

July 1, 2018 - December 31, 2018

4058 Minnesota Avenue, NE Washington, DC 20019 does.dc.gov





DC DEPARTMENT OF EMPLOYMENT SERVICES

FIRST SOURCE SEMI-ANNUAL REPORT

July 1 - December 31, 2018



ABOUT THIS REPORT

Pursuant to DC Official Code § 2-219.04, the District of Columbia Department of Employment Services (DOES) is required to report, on a semi-annual basis, the number of First Source agreements executed, the number of newly available jobs open because of First Source agreements executed, the number of unemployed District residents, and the number of District residents employed as a result of government-assisted projects or contracts. DOES, through the Office of First Source Compliance (OFSC), oversees compliance and enforcement of the First Source law and is responsible for monitoring employers' First Source requirements.

ABOUT FIRST SOURCE

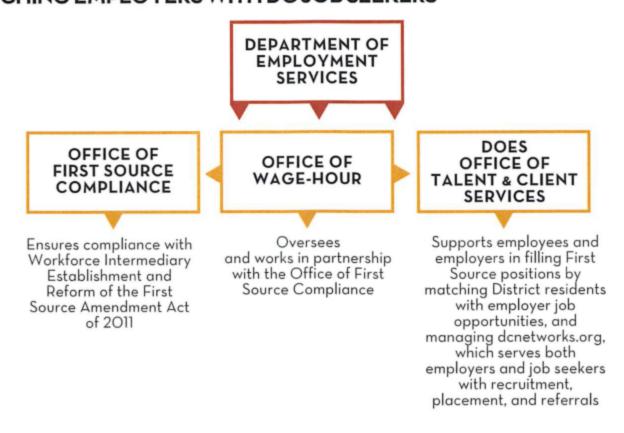
As the District's workforce agency, DOES is responsible for ensuring compliance by monitoring and enforcing First Source requirements for all District government-assisted projects or contracts valued at \$300,000 to \$5,000,000. These employers are required to meet the residency requirement by ensuring 51% of all new hires are District residents. This requirement ensures District residents are given first consideration to job opportunities.

FIRST SOURCE-GOVERNED LEGISLATION

WORKFORCE INTERMEDIARY ESTABLISHMENT AND REFORM OF THE FIRST SOURCE AMENDMENT ACT OF 2011

- Enacted February 24, 2012.
- The First Source hiring process must begin with a formal written agreement between the employer and DOES.
- The employer commits to utilizing DOES as its first source for recruitment, referrals, and placements of District residents.
- It outlines specific requirements of District's original First Source law and amendments.

MATCHING EMPLOYERS WITH DC JOB SEEKERS



ROLE OF THE DEPARTMENT OF EMPLOYMENT SERVICES IN FIRST SOURCE

DOES is integral to First Source compliance and to the District's strategy to reduce un employment. There were 11,096 unemployed District residents on the DC First Source Register as of 1/22/2019. It remains important for DOES to continue it's collaboration with other District agencies to ensure contracted employers meet minimum hiring requirements under the First Source law, and that all contractors and subcontractors are informed of the First Source law and its compliance and reporting requirements. DOES also monitors contractor requirements with weekly desk reviews, meetings, and periodic site visits.

July 1 - December 31, 2018



FIRST SOURCE EMPLOYMENT AGREEMENTS

TOTAL NUMBER OF FIRST SOURCE AGREEMENTS

The total number of First Source Employment Agreements from July 1 - December 31, 2018



TOTAL NUMBER OF NEW POSITIONS CREATED ON FIRST SOURCE PROJECTS.

From July through December 2018, 1,635 positions were created on First Source projects and contracts, including 388 construction jobs and 1,247 non-construction jobs.

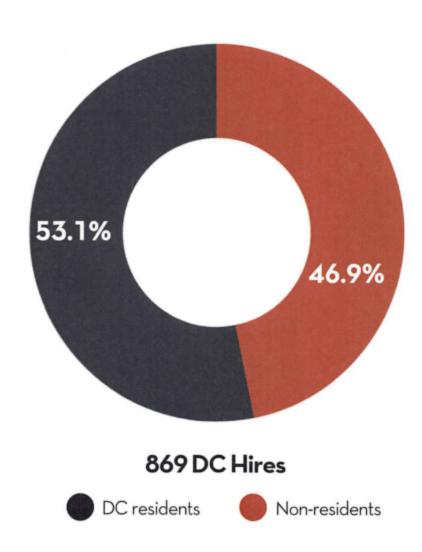


July 1 - December 31, 2018



TOTAL NUMBER OF NEW POSITIONS CREATED THAT WERE FILLED BY **DC RESIDENTS**

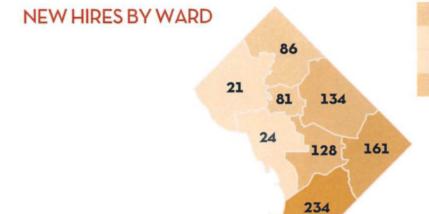
From July through December 2018, 1,635 positions were created on First Source projects and contracts, with 869 of these filled by District residents (53.1%).



DC DEPARTMENT OF EMPLOYMENT SERVICES

FIRST SOURCE SEMI-ANNUAL REPORT

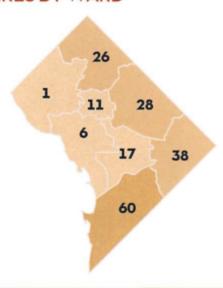
July 1 - December 31, 2018



Ward 1:81 (9%)	Ward 5: 134 (15%)
Ward 2: 24 (3%)	Ward 6: 128 (15%)
Ward 3: 21 (2%)	Ward 7: 161 (19%)
Ward 4: 86 (10%)	Ward 8: 234 (27%)

TOTAL: 869 DC HIRES

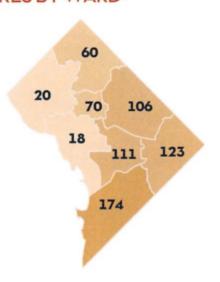
CONSTRUCTION NEW HIRES BY WARD



Ward 1: 11 (6%)	Ward 5: 28 (15%)
Ward 2: 6 (3%)	Ward 6: 17 (9%)
Ward 3: 1 (1%)	Ward 7: 38 (20%)
Ward 4: 26 (14%)	Ward 8: 60 (32%)

TOTAL: 187 HIRES

NON-CONSTRUCTION NEW HIRES BY WARD



Ward 1:70 (10%)	Ward 5: 106 (15%)
Ward 2:18 (3%)	Ward 6: 111 (16%)
Ward 3: 20 (3%)	Ward 7: 123 (18%)
Ward 4: 60 (9%)	Ward 8: 174 (26%)

TOTAL: 682 HIRES

In conclusion, the First Source requirements are important, robust levers to economic development in the District. DOES is committed to continuing its stringent enforcement activities in holding employers accountable for achieving their First Source requirements.

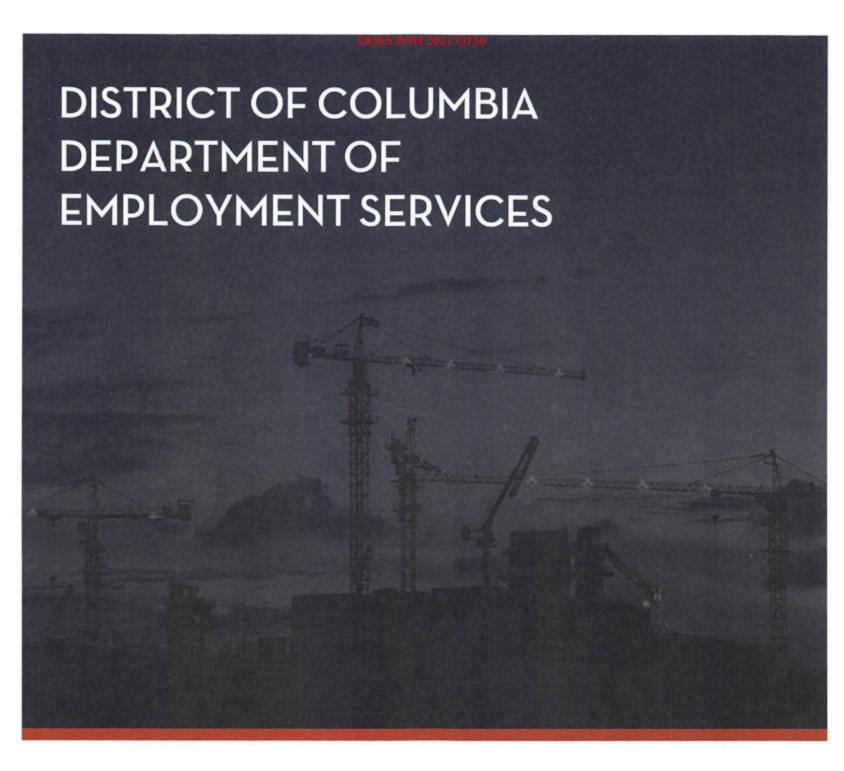
DOES POH 2021 0136

DISTRICT OF COLUMBIA DEPARTMENT OF EMPLOYMENT SERVICES

4058 Minnesota Avenue, NE Washington, DC 20019 does.dc.gov







January 1, 2019 - June 30, 2019







DC DEPARTMENT OF EMPLOYMENT SERVICES

FIRST SOURCE SEMI-ANNUAL REPORT

January 1 - June 30, 2019



ABOUT THIS REPORT

Pursuant to DC Official Code § 2-219.04, the District of Columbia Department of Employment Services (DOES) is required to report, on a semi-annual basis, the number of First Source agreements executed, the number of newly available jobs open because of First Source agreements executed, the number of unemployed District residents, and the number of District residents employed as a result of government-assisted projects or contracts. DOES, through the Office of First Source Compliance (OFSC), oversees compliance and enforcement of the First Source law and is responsible for monitoring employers' First Source requirements.

ABOUT FIRST SOURCE

As the District's workforce agency, DOES is responsible for ensuring compliance by monitoring and enforcing First Source requirements for all District government-assisted projects or contracts valued at \$300,000 to \$5,000,000. These employers are required to meet the residency requirement by ensuring 51% of all new hires are District residents. This requirement ensures District residents are given first consideration to job opportunities.

FIRST SOURCE-GOVERNED LEGISLATION

WORKFORCE INTERMEDIARY ESTABLISHMENT AND REFORM OF THE FIRST SOURCE AMENDMENT ACT OF 2011

- · Enacted February 24, 2012.
- The First Source hiring process must begin with a formal written agreement between the employer and DOES.
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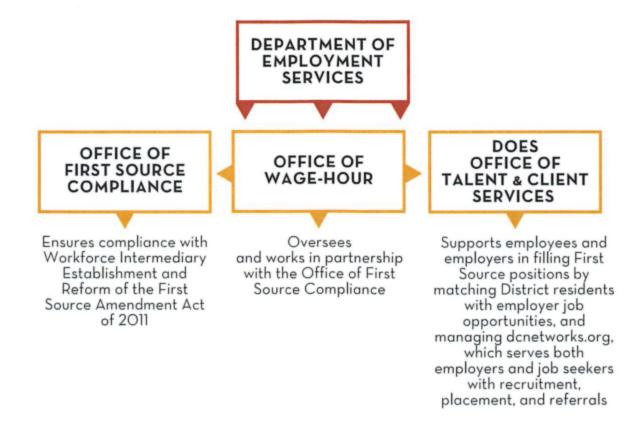
DC DEPARTMENT OF EMPLOYMENT SERVICES

FIRST SOURCE SEMI-ANNUAL REPORT

January 1 - June 30, 2019



MATCHING EMPLOYERS WITH DC JOB SEEKERS



ROLE OF THE DEPARTMENT OF EMPLOYMENT SERVICES IN FIRST SOURCE

DOES is integral to First Source compliance and to the District's strategy to reduce unemployment. There were 12,951 unemployed District residents on the DC First Source Register as of 7/17/2019. It remains important for DOES to continue it's collaboration with other District agencies to ensure contracted employers meet minimum hiring requirements under the First Source law, and that all contractors and subcontractors are informed of the First Source law and its compliance and reporting requirements. DOES also monitors contractor requirements with weekly desk reviews, meetings, and periodic site visits.

January 1 - June 30, 2019



FIRST SOURCE EMPLOYMENT AGREEMENTS

TOTAL NUMBER OF FIRST SOURCE AGREEMENTS

The total number of First Source Employment Agreements from January 1 - June 30, 2019



FIRST SOURCE BY JOBS

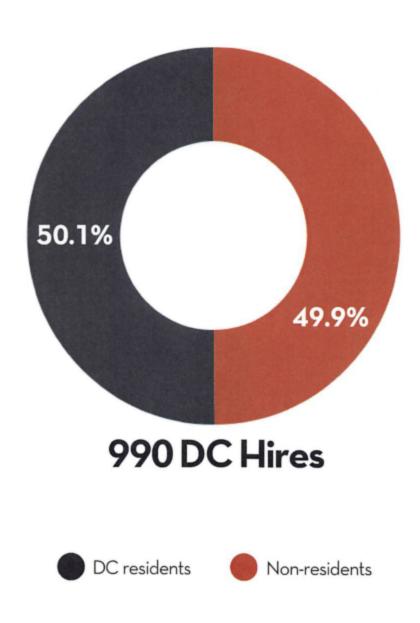
TOTAL NUMBER OF NEW POSITIONS CREATED ON FIRST SOURCE PROJECTS.

From January through June 2019, 1,976 positions were created on First Source projects and contracts, including 392 construction jobs and 1,584 non-construction jobs.

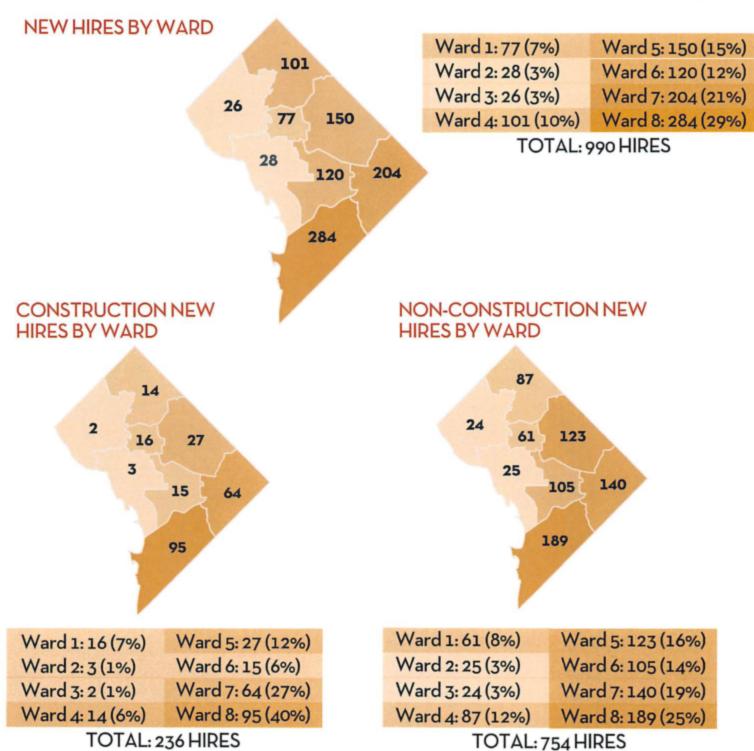


TOTAL NUMBER OF NEW POSITIONS CREATED THAT WERE FILLED BY DC RESIDENTS

From January through June 2019, 1,976 positions were created on First Source projects and contracts, with 990 of these filled by District residents (50.1%).







In conclusion, the First Source requirements are important, robust levers to economic development in the District. DOES is committed to continuing its stringent enforcement activities in holding employers accountable for achieving their First Source requirements.

DISTRICT OF COLUMBIA DEPARTMENT OF

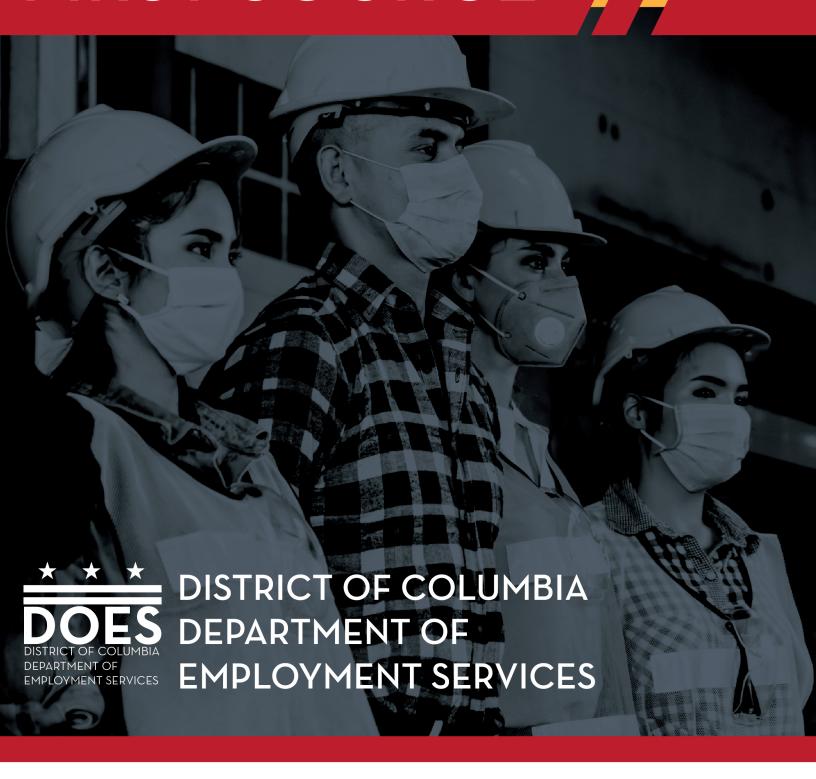
EMPLOYMENT SERVICES

4058 Minnesota Avenue, NE Washington, DC 20019 does.dc.gov





FIRST SOURCE



SEMI-ANNUAL REPORT

JULY 1, 2019 - DECEMBER 31, 2019





JULY 1, 2019 - DECEMBER 31, 2019

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JULY 1, 2019 - DECEMBER 31, 2019

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FIRST SOURCE LEGISLATION

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ESTABLISHMENT AND REFORM OF THE
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JULY 1, 2019 - DECEMBER 31, 2019

MATCHING EMPLOYERS WITH DC JOB SEEKERS

DEPARTMENT OF EMPLOYMENT SERVICES

OFFICE OF FIRST SOURCE COMPLIANCE

Ensures compliance with the Workforce Intermediary Establishment and Reform of the First Source Amendment Act of 2011

OFFICE OF WAGE-HOUR

Oversees and works in partnership with the Office of First Source Compliance

OFFICE OF TALENT & CLIENT SERVICES

Supports employees and employers in filling First Source positions by matching District residents with employer job opportunities and managing denetworks.org, which serves both employers and job seekers with recruitment, placement, and referrals

ROLE OF THE DEPARTMENT OF EMPLOYMENT SERVICES IN FIRST SOURCE

DOES is integral to First Source compliance and to the District's strategy to reduce unemployment. There were 8,594 unemployed District residents on the DC First Source Register as of January 30, 2020. As a result, it remains important for DOES to continue its collaboration with other District agencies to ensure contracted employers meet the minimum hiring requirements under the First Source law and that all contractors and subcontractors are informed of the First Source law and its compliance and reporting requirements. DOES also monitors contractor requirements with weekly desk reviews, meetings, and periodic site visits.



FIRST SOURCE

SEMI-ANNUAL REPORT

JULY 1, 2019 - DECEMBER 31, 2019

FIRST SOURCE EMPLOYMENT AGREEMENTS

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The total number of First Source Employment Agreements from July 1 through December 31, 2019:



FIRST SOURCE BY JOBS

TOTAL NUMBER OF NEW POSITIONS CREATED ON FIRST SOURCE PROJECTS

From July through December 2019, 1,625 positions were created on First Source projects and contracts, including 393 construction jobs and 1,232 non-construction jobs.

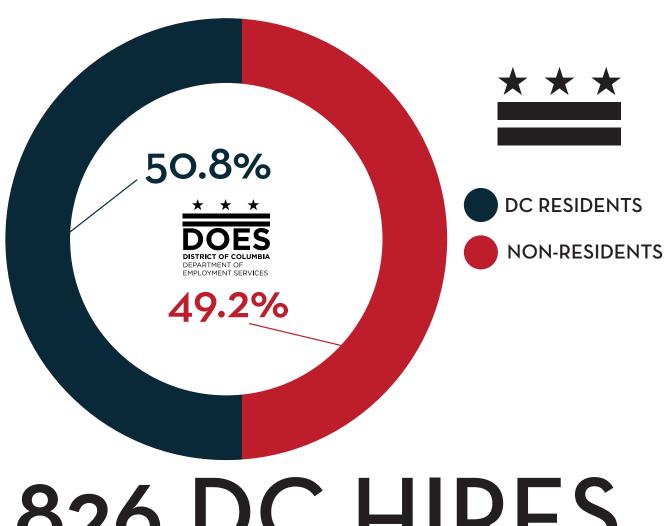
1,625 **New Hires Overall** 393 1,232 Construction New Hires Non-Construction New Hires



JULY 1, 2019 - DECEMBER 31, 2019

TOTAL NUMBER OF NEW POSITIONS CREATED THAT WERE FILLED BY DC RESIDENTS

From July through December 2019, 1,625 positions were created on First Source projects and contracts, with 826 of these filled by District residents (50.8%).



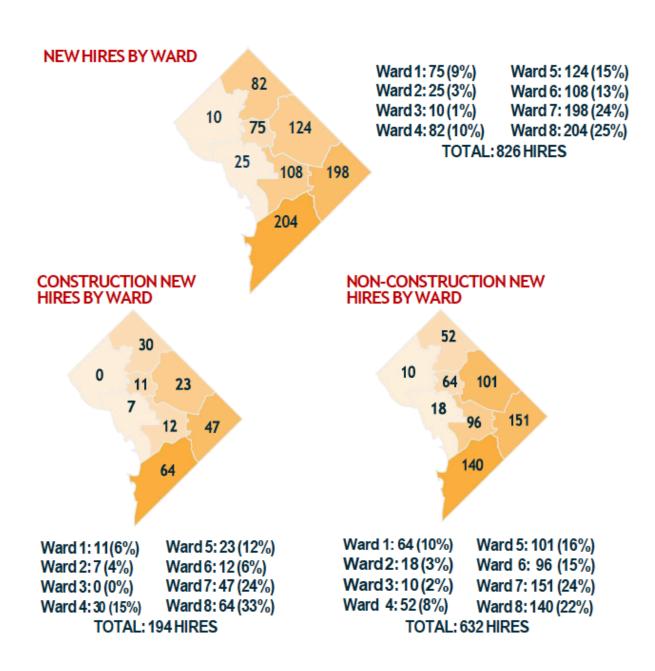
826 DC HIRES



FIRST SOURCE

SEMI-ANNUAL REPORT

JULY 1, 2019 - DECEMBER 31, 2019



CONCLUSION

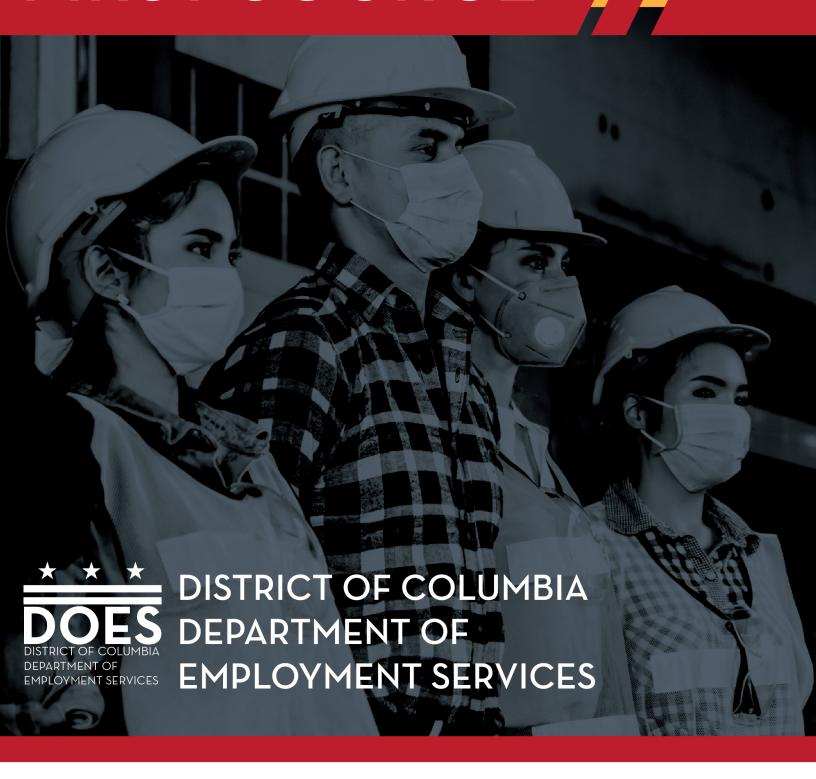
The First Source requirements are important, robust levers to economic development in the District. DOES is committed to continuing its stringent enforcement activities in holding employers accountable for achieving their First Source requirements.



DISTRICT OF COLUMBIA DEPARTMENT OF EMPLOYMENT SERVICES

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FIRST SOURCE



SEMI-ANNUAL REPORT

JANUARY 1, 2020 - JUNE 30, 2020





FIRST SOURCE SEMI-ANNUAL REPORT JANUARY 1, 2020 - JUNE 30, 2020

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FIRST SOURCE SEMI-ANNUAL REPORT JANUARY 1, 2020 - JUNE 30, 2020

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JANUARY 1, 2020 - JUNE 30, 2020

MATCHING EMPLOYERS WITH DC JOB SEEKERS

DEPARTMENT OF EMPLOYMENT SERVICES

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ROLE OF THE DEPARTMENT OF EMPLOYMENT SERVICES IN FIRST SOURCE

DOES is integral to First Source compliance and to the District's strategy to reduce unemployment. There were 55,094 unemployed District residents on the DC First Source Register as of June 30, 2020, a significant increase from the last reporting period due to the COVID-19 public health emergency. As a result, it remains important for DOES to continue its collaboration with other District agencies to ensure contracted employers meet the minimum hiring requirements under the First Source law and that all contractors and subcontractors are informed of the First Source law and its compliance and reporting requirements. DOES also monitors contractor requirements with weekly desk reviews, meetings, and periodic site visits.



FIRST SOURCE

SEMI-ANNUAL REPORT

JANUARY 1, 2020 - JUNE 30, 2020

FIRST SOURCE EMPLOYMENT AGREEMENTS

TOTAL NUMBER OF FIRST SOURCE AGREEMENTS

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FIRST SOURCE BY JOBS

TOTAL NUMBER OF NEW POSITIONS CREATED ON FIRST SOURCE PROJECTS

From January through June 2020, 1,471 positions were created on First Source projects and contracts, including 550 construction jobs and 921 non-construction jobs.

1,471
New Hires Overall

550
Construction
New Hires

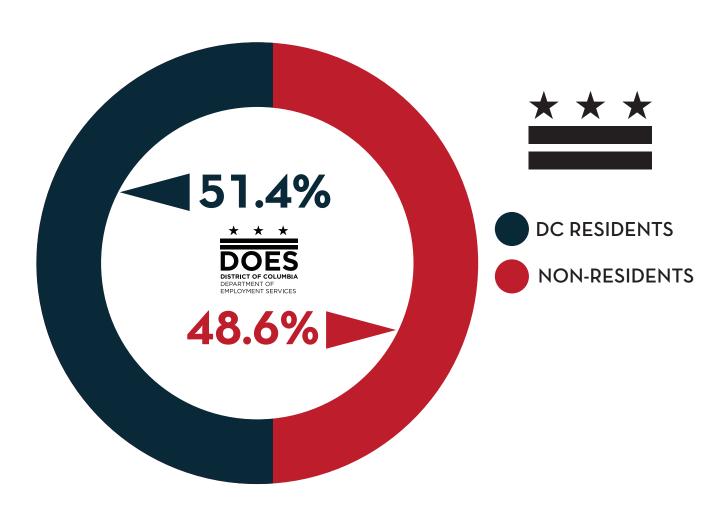
1,471
Non-Construction
New Hires



JANUARY 1, 2020 - JUNE 30, 2020

TOTAL NUMBER OF NEW POSITIONS CREATED THAT WERE FILLED BY DC RESIDENTS

From January through June 2020, 1,471 positions were created on First Source projects and contracts, with 756 of these filled by District residents (51.4%).



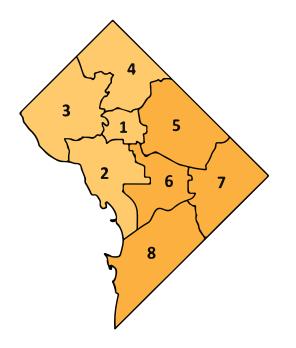
756 DC HIRES



FIRST SOURCE

SEMI-ANNUAL REPORT

JANUARY 1, 2020 - JUNE 30, 2020



NEW HIRES BY WARD

Ward 1	72	9.5%
Ward 2	26	3.4%
Ward 3	12	1.6%
Ward 4	76	10.1%
Ward 5	114	15.1%
Ward 6	80	10.6%
Ward 7	176	23.3%
Ward 8	200	26.5%
Total Hires	756	

NEW HIRES BY AGREEMENT TYPE
CONSTRUCTION/NON-CONSTRUCTION AND BY WARD

CONSTRUCTION

Ward 1	24	8.8%
Ward 2	6	2.2%
Ward 3	4	1.5%
Ward 4	26	9.6%
Ward 5	33	12.1%
Ward 6	33	12.1%
Ward 7	65	23.9%
Ward 8	81	29.8%
Total Hires	272	

NON-CONSTRUCTION

Ward 1	48	9.9%
Ward 2	20	4.1%
Ward 3	8	1.7%
Ward 4	50	10.3%
Ward 5	81	16.7%
Ward 6	47	9.7%
Ward 7	111	22.9%
Ward 8	119	24.6%
Total Hires	484	

Total New Hires: 756

CONCLUSION

The First Source requirements are important, robust levers to economic development in the District. DOES is committed to continuing its stringent enforcement activities in holding employers accountable for achieving their First Source requirements.



