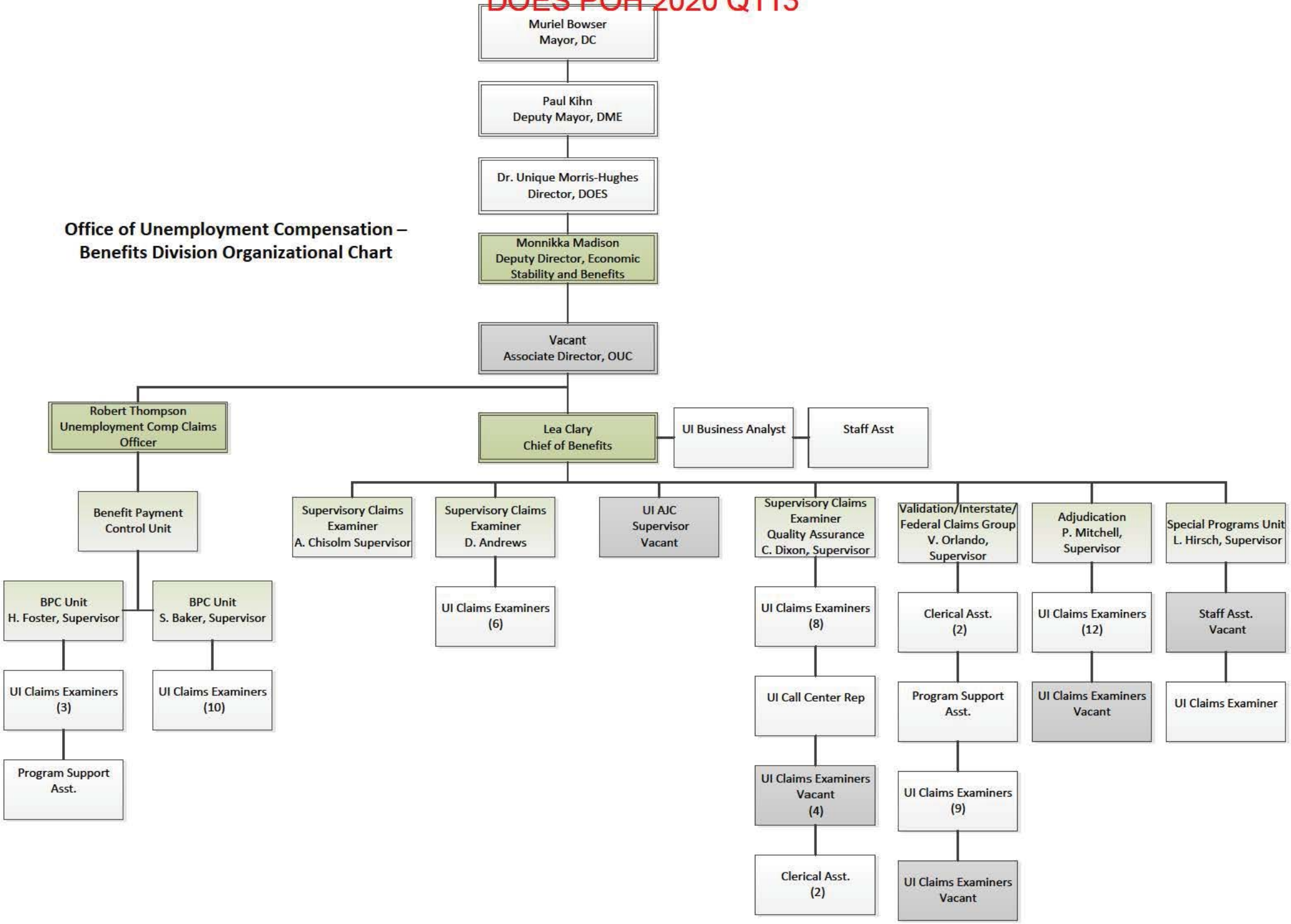
19. Will comply with the requirements of Section 106(g) of the Trafficking Victims Protection Act (TVPA) of 2000, as amended (22 U.S.C. 7104) which prohibits grant award recipients or a sub-recipient from (1) Engaging in severe forms of trafficking in persons during the period of time that the award is in effect (2) Procuring a commercial sex act during the period of time that the award is in effect or (3) Using forced labor in the performance of the award or subawards under the award.