DISTRICT OF COLUMBIA DEPARTMENT OF EMPLOYMENT SERVICES

4058 Minnesota Avenue, NE Washington, DC 20019 does.dc.gov

DEPARTMENT OF EMPLOYMENT SERVICES OFFICE OF WORKERS' COMPENSATION

ANNUAL REPORT

Fiscal Year 2019

Program Indicators	Fiscal Year 2019	
Total number of cases (new claims)	10,474	
Total number of lost time cases	2,910	
Number of medical only cases	5,957	
Number of cases where no compensation was paid	4,934	
Controverted cases	499	
Hearing Decisions		
In favor of employee	95	
In favor of employer	55	
Both/In part	78	
Awards		
Permanent partial disability scheduled awards	190	
Permanent partial disability non-scheduled awards	53	
Permanent total disability	97	
Temporary total disability	2,569	
Number of cases more than 500 weeks (Temporary partial/permanent partial over 500 weeks)	29	
Growth in Assigned Risk Plan **	974	
Legal Representation		
Number of claimants represented by an attorney	572	
Cumulative attorney fees paid	\$5,443,902.16	
Special Fund		
Total cases in Special Fund	62	
Future liability of the Special Fund	\$3,000,000.00	

^{*}Represents cases over 500 weeks that commenced within FY19

^{**}Represents the number of employers who could not acquire workers' compensation insurance in the voluntary market

DEPARTMENT OF EMPLOYMENT SERVICES LABOR STANDARDS BUREAU OFFICE OF WORKERS' COMPENSATION

SEMI-ANNUAL COMPLIANCE REPORT

JANUARY – JUNE 2019

Dr. Unique Morris-Hughes Director Dept. of Employment Services The Department of Employment Services, Labor Standards Bureau, Office of Workers' Compensation (OWC) administers the District of Columbia Workers' Compensation Program pursuant to the Workers' Compensation Act of 1979, as amended ("the Act"), D.C. Official Code §§ 32-1501 et seq. OWC collects, collates, and maintains statistical information concerning injuries sustained as the result of employment duties, requirements and/or activities within or connected to the District of Columbia (the District). OWC also provides employers/insurers and employees a forum for the impartial resolution/mediation of disputes which arise among these parties. Further, OWC, in its management of the program, maintains the administrative infrastructure to support the maintenance of specialized private sector employment wage and injury information.

The mission of OWC is to oversee the security and safety of the District's private sector employment environment within which employees, employers, insurance carriers, and self-insured entities interact and relate pursuant to the mandates of the Act. A major component of the mission is to monitor and enforce compliance with the coverage and reporting requirements of the statute.

REFERENCES

❖ D.C. Official Code § 32-1515(g):

Within 16 days after final payment of compensation has been made, the employer shall send to the Mayor a notice . . . stating that such final payment has been made. . . . If the employer fails to so notify the Mayor within such time the Mayor shall assess against such employer a civil penalty in the amount of \$100.

❖ D.C. Official Code § 32-1516(a):

No agreement by an employee to pay any portion of premium paid by his employer to a carrier or to contribute to a benefit fund . . . for the purpose of providing compensation or medical services . . . shall be valid, and any employer who makes a deduction for such purpose . . . shall be punished by a fine of not more than \$1,000.

❖ D. C. Official Code § 32-1519(b):

In cases where judgment cannot be satisfied by reason of the employer's insolvency or other circumstances precluding payment, the Mayor may . . . make payment from [the Special Fund] upon any award made under this chapter. . . . Such an employer shall be liable for payment . . . of the amounts paid therefrom . . . and for the purposes of enforcing this liability, the Mayor . . . shall be subrogated to all the rights of the person receiving such payment or benefits . . . against the employer and may . . . seek to recover the amount of the default.

❖ D.C Official Code § 32-1532(e):

Any employer who fails or refuses to send any report required of him by this section shall be subject to a civil penalty not to exceed \$1,000 for each such failure or refusal.

❖ D.C. Official Code § 32-1539(a)- (b):

- (a) Any employer required to secure the payment of compensation under this chapter who fails to secure such compensation shall be assessed a civil fine of not less than \$1,000 and not more than \$10,000.
- (b) Any employer who knowingly transfers, sells, encumbers, assigns, or in any manner disposes of, conceals, secretes, or destroys any property belonging to such employer, after 1 of his employees has been injured . . . with intent to avoid the payment of compensation under this chapter . . . shall be guilty of a misdemeanor and . . . shall be punished by a fine of not less than \$1,000 and not more than \$10,000.

❖ D.C. Official Code §32-1542.04(b):

The Director shall file a semi-annual compliance report with the Council by March 31st and by September 30th, which shall contain detailed and comprehensive information about the compliance enforcement activities during the preceding 6 months.

❖ 7 DCMR §§ 203.2; 214.16:

Failure to provide a Report of Injury shall subject an employer to a civil penalty up to one thousand dollars (\$1,000) for each failure. The Office shall access a penalty of not less than \$1,000 and not more than \$10,000 for failure to maintain the insurance required by the Act.

The cited regulations detail the penalties for failure to timely report employee injuries to OWC, as well as failure to come into or remain in compliance with the statutory mandates requiring workers' compensation insurance coverage for all private sector employees performing services in the District of Columbia.

The Act mandates OWC to investigate and determine employer compliance with statutory notification and insurance coverage requirements. OWC compiles and disseminates bi-annual reports of these efforts and the instant submission is made pursuant to the reporting requirement cited above. The reporting period is January 1, 2019 through June 30, 2019.

ACTIVITY LEVELS

The following charts reflect Proof of Coverage (POC) determinations, reporting breakdowns, and the carrier audit inquiries and/or investigations performed by OWC for the stated period and the penalties which have been imposed as a result of said inquiries. These inquiries are pertinent to, and provide the structural bases for, investigating the compliance issues raised under the Code provisions cited previously.

POC INQUIRIES: JANUARY 1, 2019 THRU JUNE 30, 2019

POC Inquiries	COMPLIANT EMPLOYERS	INSURANCE NOT REQUIRED	PENDING INQUIRIES	NON- COMPLIANT EMPLOYERS
2,430*	2,158	86	182**	4

- (*): The POC inquiries are predicated upon (1) no insurance information indicated on administrative forms submitted to OWC; (2) request from stakeholders and other agencies; and (3) the Unit's access and review of the information maintained by the National Council on Compensation Insurance (NCCI) cancellation/reinstatement database.
- (**): Pending inquiries are those initiated during the reporting period and awaiting the submission and review of the documentation requested by OWC and deemed necessary to reach a final determination of statutory compliance or non-compliance with the statute.

TIMELY REPORTING INQUIRIES: JANUARY 1, 2019 THRU JUNE 30, 2019

REPORTING INQUIRIES	COMPLETED INVESTIGATIONS	COMPLIANT EMPLOYERS	PENDING	Non- Compliant Employers
95	46	38	49*	8

^{(*):} Pending inquiries are awaiting the submission and review of the documentation requested by OWC pertinent to reaching a final determination of employer compliance or non-compliance with the statute.

FINES ASSESSED/COLLECTIONS

PERIOD	EMPLOYERS	ASSESSED	COLLECTED*	OUTSTANDING
Jan 1– June 30, 2019	10	\$259,800.00	\$1,800.00	\$258,000.00

(*): This column represents amounts collected from employers determined to be non-compliant during the current and prior reporting periods.

There are also instances in which the payment of a fine may not have been satisfied during the reporting period due to (1) the installment/consent agreements, (2) the filing of an appeal by the employer, and (3) failure of the uninsured employer to respond. Of the ten employers who were assessed during the current reporting period, six paid their fine amounts in full.

Note: In imposing fines and penalties, OWC is mindful of the financial burden payment may place on a small employer. Therefore, OWC, on a case by case basis, makes every effort to consider requests from employers seeking to make payment arrangements for

assessed fines and penalties by way of acceptable installment plans. These plans may require payments to be made outside of the reporting period. The variances shown above are the result of such time lapse.

QUARTERLY CARRIER
REPORT
VERIFICATIONS
793*

(*) This figure represents the auditing of insurance carriers' quarterly submissions for accuracy and consistency.

MAJOR ACTIVITIES

The principal compliance mandates of the Act require OWC to monitor the insurance coverage of employers; contact uninsured employers and/or investigate employment-related injuries; review the timeliness of employer filings; investigate uninsured employers regarding expenditures from the Special Fund; and verify carrier filings. These concerns focus compliance targets on six primary areas: (1) investigation of employer insurance coverage; (2) timeliness of an employer's response to its injured employees; (3) recovery of benefit payments made to claimants by the Special Fund due to the post-injury insolvency of an employer; (4) auditing of insurance carrier's quarterly submissions for accuracy and consistency; (5) randomly conducting on-site visits of employers within the District of Columbia to ensure compliance and to educate the public of the Act; and (6) referral of non-compliant employers to the Office of the Attorney General (OAG).

I. PROOF OF COVERAGE:

The investigation of an employer's workers' compensation insurance coverage is initiated primarily through (1) failure of the employer and/or injured worker to submit the required insurance information; (2) an internal or external tip; or (3) the review of insurance coverage expirations, cancellations, terminations, or failures to renew and/or reinstate coverage as required pursuant to D. C. Official Code §§ 32-1513(c) and 32-1538(b). This information is presently collected, collated, and transmitted to OWC by The monthly report consists of information identifying 1,100-1,400 employers. OWC reviews a sampling on a random basis and an initial determination of statutory compliance is made. A finding of a policy termination or non-renewal initiates the issuance of a "Proof of Coverage" letter which requires the employer to submit its current insurance information. Where proof of an existing insurance policy is provided, the compliance inquiry closes; where the employer does not respond to the POC information requests, the investigation may include one or all of the following: (1) a telephone and/or electronic search for additional contact information; (2) a field visit and on-site interview; and/or (3) review of the employer's business records and filings at the District of Columbia Department of Consumer and Regulatory Affairs (DCRA), the District of Columbia Office of Tax and Revenue (OTR), and/or the Department of Employment Services, Office of Unemployment Compensation. This information is then analyzed with the information maintained by OWC and a determination of compliance/non-compliance with the statute is made. If a violation of the statute is established, OWC would then determine the assessment of a fine or penalty.

II. TIMELY REPORTING:

The second major compliance focus under the Act relates to an employer's administrative response to the occurrence of an employee's alleged work-related injury. The Act requires the employer to file notices and statements containing specific information to both the employee and OWC within specific time frames to start the statutory administrative processes and/or rights of the claimant. Failure to do so may result in the imposition of a fine. This type of compliance inquiry is predicated upon the close monitoring and review of claims filed with the OWC staff. During the current reporting period, OWC received 2,030 Employer's First Report of Injury or Occupational Disease forms electronically and by facsimile. Approximately, 184 had missing information which prevented the claims from being processed; however, OWC was able to obtain the information to process the claim. Other forms with missing information included the Employee's Notice of Accidental Injury or Occupational Disease, the Employee's Claim Application, the Notice of Payment and the Notice of Final Payment.

III. SUBROGATION:

Under the statute, OWC may be subrogated to the rights of an injured employee where the Special Fund has paid benefits to the claimant in place of an uninsured, insolvent or absent employer. OWC is currently receiving payments from one uninsured employer to satisfy its judgment. During the current reporting period, the Special Fund recouped \$5,000.00.

IV. <u>VERIFICATION:</u>

The quarterly verification of the submission of losses by insurance carriers and self-insured employers, which is differentiated by claimant and type of benefit, provides OWC a secondary source of information through which to assess compliance with the reporting and payment requirements of the Act. Anomalies or discrepancies in reporting which are discovered through this audit process trigger inquiries that are pursued to resolution and/or possible fines. During this semi-annual reporting period, no discrepancy inquiry required formal resolution or the assessment of a pertinent fine.

V. REFERRAL TO THE OFFICE OF ATTORNEY GENERAL:

The Office of Workers' Compensation referred one non-compliant employer to the OAG.

DC DEPARTMENT OF EMPLOYMENT SERVICES LABOR STANDARDS BUREAU OFFICE OF WORKERS' COMPENSATION

SEMI-ANNUAL COMPLIANCE REPORT

JULY - DECEMBER 2019

Dr. Unique Morris-Hughes, Director Department of Employment Services

The Department of Employment Services, Labor Standards Bureau, Office of Workers' Compensation (OWC) administers the District of Columbia Workers' Compensation Program pursuant to the Workers' Compensation Act of 1979, as amended ("the Act"), D.C. Official Code §§ 32-1501 et seq. The OWC collects, collates, and maintains statistical information concerning injuries sustained as the result of employment duties, requirements and/or activities within or connected to the District of Columbia ("the District"). The OWC also provides employers/insurers and employees a forum for the impartial resolution/mediation of disputes which arise among these parties. Further, the OWC, in its management of the program, provides the administrative infrastructure to maintain specialized private sector employment wage and injury information.

The mission of the OWC is to contribute to the security and safety of the District's private sector employment environment within which employees, employers, insurance carriers, and self-insured entities interact and relate pursuant to the mandates of the Act. A major component of the mission is to monitor and enforce compliance with the coverage and reporting requirements of the statute.

REFERENCES

❖ D.C. Official Code § 32-1515(g):

Within 16 days after final payment of compensation has been made, the employer shall send to the Mayor a notice . . . stating that such final payment has been made If the employer fails to so notify the Mayor within such time the Mayor shall assess against such employer a civil penalty in the amount of \$100.

❖ D.C. Official Code § 32-1516(a):

No agreement by an employee to pay any portion of premium paid by his employer to a carrier or to contribute to a benefit fund . . . for the purpose of providing compensation or medical services . . . shall be valid, and any employer who makes a deduction for such purpose . . . shall be punished by a fine of not more than \$1,000.

❖ D. C. Official Code § 32-1519(b):

In cases where judgment cannot be satisfied by reason of the employer's insolvency or other circumstances precluding payment, the Mayor may . . . make payment from [the Special Fund] upon any award made under this chapter . . . Such an employer shall be liable for payment . . . of the amounts paid therefrom . . . and for the purposes of enforcing this liability, the Mayor . . . shall be subrogated to all the rights of the person receiving such payment or benefits . . . against the employer and may . . . seek to recover the amount of the default.

❖ D.C Official Code § 32-1532(e):

Any employer who fails or refuses to send any report required of him by this section shall be subject to a civil penalty not to exceed \$1,000 for each such failure or refusal.

❖ D.C. Official Code § 32-1539(a) - (b):

- (a) Any employer required to secure the payment of compensation under this chapter who fails to secure such compensation shall be assessed a civil fine of not less than \$1,000 and not more than \$10,000.
- (b) Any employer who knowingly transfers, sells, encumbers, assigns, or in any manner disposes of, conceals, secretes, or destroys any property belonging to such employer, after 1 of his employees has been injured . . . with intent to avoid the payment of compensation under this chapter . . . shall be guilty of a misdemeanor and . . . shall be punished by a fine of not less than \$1,000 and not more than \$10,000.

❖ D.C. Official Code §32-1542.04(b):

The Director shall file a semi-annual compliance report with the Council by July 1st and by December 31st, which shall contain detailed and comprehensive information about the compliance enforcement activities during the preceding 6 months.

❖ 7 DCMR §§ 203.2; 214.16:

Failure to provide a Report of Injury shall subject an employer to a civil penalty up to one thousand dollars (\$1,000) for each failure. The Office shall access a penalty of not less than \$1,000 and not more than \$10,000 for failure to maintain the insurance required by the Act.

The cited regulations detail the penalties for failure to timely report employee injuries to the OWC as well as failure to come into or remain in compliance with the statutory mandates requiring workers' compensation insurance coverage for all private sector employees performing services in the District of Columbia.

The Act mandates the OWC to investigate and determine employer compliance with statutory notification and insurance coverage requirements. The OWC compiles and disseminates biannual reports of these efforts and this report is made pursuant to the reporting requirement cited above. The reporting period for this report is July 1, 2019, through December 31, 2019.

ACTIVITY LEVELS

The following charts reflect Proof of Coverage (POC) determinations, reporting breakdowns, and the carrier audit inquiries and/or investigations performed by the OWC for the stated period and the penalties which have been imposed as a result of said inquiries. These inquiries are pertinent to, and provide the structural basis for, investigating the compliance issues raised under the Code provisions cited previously.

POC INQUIRIES: JULY 1, 2019 THROUGH DECEMBER 31, 2019

]	POC Inquiries	COMPLIANT EMPLOYERS	INSURANCE NOT REQUIRED	PENDING INQUIRIES	Non- Compliant Employers
	2,399*	2,082	132	111**	74

(*): The POC inquiries are predicated upon (1) no insurance information indicated on administrative forms submitted to the OWC, (2) request from stakeholders and other agencies, and (3) the OWC's access and review of the information maintained by the National Council on Compensation Insurance (NCCI) cancellation and reinstatement database.

(**): Pending POC inquiries are those initiated during the reporting period that are still awaiting the submission and/or review of documentation requested by the OWC and deemed necessary to reach a final determination of statutory compliance or non-compliance.

TIMELY REPORTING INQUIRIES: JULY 1, 2019 THROUGH DECEMBER 31, 2019

REPORTING INQUIRIES	COMPLETED INVESTIGATIONS			Non-Compliant Employers	
84	74	22	10	52	

(*): Pending Timely Reporting inquiries are awaiting the submission and review of the documentation requested by the OWC pertinent to reaching a final determination of employer compliance or non-compliance with the statute.

FINES ASSESSED/COLLECTIONS

PERIOD	EMPLOYERS	ASSESSED	COLLECTED*	OUTSTANDING	
July 1– December 31, 2019	15	\$6,750.00	\$11,250.00	\$253,500.00	

(*): This column represents amounts collected during the period from employers determined to be non-compliant during the current and/or prior reporting periods.

OFFICE OF WORKERS' COMPENSATION - COMPLIANCE REPORT - DECEMBER 31, 2019

Note: In imposing fines and penalties, the OWC is mindful of the financial burden payment may place on a small employer. Therefore, the OWC, on a case by case basis, makes every effort to consider requests from employers seeking to make payment arrangements for assessed fines and penalties by way of acceptable installment plans. These plans may require payments to be made outside of the reporting period. The variances shown above are the result of such time lapse.

There are also instances in which the payment of a fine may not have been satisfied during the reporting period due to (1) the installment agreement, (2) the filing of an appeal by the employer, or (3) the failure of the uninsured employer to respond. Of the fifteen (15) employers who were assessed during the current reporting period, all paid their fine amounts in full.

QUARTERLY CARRIER
REPORT
VERIFICATIONS
668 *

(*) This figure represents the auditing of insurance carriers' quarterly submissions for accuracy and consistency.

MAJOR ACTIVITIES

The principal compliance mandates of the Act require the OWC to monitor the insurance coverage of employers, contact uninsured employers and/or investigate employment-related injuries, review the timeliness of employer filings, investigate uninsured employers regarding expenditures from the Special Fund, and verify carrier filings. These concerns focus compliance on six (6) primary areas:

- (1) investigation of employer insurance coverage,
- (2) timeliness of an employer's response to its injured employees,
- (3) recovery of benefit payments made to claimants by the Special Fund due to the postinjury insolvency of an employer,
- (4) auditing of insurance carrier's quarterly submissions for accuracy and consistency,
- (5) randomly conducting on-site visits of employers within the District of Columbia to ensure compliance and to educate the public about the Act, and
- (6) referral of non-compliant employers to the Office of the Attorney General (OAG).

I. PROOF OF COVERAGE:

The investigation of an employer's workers' compensation insurance coverage is initiated primarily through: (1) failure of the employer and/or injured worker to submit the required insurance information; (2) an internal or external tip; or (3) the review of insurance coverage expirations, cancellations, terminations, or failures to renew and/or reinstate coverage as required pursuant to D. C. Official Code §§ 32-1513(c) and 32-1538(b). This information is presently collected, collated, and transmitted to the OWC by the NCCI. The monthly report consists of information identifying 1,100 to 1,400 employers. The OWC reviews a sampling on a random basis and an initial determination of statutory compliance is made. A finding of a policy

termination or non-renewal initiates the issuance of a "Proof of Coverage" letter which requires the employer to submit its current insurance information. Where proof of an existing insurance policy is provided, the compliance inquiry closes. When the employer does not respond to the POC information requests, the investigation may include one or all of the following: (1) a telephone and/or electronic search for additional contact information; (2) a field visit and on-site interview; and/or (3) review of the employer's business records and filings at the District of Columbia Department of Consumer and Regulatory Affairs (DCRA), the District of Columbia Office of Tax and Revenue (OTR), and/or the Department of Employment Services, Office of Unemployment Compensation. This information is then analyzed with the information maintained by the OWC and a determination of compliance or non-compliance with the statute is made. If a violation of the statute is established, the OWC would then determine the assessment of a fine or penalty.

II. <u>TIMELY REPORTING</u>:

The second major compliance focus under the Act relates to an employer's administrative response to the occurrence of an employee's alleged work-related injury. The Act requires the employer to file notices and statements containing specific information to both the employee and the OWC within specific time frames to start the statutory administrative processes and/or rights of the claimant. Failure to do so may result in the imposition of a fine. This type of compliance inquiry is predicated upon the close monitoring and review of claims filed with the OWC staff. During the current reporting period, the OWC received 1,621 Employer's First Report of Injury or Occupational Disease forms electronically and by facsimile. Approximately 63 had missing information that required requesting additional information to process the claim.

III. <u>Subrogation</u>:

Under the statute, the OWC may be subrogated to the rights of an injured employee where the Special Fund has paid benefits to the claimant in place of an uninsured, insolvent or absent employer. The OWC is currently receiving payments from one (1) uninsured employer to satisfy its judgment. During the current reporting period, the Special Fund recouped \$4,000.00.

IV. VERIFICATION:

The quarterly verification of the submission of losses by insurance carriers and self-insured employers, which is differentiated by claimant and type of benefit, provides the OWC a secondary source of information through which to assess compliance with the reporting and payment requirements of the Act. Anomalies or discrepancies in reporting that are discovered through this audit process trigger inquiries that are pursued to resolution and/or possible fines. During this semi-annual reporting period, no discrepancy inquiry required formal resolution or the assessment of a pertinent fine.

V. REFERRAL TO THE OFFICE OF ATTORNEY GENERAL:

There were no uninsured employers referred to the Office of the Attorney General (OAG).



The Department of Employment Services, Labor Standards Bureau, Office of Workers' Compensation (OWC) administers the District of Columbia Workers' Compensation Program pursuant to the Workers' Compensation Act of 1979, as amended ("the Act"), D.C. Official Code §§ 32-1501 *et seq*. The OWC collects, collates, and maintains statistical information concerning injuries sustained as the result of employment duties, requirements and/or activities within or connected to the District of Columbia ("the District"). The OWC also provides employers/insurers and employees a forum for the impartial resolution/mediation of disputes which arise among these parties. Further, the OWC, in its management of the program, provides the administrative infrastructure to maintain specialized private sector employment wage and injury information.

The mission of the OWC is to contribute to the security and safety of the District's private sector employment environment within which employees, employers, insurance carriers, and self-insured entities interact and relate pursuant to the mandates of the Act. A major component of the mission is to monitor and enforce compliance with the coverage and reporting requirements of the statute.

REFERENCES

❖ D.C. Official Code § 32-1515(g):

Within 16 days after final payment of compensation has been made, the employer shall send to the Mayor a notice, in accordance with a form prescribed by the Mayor, stating that such final payment has been made, the total amount of compensation paid, the name of the employee and of any other person to whom compensation has been paid, the date of the injury or death, and the date to which compensation has been paid. If the employer fails to so notify the Mayor within such time the Mayor shall assess against such employer a civil penalty in the amount of \$100.

❖ D.C. Official Code § 32-1516(a):

No agreement by an employee to pay any portion of premium paid by his employer to a carrier or to contribute to a benefit fund or department maintained by such employer for the purpose of providing compensation or medical services and supplies as required by this chapter shall be valid, and any employer who makes a deduction for such purpose or any employee entitled to the benefits of this chapter shall be guilty of a misdemeanor, and upon conviction thereof shall be punished by a fine of not more than \$1,000.

❖ D. C. Official Code § 32-1519(b):

In cases where judgment cannot be satisfied by reason of the employer's insolvency or other circumstances precluding payment, the Mayor may, in his discretion, and to the extent he shall determine advisable after consideration or current commitments payable from the special fund established in § 32-1540, make payment from such fund upon any award made under this chapter, and, in addition, provide any necessary medical, surgical, and other treatment required by § 32-1507 in any case of disability where there has been a default in furnishing medical treatment by reason of the insolvency of the employer. Such an employer shall be liable for payment into such fund of the amounts paid therefrom by

the Mayor under this subsection; and for the purposes of enforcing this liability, the Mayor for the benefit of the fund shall be subrogated to all the rights of the person receiving such payment or benefits, including the right of lien and priority provided for by § 32-1518 as against the employer and may by a proceeding in the name of the Mayor under § 32-1520 or under § 32-1522(c), or both, seek to recover the amount of the default or so much thereof as in the judgment of the Mayor is possible, or the Mayor may settle and compromise any such claim.

❖ D.C Official Code § 32-1532(e):

Any employer who fails or refuses to send any report required of him by this section shall be subject to a civil penalty not to exceed \$1,000 for each such failure or refusal.

❖ D.C. Official Code § 32-1539(a) - (b):

- (a) Any employer required to secure the payment of compensation under this chapter who fails to secure such compensation shall be assessed a civil fine of not less than \$1,000 and not more than \$10,000; and in any case where such employer is a corporation, the president, secretary, and treasurer thereof shall be also severally liable to such fine as herein provided for the failure of such corporation to secure the payment of compensation; and such president, secretary, and treasurer shall be severally and personally liable, jointly with such corporation, for any compensation or other benefit which may accrue under the chapter in respect to any injury which may occur to any employee or such corporation while it shall so fail to secure the payment of compensation as required by § 32-1534.
- (b) Any employer who knowingly transfers, sells, encumbers, assigns, or in any manner disposes of, conceals, secretes, or destroys any property belonging to such employer, after 1 of his employees has been injured within the purview of this chapter, and with intent to avoid the payment of compensation under this chapter to such employee or his dependents, shall be guilty of a misdemeanor and, upon conviction thereof, shall be punished by a fine of not less than \$1,000 and not more than \$10,000, or by imprisonment for not more than 1 year, or by both such fine and imprisonment; and in any case where such employer is a corporation, the president, secretary, and treasurer thereof shall be also severally liable to such penalty of imprisonment as well as jointly liable with such corporation for such fine.

❖ D.C. Official Code §32-1542.04(b):

The Director shall file a semi-annual compliance report with the Council by March 31^{st} and by September 30^{th} , which shall contain detailed and comprehensive information about the compliance enforcement activities during the preceding 6 months.

❖ 7 DCMR §§ 203.2; 214.16:

Failure to provide a Report of Injury shall subject an employer to a civil penalty up to one thousand dollars (\$1,000) for each failure. The Office shall assess a penalty of not less than \$1,000 and not more than \$10,000 for failure to maintain the insurance required by the Act.

The cited regulations detail the penalties for failure to timely report employee injuries to the OWC as well as failure to come into or remain in compliance with the statutory mandates requiring workers' compensation insurance coverage for all private sector employees performing services in the District of Columbia.

The Act mandates the OWC to investigate and determine employer compliance with statutory notification and insurance coverage requirements. The OWC compiles and disseminates bi-annual reports of these efforts and this report is made pursuant to the reporting requirement cited above. The reporting period for this report is January 1, 2020, through June 30, 2020.

ACTIVITY LEVELS

The following charts reflect Proof of Coverage (POC) determinations, reporting breakdowns, and the carrier audit inquiries and/or investigations performed by the OWC for the stated period and the penalties which have been imposed as a result of said inquiries. These inquiries are pertinent to, and provide the structural basis for, investigating the compliance issues raised under the Code provisions cited previously.

POC INQUIRIES: JANUARY 1, 2020, THROUGH JUNE 30, 2020

POC Inquiries	COMPLIANT EMPLOYERS	INSURANCE NOT REQUIRED	PENDING INQUIRIES	NON- COMPLIANT EMPLOYERS	
1,124*	934	119	71**	0	

(*): The POC inquiries are predicated upon: (1) no insurance information indicated on administrative forms submitted to the OWC; (2) request from stakeholders and other agencies; and (3) the OWC's access and review of the information maintained by the National Council on Compensation Insurance cancellation and reinstatement database.

(**): Pending POC inquiries are those initiated during the reporting period that are still awaiting the submission and/or review of documentation requested by the OWC and deemed necessary to reach a final determination of statutory compliance or non-compliance.

TIMELY REPORTING INQUIRIES: JANUARY 1, 2020, THROUGH JUNE 30, 2020

REPORTING INQUIRIES	COMPLETED INVESTIGATIONS	COMPLIANT EMPLOYERS	PENDING*	Non-Compliant Employers	
37	37	37	0	0	

(*): Pending Timely Reporting inquiries are awaiting the submission and review of the documentation requested by the OWC pertinent to reaching a final determination of employer compliance or non-compliance with the statute.

FINES ASSESSED/COLLECTIONS

PERIOD	EMPLOYERS	ASSESSED	COLLECTED*	OUTSTANDING
January 1– June 1, 2020	15	\$6,000	\$11,500	\$248,000

(*): This column represents amounts collected during the period from employers determined to be non-compliant during the current and/or prior reporting periods.

Note: In imposing fines and penalties, the OWC is mindful of the financial burden payment may place on a small employer. Therefore, the OWC, on a case by case basis, makes every effort to consider requests from employers seeking to make payment arrangements for assessed fines and penalties by way of acceptable installment plans. These plans may require payments to be made outside of the reporting period. The variances shown above are the result of such time lapse.

There are also instances in which the payment of a fine may not have been satisfied during the reporting period due to: (1) the installment agreement; (2) the filing of an appeal by the employer; or (3) the failure of the uninsured employer to respond. Of the 15 employers who were assessed during the current reporting period, all paid their fine amounts in full.

QUARTERLY CARRIER
REPORT
VERIFICATIONS
765*

(*) This figure represents the auditing of insurance carriers' quarterly submissions for accuracy and consistency.

MAJOR ACTIVITIES

The principal compliance mandates of the Act require the OWC to monitor the insurance coverage of employers, contact uninsured employers and/or investigate employment-related injuries, review the timeliness of employer filings, investigate uninsured employers regarding expenditures from

the Special Fund, and verify carrier filings. These concerns focus compliance on six (6) primary areas:

- (1) investigation of employer insurance coverage,
- (2) timeliness of an employer's response to its injured employees,
- (3) recovery of benefit payments made to claimants by the Special Fund due to the postinjury insolvency of an employer,
- (4) auditing of insurance carrier's quarterly submissions for accuracy and consistency,
- (5) randomly conducting on-site visits of employers within the District of Columbia to ensure compliance and to educate the public about the Act, and
- (6) referral of non-compliant employers to the Office of the Attorney General (OAG).

I. PROOF OF COVERAGE

The investigation of an employer's workers' compensation insurance coverage is initiated primarily through: (1) failure of the employer and/or injured worker to submit the required insurance information; (2) an internal or external tip; or (3) the review of insurance coverage expirations, cancellations, terminations, or failures to renew and/or reinstate coverage as required pursuant to D. C. Official Code §§ 32-1513(c) and 32-1538(b). This information is presently collected, collated, and transmitted to the OWC by the National Council on Compensation Insurance. The monthly report consists of information identifying 1,100 to 1,400 employers. The OWC reviews a sampling on a random basis and an initial determination of statutory compliance is made. A finding of a policy termination or non-renewal initiates the issuance of a "Proof of Coverage" letter which requires the employer to submit its current insurance information. Where proof of an existing insurance policy is provided, the compliance inquiry closes. When the employer does not respond to the POC information requests, the investigation may include one or all of the following: (1) a telephone and/or electronic search for additional contact information; (2) a field visit and on-site interview; and/or (3) review of the employer's business records and filings at the District of Columbia Department of Consumer and Regulatory Affairs (DCRA), the District of Columbia Office of Tax and Revenue (OTR), and/or the Department of Employment Services, Office of Unemployment Compensation. This information is then analyzed with the information maintained by the OWC and a determination of compliance or non-compliance with the statute is made. If a violation of the statute is established, the OWC would then determine the assessment of a fine or penalty.

II. TIMELY REPORTING

The second major compliance focus under the Act relates to an employer's administrative response to the occurrence of an employee's alleged work-related injury. The Act requires the employer to file notices and statements containing specific information to both the employee and the OWC within specific time frames to start the statutory administrative processes and/or rights of the claimant. Failure to do so may result in the imposition of a fine. This type of compliance inquiry is predicated upon the close monitoring and review of claims filed with the OWC staff. During the current reporting period, the OWC received 1,300 Employer's First Report of Injury or Occupational Disease forms electronically and by facsimile. There were no reports with missing information that required requesting additional information to process the claim.

III. SUBROGATION

Under the statute, the OWC may be subrogated to the rights of an injured employee where the Special Fund has paid benefits to the claimant in place of an uninsured, insolvent or absent employer. The OWC is currently receiving payments from one (1) uninsured employer to satisfy its judgment. During the current reporting period, the Special Fund recouped \$4,000.00.

IV. <u>VERIFICATION</u>

The quarterly verification of the submission of losses by insurance carriers and self-insured employers, which is differentiated by claimant and type of benefit, provides the OWC a secondary source of information through which to assess compliance with the reporting and payment requirements of the Act. Anomalies or discrepancies in reporting that are discovered through this audit process trigger inquiries that are pursued to resolution and/or possible fines. During this semi-annual reporting period, no discrepancy inquiry required formal resolution or the assessment of a pertinent fine.

V. REFERRAL TO THE OFFICE OF ATTORNEY GENERAL

There were no uninsured employers referred to the Office of the Attorney General (OAG).

DEPARTMENT OF EMPLOYMENT SERVICES LABOR STANDARDS BUREAU OFFICE OF WORKERS' COMPENSATION

ANNUAL ANTI-FRAUD REPORT

2019

March 2020

Dr. Unique Morris-Hughes, Director Department of Employment Services The Department of Employment Services, Labor Standards Bureau, Office of Workers' Compensation (OWC), administers the District of Columbia Workers' Compensation Program (Program) pursuant to the Workers' Compensation Act of 1979, D.C. Official Code § 32-1501 et seq., as amended (Act). The OWC collects, collates and maintains selected statistical information on work-related injuries sustained as a result of employment requirements and/or activities within, or connected to, the District of Columbia. Additionally, the OWC provides the forum for the impartial resolution and/or mediation of disputes which arise among the parties, ranging from questions of the work-relatedness of the initial injury to the need for continuing wage replacement and/or medical benefits. Further, the OWC, in its management of the Program, maintains the administrative infrastructure to support the maintenance of select private sector employment wage information.

The OWC's mission is to contribute to the security and safety of the District of Columbia's private sector employment environment within which employees, employers, and carriers interact and relate, pursuant to the mandates of the Act.

REFERENCES:

❖ 7 DCMR §§ 214 - 217:

The Act's insurance-related regulations establish and define the relationship between employers, carriers, and the administrators of the program. It is the responsibility of the OWC to monitor these relationships to assure the private sector employees within the District are protected as provided for by the Act, and that the OWC, as the insurer of last resort, is also protected.¹

❖ D.C. Official Code § 32-1542.03:

The Director of the Department of Employment Services shall file an annual anti-fraud report with the Council by March 1st, which shall contain detailed and comprehensive information about the Department's anti-fraud activities relating to Workers' Compensation insurance during the preceding calendar year.

The Act requires the OWC to investigate workers' compensation insurance issues of noncompliance within the provisions of the Act. The OWC is to maintain yearly records of its investigations to prevent fraud. The instant submission is in compliance with the mandate contained in the previously cited provision. The reporting period is Calendar Year 2019.

¹ D. C. Official Code § 32-1519(b) requires OWC, through the auspices of the Special Fund, to assume liability for the payment of compensation claims and medical expenses in specific and limited circumstances. See, D.C. Official Code § 32-1540(a).

ACTIVITY LEVELS:

The OWC conducted four fraud investigations in calendar year 2019. A brief synopsis of each investigation is provided:

1. Department of Insurance, Securities and Banking (DISB) Referrals:

- A. In September of 2019, the DISB's insurance division submitted a fraud report to the OWC. Information from that reported indicated that the claimant overstated the nature and extent of the alleged workplace injury. Claimant suffered a back injury in June 2018. Subsequently, the claimant filed a claim and was awarded workers' compensation benefits. Prior to settlement negotiations, the employer notified Special Investigation Unit investigators that claimant was working elsewhere while collecting benefits. The employer also provided contact information for the new employer. The new employer confirmed claimant's employment and that the dates of claimant's employment coincided with the period in which claimant was collecting workers' compensation benefits. Claimant also misrepresented their employment status on documents associated with an Independent Medical Examination (IME), where the claimant affirmed the absence of outside employment. The sum of documented overpayments is \$16,382.29. This investigation is ongoing.
- B. In July of 2019, the OWC received information indicating that a claimant exaggerated the extent of the alleged workplace injury. It is also alleged that the claimant worked full-time with a second employer during the period where employer placed claimant on restricted duty due to a workplace injury. Claimant alleges that the injury occurred during work in July of 2018. Claimant did not timely report the injury. The facts presented in claimant's injury report, which are manifestations of the claimant's narrative of the incident, are not corroborated by co-workers who were present at the job site when the injury occurred. During the administrative claims process, the claim was initially dismissed due to the failure of the claimant to produce medical records and appear for scheduled depositions. An IME included findings that the claimant's injury was not causally connected to claimant's labor, and even if so, warranted only a two-month recovery period. Claimant was out of work for eight months. Claimant provided misleading and inconsistent information regarding prior abdominal issues and treatment of the same. The matter was settled after Claimant agreed to accept \$75,000 as full and final settlement of all past and future claims pertaining to the alleged incident and subsequent injury. After reviewing the documents contained in the referral, the OWC determined that the final settlement agreed to by the parties conclusively determined all matters related to the presented claims. The investigation is closed.

- C. In January of 2019, the DISB's insurance division submitted a fraud report to the OWC. Information derived from that report indicated that a claimant overstated the nature and extent of the alleged workplace injury. Claimant alleged that a workplace injury occurred on August 28, 2018 after tripping on a loose tile and bumping her forehead. Claimant initially stated that she was not injured. After an hour had elapsed, claimant determined that medical attention was necessary, and an ambulance was called. When the ambulance arrived, claimant mentioned that she suffered from epilepsy and suggested that an epileptic attack was imminent and that the lights should be turned off. Claimant left work in the ambulance. Claimant was treated for a headache at George Washington University Hospital. Later that day, claimant was seen pacing at a bus stop nearby her job. After the date of the incident, claimant claimed inability to work due to headaches, dizziness, and inability to sleep due to neck pain. Subsequent consultations and tests failed to validate reported injuries. In a one-year period, claimant filed three different claims, and each claim lacked necessary medical evidence to support claimant's alleged injury. The investigation is closed.
- D. In August of 2018, the DISB's insurance division submitted a fraud report to the OWC. Information derived from that report indicated that the claimant was overstating the nature and extent of the alleged workplace injury. Investigation of the details of this case continued into the 2019 reporting period. Claimant reported a work related injury on August 26, 2004. Subsequently, the claimant was awarded extensive lost wage benefits pursuant to claimant's Temporary Total Disability (TTD) status. To date, the claimant has received indemnity benefits totaling \$596,557.76. Claimant has been observed walking with a limp and supportive cane when visiting with doctors, and walking without any external support or visible discomfort when conducting non-medical affairs during the same calendar day. Claimant may be misrepresenting the severity of his injury to continue receiving TTD benefits. Claimant now resides in Maryland and receives medical treatment in Maryland. Claimant's injury occurred in the District, and the employer is a District entity. This case will be referred back to the DISB, with a notice indicating that the carrier must seek modification of the award before an Administrative Law Judge.

2. Employer Referrals

There were no employer referrals during the 2019 reporting period.

3. Claimant Referrals

There were no claimant referrals during the 2019 reporting period.

4. Internal Referrals

There were no internal referrals during the 2019 reporting period.

5. External Tips

There were no external tips during the 2019 reporting period.

GOVERNMENT OF THE DISTRICT OF COLUMBIA WORKERS' COMPENSATION PROGRAM SPECIAL FUND A Special Revenue Fund of the District of Columbia

Financial Statements with Independent Auditor's Report

For the Years Ended September 30, 2019 and 2018

F.S. Taylor & Associates, P.C. Certified Public Accountants 1420 N Street, N.W., Suite 100 Washington, D.C. 20005 (202) 898-0008

GOVERNMENT OF THE DISTRICT OF COLUMBIA WORKERS' COMPENSATION PROGRAM SPECIAL FUND A Special Revenue Fund of the District of Columbia

Financial Statements with Independent Auditor's Report

For the Years Ended September 30, 2019 and 2018

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∞F.S. TAYLOR & ASSOCIATES, P.C.∞

CERTIFIED PUBLIC ACCOUNTANTS & MANAGEMENT CONSULTANTS

1420 N Street, N.W., Suite 100 / Washington, D.C. 20005 / 202/898-0008 Fax 202/898-0208

INDEPENDENT AUDITOR'S REPORT

Government of the District of Columbia Department of Employment Services Washington, DC

Report on the Financial Statements

We have audited the accompanying financial statements of the Government of the District of Columbia Department of Employment Services (DOES) Office of Workers' Compensation Program Special Fund (Special Fund) as of and for the year ended September 30, 2019, and the related notes to the financial statements, which collectively comprise the Special Fund's basic financial statements as listed in the table of contents.

Management's Responsibility for the Financial Statements

Management is responsible for the preparation and fair presentation of these financial statements in accordance with accounting principles generally accepted in the United States of America; this includes the design, implementation, and maintenance of internal control relevant to the preparation and fair presentation of financial statements that are free from material misstatement, whether due to fraud or error.

Auditor's Responsibility

Our responsibility is to express an opinion on these financial statements based on our audit. We conducted our audit in accordance with auditing standards generally accepted in the United States of America and the standards applicable to financial audits contained in *Government Auditing Standards*, issued by the Comptroller General of the United States. Those standards require that we plan and perform the audit to obtain reasonable assurance about whether the financial statements are free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial statements. The procedures selected depend on the auditor's judgment, including the assessment of the risks of material misstatement of the financial statements, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the entity's preparation and fair presentation of the financial statements in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control. Accordingly, we express no such opinion. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of significant accounting estimates made by management, as well as evaluating the overall presentation of the financial statements.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.

Opinion

In our opinion, the financial statements referred to above present fairly, in all material respects, the respective financial position of the Special Fund as of September 30, 2019, and the respective changes in financial position for the year then ended in accordance with accounting principles generally accepted in the United States of America.

Report on Summarized Comparative Information

The 2018 financial statements were previously audited by us, and we expressed an unmodified audit opinion on those financial statements in a report dated January 15, 2019. In our opinion, the summarized comparative information presented herein as of and for the year ended September 30, 2018 is consistent, in all material respects, with the audited financial statements from which it has been derived.

Emphasis of Matter

As discussed in Note 1, the financial statements of the Special Fund are intended to present the financial position and the changes in financial position of only that special revenue fund. They do not purport to, and do not present fairly the financial position of the Government of the District of Columbia as of September 30, 2019, or the changes in its financial position for the year then ended in accordance with accounting principles generally accepted in the United States of America. Our opinion is not modified with respect to this matter.

Other Matters

Required Supplementary Information

Accounting principles generally accepted in the United States of America require that the management's discussion and analysis information on pages 4-11 be presented to supplement the basic financial statements. Such information, although not a part of the basic financial statements, is required by the Governmental Accounting Standards Board, who considers it to be an essential part of financial reporting for placing the basic financial statements in an appropriate operational, economic, or historical context. We have applied certain limited procedures to the required supplementary information in accordance with auditing standards generally accepted in the United States of America, which consisted of inquiries of management about the methods of preparing the information and comparing the information for consistency with management's responses to our inquiries, the basic financial statements, and other knowledge we obtained during our audit of the basic financial statements. We do not express an opinion or provide any assurance on the information because the limited procedures do not provide us with sufficient evidence to express an opinion or provide any assurance.

Other Reporting Required by Government Auditing Standards

In accordance with *Government Auditing Standards*, we have also issued our report dated January 13, 2020, on our consideration of the Special Fund's internal control over financial reporting and on our tests of its compliance with certain provisions of laws, regulations, contracts, and grant agreements and other matters. The purpose of that report is solely to describe the scope of our testing of internal control over financial reporting and compliance and the results of that testing, and not to provide an opinion on the effectiveness of the Special Fund's internal control over financial reporting or on compliance. That report is an integral part of an audit performed in accordance with *Government Auditing Standards* in considering the Special Fund's internal control over financial reporting and compliance.

F. S. Taylor offscisted, P.C.

Washington, DC January 13, 2020

This section presents a discussion and analysis of the District of Columbia's Workers' Compensation Program Special Fund's (the Special Fund) financial performance for the fiscal years ended September 30, 2019 and 2018, which includes a narrative overview and analysis of the Special Fund's financial activities. This information has been prepared by management and should be read in conjunction with the basic financial statements and note disclosures.

A. REPORTING ENTITY

The Special Fund was established by the Government of the District of Columbia (the District) to account for financial resources used for making payments under special circumstances of the overall Workers' Compensation Program. The Special Fund is administered by the District's Department of Employment Services.

B. FINANCIAL STATEMENT PRESENTATION

In accordance with Governmental Accounting Standards Board (GASB) Statement No. 34, Basic Financial Statements — and Management's Discussion and Analysis — for State and Local Governments, the basic financial statements of the Special Fund consist of a balance sheet and a statement of revenues, expenditures, and changes in fund balance. These statements focus primarily on the sources, uses, and balance of current financial resources, and use the modified accrual basis of accounting.

Balance Sheet

The Balance Sheet represents the Special Fund's assets, deferred outflows of resources, liabilities, deferred inflows of resources, and fund balance. Fund balance represents the difference between the Special Fund's assets plus deferred outflows of resources and liabilities plus deferred inflows of resources. Increases or decreases in the fund balance serve as a useful indicator of whether the financial position of the Special Fund is improving or deteriorating.

<u>Statement of Revenues, Expenditures, and Changes in Fund Balance</u>
The Statement of Revenues, Expenditures, and Changes in Fund Balance presents information showing how the Special Fund's fund balance has changed during the fiscal year (FY). All changes in fund balance are reported as soon as the event underlying the change occurs, regardless of the timing of the related cash flows.

C. FINANCIAL HIGHLIGHTS

FY 2019

Pooled cash was \$12,632,896; a 7.04% decrease from FY 2018.

- Accounts and penalties receivable were \$8,000; a 98.89% decrease from FY 2018.
- Accounts payable were \$1,177,318; a 4.84% increase from FY 2018.
- Surcharge premiums were \$7,058; a 99.81% decrease from FY 2018.
- Assessments self-insured employers were \$0; a 100% decrease from FY 2018.
- Claims payments were \$2,024,660; a 24.17% increase from FY 2018.

FY 2018

- Pooled cash is \$13,589,041; a 31.79% increase from FY 2017.
- Accounts and penalties receivable is \$718,894; a 2.38% increase from FY 2017.
- Accounts payable is \$1,122,986; a 17.56% increase from FY 2017.
- Deferred inflows of resources is \$0.00; a 100% decrease from FY 2017.
- Surcharge premiums is \$3,756,787; a 31.48% decrease from FY 2017.
- Assessments self-insured employers is \$1,238,400; a 2.96% increase from FY 2017.
- Claims payments is \$1,630,598; a 31.36% decrease from FY 2017.

D. OVERALL FINANCIAL ANALYSIS

Table 1 – Summarized Balance Sheets

		2019	2018	2017	2019-2018	Change	2018 - 20	17 Change
					Dollar	%	Dollar	%
Assets								
Pooled Cash	\$	12,632,896 \$	13,589,041 \$	10,311,513 \$	(956,145)	(7.04%)	\$ 3,277,528	31.79%
Receivables		8,000	718,894	702,157	(710,894)	(98.89%)	16,737	2.38%
Total Assets	\$	12,640,896 \$	14,307,935 \$	11,013,670 \$	(1,667,039)	(11.65%)	\$ 3,294,265	29.91%
Liabilities								
Payables	\$	1,177,318 \$	1,122,986 \$	955,273 \$	54,332	4.84%	\$ 167,713	17.56%
Total Liabilities		1,177,318	1,122,986	955,273	54,332	4.84%	167,713	17.56%
Deferred Inflows of Resources								
Unavailable Revenue-Advance Payment								
of Assessments		-	-	407,758	-	0.00%	(407,758)	(100.00%)
Total Liabilities and Deferred								
Inflows of Resources	_	1,177,318	1,122,986	1,363,031	54,332	4.84%	(240,045)	(17.61%)
Fund Balance								
Fund Balance - Restricted for Claimants	_	11,463,578	13,184,949	9,650,638	(1,721,371)	(13.06%)	3,534,311	36.62%
Total Liabilities, Deferred Inflows of	\$	12,640,896 \$	14,307,935 \$	11,013,670 \$	(1,667,039)	(11.65%)	\$ 3,294,265	29.91%
Resources and Fund Balance	_			1				

- Pooled cash is the Special Fund's largest asset, which represents 99.94% of the Special Fund's total assets as of September 30, 2019. The FY 2019 pooled cash decreased by \$0.96 million or 7.04%, compared to FY 2018. This decrease is primarily due to the non-collection of assessments and surcharge premiums from self-insured employers and insured employers during the period of review. Unexpended carry-over funds were at a sufficient level to meet the FY 2019 budget requirement for the Special Fund and as a result there was no requirement to collect a Premium Surcharge for FY 2019. In FY 2018, pooled cash accounted for 94.98% of the Special Fund's total assets. The FY 2018 pooled cash increased by \$3.28 million or 31.79% compared to FY 2017.
- In FY 2019, receivables which represent the surcharge premiums, penalties, and assessment amounts owed by insured and self-insured employers were \$8,000. In FY 2018, receivables increased by \$0.016 million or 2.38% from FY 2017. The \$0.72 million receivables balance as of September 30, 2018 relates to surcharge premiums.

- The Special Fund's total liabilities and deferred inflows of resources for FY 2019 increased by \$0.05 million or 4.84% as compared to a decrease of \$0.24 million or 17.61% in FY 2018 as more insurance carriers did not submit reimbursements requests on time during the period of review. Accounts payable and accrued liabilities increased by \$0.05 million or 4.84% in FY 2019 compared to FY 2018. In fiscal years 2018 and 2019, there were no deferred inflows of resources for the Special Fund.
- As of September 30, 2019, the Special Fund's total assets of \$12.64 million were sufficient to cover total liabilities and deferred inflows of resources of \$1.18 million, resulting in a ratio of \$10.74 in assets for every dollar in liabilities and deferred inflows of resources. For FY 2018, total assets and total liabilities and deferred inflows of resources for the Special Fund were \$14.31 million and \$1.12 million, respectively, resulting in a ratio of \$12.74 in assets for every dollar in liabilities and deferred inflows of resources.
- The Special Fund reported ending fund balance of \$11.46 million in FY 2019 and \$13.18 million in FY 2018, which represents a decrease of \$1.72 million or 13.06%. This decrease in fund balance was a result of expenditures paid out exceeding revenue received in FY 2019. The decreased revenue collection is due to unexpended carry-over funds that were at a sufficient level to meet the FY 2019 budget requirement for the Special Fund. In the year of review, there was a 99.51% or \$4.98 million decrease in total revenues, primarily due to a 99.81% or \$3.75 million decrease in surcharge premiums. There was also a 24.17% or \$0.39 million increase in expenditures. The Special Fund reported an ending fund balance of \$13.18 million in FY 2018 and \$9.65 million in FY 2017, which represents an increase of \$3.53 million or 36.62%.

Table 2 – Summary of Revenues, Expenditures, and Changes in Fund Balance

				_	2019 - 2018	Change	2018 - 2017	Change
	2019	2018	2017		Dollar	%	Dollar	%
Revenues								
Assessment	\$ -	\$ 1,238,400 \$	1,202,850	\$	(1,238,400)	(100.00%) \$	35,550	2.96%
Surcharge Premiums	7,058	3,756,787	5,482,573		(3,749,729)	(99.81%)	(1,725,786)	(31.48%)
Penalties and Fines	17,400	4,975	4,075		12,425	249.75%	900	22.09%
Total Revenue	24,458	5,000,162	6,689,498	_	(4,975,704)	(99.51%)	(1,689,336)	(25.25%)
Expenditures								
Claims Payments	2,024,660	1,630,598	2,375,578		394,062	24.17%	(744,980)	(31.36%)
Total Expenditures	2,024,660	1,630,598	2,375,578	_	394,062	24.17%	(744,980)	(31.36%)
Excess (Deficiency) of								
Revenue Over (Under)								
Expenditures	(2,000,202)	3,369,564	4,313,919	_	(5,369,766)	(159.36%)	(944,355)	(21.89%)
Other Financing Sources (Use	s)							
Interest Income	278,831	164,747	51,003	_	114,084	69.25%	113,744	223.01%
Net Change in Fund Balance	(1,721,371)	3,534,311	4,364,922		(5,255,682)	(148.70%)	(830,611)	(19.03%)
Fund Balance - Beginning	13,184,949	9,650,638	5,285,716		3,534,311	36.62%	4,364,922	82.58%
Fund Balance - Ending	\$ 11,463,578	\$ 13,184,949	\$ 9,650,638	\$	(\$1,721,371)	(13.06%) \$	3,534,311	36.62%

Revenues

The revenues for the Special Fund are from surcharge premium from insurance carriers based on paid losses. Revenues also include fines and penalties collected for violations of the workers' compensation law.

The Special Fund's total revenues for FY 2019 decreased by \$4.98 million or 99.51% compared to FY 2018. The decrease in total revenue of a \$3.75 million or 99.81% decrease in the collection of surcharge premiums and \$1.24 million or 100% decrease in the collection of assessment was primarily as result of unexpended carry-over funds being at a sufficient level to meet the FY 2019 budgeted requirement Therefore there was no requirement to collect surcharge premiums for FY 2019. In FY 2018, there was a decrease in total revenues by \$1.69 million or 25.25% from FY 2017.

Interest income, which is the Special Fund's primary source of other financing sources, increased by \$0.11 million to \$0.28 million in FY 2019, compared to a \$0.11 million increase in FY 2018 as a result of an increase in the fund cash balance and interest rates during the fiscal year. The interest income increased to \$0.16 million in FY 2018, compared to \$0.05 million in FY 2017.

Expenditures

In FY 2019, the Special Fund's total expenditures relating to claims payments were \$2.02 million, compared to \$1.63 million in FY 2018, an increase of \$0.39 million or 24.17% as more claims were paid and submitted for reimbursement by the insurance carriers and self-insured employers in FY 2019. In FY 2018, the Special Fund's total expenditures were \$1.63 million, compared to \$2.38 million in FY 2017, resulting in a decrease of \$.74 million or 31.36%.

E. D.C. WORKERS' COMPENSATION PROGRAM OUTLOOK

The District of Columbia Department of Employment Services (DOES), Office of Workers' Compensation (OWC) provides services to employees of the private sector who sustain work-related injuries and/or suffer job-related illnesses/diseases during the performance of their duties.

The Workers' Compensation Program processes claims and monitors the payment of benefits to injured private-sector employees in the District of Columbia. Disputes between claimants and employers (or their insurance carriers) are mediated, and employers are monitored to ensure compliance with insurance coverage requirements. The program administers the Special Fund and the Government of the District of Columbia Worker's Compensation Program Special Fund (the Special Fund). The Special Fund (Second Injury Fund) provides benefits in cases of uninsured employers or in instances where an injury combines with a pre-existing disability to cause a substantially greater disability. The program also approves lump-sum settlements, assesses penalties and fines for non-compliance with the law and monitors vocational rehabilitation. The Special Fund is used to cover the total costs of administering the program.

i) <u>Insurance Arrangements</u>

Employers obtain coverage for workers' compensation either by purchasing insurance from the market or by qualifying for self-insurance if certain financial requirements are met. Table 3 shows the number of insurance carriers that provide insurance coverage for workers' compensation and number of self-insured employers.

Table 3 – Number of Insurance Carriers and Self-Insured Employers

Fiscal Year	Number of Insurance Carriers	Carriers Insured Employers	
2015	239	27	266
2016	264	32	296
2017	281	32	313
2018	291	33	324
2019	295	34	329

ii) Workers' Compensation Benefits and Claim Types

Workers' compensation provides three basic types of benefits:

- 1) Monetary benefits compensate the injured worker or surviving dependents for wage loss, permanent functional impairment or death. These benefits are often called "indemnity benefits." Monetary benefits (indemnity benefits) include: a) temporary partial disability claims (TPD); b) temporary total disability claims (TTD); c) permanent partial disability claims (PPD); d) permanent total disability claims (PTD); and e) death claims.
- 2) Medical benefits consist of reasonable and necessary medical services and supplies related to the injury or illness.
- 3) Vocational rehabilitation (VR) benefits consist of a variety of services to help eligible injured workers return to work. VR benefits are more associated with medical benefits.

Table 4 (A) – Number of Special Fund Claims Filed

CLAIMS FILED	FY2019	FY 2018	FY 2017	FY 2016	FY 2015
Permanent total disability	-	-	-	34	60
Default	4	3	2	13	3
Fatal	1	1	-	6	6
Non-Fatal	3	2	3	77	92
Second Injury	1	-	1	70	89
Death	-	1	-	6	6
Appeals	1	-	-	1	-
Disallowed or Dismissed	-	-	-	-	-
TOTAL	5	7	6	207	256

Note (1): All injuries sustained prior to year 1999 are eligible to receive second injury benefits from the Special Fund. An amendment was enacted in 1999 which restricted the addition of any new claims to receive benefits from the Second Injury Fund, except for those cases in litigation.

Table 4 (B) - Number of Special Fund Open Claims

OPEN CLAIMS	FY2019	FY2018	FY 2017	FY 2016	FY 2015
Lost Time	62	63	65	84	98
Medical Only	-	-	-	1	1

Table 5 shows the number of workers' compensation benefits paid by the claim types only from the Special Fund.

Table 5 - Number of Special Fund Claims Paid by Type

	BENEFITS CLAIMS PAID	FY2019	FY2018	FY 2017	FY 2016	FY 2015
1.	Medical Claims Paid	8	8	10	10	10
2.	Compensation Paid					
	1) Temporary total disability claims	4	4	9	17	18
	2) Temporary partial disability claims	4	4	3	5	1
	3) Permanent partial disability claims	5	5	5	9	5
	4) Permanent total disability claims	42	42	45	34	60
	5) Lump sum settlement	-	-	1	-	-
	6) Death	3	4	3	6	6
	7) Rehabilitation	-	-	-	-	-
	8) Default	3	-	3	13	3

iii) Program Cost

The DOES OWC, through the Special Fund, annually assesses carriers and self-insured employers. The Special Fund assessments are used to reimburse approved carriers for payments made directly to claimants for second-injuries.

The insurance carriers make payments into the Special Fund through the application of a "premium surcharge" against its policy holders. This surcharge from carriers, along with an assessment against self-insured employers and the collection of fines and penalties, constitutes monies deposited in to the Special Fund. These funds are exclusively used to reimburse insurance carriers for second-injury payments made directly to a claimant. The carrier must apply for reimbursement, provide adequate documentation, and then must be approved by the Custodian of the Special Fund, prior to any reimbursements being made from the Special Fund to the carrier.

Table 6 (A) shows the total benefits paid by insurance carriers and self-insured employers. It does not include supplementary and secondary-injury benefits reimbursed through the Special Fund. In FY 2018, indemnity benefits (compensation) accounted for about 67.40% of the total benefit payments, followed by medical benefits at 31.35% and vocational rehabilitation at 1.25%.

Table 6 (A) Benefits Paid by Insurance Carriers and Self-Insured Employers

	FY2018	FY 2017	FY 2016	FY 2015	
Medical	\$42,064,971	\$42,701,734	\$41,354,963	\$40,098,469	
Compensation	\$90,427,197	\$81,004,606	83,040,255	81,696,333	
Vocational rehabilitation	\$1,682,625	\$1,908,674	1,738,171	1,642,306	
Total	<u>\$134,174,793</u>	<u>\$125,615,014</u>	<u>\$126,133,389</u>	<u>\$123,437,108</u>	

^{*}FY 2019 data is not yet available.

Table 6 (B) shows costs of benefit payments reimbursed by the Special Fund (such as indemnity, out of pocket medical expenses, transportation, etc.)

Table 6 (B) – Supplementary Benefits & Second-Injury Costs Paid by Special Fund

	FY2019	FY2018	FY2017	FY2016
Supplementary benefits and second injury costs paid	\$2,024,659	\$1,630,598	\$2,375,578	\$3,739,884

iv) Workers' Compensation Program Assessments

The District of Columbia workers' compensation regulations require that approved carrier and self-insured employers report paid losses. Should losses occur, the entity will be responsible for:

- i. Making payments into the Special Fund [Reference: D.C. Official Code §32-1540 "Special Fund"]; and
- ii. Providing for the payment of expenses to administer the provisions of the D.C. Workers' Compensation Act [Reference: D.C. Official Code §32-1541 "Special Fund."]

For insurance carriers, payments into the Special Fund shall be made through the application of a premium surcharge against policy holders. This requirement was authorized for policies written or renewed on or after October 1, 1999. A surcharge against policyholders, an assessment against self-insured employers, and the collection of fines and penalties, as appropriate, serve as the basis for and should be sufficient to meet the obligations of the Special Fund.

Contact Information

This financial report is designed to provide a general overview of the Special Fund's finances. Questions concerning any information provided in this report, or requests for additional financial information, should be addressed to the Office of the Chief Financial Officer, Government of the District of Columbia, 1350 Pennsylvania Avenue N.W., Washington, D.C., 20004.

GOVERNMENT OF THE DISTRICT OF COLUMBIA WORKERS' COMPENSATION PROGRAM SPECIAL FUND

Balance Sheets As of September 30, 2019 and 2018

		2019	2018
Assets:			
Pooled Cash	Note 2	\$ 12,632,896	\$ 13,589,041
Accounts Receivable	Note 3	8,000	718,894
Total Assets		\$ 12,640,896	\$ 14,307,935
Liabilities:			
Accounts Payable & Accrued Expenses		\$ 1,177,318	\$ 1,122,986
Total Liabilities		1,177,318	1,122,986
Deferred Inflows of Resources			
Unavailable Revenue-Advance Payment of			
Assessments			
Total Deferred Inflows of Resources			
Fund Balance:			
Restricted for Special Fund Claimants		11,463,578	13,184,949
Total Fund Balance		11,463,578	13,184,949
Total Liabilities, Deferred Inflows of Resources and			
Fund Balance		\$ 12,640,896	\$ 14,307,935

The accompanying notes are an integral part of these financial statements.