SIGNATURE OF AUTHORIZED CERTIFYING OFFICIAL	TITLE
	Director
APPLICANT ORGANIZATION	DATE SUBMITTED
District Columbia Department of Employment Services	8-3-14

Standard Form 424B (Rev. 7-97) Back

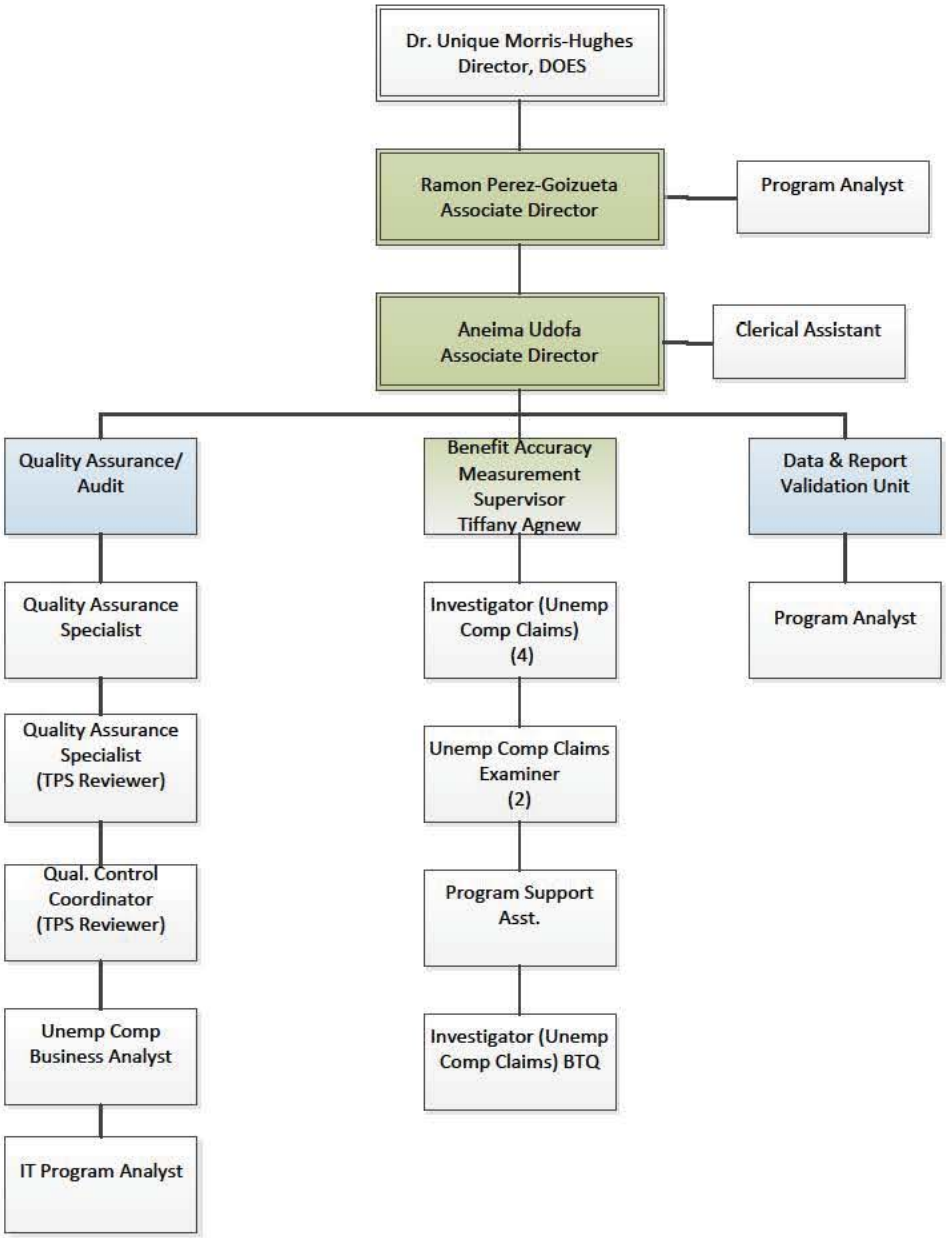
DOES POH 2020 Q113

Office of Unemployment Compensation – Benefits Division Organizational Chart



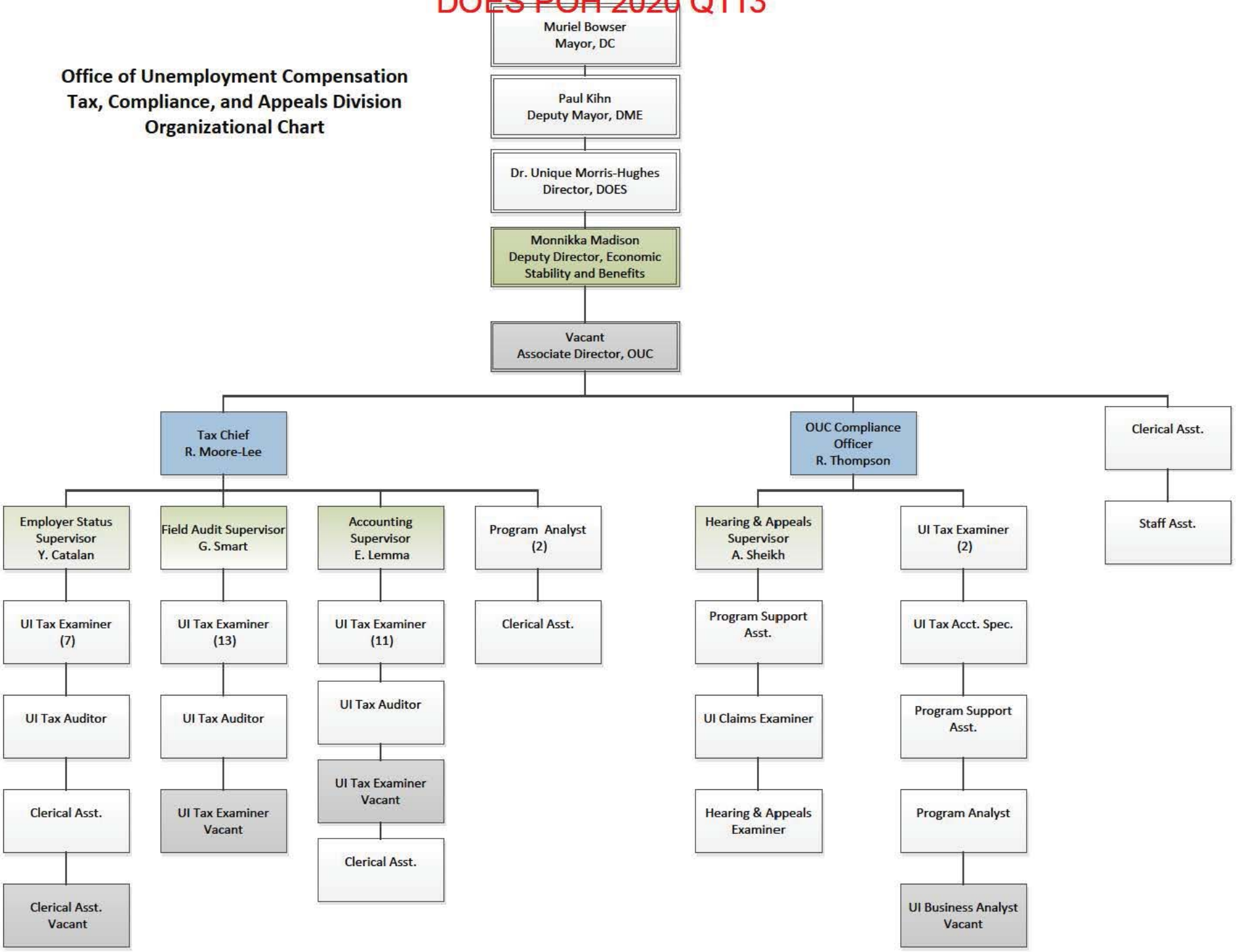
Office of Compliance & Independent Monitoring

Organizational Chart



DOES POH 2020 Q113

Office of Unemployment Compensation
Tax, Compliance, and Appeals Division
Organizational Chart



DOES POH 2020 Q113

U.S. Department of Labor
SQSP SIGNATURE PAGE

OMB Control No.: 1205-0132 Expiration Date: 02/28/2021

U.S. DEPARTMENT OF LABOR Employment and Training Administration	**FEDERAL FISCAL YEAR** 2020	**STATE** District of Columbia