GOVERNMENT OF THE DISTRICT OF COLUMBIA WORKERS' COMPENSATION PROGRAM SPECIAL FUND

Statements of Revenues, Expenditures, and Changes in Fund Balance For the Years Ended September 30, 2019 and 2018

		2019		2018	
Revenues:					
Surcharge Premiums	Note 4	\$	7,058	\$	3,756,787
Assessments - Self Insurers	Note 5		-		1,238,400
Penalties and Fines			17,400		4,975
Total Revenues			24,458		5,000,162
Expenditures:					
Claims Payments	Note 6		2,024,660		1,630,598
Total Expenditures			2,024,660		1,630,598
Excess of (Expenditures Over Revenue) / Revenues Over Expenditures			(2,000,202)		3,369,564
Other Financing Sources (Uses):					
Interest Revenue			278,831		164,747
Net Change in Fund Balance:			(1,721,371)		3,534,311
Fund Balance - Beginning			13,184,949		9,650,638
Fund Balance - Ending		\$	11,463,578	\$	13,184,949

The accompanying notes are an integral part of these financial statements.

1. SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES

A. Reporting Entity

The Special Fund, which became effective in 1982, pays for medical utilization and examinations, attorney fees, and other fees, as required by law. The District of Columbia Department of Employment Services, Office of Workers' Compensation (OWC), administers the Special Fund.

Revenues of the Special Fund are obtained from the following sources: 1) assessments collected from self-insured employers; 2) surcharges imposed on insured employers by insurance carriers; 3) \$5,000 collected from each employer as compensation for the death of an employee resulting from injury where there is no person entitled to compensation for such death; and 4) fines and penalties under the provisions of the enabling legislation in the District

The financial statements present only the Special Fund, and do not purport to, and do not present the financial position of the Government of the District of Columbia (the District) as of September 30, 2019 and 2018, the change in its financial position or, its cash flows, for the years then ended, in conformity with accounting principles generally accepted for governments in the United States of America. The operating statement of the Special Fund includes only expenditures incurred for the purposes of making payments in accordance with the provisions of D.C. Code Section 32-1540. All expenditures associated with the administration of the District's workers compensation program are reported in the Government of the District of Columbia Workers' Compensation Program Special Fund. The Special Fund financial statement amounts are included in the governmental funds financial statements of the District's Comprehensive Annual Financial Report.

B. Basis of Presentation

The Special Fund is a special revenue fund of the District. The Special Fund's financial statements are presented in accordance with U.S. generally accepted accounting principles (GAAP) as promulgated by the Governmental Accounting Standards Board (GASB). These financial statements represent the Workers' Compensation Program Special Fund only; they do not represent the Government of the District of Columbia as a whole.

1. SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES - (continued)

C. Measurement Focus and Basis of Accounting

The financial statements are reported using the current financial resources measurement focus and the modified accrual basis of accounting. Under the modified accrual basis of accounting, revenues are recognized when susceptible to accrual (that is when they become both measureable and available). Measurable means the amount of the transaction can be determined and available means collectible within the current period or soon enough thereafter to be used to pay liabilities of the current period. Expenditures are recorded when the related fund liability is incurred.

D. Use of Estimates

The preparation of financial statements in conformity with generally accepted accounting principles (GAAP) requires management to make estimates and assumptions that affect the reported amounts of assets and liabilities at the date of the financial statements and the reported amounts of revenues and expenditures during the reporting period. Actual results could differ from those estimates.

2. POOLED CASH

Pooled cash represents the Special Fund's available cash balance with the District. The District follows the practice of pooling cash and cash equivalents for its governmental funds in order to provide better physical custody and control of cash and to maximize investment opportunities. The District deposits to the Special Fund its allocated share of interest earned on pooled resources. Cash deposited with the District is insured with securities held by the District or by its agent in the District's name in accordance with the provision of the Financial Institutions Deposit and Investment Act of 1997.

As of September 30, 2019 and 2018, pooled cash was \$12.63 million and \$13.59 million, respectively. Allocated interest for the Special Fund for the fiscal year ended September 30, 2019 and 2018 was \$0.28 million and \$0.16 million, respectively.

The types of risk to which the District's pool cash may be exposed are described below:

■ Interest Rate Risk — Interest rate risk is the risk that changes in the market interest rate will adversely affect the fair market value of an investment. Generally, an investment with a longer maturity will have a greater sensitivity to the fair value changes that are related to market interest rates. As a means of limiting its exposures to fair value losses resulting from rising interest rates, the District's investment policy limits the District's portfolio to maturities of less than five years.

- Credit Risk Generally, credit risk is the risk that an issuer of an investment will not fulfill its obligation to the holder of the investment. This is measured by the assignment of a rating by nationally recognized credit rating agencies. The District investment policy limits investments in commercial paper, bankers' acceptances, municipal obligations and money market mutual funds to certain ratings issued by nationally recognized credit rating agencies.
- Custodial Credit Risk Custodial credit risk is the risk that, given a financial institution's failure, the government will not be able to recover deposits or collateral. The District had no custodial credit risk exposure during the fiscal year. All District investments in fiscal year 2019 and 2018 were collateralized.
- Foreign Currency Risk Foreign currency risk is the risk that changes in exchange rates will adversely impact the fair value of an investment. The District pooled cash had no exposure to foreign currency risk.

3. ACCOUNTS AND PENALTIES RECEIVABLE

As of September 30, 2019 and 2018, accounts receivable was \$8,000 and \$0.72 million, respectively. The accounts receivable relates to assessments charged to self-insured employers, surcharge premium assessed on insured employers, and amounts charged for violation of the provisions of the workers' compensation law.

4. SURCHARGE PREMIUMS-INSURED CARRIERS

Insurance carriers collect a premium surcharge from insured employers and remit, on a quarterly basis, to the Office of Workers' Compensation. Because there is a direct correlation between the premiums charged and the related surcharges in a fiscal year and the losses paid in the prior year, an increase in losses paid in the year results in an increase in premium charges and related surcharges for that fiscal year. When the surcharge previously collected exceeds the anticipated needs of the Special Fund for an upcoming year, the accumulated fund balance is used to fund the Special Fund's disbursements for that year. Surcharge premiums for FY 2019 and 2018 were \$0.01 million and \$3.76 million and the rates were 0.00% and 2.06%, respectively.

5. ASSESSMENTS - SELF-INSURED

Self-insured employers pay a pro-rata share of the expenses of the Special Fund based on an assessment calculated by the OWC. Assessment revenues for FY 2019 and 2018 were \$-0- and \$1.24 million, respectively.

6. CLAIMS PAYMENTS

The Special Fund shall be used for making payments under Administration circumstances of the overall workers' compensation program. These include: a) when the employer fails or refuses to provide adequate rehabilitation services; b) when a second medical opinion shows that the first opinion was faulty or that the recommended treatment is not generally recognized in the medical community; c) in certain instances when an injury combines with a pre-existing disability to cause a substantially greater disability; or d) when the employer is insolvent or for other reasons cannot pay for the workers' compensation.

Claims payments are made to injured workers and reimbursements to insurance carriers for compensation benefits paid for permanent total or partial second injuries occurring prior to April 16, 1999. The insurance carrier and self-insured employers pay benefits to claimants up to 104 weeks, and then the Special Fund reimburses the insurance carriers and self-insured for payments made after 104 weeks. The total amount of claims expenditures for FY 2019 and 2018 were \$2.03 million and \$1.63 million, respectively.

⇔F.S. TAYLOR & ASSOCIATES, P.C.⇔

CERTIFIED PUBLIC ACCOUNTANTS & MANAGEMENT CONSULTANTS

1420 N Street, N.W., Suite 100 / Washington, D.C. 20005 / 202/898-0008 Fax 202/898-0208

INDEPENDENT AUDITOR'S REPORT ON INTERNAL CONTROL OVER FINANCIAL REPORTING AND ON COMPLIANCE AND OTHER MATTERS BASED ON AN AUDIT OF FINANCIAL STATEMENTS PERFORMED IN ACCORDANCE WITH GOVERNMENT AUDITING STANDARDS

Government of the District of Columbia Department of Employment Services Washington, DC

We have audited, in accordance with the auditing standards generally accepted in the United States of America and the standards applicable to financial audits contained in *Government Auditing Standards* issued by the Comptroller General of the United States, the financial statements of the Government of the District of Columbia Department of Employment Services (DOES) Office of Workers' Compensation Program Special Fund (Special Fund), as of and for the year ended September 30, 2019, and the related notes to the financial statements, which collectively comprise the Special Fund's basic financial statements, and have issued our report thereon dated December 31, 2019.

Internal Control over Financial Reporting

In planning and performing our audit of the financial statements, we considered the Special Fund's internal control over financial reporting (internal control) to determine the audit procedures that are appropriate in the circumstances for the purpose of expressing our opinions on the financial statements, but not for the purpose of expressing an opinion on the effectiveness of the Special Fund's internal control. Accordingly, we do not express an opinion on the effectiveness of the Special Fund's internal control.

A deficiency in internal control exists when the design or operation of a control does not allow management or employees, in the normal course of performing their assigned functions, to prevent, or detect and correct, misstatements on a timely basis. A material weakness is a deficiency, or a combination of deficiencies, in internal control, such that there is a reasonable possibility that a material misstatement of the entity's financial statements will not be prevented or detected and corrected on a timely basis. A significant deficiency is a deficiency, or a combination of deficiencies, in internal control that is less severe than a material weakness, yet important enough to merit attention by those charged with governance.

Our consideration of internal control was for the limited purpose described in the first paragraph of this section and was not designed to identify all deficiencies in internal control that might be material weaknesses or significant deficiencies. Given these limitations, during our audit we did not identify any deficiencies in internal control that we consider to be material weaknesses. However, material weaknesses may exist that have not been identified.

Compliance and Other Matters

As part of obtaining reasonable assurance about whether the Special Fund's financial statements are free from material misstatement, we performed tests of its compliance with certain provisions of laws, regulations, contracts, and grant agreements, noncompliance with which could have a direct and material effect on the determination of financial statement amounts. However, providing an opinion on compliance with those provisions was not an objective of our audit, and accordingly, we do not express such an opinion. The results of our tests disclosed no instances of noncompliance or other matters that are required to be reported under *Government Auditing Standards*.

Purpose of this Report

The purpose of this report is solely to describe the scope of our testing of internal control and compliance and the results of that testing, and not to provide an opinion on the effectiveness of the entity's internal control or on compliance. This report is an integral part of an audit performed in accordance with *Government Auditing Standards* in considering the entity's internal control and compliance. Accordingly, this communication is not suitable for any other purpose.

J. S. Taylor ofscistes, P.C.

Washington, DC December 31, 2019

GOVERNMENT OF THE DISTRICT OF COLUMBIA WORKERS' COMPENSATION PROGRAM ADMINISTRATION FUND A Special Revenue Fund of the District of Columbia

Financial Statements Together with Independent Auditor's Report

For the Years Ended September 30, 2019 and 2018

GOVERNMENT OF THE DISTRICT OF COLUMBIA WORKERS' COMPENSATION PROGRAM ADMINISTRATION FUND A Special Revenue Fund of the District of Columbia

Financial Statements with Independent Auditor's Report

For the Years Ended September 30, 2019 and 2018

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♦♦F.S. TAYLOR & ASSOCIATES, P.C.♦♦ CERTIFIED PUBLIC ACCOUNTANTS & MANAGEMENT CONSULTANTS

1420 N Street, N.W., Suite 100 / Washington, D.C. 20005 / 202/898-0008 Fax 202/898-0208

INDEPENDENT AUDITOR'S REPORT

Government of the District of Columbia Department of Employment Services Washington, DC

Report on the Financial Statements

We have audited the accompanying financial statements of the Government of the District of Columbia Department of Employment Services (DOES) Office of Workers' Compensation Program Administration Fund (Administration Fund) as of and for the year ended September 30, 2019, and the related notes to the financial statements, which collectively comprise the Administration Fund's basic financial statements as listed in the table of contents.

Management's Responsibility for the Financial Statements

Management is responsible for the preparation and fair presentation of these financial statements in accordance with accounting principles generally accepted in the United States of America; this includes the design, implementation, and maintenance of internal control relevant to the preparation and fair presentation of financial statements that are free from material misstatement, whether due to fraud or error.

Auditor's Responsibility

Our responsibility is to express an opinion on these financial statements based on our audit. We conducted our audit in accordance with auditing standards generally accepted in the United States of America and the standards applicable to financial audits contained in *Government Auditing Standards*, issued by the Comptroller General of the United States. Those standards require that we plan and perform the audit to obtain reasonable assurance about whether the financial statements are free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial statements. The procedures selected depend on the auditor's judgment, including the assessment of the risks of material misstatement of the financial statements, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the entity's preparation and fair presentation of the financial statements in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control. Accordingly, we express no such opinion. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of significant accounting estimates made by management, as well as evaluating the overall presentation of the financial statements.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinions.

Opinion

In our opinion, the financial statements referred to above present fairly, in all material respects, the respective financial position of the Administration Fund as of September 30, 2019, and the respective changes in financial position for the year then ended in accordance with accounting principles generally accepted in the United States of America.

Report on Summarized Comparative Information

The 2018 financial statements were previously audited by us, and we expressed an unmodified audit opinion on those financial statements in a report dated January 15, 2019. In our opinion, the summarized comparative information presented herein as of and for the year ended September 30, 2018 is consistent, in all material respects, with the audited financial statements from which it has been derived.

Emphasis of Matter

As discussed in Note 2, the financial statements of the Administration Fund are intended to present the financial position and the changes in financial position of only that special revenue fund. They do not purport to, and do not present fairly the financial position of the Government of the District of Columbia as of September 30, 2019, or the changes in its financial position for the year then ended in accordance with accounting principles generally accepted in the United States of America. Our opinion is not modified with respect to this matter.

Other Matters

Required Supplementary Information

Accounting principles generally accepted in the United States of America require that the management's discussion and analysis information on pages 4-10 be presented to supplement the basic financial statements. Such information, although not a part of the basic financial statements, is required by the Governmental Accounting Standards Board, who considers it to be an essential part of financial reporting for placing the basic financial statements in an appropriate operational, economic, or historical context. We have applied certain limited procedures to the required supplementary information in accordance with auditing standards generally accepted in the United States of America, which consisted of inquiries of management about the methods of preparing the information and comparing the information for consistency with management's responses to our inquiries, the basic financial statements, and other knowledge we obtained during our audit of the basic financial statements. We do not express an opinion or provide any assurance on the information because the limited procedures do not provide us with sufficient evidence to express an opinion or provide any assurance.

Other Reporting Required by Government Auditing Standards

In accordance with *Government Auditing Standards*, we have also issued our report dated December 31, 2019, on our consideration of the Administration Fund's internal control over financial reporting and on our tests of its compliance with certain provisions of laws, regulations, contracts, and grant agreements and other matters. The purpose of that report is solely to describe the scope of our testing of internal control over financial reporting and compliance and the results of that testing, and not to provide an opinion on the effectiveness of the Administration Fund's internal control over financial reporting or on compliance. That report is an integral part of an audit performed in accordance with *Government Auditing Standards* in considering the Administration Fund's internal control over financial reporting and compliance.

Washington, DC

December 31, 2019

J. S. Taylor o Associates, P.C.

This section presents a discussion and analysis of the Government of the District of Columbia Workers' Compensation Program Administration Fund's (the Administration Fund) financial performance for the fiscal years ended September 30, 2019 and 2018, which includes a narrative overview and analysis of the Administration Fund's financial activities. This information has been prepared by management and should be read in conjunction with the basic financial statements and note disclosures.

A. REPORTING ENTITY

The Administration Fund was established by the Government of the District of Columbia (the District) to account for financial resources used for the administration of its workers' compensation program. The Administration Fund is administered by the District's Department of Employment Services (DOES).

B. FINANCIAL STATEMENT PRESENTATION

In accordance with Governmental Accounting Standards Board Statement No. 34, *Basic Financial Statements – and Management's Discussion and Analysis – for State and Local Governments*, the basic financial statements of the Administration Fund consist of a balance sheet and a statement of revenues, expenditures and changes in fund balance. These statements focus primarily on the sources, uses and balance of current financial resources, and use the modified accrual basis of accounting.

Balance Sheet

The Balance Sheet represents the Administration Fund's assets, deferred outflow of resources, liabilities, deferred inflows of resources, and fund balance. Fund balance represents the difference between the Administration Fund's assets plus deferred outflows of resources and liabilities plus deferred inflows of resources. Increases or decreases in the fund balance serve as a useful indicator of whether the financial position of the Administration Fund is improving or deteriorating.

• Statement of Revenues, Expenditures, and Changes in Fund Balance

The Statement of Revenues, Expenditures and Changes in Fund Balance presents information showing how the Administration Fund's fund balance has changed during the fiscal year (FY). All changes in fund balance are reported as soon as the event underlying the change occurs, regardless of the timing of the related cash flows.

C. FINANCIAL HIGHLIGHTS

As of September 30, 2019 and 2018, the Administration Fund reported total assets of \$32.27 million and \$23.76 million, respectively. As of September 30, 2019 and 2018, the Administration Fund's assets are comprised of only pooled cash.

- The Administration Fund's total liabilities and deferred inflows of resources were \$0.92 million and \$31.35 million, respectively, as of September 30, 2019. As of September 30, 2018, total liabilities and deferred inflows of resources were \$1.35 and \$22.40 million, respectively.
- For the year ended September 30, 2019, the Administration Fund's net assessment revenues and expenditures were \$12.55 million and \$13.11 million, respectively. For the year ended September 30, 2018, net assessment revenues and expenditures were \$13.45 million and \$13.86 million, respectively.

D. OVERALL FINANCIAL ANALYSIS

Table 1 – Summary of Balance Sheet

				2019- 2018 (Change	2018 - 2017	Change
	2019	 2018	2017	Dollar	%	Dollar	%
Assets:							
Pooled Cash	\$ 32,272,651	\$ 23,755,606	\$ 33,446,387	\$ 8,517,045	35.85%	\$ (9,690,781)	(28.97%)
Total Assets	\$ 32,272,651	23,755,606	\$ 33,446,387	\$ 8,517,045	35.85%	\$ (9,690,781)	(28.97%)
Liabilities:							
Accounts Payables and Accrued Liabilities	919,812	1,354,369	746,339	(434,557)	(32.09%)	608,030	81.47%
Deferred Inflows of Resources	31,352,839	 22,401,237	32,700,048	8,951,602	39.96%	(10,298,811)	(31.49%)
Total Liabilities and Deferred Inflows of				-	-		
Resources	\$ 32,272,651	\$ 23,755,606	\$ 33,446,387	\$ 8,517,045	35.85%	\$ (9,690,781)	(28.97%)

- Pooled cash is the fund's only asset as of September 30, 2019 and 2018. In FY 2019, pooled cash increased by \$8.52 million or 35.85%, compared to FY 2018 primarily because more insurance carriers paid the assessment billed for FY 2020 advance. In FY 2018, pooled cash decreased by \$9.69 million or 28.97%, compared to FY 2017.
- The Administration Fund's total liabilities and deferred inflows of resources increased by \$8.52 million or 35.85% during FY 2019. This is mainly due to the increase in deferred inflows of resources as insurance carriers paid \$9.40 million of FY 2020 assessment billed in FY 2019. In FY 2018, total liabilities and deferred inflows of resources decreased by \$9.69 million or 28.97% compared to FY 2017.
- As of September 30, 2019, the Administration Fund's total assets of \$32.27 million were sufficient to cover liabilities and deferred inflows of resources of \$32.27 million, resulting in a ratio of \$1.00 in assets for every dollar in liabilities and deferred inflows of resources. As of September 30, 2018, the Administration Fund's total assets of \$23.76 million were sufficient to cover liabilities and deferred inflows of resources of \$23.76 million, resulting in a ratio of \$1.00 in assets for every dollar in liabilities and deferred inflows of resources.

Table 2 – Summary of Revenues, Expenditures, and Changes in Fund Balance

				2019- 2018 Change		2018 - 2017 Change	
	2019	2018	2017	Dollar	%	Dollar	%
Revenue							
Net Assessment Revenue	\$ 12,555,012	\$ 13,451,270	\$ 17,190,091	\$ (896,258)	(6.66%)	\$ (3,738,821)	(21.75%)
Total Revenue	\$ 12,555,012	\$ 13,451,270	\$ 17,190,091	\$ (896,258)	(6.66%)	\$ (3,738,821)	(21.75%)
Expenditures							
Personnel	\$ 11,261,471	\$ 11,527,151	\$ 12,510,623	\$ (265,680)	(2.30%)	\$ (983,472)	(7.86%)
Non-Personnel	1,851,472	2,331,641	4,810,186	(480,169)	(20.59%)	(2,478,545)	(51.53%)
Total Expenditures	\$ 13,112,943	\$ 13,858,792	\$ 17,320,809	\$ (745,849)	(5.38%)	\$ (3,462,017)	(19.99%)
Other Financing Source							
Interest Income	\$ 557,931	\$ 407,522	\$ 130,718	\$ 150,409	36.91%	\$ 276,804	211.76%

Revenues

The revenues for the Administration Fund are from assessments on employers that are based on the level of workers' compensation, medical and vocational rehabilitation payments made in the preceding year. The Mayor determines the amount needed each year to administer the program, and assessments on self-insured employers and insurance carriers are set at a level that will generate the required level of funding. Further, pursuant to D.C. Code § 32-1541 (e) "The assessment for each carrier and self-insurer for the preceding fiscal year shall be redetermined, subsequent to each fiscal year, based upon the actual total amount of compensation and medical payments paid and the administrative costs incurred that year. Adjustments for differences between the beginning year assessment and the year-end actual determination, if any, shall be made to the next ensuing assessment".

The amount of assessments charged to the various insurance carriers is based on actual losses reported for the fiscal year two years prior to the assessment period. For FY 2019 assessments, the actual losses from FY 2017 were used while for FY 2018 assessments, the actual losses from FY 2016 were used. Each carrier's percentage of total losses for that period is then applied to the projected total losses for the current fiscal year. This amount is then increased/decreased based on whether a carrier had over or under charges from the previous assessment period. The net amount is then billed to the carrier as a current year assessment.

The assessments billed to insurance carriers and self-insurers for the FY were also adjusted by over assessments representing amounts collected in excess of the current fiscal-year administrative expenditures.

The Administration Fund's net assessment revenues were \$12.55 million in FY 2019, a decrease of \$0.90 million, compared to \$13.45 million in FY 2018. This was primarily due to the decrease in the amount assessed and billed to insurance carriers and self-insured employers in FY 2019 compared to FY 2018.

Expenditures

In FY 2019, the Administration Fund's total expenditures decreased by \$0.75 million or 5.38% compared to FY 2018. This decrease in expenditures was largely due to a decrease by \$0.27 million or 2.30% in personnel expenditures and a decrease of \$0.48 million or 20.59% in non-personnel costs. In FY 2018, total expenditures decreased by \$3.46 million or 19.99% from FY 2017.

D.C. WORKERS' COMPENSATION PROGRAM OUTLOOK

The Government of the District of Columbia, DOES, Office of Workers' Compensation (OWC) provides services to employees of the private sector who sustain work-related injuries and/or suffer job-related illnesses/diseases during the performance of their duty.

The Workers' Compensation Program (the Program) administers claims and monitors the payment of benefits to injured private-sector employees in the District of Columbia. Disputes between claimants and employers (or their insurance carriers) are mediated, and employers are monitored to ensure compliance with insurance coverage requirements. The program administers the Special Fund and Administration Fund. The Special Fund (Second Injury Fund) provides benefits in cases of uninsured employers or in instances where an injury combines with a pre-existing disability to cause a substantially greater disability (for details about costs incurred for the Special Fund, please refer to the Special Fund Financial Statements). The program also approves lump-sum settlements, assesses penalties and fines for non-compliance with the law and monitors vocational rehabilitation. The Administration Fund is used to cover the total costs of administering the program.

i) <u>Insurance Arrangements</u>

Employers obtain coverage for workers' compensation either by purchasing insurance from the market or by qualifying for self-insurance if certain financial requirements are met. Table 3 shows the number of insurance carriers that provide insurance coverage for workers' compensation and number of self-insured employers.

Table 3 – Number of Insurance Carriers and Self-Insured Employers

Fiscal Year		Number of Self- Insured Employers	Fotal Number of Self- Insured Employers and Insurance Carriers
2015	239	27	266
2016	264	32	296
2017	281	32	313
2018	291	33	324
2019	295	34	329

ii) Workers' Compensation Program Costs

The DOES OWC, through its *Special Fund* and *Administration Fund*, annually assesses carriers and self-insured employers. The Special Fund assessments are used to reimburse approved carriers for payments made directly to claimants for second-injuries (*for details about costs incurred for the Special Fund, please refer to the Special Fund Financial Statements*). Monies received through the Administration Fund are used to cover costs associated with administering the workers' compensation program, such as personnel costs, rent, utilities, supplies, equipment, etc.

Administration Fund

Costs for administering the program are pro-rated among carriers and self-insured employers. The costs include any expenses that have been incurred, will be incurred, or that will accrue during the FY. The pro-rated share is based on the carrier's and self-insured employer's reported "paid losses", including total indemnity, medical and vocational rehabilitation benefits.

Table 4 (A) – Benefits Paid by Insurance Carriers and Self-Insured Employers

	FY 2018	FY 2017	FY 2016	FY 2015
Medical	\$42,064,971	\$42,701,734	\$41,354,963	\$40,098,469
Compensation	90,427,197	81,004,606	83,040,255	81,696,333
Vocational rehabilitation	1,682,625	1,908,674	1,738,171	1,642,306
Total	<u>\$134,174,793</u>	<u>\$125,615,014</u>	<u>\$126,133,389</u>	<u>\$123,437,108</u>

^{*}FY 2019 data is not yet available

<u>Table 4 (B) – Expenditures</u>

	FY2019	FY2018	FY2017	FY 2016	FY 2015
Workers' Compensation Administration costs - Administration Fund	\$13,112,943	\$13,858,792	\$17,320,809	\$14,718,367	\$12,801,971

Table 4(B) shows the following costs of administering the Worker's compensation functions including:

- Salaries and fringe benefits
- Occupancy
- Contractual services
- Supplies and equipment
- Equipment

iii) Workers' Compensation Program Assessments

The Government of the District of Columbia workers' compensation regulations require that approved carrier and self-insured employers report paid losses. Should losses occur, the entity will be responsible for:

- i. Making payments into the Special Fund [Reference: D.C. Official Code §32-1540 "Special Fund"]; and
- ii. Providing for the payment of expenses to administer the provisions of the D.C. Workers' Compensation Act [Reference: D.C. Official Code §32-1541 "Administration Fund."]

Administration Fund

Costs for administering the Workers' Compensation Program are pro-rated among carriers and self-insured employers, and the costs shall include expenses to be incurred and those which will accrue during a given fiscal year.

A "Quarterly Report of Benefits Payment" form is used for carriers and self-insured employers to report "paid losses". At the time the reports are received, the workers' compensation program verifies its content and mails a "Certification of Workers' Compensation Payment" form to the carriers and self-insured employers. The signed certifications for the entire fiscal year are used as the basis for calculating the assessment amount.

In determining the Administration Fund Assessment, the program uses the projected costs for administering the program and the combined "total paid losses" paid by all insurance carriers and self-insured employers. A company's individual total paid losses is applied against the combined "total paid losses" for all carriers, and a "pro-rata" percentage is calculated for each carrier and self-insured employer. The "upfront" fiscal year assessment is then calculated by multiplying the company's pro-rata percentage share by the total projected costs for administering the program. After the payments are made by the insurance carrier/self-insured employer, a reconciliation is derived in the subsequent year as to the appropriate assessment. Any applicable credit and/or debit amount will be applied to the "upfront" amount and the final amount represents the upfront assessment that will be billed to the carrier/self-employer.

Contact Information

This financial report is designed to provide a general overview of the Administration Fund's finances and to demonstrate the effectiveness of systems of accountability for the money it receives. Questions concerning any information provided in this report, or requests for additional financial information, should be addressed to the Office of the Chief Financial Officer; Government of the District of Columbia; 1350 Pennsylvania Avenue, NW; Washington, D.C., 20004.

			2019		2018
Assets					
Pooled Cash	Note 2	\$	32,272,651	\$	23,755,606
Total Assets		\$	32,272,651	\$	23,755,606
Liabilities					
Accounts Payable		\$	520,149	\$	891,366
Accrued Expenses			399,663		463,003
Total Liabilities		_	919,812	_	1,354,369
Deferred Inflows of Resources					
Unavailable Revenue-Excess/Advance Payment of Assessments	Note 3		31,352,839		22,401,237
Total Deferred Inflows of Resources		_	31,352,839		22,401,237
Fund Balance					
Restricted for Administration of Workers' Compensation			_		_
Total Fund Balance		_	•		-
Total Liabilities, Deferred Inflows of Resources and Fund Balance		\$	32,272,651	\$	23,755,606

	_	2019	2018
Revenues			
Net Assessment Revenues	\$_	12,555,012	\$ 13,451,270
Total Revenues	_	12,555,012	13,451,270
Expenditures			
Personnel Costs		11,261,471	11,527,151
Contractual Services		1,095,388	1,441,952
Occupancy		353,825	160,998
Supplies and Materials		57,840	140,570
Communications		139,638	156,249
Equipment and Equipment Rental		13,045	201,420
Other Costs	_	191,736	230,452
Total Expenditures	_	13,112,943	13,858,792
Deficiency of Revenue Over Expenditures		(557,931)	(407,522)
Other Financing Sources			
Interest Revenue	_	557,931	407,522
Net Change in Fund Balance		-	-
Fund Balance – beginning		-	
Fund Balance – ending	\$	-	\$

1. SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES

A. Reporting Entity

The Workers' Compensation Program Administration Fund (the Administration Fund) is a special revenue fund of the Government of the District of Columbia's (the District) Office of the Workers' Compensation (OWC) program within the Department of Employment Services. The Administration Fund was established pursuant to D.C. Code Section 32-1541 and used for the payment of all expenses incurred to administer the Workers' Compensation Program. The Administration Fund is funded through assessments received from carriers and self-insured employers. Insurance carriers are prohibited from passing the assessments to the insured employers.

The financial statements present only the Administration Fund, and do not purport to, and do not present the financial position of the Government of the District of Columbia as of September 30, 2019 and 2018, and results of operations, for the years then ended in conformity with accounting principles generally accepted for governments in the United States of America. The operating statement of the Administration Fund includes expenditures (direct costs and indirect costs allocated to the Administration Fund based on the agency allocation plan) incurred for the administration of the Districts' Workers Compensation Program in accordance with the provisions of D.C Code Section 32-1541. The Administration Fund's financial statements are included in the governmental fund financial statements of the Government of the District of Columbia's Comprehensive Annual Financial Report.