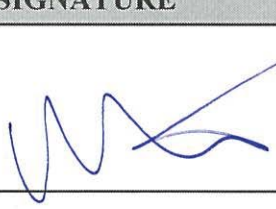
UNEMPLOYMENT INSURANCE
STATE QUALITY SERVICE PLAN
SIGNATURE PAGE

This Unemployment Insurance State Quality Service Plan (SQSP) is entered into between the Department of Labor, Employment and Training Administration, and

Department of Employment Services
(NAME OF STATE AGENCY)

The Unemployment Insurance SQSP is part of the State's overall operating plan and, during this Federal fiscal year, the State agency will adhere to and carry out the standards set forth in Federal UI Law as interpreted by the DOL, and adhere to the Federal requirements related to the use of granted funds.

All work performed under this agreement will be in accordance with the assurances and descriptions of activities as identified in the SQSP Handbook and will be subject to its terms.

TYPED NAME AND TITLE	**SIGNATURE**	**DATE**
Dr. Unique Morris-Hughes, Director **Printed Name of STATE ADMINISTRATOR**		9/3/19
_____ **Printed Name of DOL APPROVING OFFICIAL (Regional Office)**		
_____ **Printed Name of DOL APPROVING OFFICIAL (National Office)** (if required)		

DOES POH 2020 Q119

Fund 624 Expenditures (Detailed)

Vendor	*Description of service*	*Contract Number*	*FY2019*	*FY2020 (Projected)*
APPRISS INC.	UI Integrity	CW41128	*38,139.80*	*38,139.80*
BDO SIMON	Contribution to District Single Audit	N/A	*83,315.00*	*83,315.00*
BROUGHTON CONSTRUCTION	IT Hardware	N/A	*92,288.41*	*92,288.41*
BROUGHTON CONSTRUCTION	IT Hardware	N/A	*12,100.00*	*12,100.00*
COMPUTER AID INC	IT Contractors	Pipeline	*304,693.21*	*304,693.21*
CORPORATE SYSTEMS RESOURC	IT Hardware	CW72526	*12,571.43*	*12,571.43*
CRADLE SYSTEMS LLC	UI Administration	CW65169	*37,400.00*	*37,400.00*
Security company via DGS	Security	N/A	*125,618.96*	*125,618.96*
Utility Companies via DGS	Fixed Costs	N/A	*636,809.62*	*636,809.62*
Security company via DGS	Additional Security Services	N/A	*18,053.35*	*18,053.35*
DHS, CITIZENSHIP & IMMIGRATION	UI Administration	MOA	*629.14*	*629.14*
DIGI DOCS INC/DOCUMENT MGERS	Records Retention	CW36520	*302,132.62*	*302,132.62*
DOES Employees	Local Travel	N/A	*1,700.83*	*1,700.83*
DOES Employees	Out of State Travel and Training	N/A	*37,410.29*	*37,410.29*
ENVOLVEMEDIA LLC	IT Software Maintenance	N/A	*21,425.51*	*21,425.51*
EXPERIAN MARKETING SOLUTI	UI Administration	C14795-V2	*38,395.38*	*38,395.38*
GEOGRAPHIC SOLUTIONS INC	UI System Maintenance	CW4004	*624,977.33*	*624,977.33*
GEORGE WASHINGTON UNIVERSITY	Tuition for Employee Training	MOU	*35,030.12*	*35,030.12*
INK SYSTEMS LLC	General supplies	CW67130	*38,719.95*	*38,719.95*
KEYSTONE PLUS CONSTRUCTION COR	UI Administration	DCAM-17-CS-0025D	*20,000.00*	*20,000.00*
LEXIS NEXIS	UI Administration	CW29191	*99,284.00*	*99,284.00*
MW CONSULTING LLC	UI Administration	C15904-V3	*6,996.14*	*6,996.14*
NORTHROP GRUMMAN SYSTEMS CORP	UI System Maintenance	CW31749	*2,723.88*	*2,723.88*
NORTHROP GRUMMAN SYSTEMS CORP	UI System Maintenance	CW31749	*999,500.00*	*999,500.00*
OCTO	MOU for Integrated Platform Services	MOU	*45,821.42*	*45,821.42*
OCTO	MOU for PRI Maintenance	MOU	*28,800.00*	*28,800.00*
OCTO	MOU for PRI Maintenance	MOU	*43,200.00*	*43,200.00*
ON POINT TECHNOLOGY INC	UI System Maintenance	CW71572	*2,405,450.35*	*2,405,450.35*
ONE SOURCE PROCESS, LLC	UI Administration	N/A	*14,230.00*	*14,230.00*
PITNEY BOWES GLOBAL FINANCIAL	Records Retention	CW31753	*534.34*	*534.34*