B. Basis of Presentation

The Administration Fund is a special revenue fund of the District. The Administration Fund's financial statements are presented in accordance with U.S. generally accepted accounting principles (GAAP) as promulgated by Governmental Accounting Standard Board (GASB). These financial statements represent the Workers' Compensation Program Administration Fund only; they do not represent the Government of the District of Columbia as a whole.

C. Measurement Focus and Basis of Accounting

The financial statements are reported using the current financial resources measurement focus and the modified accrual basis of accounting. Under the modified accrual basis of accounting, revenues are recognized when susceptible to accrual (that is when they become both measurable and available). Measurable means the amount of the transaction can be determined and available means collectible within the current period or soon enough thereafter to be used to pay liabilities of the current period. Expenditures are recorded when the related fund liability is incurred.

1. SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES (continued)

D. Use of Estimates

The preparation of financial statements in conformity with generally accepted accounting principles requires management to make estimates and assumptions that affect the reported amounts of assets and liabilities at the date of the financial statements and the reported amounts of revenues and expenditures during the reporting period. Actual results could differ from those estimates.

E. Subsequent Events

In preparing these financial statements, management of the Administration Fund has evaluated events and transactions that occurred after September 30, 2019 for potential recognition or disclosure in the financial statements. These events and transactions were evaluated through December 31, 2019, the date the financial statements were available to be issued. Management did not identify any such events that would require disclosure.

2. POOLED CASH

Pooled cash represents the Administration Fund's available cash balance with the District. The District follows the practice of pooling cash and cash equivalents for its governmental funds in order to provide better physical custody and control of cash and to maximize investment opportunities. The District deposits to the Administration Fund its allocated share of interest earned on pooled resources.

In fiscal years 2019 and 2018, the Administration Fund's allocated interest income was \$557,931 and \$407,522, respectively. Cash deposited with the District is insured with securities held by the District or by its agent in the District's name in accordance with the provision of the Financial Institutions Deposit and Investment Act of 1997 (D.C. Law 12-56). As of September 30, 2019 and 2018, pooled cash was \$32.27 million and \$23.76 million, respectively.

2. POOLED CASH (continued)

The types of risks to which the District's pool cash may be exposed are described below:

- Interest Rate Risk Interest rate risk is the risk that changes in the market interest rate will adversely affect the fair market value of an investment. Generally, an investment with a longer maturity will have a greater sensitivity to the fair value changes that are related to market interest rates. As a means of limiting its exposures to fair value losses resulting from rising interest rates, the District's investment policy limits the District's portfolio to maturities of less than five years.
- Credit Risk Generally, credit risk is the risk that an issuer of an investment will not fulfill its obligation to the holder of the investment. This is measured by the assignment of a rating by nationally recognized credit rating agencies. The District investment policy limits investments in commercial paper, bankers' acceptances, municipal obligations and money market mutual funds to certain ratings issued by nationally recognized credit rating agencies.
- Custodial Credit Risk Custodial credit risk is the risk that, given a financial institution's failure, the government will not be able to recover deposits or collateral. The District had no custodial credit risk exposure during the fiscal year. All District investments in fiscal year 2019 were collateralized.
- Foreign Currency Risk Foreign currency risk is the risk that changes in exchange rates will adversely impact the fair value of an investment. The District pooled cash had no exposure to foreign currency risk.

3. DEFERRED INFLOWS OF RESOURCES

Each fiscal year, OWC estimates the assessments to be paid for the subsequent period by self-insured employers and insurance carriers that will generate the required level of funding to administer the program.

These assessments are based on the Administration Fund's projected expenditures and the level of Worker's compensation and medical payments made during the fiscal year two years prior to the assessment period. For example, for fiscal year 2019 assessments, the actual reported losses from fiscal year 2017 are used. Further, in accordance with D.C. Code § 32-1541, once the actual total amount of compensation and medical payments paid, and the administration costs incurred are determined, the assessments to each carrier and self-insurer are recalculated to determine whether they are over or under charged during the fiscal period. Adjustments for

difference between the beginning year assessment and the year-end actual determination, if any, shall be made to the next ensuing assessments.

The deferred inflows of resources for the Administration Fund comprises: a) assessments related to the subsequent fiscal year received in advance; and b) advance payments representing excess assessment revenues collected over the actual losses and administrative costs incurred.

	FY 2019	FY 2018	Changes
Advance collection of subsequent fiscal year assessments	\$9,400,204	\$79,527	\$9,320,677
Cumulative assessment revenues collected in excess of the actual administrative costs incurred	21,952,635	22,321,710	(369,075)
Total	\$31,352,839	\$22,401,237	\$8,951,602

4. NET ASSESSMENT REVENUES

The net assessment revenues represent a portion of Worker's Compensation Administration fund assessments billed and collected during the fiscal year and used for financing the program's administrative expenditures.

	FY 2019	FY 2018
Administration fund assessment revenue	\$ 12,135,348	\$17,974,108
Reclassification from(to) deferred inflows of resources		
Prior year assessments used to cover a portion of current year expenditures (Current year assessments carried forward to future periods)	419,664	(4,522,838)
Net Assessment Revenues	\$12,555,012	\$13,451,270

⋄⋄F.S. TAYLOR & ASSOCIATES, P.C.⋄⋄

CERTIFIED PUBLIC ACCOUNTANTS & MANAGEMENT CONSULTANTS

1420 N Street, N.W., Suite 100 / Washington, D.C. 20005 / 202/898-0008 Fax 202/898-0208

INDEPENDENT AUDITOR'S REPORT ON INTERNAL CONTROL OVER FINANCIAL REPORTING AND ON COMPLIANCE AND OTHER MATTERS BASED ON AN AUDIT OF FINANCIAL STATEMENTS PERFORMED IN ACCORDANCE WITH GOVERNMENT AUDITING STANDARDS

Government of the District of Columbia Department of Employment Services Washington, DC

We have audited, in accordance with the auditing standards generally accepted in the United States of America and the standards applicable to financial audits contained in *Government Auditing Standards* issued by the Comptroller General of the United States, the financial statements of the Government of the District of Columbia Department of Employment Services (DOES) Office of Workers' Compensation Program Administration Fund (Administration Fund), as of and for the year ended September 30, 2019, and the related notes to the financial statements, which collectively comprise the Administration Fund's basic financial statements, and have issued our report thereon dated December 31, 2019.

Internal Control over Financial Reporting

In planning and performing our audit of the financial statements, we considered the Administration Fund's internal control over financial reporting (internal control) to determine the audit procedures that are appropriate in the circumstances for the purpose of expressing our opinions on the financial statements, but not for the purpose of expressing an opinion on the effectiveness of the Administration Fund's internal control. Accordingly, we do not express an opinion on the effectiveness of the Administration Fund's internal control.

A *deficiency in internal control* exists when the design or operation of a control does not allow management or employees, in the normal course of performing their assigned functions, to prevent, or detect and correct, misstatements on a timely basis. A *material weakness* is a deficiency, or a combination of deficiencies, in internal control, such that there is a reasonable possibility that a material misstatement of the entity's financial statements will not be prevented or detected and corrected on a timely basis. A *significant deficiency* is a deficiency, or a combination of deficiencies, in internal control that is less severe than a material weakness, yet important enough to merit attention by those charged with governance.

Our consideration of internal control was for the limited purpose described in the first paragraph of this section and was not designed to identify all deficiencies in internal control that might be material weaknesses or significant deficiencies. Given these limitations, during our audit we did not identify any deficiencies in internal control that we consider to be material weaknesses. However, material weaknesses may exist that have not been identified.

Compliance and Other Matters

As part of obtaining reasonable assurance about whether the Administration Fund's financial statements are free from material misstatement, we performed tests of its compliance with certain provisions of laws, regulations, contracts, and grant agreements, noncompliance with which could have a direct and material effect on the determination of financial statement amounts. However, providing an opinion on compliance with those provisions was not an objective of our audit, and accordingly, we do not express such an opinion. The results of our tests disclosed no instances of noncompliance or other matters that are required to be reported under *Government Auditing Standards*.

Purpose of this Report

The purpose of this report is solely to describe the scope of our testing of internal control and compliance and the results of that testing, and not to provide an opinion on the effectiveness of the entity's internal control or on compliance. This report is an integral part of an audit performed in accordance with *Government Auditing Standards* in considering the entity's internal control and compliance. Accordingly, this communication is not suitable for any other purpose.

J. S. Taylor o Associates, P.C.

Washington, DC December 31, 2019

DC DEPARTMENT OF EMPLOYMENT SERVICES

TIPPED WAGE REPORT

Fiscal Year 2018

DIFFERENCE BETWEEN REQUIRED TIPPED MINIMUM WAGE AND MINIMUM HOURLY WAGE

JULY 1, 2017 - JUNE 30, 2018

TIPPED WAGE

\$3.33

DIFFERENCE BETWEEN TIPPED WAGE AND MINIMUM WAGE

\$9.17

DC MINIMUM WAGE

\$12.50

JULY 1, 2018 - JUNE 30, 2019

TIPPED WAGE

\$3.89

DIFFERENCE BETWEEN TIPPED WAGE AND MINIMUM WAGE

\$9.36

DC MINIMUM WAGE

\$13.25

QUARTERLY EARNINGS SCENARIOS

Potential Example: Noncompliant v. Compliant

EMPLOYEE A



450 HRS @ + \$3,500 \$3.33/HR

IN TIPS

NO EMPLOYER **SUPPORT BETWEEN TIPPED** WAGE AND MINIMUM WAGE

\$4,998.50 = \$11.11/HR

EMPLOYEE B



450 HRS @ + \$3,500 \$3.33/HR

IN TIPS

\$1.39/HR IN EMPLOYER SUPPORT ABOVE TIPPED WAGE

\$5.625 = \$12.50/HR\$626.50 MORE EARNED THAT QUARTER THAN EMPLOYEE A*

*Note on Quarterly Earning Scenarios visualization on Page 1: Employer support for wage difference and tips and gratuities are not hourly; the data was presented this way to calculate whether hourly minimum wage was met.

BACKGROUND AND SUMMARY

The District of Columbia Department of Employment Services (DOES) enforces the District of Columbia's wage-hour laws and collects data quarterly from employers in the tipped wage industry to ensure employees are paid at the District of Columbia minimum wage. The tipped wage industry includes hotels, restaurants, and other public-facing roles. Under the Fair Shot Minimum Wage Amendment Act of 2016 (Fair Shot Act), the Mayor, through DOES, is responsible for submitting a quarterly report to the Council of the District of Columbia compliance data collected on tipped on the wages.

Employees who receive a base wage lower than the District of Columbia minimum wage and tips (for the purposes of this report known as "tipped employees") critical the part of Columbia economy. Tipped employees are traditionally part of the overall hospitality industry, which represents roughly 80,000 jobs in the District of Columbia.

The Fair Shot Act requires that employers pay their employees at a required cash wage (at least \$3.89 as of the end of the reporting period on 9/30/2018) if they are taking a tip credit towards the full minimum wage obligation (at least \$13.25 as of the end of the reporting period on 9/30/2018). Pursuant to the Fair Labor Standards Act, a tip credit allows an employer to pay tipped employees less than the minimum long the employees' tips brings least the minimum earnings to at wage. As noted in the graphics to the left, the wage and full minimum wage required cash changed the of FY2018. over course Employers using the tip credit must be able to show that tipped employees receive at the minimum wage when direct wages tip credit amount are combined. employee's tips combined with the direct wages do not equal the minimum wage, the employer must make up the difference.





Fiscal Year 2018

WAGE REPORTS SUMMARY



The total number of employers who submitted reports for their employees who received tips between Oct. 1, 2017 and Sept. 30, 2018 through the Employer Self-Service Portal (ESSP) or via paper submission.

16,603

The total number of employees who had a report filed on their behalf through the ESSP and via paper submission.



The number of workers in tipped wage occupations in DC (Based on an estimate from 2017 DOES Minimum Wage Impact Study)

ABOUT THIS REPORT

DOES collects compliance data from employers on the following data points, which are presented in this report: (1) total hours worked in the given quarter; (2) employer-paid hourly rate (also sometimes known as a service rate); (3) gross wages paid by employer; and (4) total amount of reported tips.

This report covers employer reporting of employee-level compensation during Fiscal Year 2018 (October 1, 2017–September 30, 2018), as well as quarterly comparisons.

Employer reports may be submitted in one of two ways: (1) through an online system known as the Employer Self-Service Portal (ESSP) or (2) through paper submission to DOES. In Fiscal Year 2018, 558 employers submitted reports on behalf of 16,603 employees.

If an employer fails to submit required compensation reports, DOES, through the Office of Wage-Hour, sends a compliance letter to the employer. The employer is then responsible for correcting the issue.

DOES estimates that approximately 60% of tipped wage employees have reports submitted on their behalf. The Office of Wage-Hour within DOES conducts significant outreach to employers to ensure they understand their reporting obligations, as well as when and how the reports are to be submitted.

Fiscal Year 2018

DATA REPORTED TO DOES BY EMPLOYERS FOR FY2018



Average quarterly number of hours worked



Average quarterly wage reported by employers



Average amount of employer-reported paid wages per employee for the fiscal year



Average amount of tips reported per employee for the fiscal year



Average total pay rate (including tips) per employee for the fiscal year

AVERAGE WAGES FOR TIPPED EMPLOYEES

Quarterly, employers report the number of hours worked, hourly rate, gross wages, and reported tips for each employee. These reports allow the Office of Wage-Hour to determine employer compliance and ensure employees are paid the minimum hourly rate.

DOES found that, on average, employers reported paying their tipped employees \$6.30 per hour. This rate is higher than the tipped wage rates of \$3.33 and \$3.89 required for FY2018 quarters under the Fair Shot Act.

On average, tipped employees were paid \$3,092.99 in gross wages from their employer across the fiscal year. On average, tipped employees reported receiving \$6,542.02 in tips across the fiscal year. On average, tipped employees were paid \$22.99 per hour, including tips.

If, after an employer submits their employee reports to DOES it is determined there is a compliance issue and the employee's base wage plus tip was lower than the minimum wage, the Office of Wage-Hour initiates an audit of the employer. During this audit, the employer must provide explanation or proof of proper wage payment. If the employer is unable to do so and is found to be out of compliance, the Office of Wage-Hour requires the employer to pay the back wages due to the employee, as well as any additional applicable penalties.

Fiscal Year 2018

DATA: NUMBERS AND SOURCES

FY2018	Category	Submitted by portal (ESSP)	Submitted by paper	Total**
Number of employers who submitted compensation reports	Number	348	210	558
Number of employees who had a report filed on their behalf	Number	7340	9263	16603
Average number of hours worked per distinct employee	Number	492.82	333.80	404.10
Average employer paid-service rate and average total employer-paid wages	Rate	\$7.76	\$6.66	\$7.15
	Amount	\$4,125.28	\$2,275.00	\$3,092.99
Average base wages (tipped wage × hours worked) and reported tipped wage rate	Rate	\$7.20	\$5.58	\$6.30
	Amount	\$3,840.14	\$1,902.01	\$2,758.83
Average tipped wages and tip rate (tipped wages/hours worked)	Rate	\$14.49	\$16.91	\$15.84
	Amount	\$7,403.37	\$5,859.48	\$6,542.02
Average total wages (base wages + tipped wages + additional wages) and actual wage rate	Rate	\$22.25	\$23.57	\$22.99
	Amount	\$13,802,27	\$9,825.36	\$11,583.51

^{**}Note The averages reflected in this "Total" column do not represent an average of the ESSP and Paper submission averages. Instead, these numbers are an average of the total of all the data collected in the specified category.

COMPARISON BY QUARTER		Q1 FY2018	Q2 FY2018	Q3 FY2018	Q4 FY2018
Number of employers who submitted compensation reports	Number	288	326	400	328
Number of employees who had a report filed on their behalf	Number	5387	6386	7930	5508
Average number of hours worked	Number	272.75	268.50	266.80	252.55
Average employer-paid service rate and average total reported employer-paid wages	Rate	\$7.50	\$7.29	\$6.85	\$7.41
	Amount	\$2,153.17	\$2,093.13	\$1,930.06	\$1,972.60
Average reported base rate and base wages (base rate × hours worked)	Rate	\$6.57	\$6.52	\$6.10	\$6.56
	Amount	\$1,863.33	\$1,876.04	\$1,768.81	\$1,762.21
Average tipped wages and tip rate (tipped wages/hours worked)	Rate	\$16.15	\$16.04	\$17.17	\$15.45
	Amount	\$4,397.48	\$4,212.72	\$4,565.89	\$3,835.21
Average total wages (base wages + tipped wages + additional wages) and actual wage rate	Rate	\$23.66	\$23.32	\$24.02	\$22.86
	Amount	\$7,986.41	\$7,426.22	\$7,784.30	\$7,112.22

QUARTER 1	Category	Submitted by portal (ESSP)	Submitted by paper	Total**
Number of employers who submitted compensation reports	Number	204	84	288
Number of employees who had a report filed on their behalf	Number	2726	2661	5387
Average number of hours worked	Number	264.28	281.43	272.75
Average employer-paid service rate and average total reported employer paid wages	Rate	\$7.62	\$7.38	\$7.50
	Amount	\$2,180.48	\$2,125.19	\$2,153.17
Average reported base rate and base wages (base rate × hours worked)	Rate	\$6.88	\$6.25	\$6.57
	Amount	\$1,957.53	\$1,766.82	\$1,863.33
Average tipped wages and tip rate (tipped wages/hours worked)	Rate	\$15.50	\$16.82	\$16.15
	Amount	\$3,884.83	\$4,922.65	\$4,397.48
Average total wages (base wages + tipped wages + additional wages) and actual wage rate	Rate	\$23.12	\$24.20	\$23.66
	Amount	\$7,295.09	\$8,694.61	\$7,986.41

^{**}Note The averages reflected in this "Total" column do not represent an average of the ESSP and Paper submission averages. Instead, these numbers are an average of the total of all the data collected in the specified category.

QUARTER 2	Category	Submitted by portal (ESSP)	Submitted by paper	Total**
Number of employers who submitted compensation reports	Number	229	97	326
Number of employees who had a report filed on their behalf	Number	3334	3052	6386
Average number of hours worked	Number	260.47	277.27	268.50
Average employer-paid service rate and average total reported employer paid wages	Rate	\$7.63	\$6.92	\$7.29
	Amount	\$2,194.54	\$1,982.34	\$2,093.13
Average reported base rate and base wages (base rate × hours worked)	Rate	\$7.13	\$5.86	\$6.52
	Amount	\$2,059.73	\$1,675.38	\$1,876.04
Average tipped wages and tip rate (tipped wages/hours worked)	Rate	\$15.14	\$17.01	\$16.04
	Amount	\$3,716.67	\$4,754.60	\$4,212.72
Average total wages (base wages + tipped wages + additional wages) and actual wage rate	Rate	\$22.77	\$23.93	\$23.32
	Amount	\$7,038.16	\$7,850.13	\$7,426.22

^{**}Note The averages reflected in this "Total" column do not represent an average of the ESSP and Paper submission averages. Instead, these numbers are an average of the total of all the data collected in the specified category.

QUARTER 3	Category	Submitted by portal (ESSP)	Submitted by paper	Total**
Number of employers who submitted compensation reports	Number	266	134	400
Number of employees who had a report filed on their behalf	Number	4250	3680	7930
Average number of hours worked	Number	265.42	268.38	266.60
Average employer-paid service rate and average total reported employer paid wages	Rate	\$7.59	\$5.99	\$6.85
	Amount	\$2,180.07	\$1,641.33	\$1,930.06
Average reported base rate and base wages (base rate × hours worked)	Rate	\$7.04	\$5.01	\$6.10
	Amount	\$2,110.70	\$1,373.95	\$1,768.81
Average tipped wages and tip rate (tipped wages/hours worked)	Rate	\$16.29	\$18.19	\$17.17
	Amount	\$4,272.35	\$4,904.88	\$4,565.89
Average total wages (base wages + tipped wages + additional wages) and actual wage rate	Rate	\$23.87	\$24.18	\$24.02
	Amount	\$7,625.31	\$7,967.91	\$7,784.30

^{**}Note The averages reflected in this "Total" column do not represent an average of the ESSP and Paper submission averages. Instead, these numbers are an average of the total of all the data collected in the specified category.

QUARTER 4	Category	Submitted by portal (ESSP)	Submitted by paper	Total**
Number of employers who submitted compensation reports	Number	264	64	328
Number of employees who had a report filed on their behalf	Number	3872	1636	5508
Average number of hours worked	Number	250.91	256.43	252.55
Average employer-paid service rate and average total reported employer paid wages	Rate	\$7.80	\$6.47	\$7.41
	Amount	\$2,088.13	\$1,699.16	\$1,972.60
Average reported base rate and base wages (base rate × hours worked)	Rate	\$7.10	\$5.29	\$6.56
	Amount	\$1,929.68	\$1,365.85	\$1,762.21
Average tipped wages and tip rate (tipped wages/hours worked)	Rate	\$15.25	\$15.91	\$15.45
	Amount	\$3,682.51	\$4,196.63	\$3,835.21
Average total wages (base wages + tipped wages + additional wages) and actual wage rate	Rate	\$23.05	\$22.38	\$22.86
	Amount	\$6,976.35	\$7,433.80	\$7,112.22

^{**}Note The averages reflected in this "Total" column do not represent an average of the ESSP and Paper submission averages. Instead, these numbers are an average of the total of all the data collected in the specified category.

Fiscal Year 2018

APPENDIX

Tipped Wage Legislative Requirements

The Minimum Wage Amendment Act of 2013 requires that employers who pay a tipped minimum wage to their employees receiving gratuities in accordance with DC Code 32-1003(f) certify with a quarterly wage report that the employee was paid the required minimum wage in the District of Columbia.

In addition, this legislation tasks the Mayor, through DOES, with performing required random reporting audits to ensure compliance. Specifically, DOES seeks to ensure that:

- · The employer pay rate either meets or exceeds the tipped minimum wage required; and
- The combined direct wages and the tipped credit amount meets or exceeds the total amount of minimum wages required for the number of hours worked.

Data Presentation

This report includes data from all four quarters of fiscal year 2018. The quarterly schedule is as follows: Quarter One ends December 31, 2017; Quarter Two ends March 31, 2018; Quarter Three ends June 30, 2018; and Quarter Four ends September 30, 2018.

In the appendices of this report, employer-paid wages and employee tips are presented both as a quarterly amount and as an hourly wage based on hours worked. Neither employer wage contributions (outside of base wage) nor tips are received using an hourly wage; however, this conversion provides transparency as to how paid wages and tips contribute to employees' overall wages and how this information is used to determine whether the employee received an overall wage that was aligned with or exceeded the minimum wage for the District of Columbia.

Data Limitations

The data included in this report reflects employer reports submitted through July 2019. Reports continue to be received by DOES due to supplemental data post-audit letter and technical issues in submitting reports in a timely fashion.

DOES POH 2021 0136

DC DEPARTMENT OF EMPLOYMENT SERVICES TIPPED WAGE REPORT

Fiscal Year 2018

While these reports are required by all employers who have employees who receive gratuities, there are likely employers who have not submitted reports as required. In 2018, DOES issued 996 compliance letters to DC employers who had not self-identified as having employees who receive gratuities, but were in industries in which employees customarily receive gratuities.

In addition to audits performed by DOES for employers who have not submitted required reports, the agency also follows up with employers who are reporting data that is not aligned with expected wage data for tipped employees. DOES inquiries have revealed the average amount paid by employer is often higher than the required tipped wage due to:

- Employees having multiple roles and paid above minimum wage for untipped work;
- Employees working significant overtime with the requirement that they are paid at least \$9.58 per hour for overtime hours; and
- Employees are "back-of-the-house workers" such as runners, bussers and bar backs who are traditionally paid a higher wage from the employer and share tips in a tip pool with servers or bartenders.

DOES continues to provide trainings and guidance to employers to ensure accurate reporting of compensation data for tipped employees. DOES also plans to make modifications to the ESSP to enhance data quality and accurately capture the varied wage scenarios that apply to tipped workers.

Quarter 1 | Fiscal Year 2019



DIFFERENCE BETWEEN REQUIRED TIPPED MINIMUM WAGE AND MINIMUM HOURLY WAGE

JULY 1, 2018 - JUNE 30, 2019

TIPPED WAGE

\$3.89

DIFFERENCE BETWEEN TIPPED WAGE AND MINIMUM WAGE

\$9.36

DC MINIMUM WAGE

\$13.25

QUARTERLY EARNINGS SCENARIOS

Potential Example: Noncompliant v. Compliant

EMPLOYEE A



\$3.89/HR

410 HRS @ + \$3,400 IN TIPS **NO** EMPLOYER **SUPPORT BETWEEN TIPPED** WAGE AND MINIMUM WAGE

\$4,994.90 = \$12.18/HR

EMPLOYEE B



\$3.89/HR

410 HRS @ + \$3,400 IN TIPS

\$1.07/HR IN EMPLOYER SUPPORT ABOVE TIPPED WAGE

\$5,433.60 = \$13.25/HR\$438.70 MORE EARNED THAT QUARTER THAN EMPLOYEE A*

*Employer support for wage difference and tips and gratuities are not hourly; the data was presented this way to calculate whether hourly minimum wage was met.

BACKGROUND AND SUMMARY

The District of Columbia Department of Employment Services (DOES) enforces the District of Columbia's hour laws and collects data quarterly from employers in the tipped wage industry employees are ensure paid District Columbia minimum wage. Under the Fair Shot Minimum Wage Amendment Act of 2016 (Fair Shot Act), the Mayor, through DOES is responsible for submitting a quarterly report to the Council of the District of Columbia on the compliance data collected on tipped wages.

Employees who receive a wage lower than the District Columbia minimum and regularly receive tips are a critical part of the District of Columbia economy members the overall hospitality which represents roughly 80,000 industry, jobs in the District of Columbia.

The Fair Shot Act requires that employers pay their employees at a required cash wage (at least \$3.89 as of the end of the reporting period on 12/31/2018) if they are taking tip credit towards the minimum wage obligation (at least \$13.25 as of the end of reporting period on 12/31/2018). Pursuant to the Fair Labor Standards Act, a tip credit allows an employer to pay tipped employees less than the minimum wage as long as the employees' tips brings their earnings up to at least the minimum wage. Employers using the tip credit must be able to that tipped employees receive at least the minimum wage when direct wages and the tip credit amount are combined. If employee's tips combined with the direct wages do not equal the minimum wage, the employer must make up the difference.

Quarter 1 | Fiscal Year 2019

WAGE REPORTS SUMMARY



The total number of employers who submitted reports for their employees who received tips between Oct. 1, 2018 and Dec. 31, 2018 through the Employer Self-Service Portal (ESSP) or via paper submission (273 from ESSP and 104 from manual submission)

7,190

The total number of employees who had a report filed on their behalf through the ESSP or via paper submission (3,743 from ESSP and 3,447 from manual submission)

27,000+

The number of workers in tipped wage occupations in DC (Based on an estimate from 2017 DOES Minimum Wage Impact Study)

ABOUT THIS REPORT

DOES collects compliance data from employers on the following data points, which are presented in this report: (1) total hours worked in the given quarter; (2) employer-paid hourly rate (also sometimes known as a service rate); (3) gross wages paid by employer; and (4) total amount of reported tips.

Employer reports may be submitted in one of two ways: (1) through an online system known as the Employer Self-Service Portal (ESSP) or (2) through paper submission to DOES. During Quarter One of Fiscal Year 2019, 377 employers submitted reports on behalf of 7,190 employees.

If an employer fails to submit required compensation reports, DOES, through the Office of Wage-Hour, sends a compliance letter to the employer. The employer is then responsible for correcting the issue.

DOES estimates that employers are submitting reports on only half of tipped wage employees. The Office of Wage-Hour conducts significant outreach to employers to ensure they understand their reporting obligations, as well as when and how the reports are to be submitted.

Quarter 1 | Fiscal Year 2019

DATA REPORTED TO DOES BY EMPLOYERS FOR Q1 OF FY2019



Average number of hours worked during Q1 of FY 2019



\$6.28 PER HOUR

Average quarterly wage reported by employers for Q1 of FY 2019



\$1,959.91

TOTAL EMPLOYER
PAID WAGES

Average amount of employer-reported paid wages per employee for Q1 of FY 2019



\$4,617.34

Average amount of tips reported per employee for Q1 of FY 2019

\$24.45 PER HOUR

Average total pay rate (including tips) per employee for Q1 of FY 2019

AVERAGE WAGES FOR TIPPED EMPLOYEES

Quarterly, employers report the number of hours worked, hourly rate, gross wages, and reported tips for each employee. These reports allow the Office of Wage-Hour to determine employer compliance and ensure employees are paid the minimum hourly rate.

DOES found that, on average, tipped employees were paid a rate of \$6.28 per hour from their employer, which reflects a higher rate than the tipped wage rate of \$3.89 required under the Fair Shot Act.

On average, tipped employees were paid \$1,959.91 in gross wages from their employer during Quarter One of Fiscal Year 2019. On average, tipped employees reported receiving \$4,617.34 in tips for the quarter. On average, tipped employees were paid \$24.45 per hour, including tips.

If, after an employer submits their employee reports to DOES it is determined there is a compliance issue and the employee's wage plus tip was lower than the minimum wage, the Office of Wage-Hour initiates an audit of the employer. During this audit, the employer must provide explanation or proof of proper wage payment. If the employer is unable to do so and is found to be out of compliance, the Office of Wage-Hour requires the employer to pay the back wages due to the employee, as well as any additional applicable penalties.

Quarter 1 | Fiscal Year 2019

QUARTER 1	Category	Submitted by portal (ESSP)	Submitted by paper	Total**
Number of employers who submitted compensation reports	Number	273	104	377
Number of employees who had a report filed on their behalf	Number	3743	3447	7190
Average number of hours worked	Number	261.22	268.97	264.93
Average employer-paid service rate and average total reported employer-paid wages	Rate	\$7.72	\$6.32	\$7.05
	Amount	\$2,154.91	\$1,748.16	\$1,959.91
Average base wages (tipped wage × hours worked) and reported tipped wage rate	Rate	\$7.25	\$5.23	\$6.28
	Amount	\$2,059.40	\$1,397.08	\$1,741.88
Average tipped wages and tip rate (tipped wages/hours worked)	Rate	\$16.05	\$18.87	\$17.40
	Amount	\$4,173.43	\$5,099.36	\$4,617.34
Average total wages (base wages + tipped wages + additional wages) and actual wage rate	Rate	\$23.77	\$25.19	\$24.45
	Amount	\$7,746.01	\$7,722.46	\$7,734.72

^{**}Note The averages reflected in this "Total" column do not represent an average of the ESSP and Paper submission averages. Instead, these numbers are an average of the total of all the data collected in the specified category.