DOES POH 2020 Q119

Vendor	***Description of service***	***Contract Number***	*FY2019*	*FY2020 (Projected)*
PITNEY BOWES	Postage	CW31753	*11,470.80*	*11,470.80*
PITNEY BOWES GLOBAL FINANCIAL	Equipment Rentals	CW31753	*100,955.90*	*100,955.90*
REED ELSEVIER INCORPORATED	UI Integrity	CW29191	*(12,362.00)*	*(12,362.00)*
SAGITEC SOLUTIONS LLC	UI System Maintenance	CW33290	*782,075.18*	*782,075.18*
SYNTELLECT INC	UI Administration	WS106071	*5,000.00*	*5,000.00*
UNITED STATES POSTAL SERVICE	Postage	CW55751	*401,000.00*	*401,000.00*
WHITAKER BROTHERS BUSINESS MAC	UI Administration	CW55812	*4,780.00*	*4,780.00*
XEROX CORPORATION	UI Administration	CW67299	*179,305.13*	*179,305.13*
P Card Suppliers	Multiple P Card Purchases	N/A	*1,198.91*	*1,198.91*
P Card Suppliers	Office Supplies	N/A	*2,500.00*	*2,500.00*
P Card Suppliers	IT supplies	N/A	*189.52*	*189.52*
P Card Suppliers	Taxes and Licenses	N/A	*4,203.87*	*4,203.87*
P Card Suppliers	Advertising	N/A	*159.34*	*159.34*
P Card Suppliers	Out of City Conference Fees	N/A	*3,655.00*	*3,655.00*
P Card Suppliers	Payment of Membership Dues	N/A	*3,500.00*	*3,500.00*
P Card Suppliers	IT Hardware	N/A	*4,756.90*	*4,756.90*
P Card Suppliers	IT Software Purchase	N/A	*2,911.05*	*2,911.05*
Utility Companies via DGS	Fixed Costs	N/A	*147,117.48*	*147,117.48*
Security company via DGS	Security	N/A	*60,802.18*	*60,802.18*
P Card Suppliers	Office Supplies	N/A	*1,321.23*	*1,321.23*
DOES Employee	Out of State Travel and Training	N/A	*359.80*	*359.80*
OnPoint Technology	UI System Maintenance	CW30657	*318,027.25*	*318,027.25*
	Total NPS		**8,150,878.62**	**8,150,878.62**

DOES POH 2020 Q123A (Part 1 - FTE)

				Fiscal Year FTE Count								
Agy	**Program**	**Vac Stat**	**Activity**	**Agy Fund**	**2012**	**2013**	**2014**	**2015**	**2016**	**2017**	**2018**	**2019**
CF0	Unemployment Insurance	F	Tax	0612	1.478	1.478	1.223					
				0624				18	58.5	17	56.872	0.372
				8200	26.522	32.522	36.777	36.7		39.5		50.5
			2100 Total		28	34	38	54.7	58.5	56.5	56.872	50.872
			Benefits						3			
				0624				1	67.996	6	75.267	3.872
				8200	61	80	71	87	8	83.995	1	60.796
			2200 Total		61	80	71	88	78.996	89.995	76.267	64.668
			Benefit Payment Control	0624					13		12	
				8200			14	13	1	12		17
			2400 Total				14	13	14	12	12	17
			Compliance and Monitoring	0100					2	2	2	2.091
				0624				1	14	2.5	15	15.636
				8200			6	9		12.5		
			2500 Total				6	10	16	17	17	17.727
		F Total			**89**	**114**	**129**	**165.7**	**167.496**	**175.495**	**162.139**	**150.267**
		V	2100	0612			0.255					
				0624				7		1	3	
				8200	18	10	6.745	8		2		6
			2100 Total		18	10	7	15		3	3	6
			2200						2			
				0624					9.999		9	
				8200	30	11.74	17	11	10	6	1	9
			2200 Total		30	11.74	17	11	21.999	6	10	9
			2400	0624							1	
				8200					1	1		
			2400 Total						1	1	1	
			2500	8200			1	1				
			2500 Total				1	1				
		V Total			**48**	**21.74**	**25**	**27**	**22.999**	**10**	**14**	**15**
		Grand Total			**137**	**135.74**	**154**	**192.7**	**190.495**	**185.495**	**176.139**	**165.267**