Quarter 1 | Fiscal Year 2019

APPENDIX

Tipped Wage Legislative Requirements

The Minimum Wage Amendment Act of 2013 requires that employers who pay a tipped minimum wage to their employees receiving gratuities in accordance with DC Code 32-1003(f) certify with a quarterly wage report that the employee was paid the required minimum wage in the District of Columbia. In addition, this legislation tasks the Mayor, through DOES, with performing required random reporting audits to ensure compliance. Specifically, DOES seeks to ensure that:

- · The employer-pay rate either meets or exceeds the tipped minimum wage required; and
- The combined employer direct wages and the tipped credit amount meets or exceeds the total amount of minimum wages required for the number of hours worked.

Data Presentation

In the appendices of this report, employer-paid wages and employee tips are presented both as a quarterly amount and as an hourly wage based on hours worked. Neither employer wage contributions (outside of base wage) nor tips are received using an hourly wage; however, this conversion provides transparency as to how paid wages and tips contribute to employees' overall wages and how this information is used to determine whether the employee received an overall wage that was aligned with or exceeded the minimum wage for the District of Columbia.

Data Limitations

The data included in this report reflects employer reports submitted through August 2019. Reports continue to be received by DOES due to supplemental data post-audit letters and technical issues in submitting reports in a timely fashion.

While these reports are required by all employers who have employees who receive gratuities, there are likely employers who have not submitted reports as required. DOES issues compliance letters to DC employers who have not self-identified as having employees who receive gratuities, but are in industries in which employees customarily receive gratuities. Also, the employer has not submitted the required report.

DOES POH 2021 0136

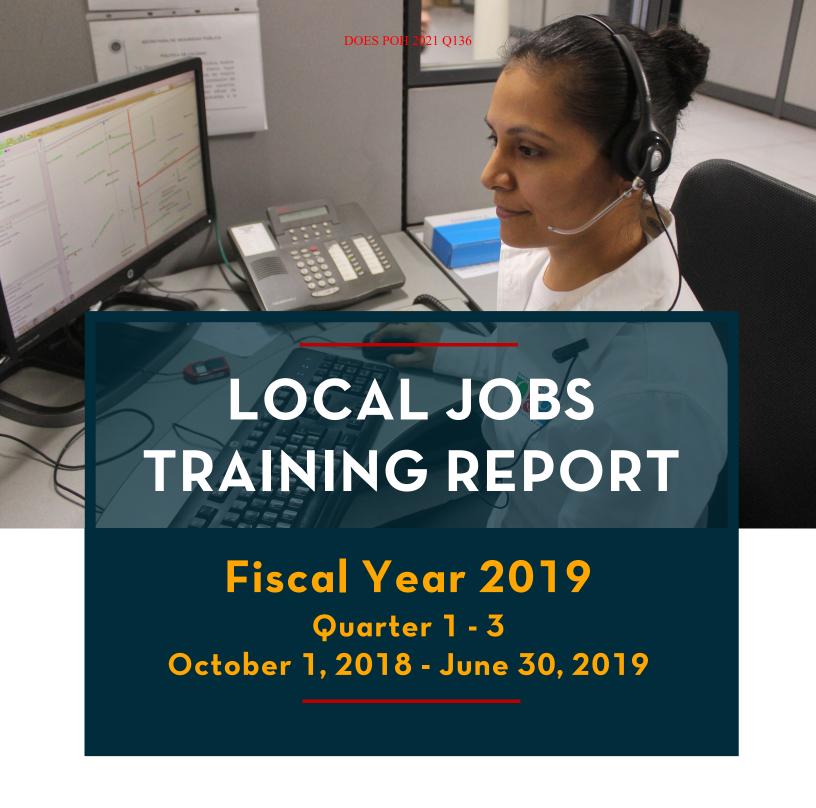
DC DEPARTMENT OF EMPLOYMENT SERVICES TIPPED WAGE REPORT

Quarter 1 | Fiscal Year 2019

In addition to audits performed by DOES for employers who have not submitted required reports, the agency also follows up with employers who are reporting data that is not aligned with expected wage data for tipped employees. DOES inquiries have revealed the average amount paid by the employer is often higher than the required \$3.89 per hour due to:

- Employees having multiple roles and paid above minimum wage for untipped work;
- Employees working significant overtime with the requirement that they are paid at least time and a half per hour for overtime hours: and
- Employees being "back-of-the-house workers" such as runners, bussers and bar backs who are traditionally paid a higher wage from the employer and share tips in a tip pool with servers or bartenders.

DOES continues to provide trainings and guidance to employers to ensure accurate reporting of compensation data for tipped employees. DOES also plans to make modifications to the ESSP to enhance data quality and accurately capture the varied wage scenarios that apply to tipped workers.



DISTRICT OF COLUMBIA DEPARTMENT OF EMPLOYMENT SERVICES



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LOCAL JOBS TRAINING REPORT

Fiscal Year 2019: Q1 - Q3

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LOCAL JOBS TRAINING REPORT

Fiscal Year 2019: Q1 - Q3

EXECUTIVE SUMMARY

The District of Columbia Department of Employment Services (DOES) provides workforce training and development for residents of the District of Columbia focused on high-growth, high-demand industries. These programs, both locally and federally-funded, provide soft skills, work-based training, classroom instruction, and credentialing opportunities that lead to long-term, gainful employment.

There are nine locally-funded programs discussed in this report. During the first three quarters of Fiscal Year 2019, 1,480 individuals newly enrolled in locally-funded job training programs, and 631 completed, at a rate of 42.6%, with an additional 431 who are continuing enrollment, at a rate of 29.1%.

IMPORTANCE OF JOB TRAINING IN THE DISTRICT OF COLUMBIA

The District of Columbia, as a whole, has seen strong economic and workforce growth over the last 20 years and continues to attract some of the most well-educated individuals from outside of the region to join its growing workforce. For instance, the District of Columbia added almost 40,000 jobs during the last three years, and more than 26,000 residents gained employment. The unemployment rate declined by almost two points.

ABOUT THE DISTRICT OF COLUMBIA DEPARTMENT OF EMPLOYMENT SERVICES

DOES, as the state workforce agency for Washington, DC, is charged with serving residents, job-seekers, and employers and ensuring they have access to opportunities and resources that lead to fair, safe, and effective working communities.

DOES provides ongoing programmatic evaluation of our job training and workforce development programs to identify those that yield the greatest return on investment and use that information to develop new initiatives and programs. In addition to the fiscal return on investment for participants, DOES uses real-time labor growth data and trends to ensure both programmatic alignment and that participants are receiving training and skills that directly correspond with high-wage, high-growth industries.

LOCAL JOBS TRAINING REPORT

Fiscal Year 2019: Q1 - Q3

ABOUT THIS REPORT

In this report, DOES is required by D.C. Law 19-168, § 2082, 59 DCR 8025, to present programmatic outcome data for participants of locally-funded job training programs for quarters one, two and three of Fiscal Year 2019 and employment outcomes for participants in quarters one, two and three of Fiscal Year 2018. This outcome data is presented pursuant to the Job Training and Adult Education Programs Act of 2012, effective September 20, 2012 (D.C. Law 19-168; D.C. Official Code § 32-771).

Active program participants, new enrollment, and new enrollment completion are presented based on the following quarters:

- Q1: October 1, 2018 December 31, 2018
- Q2: January 1, 2019 March 31, 2019
- Q3: April 1, 2019 June 30, 2019

Participant employment, retention, and wages are captured in this report based on completion in the following quarters:

- Q1: October 1, 2017 December 31, 2017
- Q2: January 1, 2018 March 31, 2018
- Q3: April 1, 2018 June 30, 2018

This report provides a quarterly update of program enrollment, completion, employment and retention for residents of the District of Columbia participating in locally-funded job training programs. The following programs are included in this report:

- Back to Work 50+ (BTW50+)
- District of Columbia Career Connections (DCCC)
- District of Columbia Infrastructure Academy (DCIA)
- Fire and Emergency Medical Services (FEMS) Cadet Program*
- Learn, Earn, Advance, Prosper (LEAP)
- Metropolitan Police Department (MPD) Cadet Program*
- On-the-Job Training (OJT)
- Pre-Apprenticeship
- Project Empowerment (sometimes referred to as TEP)

This report provides outcome reporting for all programs listed above. Specifically, this report looks at overall outcomes across three quarters for the following:

- Enrollment
- Completion, activity completion and continued participation
- Employment
- Retention
- Wage averages

LOCAL JOBS TRAINING REPORT

Fiscal Year 2019: Q1 - Q3

In addition, this report also includes the following outcomes for subsidized job training programs (overall and by quarter):

- Participation by month
- Number of private sector employers
- Average and median wages
- Average duration of time spent in the training program
- Number and percentage of participants who complete and retain employment for six months following program completion
- Participant educational levels

OVERVIEW OF PROGRAMS COVERED IN THIS REPORT

BACK TO WORK 50+

Back to Work 50+ (BTW50+) promotes the full reintegration of talented job seekers between the ages of 50 to 64 seeking to re-enter the workforce. BTW50+ was created in partnership with the AARP Foundation in an effort to enhance opportunities for job seekers by broadening access to critical employment resources, such as resume preparation, job placement assistance and technology training.

DISTRICT OF COLUMBIA CAREER CONNECTIONS

District of Columbia Career Connections (DCCC) is a work readiness training program for District youth between the ages of 20 and 24 who are unemployed and out of school. DCCC serves more than 400 out-of-school youth annually and provides opportunities to gain valuable subsidized work experience, skills, training, individualized coaching, and support services with the ultimate goal of securing sustainable, unsubsidized employment. With the help of local businesses and key community stakeholders, this initiative keeps young people gainfully employed and engaged while promoting their professional growth and personal achievements.

DISTRICT OF COLUMBIA INFRASTRUCTURE ACADEMY

District of Columbia Infrastructure Academy (DCIA) provides training and services designed to meet the need for skilled infrastructure professionals in Washington, DC. DCIA coordinates, trains, screens, and recruits residents to fulfill the needs of the infrastructure industry and infrastructure jobs with leading companies in this high-demand field.

FIRE AND EMERGENCY MEDICAL SERVICES CADET PROGRAM

The Fire and Emergency Medical Services (FEMS) Cadet Program recruits and trains District residents between the ages of 18 and 21 who have graduated from a District high school or, alternatively, who have received a GED in the District of Columbia. Through this training, cadets obtain their National Registry Emergency Medical Technicians (EMT), Firefighter I & II, and Hazardous Materials Awareness & Operations certificates. FEMS trainees earn a per annum salary and fringe benefits, and they receive structured and comprehensive training.

LOCAL JOBS TRAINING REPORT

Fiscal Year 2019: Q1 - Q3

LEARN, EARN, ADVANCE, PROSPER

Learn, Earn, Advance, Prosper (LEAP) was established as a network of interconnected partners utilizing an earn-and-learn approach that links the District's unemployed residents with employment, education and training opportunities. This approach applies the apprenticeship model to skill development, allowing individuals to earn a wage while participating in on-the-job training and receiving technical instruction. LEAP connects unemployed and underemployed TANF (Temporary Assistance for Needy Families) customers to in-demand jobs within DC government and the private sector to provide a pathway to the middle class. The program offers trainings that span a wide variety of occupations.

METROPOLITAN POLICE DEPARTMENT CADET PROGRAM

Metropolitan Police Department (MPD) Cadet Program provides Police Cadet Training to individuals between the ages of 18 to 24 interested in a career in law enforcement. The goal of the program is to ensure that there is a steady pool of candidates who meet the educational entrance requirements necessary to become a recruit officer. All of the cadets attend the University of the District of Columbia while enrolled in the program and will earn a total of 60 college credit hours.

ON-THE-JOB TRAINING

On-the-Job Training (OJT) provides participants the hands-on training necessary to increase their skills, knowledge and capacity to perform designated job functions and obtain and sustain unsubsidized employment. Utilizing the earn-and-learn approach, the OJT program matches participants with employers willing to provide skills-based training tailored to suit their recruiting needs and provides underemployed and unemployed District residents an opportunity to successfully enter or re-enter the workforce.

PRE-APPRENTICESHIP

Pre-Apprenticeship provides District residents with connections to the providers and sponsors they need to receive training for the workplace of the future. Apprenticeships combine on-the-job learning with classroom instruction, teaching workers the practical and theoretical aspects of highly-skilled occupations. Apprenticeship programs are sponsored by employers, labor groups, and employer associations. Participants must be at least 16 years old and meet the sponsor's qualifications.

PROJECT EMPOWERMENT

Project Empowerment provides supportive services, adult basic education, job coaching, and resources for employability, life skills, job search assistance and limited vocational training to District residents with multiple barriers to employment. Through Project Empowerment, subsidized wages are paid to participants by DOES while they are in training, as well as for a short period of time when they are placed in entry-level positions with employers in both the private and public sectors.

LOCAL JOBS TRAINING REPORT

Fiscal Year 2019: Q1 - Q3

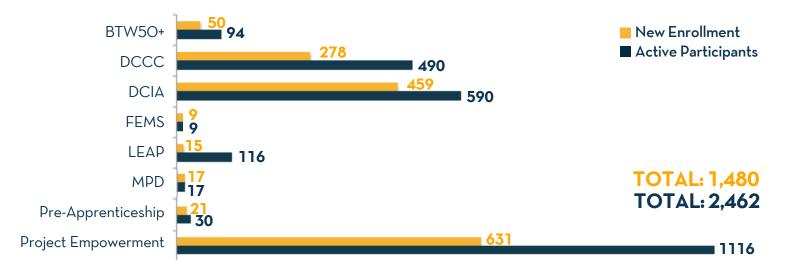
PROGRAM	POPULATION SERVED	INDUSTRY OR OCCUPATION TYPE	DURATION	FY 2019 FUNDING
Back to Work 50+ (BTW50+)	DC residents between the ages of 50 and 64 years	Not industry-specific	6 weeks	\$250,000
District of Columbia Career Connections (DCCC)	Residents of the District of Columbia between the ages of 20 and 24 who are not employed and not in school	Not industry-specific	Duration varies	\$4,017, 238
District of Columbia Infrastructure Academy (DCIA)	Residents of the District of Columbia	Infrastructure	Duration varies	\$2,146,637
Fire and Emergency Medical Services (FEMS) Cadet Program	District residents between the ages of 18 and 21 who have graduated from a District high school or, alternatively, who have received a GED in the District of Columbia	Emergency services	12 months	\$ 493,305.58
Learn, Earn, Advance, Prosper (LEAP)	Unemployed DC residents	Non-emergency call center operator	12 months	\$2,172,356
Metropolitan Police Department (MPD) Cadet Program	Residents of the District of Columbia between the ages of 18 and 24 years	Police officer	12 months	\$250,000
On-the-Job Training (OJT)	Residents of the District of Columbia	Construction, design/engineering and consulting	Duration varies	\$340,000
Pre- Apprenticeship	Residents of the District of Columbia 16 years or older	Not industry-specific	Duration varies	\$934,740
Project Empowerment	District residents between the ages of 22 and 54 who are not receiving government assistance, such as Temporary Assistance for Needy Families (TANF) and Unemployment Comp.	Not industry-specific	Duration varies	\$8,89O,495 122

LOCAL JOBS TRAINING REPORT

Fiscal Year 2019: Q1 - Q3

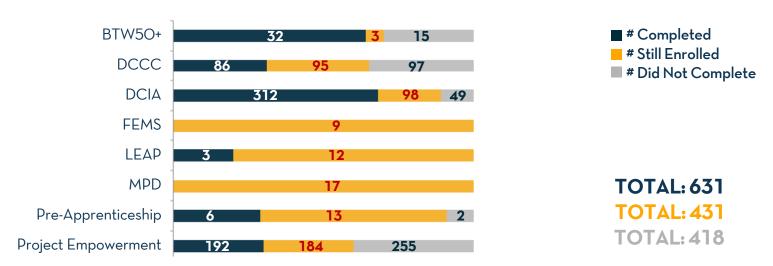
OVERALL PROGRAMMATIC OVERVIEW (OCT. 1, 2018 - JUNE 30, 2019)

TOTAL NEW ENROLLMENT & ACTIVE PARTICIPANTS ACROSS PROGRAMS



OVERALL ACTIVITY COMPLETION FOR NEW ENROLLMENTS

These numbers represent new enrollments by program that were previously presented in the visualization above.



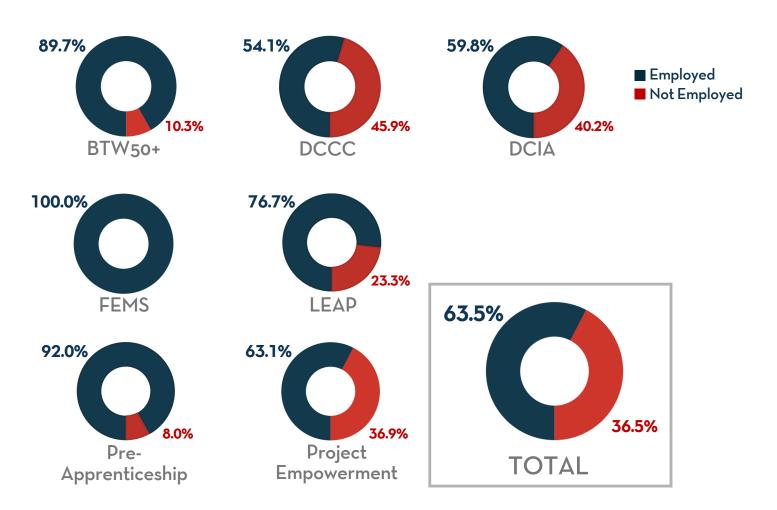
Note: OJT was not locally-funded in Fiscal Year 2019, and programmatic outcomes during this timeframe are not included here. OJT was locally-funded during Fiscal Year 2018, and outcomes during that timeframe are included in later sections of this report.

LOCAL JOBS TRAINING REPORT

Fiscal Year 2019: Q1 - Q3

Reporting reflects employment, retention and wages for FY2O18 participants at least six months post-training completion. For participants in unsubsidized programs, this represents individuals who continued to be employed upon completing the job training program in FY2O18. For participants in subsidized programs, this reflects employment within six months of completion.

OVERALL EMPLOYMENT RATES SIX MONTHS POST-PROGRAM COMPLETION FOR INDIVIDUALS ENROLLED IN LOCAL JOBS TRAINING BETWEEN OCT. 1, 2017-JUNE 30, 2018



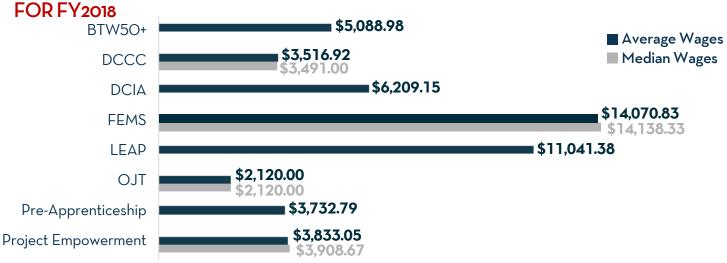
Note: OJT participants complete and exit the program in Q4 and are not shown here.

Please see appendix B (p. 25) for program-level data, including numerator and denominator.

LOCAL JOBS TRAINING REPORT

Fiscal Year 2019: Q1 - Q3

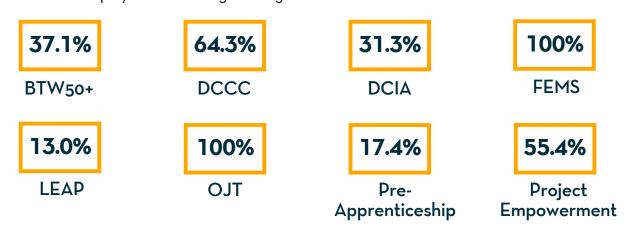
UNSUBSIDIZED AVERAGE & MEDIAN QUARTERLY WAGES ACROSS PROGRAMS



Note: MPD did not have an FY2018 training cohort.

AGGREGATE RETENTION RATES ACROSS ALL PROGRAMS FOR INDIVIDUALS ENROLLED IN LOCAL JOBS TRAINING IN FISCAL YEAR 2018

New Enrollment Data captures individuals who were retained in employment for at least six months after their first employment following training.



Note: DOES uses a "wage bump" to verify employment only in the District of Columbia (See p. 23). *Retention information for the MPD Cadet Program is not available.

Please see appendix B (p. 25-26) for program-level data, including numerator and denominator.

LOCAL JOBS TRAINING REPORT

Fiscal Year 2019: Q1 - Q3

PROGRAM-LEVEL OUTCOMES

This section of the report covers the same outcomes as the previous section; however, it presents these outcomes by program and by quarter. For each program, the outcomes in the top half of the page reflect the following universe of participants:

- New enrollment: Any participants enrolled as "new" during quarters one, two, and three of Fiscal Year 2019.
- Active participants: Any participant enrolled during quarters one, two, and three of Fiscal Year 2019, regardless of enrollment date.
- Completion and activity completion by quarter: Completion and activity completion status of participant who was a new enrollment during quarters one, two, or three of Fiscal Year 2019.

The outcomes on the bottom half of the page reflect the following universe of participants:

- Employment by quarter: Participants who were enrolled and completed during quarters one, two, or three of Fiscal Year 2018. For participants in programs where there is not subsidized employment, this represents individuals who have "ever" been employed since completing the job training program in Fiscal Year 2018. For participants in subsidized programs, this reflects employment within six months of completion.
- Wages by quarter: Participants who were enrolled and completed during quarters one, two, or three of Fiscal Year 2018.
- Retention by quarter: Participants who were enrolled and completed during quarters one, two, or three of Fiscal Year 2018 and subsequently employed.

More details concerning the numerator, denominator and methodology can be located in Appendix B of this report.

LOCAL JOBS TRAINING REPORT

Fiscal Year 2019: Q1 - Q3

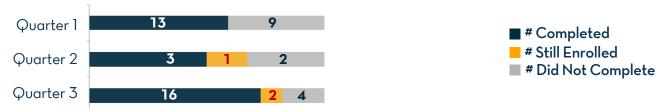
BACK TO WORK 50+ (BTW50+)

The BTW5O+ program promotes the full reintegration of talented job seekers between the ages of 5O to 64 seeking to re-enter the workforce.

NEW ENROLLMENT & ACTIVE PARTICIPANTS BY QUARTER



ACTIVITY COMPLETION BY QUARTER



New Enrollment Data reflects participants newly enrolled during quarters one, two, or three of Fiscal Year 2019.

EMPLOYMENT BY QUARTER OF FISCAL YEAR 2018 COHORTS



AVERAGE WAGES BY QUARTER OF FY2018





LOCAL JOBS TRAINING REPORT

Fiscal Year 2019: Q1 - Q3

DISTRICT OF COLUMBIA CAREER CONNECTIONS (DCCC)

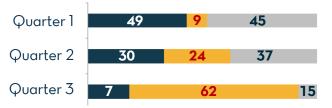
DCCC is a work readiness training program for District youth between the ages of 20 and 24 who are unemployed and out of school that provides opportunities to gain valuable paid work experience, skills, training, individualized coaching and support services, with the ultimate goal of securing sustainable, unsubsidized employment.

NEW ENROLLMENT & ACTIVE PARTICIPANTS BY QUARTER





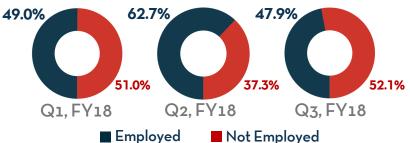
ACTIVITY COMPLETION BY QUARTER





New Enrollment Data reflects participants newly enrolled during quarters one, two or three of Fiscal Year 2019.

EMPLOYMENT BY QUARTER OF FISCAL YEAR 2018 COHORTS



AVERAGE LENGTH OF SUBSIDIZED WORK EXPERIENCE (CALENDAR DAYS)







AVERAGE & MEDIAN WAGES BY QUARTER OF FY2018













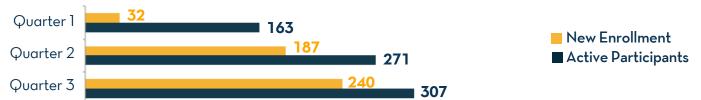
LOCAL JOBS TRAINING REPORT

Fiscal Year 2019: Q1 - Q3

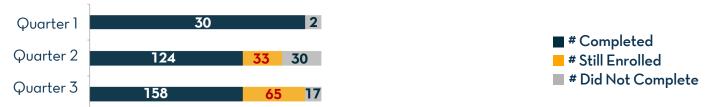
DISTRICT OF COLUMBIA INFRASTRUCTURE ACADEMY (DCIA)

DCIA provides training and services designed to meet the need for skilled infrastructure professionals in Washington, DC. DCIA coordinates, trains, screens and recruits residents to fulfill the needs of the infrastructure industry and infrastructure jobs with leading companies in this high-demand field.

NEW ENROLLMENT & ACTIVE PARTICIPANTS BY QUARTER

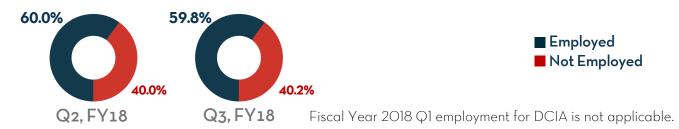


COMPLETION BY QUARTER



New Enrollment Data reflects participants newly enrolled during quarters one, two or three of Fiscal Year 2019.

EMPLOYMENT BY QUARTER OF FISCAL YEAR 2018 COHORTS



AVERAGE WAGES BY QUARTER OF FY2018





LOCAL JOBS TRAINING REPORT

Fiscal Year 2019: Q1 - Q3

FIRE AND EMERGENCY MEDICAL SERVICES (FEMS) CADET PROGRAM

FEMS Cadet Program recruits and trains District residents between the ages of 18 and 21 who have graduated from a District high school or, alternatively, who have received a GED in the District of Columbia. Through this training, cadets obtain their National Registry EMT, Firefighter I & II and Hazardous Materials Awareness & Operations certificates.

PROGRAM NEW ENROLLMENT & ACTIVE PARTICIPANTS BY QUARTER



■ New Enrollment
■ Active Participants

The FEMS Cadet Program does not have open enrollment and instead enrolls one cohort at a time. Quarter one is the only eligible enrollment cohort during this time period.

The FEMS Cadet Program for quarter one of FY2O19 is still ongoing and all nine participants are still enrolled and training.

For the FY2O18 cohort, there were 10 individuals enrolled in the training with average time-to-completion of 291 days and an average quarterly subsidized wage of \$5,470.83.

METROPOLITAN POLICE DEPARTMENT (MPD) CADET PROGRAM

MPD Cadet Program provides Police Cadet Training to 100 locally-funded participants between the ages of 18 to 24 interested in a career in law enforcement. The goal of the program is to ensure that there is a steady pool of candidates who meet the educational entrance requirements necessary to become a recruit officer. All of the cadets attend the University of the District of Columbia while enrolled in the program and will earn a total of 60 college credit hours.

PROGRAM NEW ENROLLMENT & ACTIVE PARTICIPANTS BY QUARTER

Quarter 1

■ New Enrollment
■ Active Participants

The MPD Cadet Program does not have open enrollment and instead enrolls one cohort at a time. Quarter one is the only eligible enrollment cohort during this time period.

The MPD Cadet Program for quarter one of FY2O19 is still ongoing and all 17 participants are still enrolled and training.

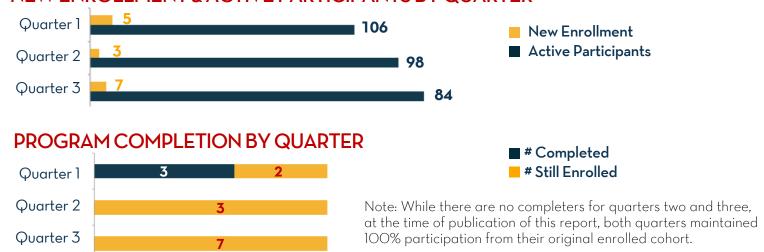
LOCAL JOBS TRAINING REPORT

Fiscal Year 2019: Q1 - Q3

LEARN, EARN, ADVANCE, PROSPER (LEAP)

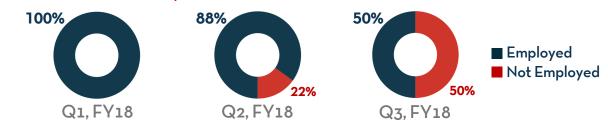
LEAP is a network of interconnected partners utilizing an earn-and-learn approach that links the District's unemployed residents with employment, education and training opportunities. This approach applies the apprenticeship model to skill development, allowing individuals to earn a wage while participating in on-the-job training and receiving technical instruction. LEAP connects unemployed and underemployed TANF customers to in-demand jobs within DC government and the private sector to provide a pathway to the middle class.

NEW ENROLLMENT & ACTIVE PARTICIPANTS BY QUARTER



New Enrollment Data reflects participants newly enrolled during quarters one, two, or three of Fiscal Year 2019.

EMPLOYMENT BY QUARTER OF FISCAL YEAR 2018 COHORTS



AVERAGE WAGES BY QUARTER OF FY2018





LOCAL JOBS TRAINING REPORT

Fiscal Year 2019: Q1 - Q3

ON-THE-JOB TRAINING (OJT)

OJT provides participants the hands-on training necessary to increase their skills, knowledge and capacity to perform designated job functions and obtain and sustain unsubsidized employment. Utilizing the earn-and-learn approach, the OJT program matches participants with employers willing to provide skills-based training tailored to suit their recruiting needs and provides underemployed and unemployed District residents an opportunity to successfully enter or re-enter the workforce.

During Fiscal Year 2019, OJT was not locally-funded and as a result, program new and overall enrollment numbers are not included. The program was locally-funded during Fiscal Year 2018 and employment and retention outcomes for the Fiscal Year 2018 cohort are below.

AVERAGE LENGTH OF PROGRAM PARTICIPATION DURING FY2019

Quarter 2 65 days

Quarter 3 🔋 9 days

= 30 days

Note: Due to the number of individuals actively enrolled in the program, the length of participation is likely an underestimate.

Fiscal Year 2019 Q1 participation for OJT is not eligible for this measure, as there were no new enrollments during the quarter.

EMPLOYMENT BY QUARTER OF FISCAL YEAR 2018 COHORTS



Fiscal Year 2018 Q1 employment for OJT is not available.

RETENTION BY QUARTER OF FISCAL YEAR 2018 COHORTS

N/AQ2, FY18
Q3, FY18

Fiscal Year 2018 Q1 retention for OJT is not available.

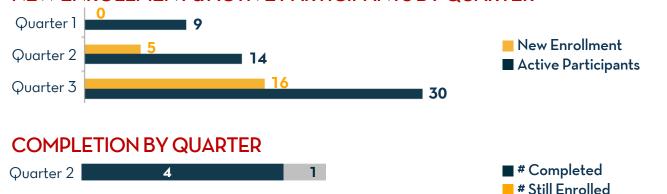
LOCAL JOBS TRAINING REPORT

Fiscal Year 2019: Q1 - Q3

PRE-APPRENTICESHIP

Pre-Apprenticeship provides District residents with connections to the providers and sponsors they need to receive training for the workplace of the future. Apprenticeships combine on-the-job learning with classroom instruction, teaching workers the practical and theoretical aspects of highly-skilled occupations.