DOES POH 2020 Q123A (Part 2 - Claims)

Fiscal Year	Number of Claims
FY12	37,720
FY13	40,883
FY14	55,525
FY15	31,923
FY16	29,575
FY17	31,677
FY18	29,282
FY19	37,720

DOES POH 2020 Q123A (Part 3 - Personnel Services)

						FISCAL_YEAR							
Agy	Exp Category	Program	Activity	Agy Fund	Agy Fund Title	2012	2013	2014	2015	2016	2017	2018	2019
CF0	PERSONNEL SERVICES	Unemployment Insurance	Tax	0612	U. I. INTEREST/PENALTIES	125,465.46	28,250.32	29,113.61	(809.04)				
				0624	UI ADMINISTRATIVE ASSESSMENT			721.55	399,015.69	1,734,351.88	1,567,291.73	1,756,640.11	1,837,631.76
				8200	FEDERAL GRANTS	1,088,242.75	2,930,486.31	1,736,837.07	2,639,606.30	2,865,627.15	2,964,293.69	2,983,026.03	3,301,952.41
			Tax Total			**1,213,708.21**	**2,958,736.63**	**1,766,672.23**	**3,037,812.95**	**4,599,979.03**	**4,531,585.42**	**4,739,666.14**	**5,139,584.17**
			Benefits	0624	UI ADMINISTRATIVE ASSESSMENT			1,072,739.47	52,176.68	1,527,689.27	1,246,545.04	1,600,557.69	2,019,374.68
				8200	FEDERAL GRANTS	4,875,642.11	(1,297,106.57)	3,956,629.39	5,543,107.46	3,636,466.67	4,928,646.80	4,370,839.01	3,143,440.79
				8230	FEDERAL GRANTS STIMULUS				31,998.33	255,012.71	45,438.56		
			Benefits Total			**4,875,642.11**	**(1,297,106.57)**	**5,029,368.86**	**5,627,282.47**	**5,419,168.65**	**6,220,630.40**	**5,971,396.70**	**5,162,815.47**
			Benefit Payment Control	0624	UI ADMINISTRATIVE ASSESSMENT				0.00	283,159.93	161,169.69	334,810.95	334,598.88
				8200	FEDERAL GRANTS			574,145.69	990,497.31	643,414.23	807,919.31	828,553.76	1,083,901.99
			Benefit Payment Control Total					**574,145.69**	**990,497.31**	**926,574.16**	**969,089.00**	**1,163,364.71**	**1,418,500.87**
			Compliance and Monitoring	0100	LOCAL FUNDS			37.95		182,740.90	231,375.36	236,446.70	244,259.77
				0612	U. I. INTEREST/PENALTIES			0.00					
				0624	UI ADMINISTRATIVE ASSESSMENT				16,272.60	448,471.80	398,343.22	642,117.60	468,473.50
				8200	FEDERAL GRANTS			616,457.28	687,160.71	788,573.21	1,079,972.93	933,044.14	1,293,803.08
			Compliance and Monitoring Total					**616,495.23**	**703,433.31**	**1,419,785.91**	**1,709,691.51**	**1,811,608.44**	**2,006,536.35**
			OIT Actvities on behalf of UI	8200	FEDERAL GRANTS	29,334.58	6,036,488.47	2,251,853.44	211,926.47	538,459.44	63,903.81	63,711.23	1,600.80
				8230	FEDERAL GRANTS STIMULUS						(18.44)		
			(blank) Total			**29,334.58**	**6,036,488.47**	**2,251,853.44**	**211,926.47**	**538,459.44**	**63,885.37**	**63,711.23**	**1,600.80**
CF0 Total						**6,118,684.90**	**7,698,118.53**	**10,238,535.45**	**10,570,952.51**	**12,903,967.19**	**13,494,881.70**	**13,749,747.22**	**13,729,037.66**