New Enrollment Data reflects participants newly enrolled during quarters one, two or three of Fiscal Year 2019.

EMPLOYMENT & AVERAGE WAGE BY QUARTER OF FISCAL YEAR 2018 **COHORTS**



RETENTION BY QUARTER OF FISCAL YEAR 2018 COHORTS



Retention rates for Q1 and Q2 of Fiscal Year 2018 are not applicable because the program did not have a new cohort during that time.

Please see appendix B (p. 24-26) for program-level data, including numerator and denominator.

Did Not Complete

LOCAL JOBS TRAINING REPORT

Fiscal Year 2019: Q1 - Q3

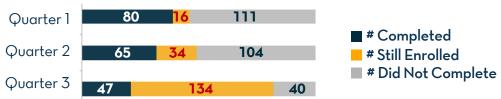
PROJECT EMPOWERMENT

Project Empowerment is a transitional employment program that provides supportive services, adult basic education, job coaching, job search assistance, and limited vocational training to District residents in areas with high unemployment, elevated poverty levels and multiple barriers to employment. Subsidized wages are paid to participants while they are in training, as well as for a short period of time when they are placed in entry-level positions with employers in both the private and public sectors.

NEW ENROLLMENT & ACTIVE PARTICIPANTS BY QUARTER

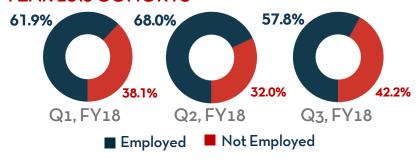


ACTIVITY COMPLETION BY QUARTER



New Enrollment data reflects participants newly enrolled during quarters one, two or three of Fiscal Year 2019.

EMPLOYMENT BY QUARTER OF FISCAL YEAR 2018 COHORTS



AVERAGE LENGTH OF SUBSIDIZED WORK EXPERIENCE (CALENDAR DAYS)







OVERALL

AVERAGE & MEDIAN WAGES BY QUARTER OF FY2018



169.3 days

RETENTION BY QUARTER OF FY 2018 COHORTS





134

LOCAL JOBS TRAINING REPORT

Fiscal Year 2019: Q1 - Q3

OUTCOMES FOR PROGRAMS WITH SUBSIDIZED EMPLOYMENT

This section provides outcomes data for programs with subsidized employment only, which include: DC Career Connections, Fire and Emergency Medical Services Cadet Program, Metropolitan Police Department Cadet Program, On-the-Job Training and Project Empowerment.

PARTICIPATION LEVELS BY MONTH FOR FY2019

ENROLLMENT	FY19 OCT	FY19 NOV	FY19 DEC	FY19 JAN		FY19 MAR		FY19 MAY	FY19 JUN
New Enrollment	181	95	60	95	101	98	154	98	53
Active Participants	877	856	800	770	768	702	654	577	453

THE TOTAL NUMBER OF PARTICIPANTS AND THE TOTAL NUMBER OF EMPLOYERS WITH A SUBSIDIZED WORK EXPERIENCE IN THE PRIVATE SECTOR

	PARTICIPANTS	EMPLOYERS
FY19 Q1	237	42
FY19 Q2	244	29
FY19 Q3	202	17

FOR COMPLETERS OF PROGRAMS WITH SUBSIDIZED EMPLOYMENT FROM FY2018, THE NUMBER AND PERCENTAGE OF PARTICIPANTS WHO RETAIN EMPLOYMENT FOR AN ADDITIONAL SIX MONTHS BEYOND COMPLETION OF THE PROGRAM OR ACTIVITY



LOCAL JOBS TRAINING REPORT

Fiscal Year 2019: Q1 - Q3

OUTCOMES FOR PROGRAMS WITH SUBSIDIZED EMPLOYMENT

AVERAGE UNSUBSIDIZED WAGES EARNED BY PARTICIPANTS COMPLETING PROGRAM OR ACTIVITY IN FY2018

PROGRAM	OVERALL	ERALL Q1 F19		Q3 FY19
DCCC	\$3,516.92	\$3,436.71	\$3,465.82	\$3,648.67
FEMS	\$14,070.83	\$14,070.83	N/A	N/A
MPD	N/A	N/A	N/A	N/A
Project Empowerment	\$3,825.82	\$3,740.08	\$3,886.19	\$3,842.09

Note: MPD did not have an FY2018 cohort.

MEDIAN UNSUBSIDIZED WAGES EARNED BY PARTICIPANTS COMPLETING PROGRAM OR ACTIVITY IN FY2018

PROGRAM	OVERALL	Q1 F19	Q2 FY19	Q3 FY19
DCCC	\$3,491.00	\$3,698.00	\$3,400.33	\$3,299.00
FEMS	\$14,138.33	\$14,138.33	N/A	N/A
MPD	N/A	N/A	N/A	N/A
Project Empowerment	\$3,872.67	\$3,778.00	\$3,982.67	\$4,000.83

Note: MPD did not have an FY2018 cohort.

LOCAL JOBS TRAINING REPORT

Fiscal Year 2019: Q1 - Q3

CONCLUSION

This report demonstrates the work of DOES to create a workforce ecosystem that is coordinated, easily accessible, customer-focused, and efficient. It is critical that agencies across the District leverage our significant investment in workforce training, so that taxpayer dollars are put to good use strengthening our city and creating pathways to the middle-class. DOES continues to reevaluate programs with each passing quarter to ensure the programs offered are yielding the greatest return on investment and takes pride in creating new programs and initiatives to meet the needs of all residents. Our goal is to offer a myriad of services that will equip our job seekers with the tools, skills and changing demands of industry needs.

LOCAL JOBS TRAINING REPORT

Fiscal Year 2019: Q1 - Q3

APPENDIX A: DEFINITIONS

Cohort: The individuals beginning training in a specific fiscal quarter or year. All completion, employment and retention data reported for a given fiscal quarter or year represents outcomes for individuals who first began training in that fiscal quarter or year. Using a cohort methodology allows for the accurate calculation of completion, employment and retention rates.

Completion or Activity Completion: The successful completion of a participant from the program in which they were enrolled. For participants in subsidized programs, completion entails the successful exit from the training program or training activity and continued employment through the subsidized work experience aspect of the training program or activity. Once participants complete, they may continue to be employed without a subsidy or they may exit the program/activity and enter into unsubsidized employment.

DC Networks: The Department of Employment Services Virtual One Stop (VOS), or system of record, was specifically designed to meet the diverse needs of the American Job Centers and Workforce Programs. Our customers can create a user account to search for jobs and be matched with employers based on their skills and experiences. Our program staff and case managers use the system to capture customer information and track program activities such as enrollment, participation, completion, and to document credentialing and obtained employment.

Enrollment: Enrollment begins the first day a participant is enrolled in a program. However, if a participant is enrolled multiple times, for the purpose of this report, their earliest enrollment was counted. Participants continue to be counted as enrolled for as long as they continue to attempt completion of the program. If an individual successfully completes the program and re-enrolls at a later date, the individual will be assigned to a new cohort.

Retained or Retention: For the purpose of this report, retention is defined as a participant who completed a program, and was employed six months after beginning employment following program completion. For unsubsidized programs, individuals must maintain employment for six months following program completion. For unsubsidized programs, individuals must gain employment within six months of program completion and maintain employment for six months after starting.

Subsidized employment: For the purpose of this report, subsidized employment includes any employment where the District of Columbia government directly provides a portion or all of an employee's wages for a specified amount of time.

Unsubsidized employment: Unsubsidized employment includes any post-training employment where the employee's wages are paid entirely by the employer.

LOCAL JOBS TRAINING REPORT

Fiscal Year 2019: Q1 - Q3

APPENDIX B: DATA TABLES

FISCAL YEAR 2019

				Program or Activity Completion Among FY2019 New Enrollees								
Program	Time Period	FY2019 Active	FY2019 New		Program or	Still E	inrolled		plete or Status nown			
		Participants	Enrollments	N-size	Percentage	N-size	Percentage	N-size	Percentage			
	FY2019 Q1-Q3	94	50	32	64.00%	3	6.00%	15	30.00%			
PTIMEO.	FY2019 Q1	66	22	13	59.09%	0	0.00%	9	40.91%			
BTW50+	FY2019 Q2	56	6	3	50.00%	1	16.67%	2	33.33%			
	FY2019 Q3	51	22	16	72.73%	2	9.09%	4	18.18%			
	FY2019 Q1-Q3	490	278	86	30.94%	95	34.17%	97	34.89%			
DCCC	FY2019 Q1	315	103	49	47.57%	9	8.74%	45	43.69%			
bcc	FY2019 Q2	287	91	30	32.97%	24	26.37%	37	40.66%			
	FY2019 Q3	209	84	7	8.33%	62	73.81%	15	17.86%			
	FY2019 Q1-Q3	590	459	312	67.97%	98	21.35%	49	10.68%			
DCIA	FY2019 Q1	163	32	30	93.75%	0	0.00%	2	6.25%			
DCIA	FY2019 Q2	271	187	124	66.31%	33	17.65%	30	16.04%			
	FY2019 Q3	307	240	158	65.83%	65	27.08%	17	7.08%			
	FY2019 Q1-Q3	9	9	0	0.00%	9	100.00%	0	0.00%			
FEMS	FY2019 Q1	9	9	0	0.00%	9	100.00%	0	0.00%			
FEIVIS	FY2019 Q2	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a			
	FY2019 Q3	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a			
	FY2019 Q1-Q3	116	15	3	20.00%	12	80.00%	0	0.00%			
LEAP	FY2019 Q1	106	5	3	60.00%	2	40.00%	0	0.00%			
LEAF	FY2019 Q2	98	3	0	0.00%	3	100.00%	0	0.00%			
	FY2019 Q3	84	7	0	0.00%	7	100.00%	0	0.00%			
	FY2019 Q1-Q3	17	17	0	0.00%	17	100.00%	0	0.00%			
MPD	FY2019 Q1	17	17	0	0.00%	17	100.00%	0	0.00%			
WIFD	FY2019 Q2	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a			
	FY2019 Q3	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a			
	FY2019 Q1-Q3	30	21	6	28.57%	13	61.90%	2	9.52%			
Pre-Apprenticeship	FY2019 Q1	9	0	n/a	n/a	n/a	n/a	n/a	n/a			
The Applicationship	FY2019 Q2	14	5	4	80.00%	0	0.00%	1	20.00%			
	FY2019 Q3	30	16	2	12.50%	13	81.25%	1	6.25%			
	FY2019 Q1-Q3	1116	631	192	30.43%	184	29.16%	255	40.41%			
Project Empowerment	FY2019 Q1	692	207	80	38.65%	16	7.73%	111	53.62%			
Project Empowerment	FY2019 Q2	657	203	65	32.02%	34	16.75%	104	51.23%			
	FY2019 Q3	571	221	47	21.27%	134	60.63%	40	18.10%			
Total	Overall	2462	1480	631	42.64%	431	29.12%	418	28.24%			

LOCAL JOBS TRAINING REPORT

Fiscal Year 2019: Q1 - Q3

FISCAL YEAR 2018 - COMPLETION AND EMPLOYMENT

				Prog	ram or Act	tivity Completi	on Among	FY2018 Enro	llees		Employment Among FY2018 Completers			
Program	Time Period	FY2018 New Enrollments	Still E	Enrolled	Did not	Complete	Status	Unknown		d Program or tivity		ecord of ment in DC		d (within 6 completion)
			N-size	Percentage	N-size	Percentage	N-size	Percentage	N-size	Percentage	N-size	Percentage	N-size	Percentage
	FY2018 Q1-Q3	102	5	4.9%	36	35.3%	22	21.6%	39	38.2%	4	10.3%	35	89.7%
BTW50+	FY2018 Q1	27	2	7.4%	8	29.6%	4	14.8%	13	48.1%	2	15.4%	11	84.6%
BIWJUT	FY2018 Q2	53	3	5.7%	17	32.1%	13	24.5%	20	37.7%	2	10.0%	18	90.0%
	FY2018 Q3	22	0	0.0%	11	50.0%	5	22.7%	6	27.3%	0	0.0%	6	100.0%
	FY2018 Q1-Q3	377	7	1.9%	119	31.6%	44	11.7%	207	54.9%	85	41.1%	112	54.1%
DCCC	FY2018 Q1	88	0	0.0%	29	33.0%	8	9.1%	51	58.0%	23	45.1%	25	49.0%
5000	FY2018 Q2	155	4	2.6%	49	31.6%	19	12.3%	83	53.5%	28	33.7%	52	62.7%
	FY2018 Q3	134	3	2.2%	41	30.6%	17	12.7%	73	54.5%	34	46.6%	35	47.9%
	FY2018 Q1-Q3	121	0	0.0%	8	6.6%	6	5.0%	107	88.4%	43	40.2%	64	59.8%
DCIA	FY2018 Q1	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50111	FY2018 Q2	22	0	0.0%	2	9.1%	0	0.0%	20	90.9%	8	40.0%	12	60.0%
	FY2018 Q3	99	0	0.0%	6	6.1%	6	6.1%	87	87.9%	35	40.2%	52	59.8%
	FY2018 Q1-Q3	10	0	0.0%	0	0.0%	0	0.0%	10	100.0%	0	0.0%	10	100.0%
FEMS	FY2018 Q1	10	0	0.0%	0	0.0%	0	0.0%	10	100.0%	0	0.0%	10	100.0%
LIVIS	FY2018 Q2	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
	FY2018 Q3	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
	FY2018 Q1-Q3	48	5	10.4%	11	22.9%	2	4.2%	30	62.5%	7	23.3%	23	76.7%
LEAP	FY2018 Q1	5	0	0.0%	2	40.0%	0	0.0%	3	60.0%	0	0.0%	3	100.0%
	FY2018 Q2	33	5	15.2%	9	27.3%	2	6.1%	17	51.5%	2	11.8%	15	88.2%
	FY2018 Q3	10	0	0.0%	0	0.0%	0	0.0%	10	100.0%	5	50.0%	5	50.0%
	FY2018 Q1-Q3	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
MPD	FY2018 Q1	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
5	FY2018 Q2	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
	FY2018 Q3	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
	FY2018 Q1-Q3	27	0	0.0%	6	22.2%	3	11.1%	18	66.7%	17	94.4%	1	5.6%
TLO	FY2018 Q1	3	0	0.0%	2	66.7%	1	33.3%	0	0.0%	n/a	n/a	n/a	n/a
- 331	FY2018 Q2	11	0	0.0%	0	0.0%	1	9.1%	10	90.9%	9	90.0%	1	10.0%
	FY2018 Q3	13	0	0.0%	4	30.8%	1	7.7%	8	61.5%	8	100.0%	0	0.0%
	FY2018 Q1-Q3	43	1	2.3%	8	18.6%	9	20.9%	25	58.1%	2	8.0%	23	92.0%
Pre-	FY2018 Q1	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Apprenticeship	FY2018 Q2	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
	FY2018 Q3	43	1	2.3%	8	18.6%	9	20.9%	25	58.1%	2	8.0%	23	92.0%
	FY2018 Q1-Q3	695	2	0.3%	96	13.8%	142	20.4%	455	65.5%	147	32.3%	287	63.1%
Project	FY2018 Q1	225	1	0.4%	31	13.8%	38	16.9%	155	68.9%	49	31.6%	96	61.9%
Empowerment	FY2018 Q2	263	0	0.0%	34	12.9%	57	21.7%	172	65.4%	47	27.3%	117	68.0%
	FY2018 Q3	207	1	0.5%	31	15.0%	47	22.7%	128	61.8%	51	39.8%	74	57.8%

Note: DCCC had 10 completers and Project Empowerment had 21 completers who were employed more than six months after training completion.

LOCAL JOBS TRAINING REPORT

Fiscal Year 2019: Q1 - Q3

FISCAL YEAR 2018 - RETENTION AND WAGES

	TEAR 20	FY2018		Retention Ar			n Employees	.	•	Quarte	rly Wages	
Program	Time Period	Employed (within 6 months of	Employme	ecord of ent in DC as 80/2019		yed as of 0/2019		for 6 months ployment)	Subsid	ized Wages	Unsubsidiz	ed Wages
		completion)	N-size	Percentage	N-size	Percentage	N-size	Percentage	Median	Mean	Median	Mean
	FY2018 Q1-Q3	35	9	25.7%	13	37.1%	13	37.1%	n/a	n/a	n/a	\$5,088.98
BTW50+	FY2018 Q1		3	27.3%	3	27.3%	5	45.5%	n/a	n/a	n/a	\$5,074.00
5111501	FY2018 Q2	18	4	22.2%	7	38.9%	7	38.9%	n/a	n/a	n/a	\$4,288.73
	FY2018 Q3	6	2	33.3%	3	50.0%	1	16.7%	n/a	n/a	n/a	\$8,611.67
	FY2018 Q1-Q3	112	14	12.5%	26	23.2%	72	64.3%	\$4,940.0	0 \$4,943.23	\$3,491.00	\$3,516.92
DCCC	FY2018 Q1	25	5	20.0%	7	28.0%	13	52.0%	\$4,940.0	94,940.00	\$3,698.00	\$3,436.71
2000	FY2018 Q2	52	4	7.7%	11	21.2%	37	71.2%	\$4,940.0	0 \$4,946.84	\$3,400.33	\$3,465.82
	FY2018 Q3	35	5	14.3%	8	22.9%	22	62.9%	\$4,940.0	0 \$4,940.00	\$3,299.00	\$3,648.67
	FY2018 Q1-Q3	64	8	12.5%	36	56.3%	20	31.3%	n/a	n/a	n/a	\$6,209.15
DCIA	FY2018 Q1	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
55	FY2018 Q2	12	2	16.7%	4	33.3%	6	50.0%	n/a	n/a	n/a	\$6,395.63
	FY2018 Q3	52	6	11.5%	32	61.5%	14	26.9%	n/a	n/a	n/a	\$6,163.48
	FY2018 Q1-Q3	10	0	0.0%	0	0.0%	10	100.0%	\$5,470.8	\$5,470.83	\$14,138.33	\$14,070.83
FEMS	FY2018 Q1	10	0	0.0%	0	0.0%	10	100.0%	\$5,470.8	\$5,470.83	\$14,138.33	\$14,070.83
PEIVIS	FY2018 Q2	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
	FY2018 Q3	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
	FY2018 Q1-Q3	23	0	0.0%	20	87.0%	3	13.0%	n/a	n/a	n/a	\$11,041.38
LEAP	FY2018 Q1	3	0	0.0%	2	66.7%	1	33.3%	n/a	n/a	n/a	\$11,537.00
	FY2018 Q2	15	0	0.0%	13	86.7%	2	13.3%	n/a	n/a	n/a	\$9,326.50
	FY2018 Q3	5	0	0.0%	5	100.0%	0	0.0%	n/a	n/a	n/a	\$11,689.00
	FY2018 Q1-Q3	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
MPD	FY2018 Q1	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
	FY2018 Q2	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
	FY2018 Q3	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
	FY2018 Q1-Q3	1	0	0.0%	0	0.0%	1	100.0%	n/a	n/a	n/a	\$2,120.00
OJT	FY2018 Q1	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
	FY2018 Q2	1	0	0.0%	0	0.0%	1	100.0%	n/a	n/a	n/a	\$2,120.00
	FY2018 Q3	0	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
	FY2018 Q1-Q3	23	3	13.0%	16	69.6%	4	17.4%	n/a	n/a	n/a	\$3,732.79
Pre-	FY2018 Q1	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Apprenticeship	FY2018 Q2	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
	FY2018 Q3	23	3	13.0%	16	69.6%	4	17.4%	n/a	n/a	n/a	\$3,732.79
	FY2018 Q1-Q3	287	48	16.7%	80	27.9%	159	55.4%	\$4,940.0	0 \$4,862.71	\$3,908.67	\$3,833.05
Project	FY2018 Q1	96	18	18.8%	13	13.5%	65	67.7%	\$4,810.0	0 \$4,848.62	\$3,778.00	\$3,740.08
Empowerment	FY2018 Q2	117	26	22.2%	28	23.9%	63	53.8%	\$4,940.0	0 \$4,873.90	\$3,982.67	\$3,886.19
	FY2018 Q3	74	4	5.4%	39	52.7%	31	41.9%	\$4,940.0	0 \$4,864.92	\$4,093.00	\$3,870.33

Note: For individuals for whom fewer than six months has passed since employment, retention cannot yet be determined; employed status as of the end of Q3 (6/30/2019) is provided.

LOCAL JOBS TRAINING REPORT

Fiscal Year 2019: Q1 - Q3

MONTHLY ENROLLMENT FOR PROGRAMS WITH SUBSIDIZED EMPLOYMENT

PROGRAM	FY2019 ENROLLMENT	FY19 OCT	FY19 NOV	FY19 DEC	FY19 JAN	FY19 FEB	FY19 MAR	FY19 APR	FY19 MAY	FY19 JUN
All	New Enrollment	181	95	60	95	101	98	154	98	53
All	Active Participants	877	856	800	770	768	702	654	577	453
DCCC -	New Enrollment	42	28	33	17	35	39	50	32	2
	Active Participants	254	253	246	213	211	185	175	149	95
FEMS	New Enrollment	9	0	0	0	0	0	0	0	0
FEMS	Active Participants	9	9	9	9	9	9	9	9	9
MPD	New Enrollment	17	0	0	0	0	0	0	0	0
	Active Participants	17	17	17	17	17	17	17	17	17
Project	New Enrollment	113	67	27	78	66	59	104	66	51
Empowerment	Active Participants	597	577	528	531	531	491	453	402	332

DISTRICT OF COLUMBIA DEPARTMENT OF EMPLOYMENT SERVICES

4058 Minnesota Avenue, NE Washington, DC 20019 does.dc.gov





Q4 FISCAL YEAR 2019 REPORT DC Paid Family Leave

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Purpose of the Report

The Department of Employment Services (DOES) is submitting the DC Paid Family Leave Q4 Fiscal Year 2019 report on behalf of the Executive pursuant to section 104 of the Universal Paid Leave Amendment Act of 2016 (D.C. Law 21-264; D.C. Official Code § 32-541.04).

This report provides an update on the status of the Bowser Administration's progress in implementing the Universal Paid Leave Amendment Act of 2016 ("Paid Leave Act" or "Act"). It further serves as the quarterly report required by the Paid Leave Act and explains in detail the requirements needed to develop all software necessary to administer the paid leave system established pursuant to the Act. This report also includes information on program administration, information technology (IT) procurement and development, staffing, marketing and outreach, critical program deadlines, research findings, and key considerations. The findings in this report capture all implementation activities from July 1, 2019 through September 30, 2019.

Background

The Paid Leave Act, which became District law in 2017, provides paid leave for employees who are bonding with a new child, providing care or companionship for a family member with a serious health condition, and/or caring for the employee's own serious health condition. To qualify for these paid family leave (PFL) benefits, an individual must be a part-time or full-time employee in the District, regardless of their residence, and must meet all of the requirements established by the Paid Leave Act. District government and federal employees are excluded from coverage under the Act. The Paid Leave Act allows for eight weeks of parental leave, six weeks of family leave, and two weeks of medical leave for every 52 weeks. The maximum weekly benefit amount is currently \$1,000 and is funded solely by a tax on employers. The current tax rate is 0.62 percent of the wages of each of the employer's covered employees or the annual self-employment income of a self-employed individual.

DOES has established the Office of Paid Family Leave (OPFL) to implement the District's PFL program. OPFL is comprised of the Division of Tax (collection of taxes, premiums, contributions, fees, and revenue functions); Division of Benefits (claim filing, claim processing, and payment of paid leave benefits); Benefit Payment Control (prevention and detection of fraud and overpayments, as well as recovery of improper payments of benefits); Appeals (representing OPFL at hearings on protested claims before the Office of Administrative Hearings); Medical (physician certifications); Contact Center (customer service); and Support (procedures, budget, studies, etc.). Staffing efforts are currently underway to ensure the timely delivery of all key program initiatives.

DOES established an internal working group to move each component of the District's implementation plan forward and to appropriately prepare to administer the program. The internal working group established by the Administration consists of representatives from the Executive Office of the Mayor (EOM), Office of the City Administrator (OCA), Office of the Deputy Mayor for Education (DME), Department of Employment Services (DOES), Office of Human Rights (OHR), Office of the Chief Technology Officer (OCTO), Office of the Chief Financial Officer (OCFO), Department of General Services (DGS), Department of Human Resources (DCHR), Office of Policy and Legislative Affairs (OPLA), and Office of Contracting and Procurement (OCP).

Roadmap to PFL Implementation

On July 1, 2019, DOES launched the PFL Tax System and officially began collecting employer contributions to the Universal Paid Leave implementation fund, and the District is on its way to the successful administration of benefits by the statutory deadlines. During Phase 2, OPFL will fine-tune the PFL tax system based on user feedback, and begin design and development of the PFL benefits administration system.



Milestones

- Site Visits: California, Rhode Island, Washington State, New Jersey
- Staffing Phase 1: Program & Essential Staffing
- Notice to Employee and Employer
- Tax System: Requirements Building
- PFL Website: Launch and Addition of Community Corner and Weekly Benefit Amount Calculator
- Tax System: RFP and Evaluation of Vendors
- Town Hall Series 1: Tax
- Proposed Tax Rules and Regulations: Public Comment Period
- Finalization of Logo and Branding standards
- Tax System: RFP and Evaluation of Vendors
- Completion of Tax FAQ's and Tax Announcements
- Tax Development Kickoff
- Business/Community Engagement: CHAMPS Breakfast

Tax System: Contract Approved and Vendor Selected

- Benefits Development Kickoff
- Tax Rules and Regulations Approved by Council
- Staffing Phase 2: Tax Division, Contact Center, and IT Staffing
- Successful Execution of Testing and Training Efforts
- Launch of PFL Tax System and Tax Collection
- Program Development: Visited-New Jersey, Oregon, Boston
- Launch of PFL Contact Center
- Public Advertisement of Benefits System: RFP and Evaluation of Vendors
- Town HallSeries2: Tax
- Webinars: Tax, Benefit and Self Employed Individuals
- Proposed Benefits Rules and Regulations: Public Comment Period
- Business/Community Engagement: Business Walks (All Wards); Distribution of Tax Marketing Materials; Workers Outreach; Benefit Announcement Development

- Benefits System: Contract Approved and Vendor Selected
- Benefits Vendors* Onboarding
- Staffing Phase 3: Benefit Division* Staffing
- Review of Benefits System Design and Integration Plan
- Town HallSeries3: Benefits
- Development of Benefits Marketing Materials
- Development of Benefits SOPs & Training Materials
- Advocate and Partnership Meetings
- Proposed Benefits Rules and Regulations: Review and Response to Public Comments

Procurement

PFL TAX SYSTEM PROCUREMENT

On February 21, 2019, the DC Council approved the DOES contract with Sagitec Solutions to develop and implement the PFL tax system. Sagitec has fulfilled the submission of key contract deliverables to the District in accordance with the contract.

On July 1, 2019, employers began utilizing the same Employer Self-Service Portal (ESSP) they currently use to submit wages and pay for Unemployment Insurance (UI) to remit their PFL contributions. As a result of the coordination from DOES, Sagitec, and the Office of the Chief Technology Officer (OCTO), the following functions were deployed for Phase 1 of the PFL tax system implementation:

- ° Employer registration;
- ° Employer account maintenance;
- Wage reports;

- PFL tax payments (submission of payments via ACH debit and check, establishing delinquency, assessing penalties and interest); and
- o General ledger.

Phase 2 of the PFL Tax System will deploy in December 2019 after a User Acceptance Testing (UAT) period in November 2019. Design and development for this phase began on August 1, 2019. Phase 2 will deploy the following remaining functionality:

- Tax refunds;
- Tax compliance (liens, levies, delinquencies);
- · PFL field audit; and
- Management reports.

PFL TAX SYSTEM PROCUREMENT TIMELINE

The following timeline depicts a high-level overview of milestones for the implementation of the PFL tax system.



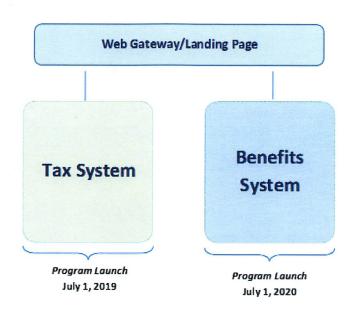
PFL BENEFITS ADMINISTRATION SYSTEM PROCUREMENT

On May 20, 2019, the District released the PFL Benefits Administration System (PFLBAS) solicitation, Doc442285, which closed on June 20, 2019. On May 30, 2019, DOES, in conjunction with OCP and the Department of Small and Local Business Development (DSLBD), hosted a pre-proposal meeting to provide the opportunity for potential bidders to ask questions regarding the solicitation. The District anticipates awarding a contract for the PFL-BAS before the end of Q1 of Fiscal Year 2020.

The District is seeking a solution that will seamlessly interoperate with the PFL tax system and include the following key functional areas:

- ° Claims filing management;
- ° Adjudication of medical, family, and parental leave claims;
- ° Verification of medical licensures;
- Payment and administration of benefits;
- ° Repayment recovery;
- ° Fraud prevention tools; and
- o Analytics.

The diagram below reflects the District's vision to have a single gateway for employers and employees to access both PFL systems through the PFL website at dcpaidfamilyleave.dc.gov.



PFL BENEFITS AND ADMINISTRATION SYSTEM PROCREMENT TIMELINE

The following timeline provides a high-level overview of milestones leading up to the implementation of the PFLBAS.



INDEPENDENT VERIFICATION AND VALIDATION

The District solicited vendors from May 1, 2019, through May 9, 2019, to provide independent verification and validation (IV&V) services for the PFL tax system. The IV&V services ensured the District's implementation of the PFL tax system met the necessary functions and requirements to set-up, run, administer, and manage a PFL program compliant with the Paid Leave Act. On May 21, 2019, the PFL IV&V contract was awarded to Eigennet, LLC, a certified business enterprise. Eigennet, LLC began reviewing project and system documentation and mitigation approaches alongside Sagitec Solutions during the week of June 3, 2019, and has been an active participant in the PFL tax system testing and design sessions. No major risks to the PFL tax system have been identified by Eigennet.

ORGANIZATIONAL CHANGE MANAGEMENT

The District solicited vendors from May 31, 2019, to June 7, 2019, to provide Organizational Change Management (OCM) services for OPFL. By conducting internal stakeholder interviews, analyzing PFL program documentation, and understanding areas of opportunity, OCM services will provide a strategic direction for the future state of OPFL once the PFL program transitions from project to program administration. On July 24, 2019, the PFL OCM contract was awarded to The Georgetown Firm and an orientation meeting for the project was held on August 7, 2019. The Georgetown Firm has been actively engaged with OPFL by performing stakeholder interviews, reviewing documentation and procedures, and recently hosted a productive visioning meeting for OPFL to create a new and improved vision statement.

Public Engagement

DOES continued execution of its public education campaign to inform employers, employees, and medical communities, as described in more detail below. The Paid Leave Act requires public education and awareness campaigns and the District is embracing comprehensive strategies in both areas.

EMPLOYER INFORMATION SESSIONS

DOES continued to hold numerous information sessions with the employer community during Q4. Through these events, DOES provided the business community the opportunity to review information regarding the PFL program and provide direct feedback. These events engaged a number of business groups, including the DC Chamber of Commerce, DC Bar Pro Bono Center, DC Health Care Association, DC BID Council, Consortium of Universities of the Washington Metropolitan Area, Restaurant Association Metropolitan Washington, Greater Washington Hispanic Chamber of Commerce, Alliance for Construction Excellence, District of Columbia Hospital Association, Capitol Hill Association of Merchants and Professionals, and the Association of Independent Schools of Greater Washington. Additionally, payroll service providers and other industry-specific third-party agents, such as ADP, Paychex, Paylocity, Accountants World, Intuit, and The Nanny Tax Company, have been a part of OPFL's substantial outreach efforts.

TOWN HALL FORUMS

The District held its fourth town hall forum at George Washington University on July 29, 2019, to inform the public of the current status of the implementation timeline, share information about the PFL tax regulations, and other information necessary for employers to meet the PFL tax payment requirements that started on July 1, 2019. At this event, a diverse audience of over 300 business owners, human resources representatives, accounting and payroll specialists, students, educators, and Council staff provided meaningful feedback. As a result of this feedback, OPFL reinvigorated our focus on providing plain language guidance. Attendees also received information about employer registration using the PFL portal, reporting wages, notification and record-keeping requirements, and other topics related to implementation.

BUSINESS WALKS

DOES organized business walks to engage small businesses that may be less connected to DC government, or less likely to be aware of updates on regulations affecting their businesses. During the business walks, OPFL staff disseminated important employer information, including fact sheets, toolkits, and promotional items. OPFL staff also assisted employers in registering for email notifications and directed them to the OPFL website for additional information. The goal of this outreach was to inform employers about the PFL tax, to build trust, and to create an open channel of communication between businesses and OPFL. To leverage existing business-government relationships, OPFL collaborated with business improvement districts to conduct 25 walks in all eight wards visiting over 1,400 local businesses.

OUTREACH TO SELF-EMPLOYED INDIVIDUALS

Self-employed individuals represent an important subset of the target audience for the public engagement campaign. Their relationship with the PFL program is different than those of traditional businesses and their workers. Self-employed individuals must elect to participate in the PFL program during an open enrollment period and are only required to pay the tax if they choose to enroll. To effectively reach self-employed individuals, OPFL concentrated on email and in-person outreach efforts. OPFL partnered with DSLBD, the Freelancers Union, WeWork, Hera Hub, The Yard: Coworking at Eastern Market, Make Offices, and other organizations to post and distribute information to self-employed individuals.

PAID LEAVE WEBSITE

The PFL website, www.dcpaidfamilyleave.dc.gov, continues to be the main resource for workers, businesses, advocates, and organizations to learn about their PFL rights and responsibilities. The website includes information about the final PFL tax regulations, upcoming events, and updated PFL resources (e.g., FAQs, toolkits, etc.). The PFL resources are available in the seven commonly spoken languages in the District: English, Spanish, Amharic, Chinese, French, Korean, and Vietnamese.

In addition to serving as an information hub for stakeholders, the website is driving direct engagement with the public. The website utilizes pop-up windows asking visitors to sign up for the PFL newsletter, encourages survey and quiz participation from visitors, and promotes the opportunity for businesses to request information sessions from the OPFL. These approaches not only increase OPFL's contact list and broaden the reach of information-sharing, but they also allow employers, workers, and other individuals to fully engage with all resources and information that the site has to offer. In the future, the website will provide direct access to the online paid-leave portals for employers and beneficiaries.

EMPLOYER WEBINAR SERIES

In Fiscal Year 2019, OPFL hosted a series of 25 live employer webinars that focused on the tax regulations, employer requirements, technical information, and questions from employers. The weekly webinar series engaged more than 5,000 employers. The webinars are recorded and posted to the DOES website, allowing individuals to access the information on their own time.

PAID FAMILY LEAVE NEWSLETTER

To increase the digital footprint of the PFL program and disseminate information to a broad audience, OPFL established a weekly electronic newsletter. The newsletter provides updates for all target audiences, such as a list of upcoming events and links to key resources. Leveraging the UI ESSP and the Department of Consumer and Regulatory Affairs (DCRA) contact lists, the District emailed the newsletter to over 41,000 businesses. As the needs of audiences diverge in the coming months, OPFL will explore the option of adding separate newsletters for employers, workers, and self-employed individuals.

QUARTERLY STAKEHOLDER MEETINGS

The District values feedback from the public and will continue to engage stakeholders through quarterly meetings with employers, advocates, medical providers, and workers. These meetings are used to solicit input and feedback regarding PFL issues, including rulemakings, policies, program administration, and utilization of benefits.

Tax Collection

To date, OPFL's Tax Division has collected approximately 96% of all taxes assessed on \$11.5 billion in payroll wages reported in the District of Columbia, which equals to \$68.5 million deposited into the implementation trust fund.

For the small number of employers that did not submit the payments in full, OPFL sent a late notice on August 20, 2019, notifying them that they have 30 days to remit payment with interest and penalties. After 30 days, if OPFL did not receive payment in full, delinquency notices were sent by September 20, 2019. Employers are given the option to enter into an installment payment plan during this period. If employers do not respond to the Notice of Late Payment by entering into an installment payment plan or by paying in full the amounts owed, the Collections Unit from the Tax Division will consider all methods authorized by the Act to collect the delinquent amounts.

DC PAID FAMILY LEAVE Q4 REPORT

Rules & Regulations

The rules and regulations were bifurcated into two separate chapters between employer contributions and paid leave benefits to thoroughly consider all public comments and perform the proper policy research for each component. The final version of the rules for employer contributions—which clarified employer registration and responsibilities, opt-in and opt-out procedures for self-employed individuals, wages, and contribution and collection procedures—were approved by the Council on May 16, 2019 and published in the D.C. Register on June 21, 2019.

Throughout the rulemaking process, DOES received approximately 2,300 comments from employers, employees, and the advocacy community. Public comments addressed the following policy areas:

EMPLOYER CONTRIBUTIONS

- Computation of wages
- Collection procedures
- Household employer obligations

COORDINATION OF BENEFITS

- ° Employer sponsored benefits
- Concurrent use of paid leave

COLLECTION PROCEDURES

- Delinquency notices
- Payment periods
- Penalties and interest

ONLINE PORTAL

- Ease of use
- Non-electronic options
- Two-way communication
- Alternative methods of communication

PAID-LEAVE BENEFITS

- ° Identity verification
- Familial relationship documentation
- ° Employment requirement

DEFINITIONS

- ° Wages
- Employment
- Worksites

SELF-EMPLOYED INDIVIDUALS

- ° Opt-in and Opt-out process
- ° Documentation of self-employment
- Late payments and disenrollment

The second version of the proposed rules for PFL benefits—which provide clarity regarding the documentation required for PFL claims, benefit calculations, procedures for continuous and intermittent leave, and the familial relationships covered under the Act—were published in the D.C. Register on August 9, 2019 for a 30-day public comment period. The comment period closed on September 9, 2019. OPFL is currently reviewing comments submitted about the proposed benefits rules.

Phased Staffing Plan

In Fiscal Year 2019, the District hired key program staff for the establishment and administration of OPFL's Contact Center and Division of Tax. The Contact Center is comprised of a supervisor and contact center representatives who are responsible for addressing all PFL inquiries over the phone and via email. The Tax Division includes a tax chief, supervisors, and tax examiners dedicated to status, collections, accounting, and audit and compliance units. The District also hired key IT staff to assist with the development and deployment of the PFL tax system. We are currently in preparation for staffing the Benefits Division.

DC PAID FAMILY LEAVE Q4 REPORT

OPFL currently has 58 employees. In Q4, we successfully onboarded staff that includes a Contact Center Supervisor, a Supervisory Tax Examiner, a Program Manager, and eleven Tax Examiners. The District's strategic recruitment efforts are focused on hiring local and national talent by advertising OPFL positions on LinkedIn, Indeed, Monster, Dice, and the District Department of Human Resources website. The District leveraged digital newsletters, the main DOES website, social media accounts, the PFL website, and community partnerships to ensure interested candidates have multiple ways of accessing OPFL hiring opportunities. By using résumé databases and strategic candidate sourcing, the District's goal is to build a pipeline of highly qualified employees with various skill sets and experiences to contribute to the administration of PFL. In addition, OPFL has partnered with other agencies and participated in local job fairs to give District residents an enhanced opportunity for OPFL positions.

By full implementation, OPFL should be comprised of 124 full-time employees (FTEs) who will ensure that the District efficiently and effectively administers the PFL program.

Reseach and Policy Considerations

OPFL has been analyzing fellow states' programs to understand promising practices and avoid pitfalls other states have experienced as the agency implements the tax and benefits systems for the District's PFL program. This analysis concerns both the technical specifications of other states' implementation processes as well as their program characteristics. Legal research and direct communication with officials in other states and District agencies, contributed to OPFL's research findings. For example, OPFL investigated the taxable status of the PFL benefits provided by other states, both for federal and local tax purposes. An important component of a compliant benefits system is ensuring the system has the capability to communicate to beneficiaries their tax obligations resulting from benefit receipt. OPFL has also identified differences in the forms of compensation subject to employers' PFL contributory taxes in the District and in other states. While the District's PFL program definition of wages is exactly the same as the District's Unemployment Compensation program, the definitions of wages in UI and PFL programs differ in other states, which can lead to additional compliance burdens for employers in those states. These kinds of cross-state analyses helped OPFL to efficiently implement compliant systems by learning from processes in other states.

Conclusion

The District's implementation strategy has concentrated on researching and developing effective approaches. The District has launched a user-friendly tax collection system and is currently developing a portal for workers to submit claims. DOES has taken a multi-faceted approach to public engagement, education, and outreach by providing inperson events, online webinars, direct mail communications, social media advertising, website updates, and one-on-one meetings with community partners. The agency will continue these efforts as the PFL program continues to be rolled out. The progress made to date in program administration, information technology, staffing, and outreach, will influence the work required for the successful implementation of the District's PFL program.

dc paid family leave



YEAR 2 BY THE NUMBERS



2,000

In Person Events



138.237

Engagements with Stakeholders



5,000÷

Webinar Attendees

Social Media Impressions

65,000+





42,893

Weekly E-Newsletters sent Mailers



34,000



Business Walks

Outreach to 1,400 businesses in

all 8 wards

90 TA

*Expected hires by end of FY19



4 Townhalls

820 Participants attended

Office of Paid Family Leave 4058 Minnesota Avenue, NE | Washington, DC 20019 dcpaidfamilyleave.dc.gov | does.opfl@dc.gov



DEPARTMENT OF EMPLOYMENT SERVICES

4058 Minnesota Avenue, NE Washington, DC 20019

 ${\bf DCPaidFamily Leave @dc.gov}$





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QUARTER 1 FISCAL YEAR 2020 REPORT DC PAID FAMILY LEAVE





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PURPOSE OF THE REPORT

The Department of Employment Services (DOES) is submitting the DC Paid Family Leave Q1 Fiscal Year (FY) 2020 report on behalf of the Executive pursuant to section 104 of the Universal Paid Leave Amendment Act of 2016 (D.C. Law 21-264; D.C. Official Code § 32-541.04).

The report provides an update on the status of the Bowser Administration's progress in implementing the Universal Paid Leave Amendment Act of 2016 ("Paid Leave Act" or "Act"). It further serves as the quarterly report required by the Paid Leave Act and explains the requirements needed to develop all software necessary to administer the paid leave system established pursuant to the Act. This report also includes information on program administration, critical program deadlines, information technology (IT), staffing, procurement, public engagement, research findings, and key considerations. The findings in this report detail implementation activities from October 1, 2019 through December 31, 2019.

BACKGROUND

The Paid Leave Act, which became District law in 2017, provides paid leave for employees who are bonding with a new child, providing care or companionship for a family member with a serious health condition, and/or caring for the employee's own serious health condition. To qualify for these paid family leave (PFL) benefits, an individual must be a part-time or full-time employee in the District, regardless of their residence, and must meet all the requirements established by the Paid Leave Act. District government and federal employees are excluded from coverage under the Act. The Paid Leave Act allows for eight weeks of parental leave, six weeks of family leave, and two weeks of medical leave for every 52 weeks. The maximum weekly benefit amount is currently \$1,000 and is funded solely by a tax on employers. The current tax rate is 0.62 percent of the wages of each of the employer's covered employees or the annual self-employment income of a self-employed individual.

DOES has established the Office of Paid Family Leave (OPFL) to implement the District's PFL program. OPFL is comprised of the Division of Tax (collection of taxes, premiums, contributions, fees, and revenue functions); Division of Benefits (claim filing, claim processing, and payment of paid leave benefits); Benefit Payment Control (prevention and detection of fraud and overpayments, as well as recovery of improper payments of benefits); Appeals (representing OPFL at hearings on protested claims before the Office of Administrative Hearings); Medical (physician certifications); Contact Center (customer service); and Support (procedures, budget, studies, etc.). Staffing efforts are currently underway to ensure the timely delivery of all key program initiatives.

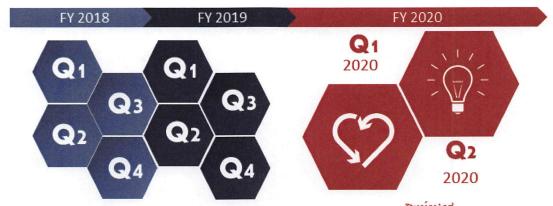
DOES established an internal working group to move each component of the District's implementation plan forward and appropriately prepare to administer the program. The internal working group established by the Administration consists of representatives from DOES, the Executive Office of the Mayor (EOM), Office of the City Administrator (OCA), Office of the Deputy Mayor for Education (DME), Office of Human Rights (OHR), Office of the Chief Technology Officer (OCTO), Office of the Chief Financial Officer (OCFO), Department of General Services (DGS), Department of Human Resources (DCHR), Office of Policy and Legislative Affairs (OPLA), and Office of Contracting and Procurement (OCP).

Due to the timeframes involved for reviewing and submitting this quarterly report, all activities included after November 27, 2019, were planned and had not been completed as of the development of this report. Updates to these activities will be included in the next quarterly report, as needed.

ROADMAP TO IMPLEMENTATION

On July 1, 2019, DOES launched the PFL tax system and officially began collecting employer contributions to the Universal Paid Leave implementation fund. The District is on its way to achieving its second milestone with the successful administration of benefits by the statutory deadline. Figure 1 details the implementation milestones thus far. During Q1 of FY2020, OPFL continued to improve the PFL tax system and began customizing the PFL benefits administration system.

Figure 1: Paid Family Leave Milestones



Milestones

- Site Visits: California, Rhode Island, Washington State, New Jersey
- Staffing Phase 1: Program & Essential Staffing
- Notice to Employee and Employer
- Tax System: Requirements Building
- PFL Website: Launch and Addition of Community Corner and Weekly Benefit Amount Calculator
- Tax System: RFP and Evaluation of Vendors
- Town Hall Series: Tax
- Proposed Tax Rules and Regulations: Public Comment Period
- Finalization of Logo and Branding standards
- Tax System: RFP and Evaluation of Vendors
- Completion of Tax FAQs and Tax Announcements
- Tax Development Kickoff
- Business/Community Engagement Kickoff

Milestones

- Tax System: Contract Approved and Vendor Selected
- Benefits Development Kickoff
- Tax Rules and Regulations Approved by Council
- Staffing Phase 2: Tax Division, Contact Center, and IT Staffing
- Successful Execution of Testing and Training Efforts
- Launch of PFL Tax System and Tax Collection
- Program Development: Visited-New Jersey, Oregon, Boston
- Launch of PFL Contact Center
- Public Advertisement of Benefits System: RFP and Evaluation of Vendors
- Town HallSeries Tax
- Webinars: Tax, Benefit and Self Employed Individuals
- Proposed Benefits Rules and Regulations: Public Comment Period
- Business/Community
 Engagement: Business Walks
 (All Wards); Distribution of Tax
 Marketing Materials; Workers
 Outreach; Benefit
 Announcement Development

Projected Milestones Miles

- Benefits System: Contract Approved and Vendor Selected
- Benefits Vendors Onboarded
- Staffing Phase 3Review of Benefits
- System Design and Integration Plan
- Town Hall Series: Benefits
- Development of Benefits Marketing Materials
- Development of Benefits SOPs & Training Materials
- Training Materials
 Advocate and Partnership

Meetings

 Proposed Benefits Rules and Regulations: Review and Response to Public Comments Milestones

BenefitsSystem:

Agile Production and

- Testing

 Staffing Phase 4:
- Benefits Division
 Town Hall Series:
- Benefits
 Development of
 Benefits Marketing
 Materials
- Development of Benefits SOPs & Training Materials
- Community Outreach and Workshops
- Final Benefits Rules and Regulations: Published
- Ongoing Advocate participation

TAX COLLECTION

OPFL's Tax Division has notably collected approximately 96 percent of tax revenue for payroll wages reported in the District during Q2 and Q3 of Calendar Year (CY) 2019. The amount equals about \$143 million in tax revenue for the PFL trust fund. As part of this effort, OPFL has collected nearly \$2.5 million in delinquent taxes, interest, and penalties.

For the small number of employers that have not submitted their payments in full for Q3 of CY2019, OPFL sent a late notice on November 12, 2019, notifying them of the 30-day remittal requirement, which includes interest and penalties. After 30 days, if payment was not received in full, OPFL sent delinquency notices by December 13, 2019. The notices gave employers the option to enter into an installment payment plan. If employers do not respond accordingly to notices by entering into an installment payment plan or by paying in full the amounts owed, the Collections Unit from the Tax Division will consider all methods authorized by the Act to collect the delinquent amounts.

RULES AND REGULATIONS

The proposed regulations for PFL benefits—which provide clarity regarding the documentation required for PFL claims, benefit calculations, procedures for continuous and intermittent leave, and the familial relationships covered under the Act—were published in the D.C. Register on August 9, 2019 for a 30-day public comment period. The comment period closed on September 9, 2019.

DOES received approximately 1,200 comments from around 400 employers, employees, and advocates. Public comments addressed the following policy areas:

- Employment at the time of application;
- Retroactive claims for benefits:
- Pre-filed claims for benefits;
- · Intermittent leave schedules:
- Proof of identity;
- Adoption/foster care documentation and requirements; and
- · Coordination of benefits.

DOES is in the process of reviewing these comments and making changes to the proposed regulations, as appropriate. Once the review process is complete, DOES will submit the rules to the Council of the District of Columbia (DC Council) for its required 45-day review period. Finalizing these rules is critical for ensuring that DOES can implement an effective PFL benefits administration system on-time.

STAFFING PLAN

OPFL continues its strategic recruitment efforts by focusing on hiring District residents, as well as looking for national talent, through advertising OPFL positions on LinkedIn, Indeed, Monster, Dice, and the District's Department of Human Resources website. The District leveraged digital newsletters, the main DOES website, social media accounts, the PFL website, and community partnerships to ensure interested candidates have multiple ways of accessing OPFL hiring opportunities. By using resume databases and strategic candidate sourcing, the District's goal is to build a pipeline of highly qualified employees with various skill sets and experiences to contribute to the administration of PFL. In addition, OPFL has partnered with other agencies and participated in local job fairs to give District residents an enhanced opportunity for OPFL positions.

DC Paid Family Leave Quarter 1 Fiscal Year 2020 Report

During Q1 of FY2020, OPFL continued to hire key program staff to assist with the development and deployment of the PFL tax and benefits systems. OPFL successfully onboarded a Communications Manager, Legislative Analyst, Lead Contact Center Representative, Supervisory Tax Examiner, and six Tax Examiners so far. OPFL has also been preparing to staff the Benefits Division.

There are 71 employees onboard. These employees are critical to the program's success as OPFL continues collecting employer tax contributions and prepares to roll-out the PFL benefits administration system. OPFL plans to hire 26 additional staff members for a total of 96 employees by the end of Q2 of FY2020. By full implementation, OPFL should be comprised of 124 full-time employees who will ensure that the District efficiently and effectively administers the PFL program.

PROCUREMENT

PFL Tax System Procurement

On February 21, 2019, the DC Council approved the DOES contract with Sagitec Solutions to develop and implement the PFL tax system. On July 1, 2019, employers began utilizing the same Employer Self-Service Portal they currently use to submit wages and pay Unemployment Insurance to remit their PFL contributions. As a result of the coordination between DOES, Sagitec, and OCTO, the following functions were deployed during PFL tax system implementation:

- · Employer registration;
- · Employer account maintenance;
- Wage reports;
- PFL tax payments (submission of payments via ACH debit and check, establishing delinquency, assessing penalties, and interest); and
- · General ledger.

Design and development for Phase 2 began on August 1, 2019. User Acceptance Testing (UAT) for this project phase began on November 4, 2019, in order to deploy PFL tax refund and PFL tax collection functionality in December 2019. Phase 2 will be finalized in early 2020 with added field audit, management reporting, and financial interface functionality.

PFL Tax System Project Timeline

The following timeline, as shown in Figure 2, depicts a high-level overview of milestones for the implementation of the PFL tax system:

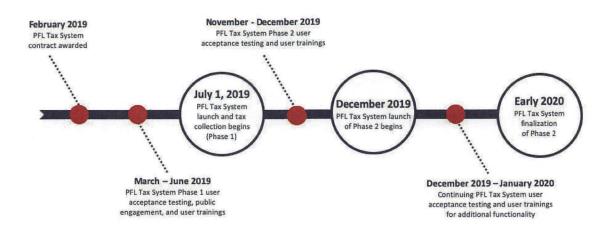


Figure 2: Paid Family Leave Tax System Project Timeline

PFL Benefits Administration System Procurement

On May 20, 2019, the District released the PFL benefits administration system (PFLBAS) solicitation, Doc442285, followed by a pre-proposal meeting on May 30 to provide the opportunity for potential bidders to ask questions regarding the solicitation. The soliticitation closed on June 30, 2019, and the District awarded a letter contract to Geographic Solutions, Inc. on October 10, 2019, to design, develop, and implement the PFLBAS. The proposed contract will be submitted to the DC Council for review and approval in Q2 of FY2020.

The District is developing a system that will integrate with the PFL tax system and possess the following key functional features:

- Claims filing management;
- Adjudication of medical, family, and parental leave claims;
- · Verification of medical licensures;
- Payment and administration of benefits;
- · Repayment recovery;
- Fraud prevention tools; and
- · Analytics.

PFL Benefits and Administration System Project Timeline

The following timeline, as shown in Figure 3, provides a high-level overview of milestones for the implementation of the PFLBAS:

April 2020 June 2019 October 2019 May 2019 PFLBAS joint application PFLBAS trainings and PFLBAS solicitation PFLBAS evaluation deployment sessions began training readiness period opened period began July 2020 PFLBAS launch and administration of benefits October 2019 June 2019 March 2020 PELBAS solicitation PFL Benefits Administration PFLBAS user period closed System contract awarded acceptance testing

Figure 3: Paid Family Leave Benefits and Administration System Project Timeline

Independent Verification and Validation

Independent verification and validation (IV&V) services are important to ensure that the District's implementation of both the PFL tax system and the PFLBAS meet the necessary functions and requirements to set-up, administer, and manage a PFL program compliant with the Act.

The District solicited vendors from May 1, 2019, through May 9, 2019, to provide IV&V services for the PFL tax system. On May 21, 2019, the PFL tax system IV&V contract was awarded to Eigennet, LLC, a certified business enterprise. Eigennet, LLC began reviewing project and system documentation and mitigation approaches alongside Sagitec Solutions during the week of June 3, 2019, and has been an active participant in the PFL tax system testing and design sessions. IV&V for the PFL tax system is on-going, and currently, the IV&V vendor is creating test cases and participating in UAT for Phase 2.

The PFLBAS IV&V solicitation was released in December 2019, and a contract award is expected in early 2020.

Organizational Change Management

In July 2019, the District awarded an Organizational Change Management contract to The Georgetown Firm, which continues to provide services to OPFL. For example, the Firm facilitated a DiSC (dominance, influence, steadiness, and conscientiousness) session for OPFL leadership and strength finders sessions for both OPFL analysts and front-line managers in an effort to strengthen the collaboration among all staff and teams. In addition, The Georgetown Firm provided their Communications and Readiness Plan deliverable. This Plan identified, improved, and streamlined internal communications strategies for OPFL.

PUBLIC ENGAGEMENT

DOES expanded its public education campaign to inform employers, employees, and medical communities on the PFL benefits implementation. The Paid Leave Act requires public education and awareness campaigns and the District is embracing comprehensive strategies in both areas. To increase PFL awareness, OPFL continues to disseminate information through multiple channels, as described below, to workers through a variety of community partners and support organizations that serve the District's diverse population. OPFL generally publicizes its outreach and events through the PFL electronic newsletter, the DOES and PFL websites, social media, and other notices in order to reach a broad audience.

Quarterly Stakeholder Meetings

The District values feedback from the public and continues to engage stakeholders through quarterly meetings with employers, workers, and community-based organizations. On October 28, 2019, DOES held its first quarterly Business and Community Stakeholder event. This meeting was used to solicit input and feedback regarding PFL issues, including rulemaking, policies, program administration, and utilization of benefits. This series of events was created in lieu of an Advisory Committee.

Town Hall Forums

OPFL held its fifth town hall forum at the True Reformer Building on December 6, 2019. This forum shared information with the public on the current implementation status, the PFL benefit regulations, the required employee notice, and other key information necessary for workers. In addition, tax examiners were onsite to answer employers' account and tax-related questions. In total, nearly 1,000 people have attended the five town hall forums.

Employer Information Sessions

OPFL continues to hold numerous information sessions with the employer community. Through these events, DOES provided business organizations the opportunity to review information regarding the PFL program and provide direct feedback. These events have engaged a number of business groups, including the Council for Workforce Development, Coalition for Non-Profit Housing and Economic Development, and the DC Department of Small and Local Business Development: District Connect 2019 Forum.

Worker and Employer Webinar Series

OPFL released a six-part webinar series on benefits regulations, designed to answer common questions and clarify PFL coverage and eligibility. The benefits webinar series specifically addresses:

- Covered Workers:
- · Qualifying Reasons to Take PFL;
- Applying for Benefits;
- Benefits:
- Leave Schedules: and
- · What to Expect while Receiving Benefits.

Additionally, OPFL continued to host bi-weekly webinars that focus on employer requirements, benefits regulations, and submitted questions. The webinars are recorded and posted to the PFL website, allowing individuals to access the information on their own time. To date, these bi-weekly webinars have engaged more than 5,300 stakeholders.

DC Paid Family Leave Quarter 1 Fiscal Year 2020 Report

Healthcare Provider Outreach

Healthcare providers are uniquely well-positioned to identify those who could benefit from paid family leave. It is critical that OPFL leverages the abilities and capacity of all entities that have direct communication with District workers, and in particular, medical centers, social service organizations, and maternal health centers. These entities have established networks and serve as links to thousands of District workers through their varied organizational interests. Providers interact with patients and their families for many different types of disability and rehabilitative services and are involved in family planning, foster care, and adoption placement. Through this continued outreach, healthcare providers are better educated about PFL benefits and can provide workers and their caregivers current and consistent information.

Paid Family Leave Newsletter

To increase the digital footprint of the PFL program and disseminate information to a broad audience, OPFL continued circulation of a weekly electronic newsletter, which started in September 2018. The newsletter provides updates for all target audiences, such as a list of upcoming events and links to key resources. Leveraging the Unemployment Insurance Employer Self-Service Portal's and the DC Department of Consumer and Regulatory Affairs' contact lists, OPFL has emailed the newsletters to over 41,000 stakeholders. As the needs of audiences diverge in the coming months, OPFL will explore the option of adding separate newsletters for employers, workers, and self-employed individuals.

Paid Family Leave Website

The PFL website, https://dcpaidfamilyleave.dc.gov, continues to be the primary resource for workers, businesses, advocates, and organizations to learn about their PFL rights and responsibilities. The website includes PFL information about benefit regulations, upcoming events, and updated resources (e.g., frequently asked questions, toolkits, etc.). The PFL resources are available in the seven commonly spoken languages in the District: English, Spanish, Amharic, Chinese, French, Korean, and Vietnamese.

In addition to serving as an information hub for stakeholders, the website drives direct engagement with the public. The website utilizes pop-up windows asking visitors to sign up for the PFL newsletter, encourages survey and quiz participation from visitors, and promotes the opportunity for businesses to request information sessions from OPFL. These approaches not only increase OPFL's contact list and broaden the reach of information-sharing, but they also allow employers, workers, and other individuals to fully engage with all resources and information. In the future, the website will provide direct access to the online paid leave portals for employers and beneficiaries.

RESEARCH AND POLICY CONSIDERATIONS

OPFL has been analyzing fellow states' programs to understand promising practices and to avoid pitfalls other states have experienced as the agency implements the tax and benefits systems for the District's PFL program. This analysis included both the technical specifications of each state's implementation processes and program characteristics. Legal research and direct communication with officials in other states and District agencies contributed to OPFL's research findings. On October 22, 2019, OPFL staff attended the Paid Leave Collaboration and Connections convening hosted by the Center for Law and Social Policy. This convening brought together paid family and medical leave stakeholders to discuss implementation strategies, best practices, and paid leave research that can be utilized to improve existing programs and inform the policies of additional agencies as they move forward with the development and implementation of paid leave programs.

CONCLUSION

OPFL continues to make progress towards implementing a premier paid family leave program in the District. As described above, OPFL is making strides in the areas of program administration, IT, staffing, regulations, and outreach. As a result, OPFL successfully began collecting employer taxes in July 2019 and is on its way to achieving its second milestone with the successful administration of benefits by the statutory deadline. Over the next fiscal year, OPFL will create a user-friendly benefits system, increase strategic partnerships, and continue to develop innovative approaches to enhance the program.



DEPARTMENT OF EMPLOYMENT SERVICES 4058 Minnesota Avenue, NE Washington, DC 20019

DCPaidFamily Leave @dc.gov













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PURPOSE OF THE REPORT

The Department of Employment Services (DOES) is submitting this DC Paid Family Leave Quarter (Q) 2 Fiscal Year (FY) 2020 report on behalf of the Executive pursuant to section 104 of the Universal Paid Leave Amendment Act of 2016 (D.C. Law 21-264; D.C. Official Code § 32-541.04).

The report provides an update on the status of the Bowser Administration's progress in implementing the Universal Paid Leave Amendment Act of 2016 ("Paid Leave Act" or "Act"). It further serves as the quarterly report required by the Paid Leave Act and explains the requirements needed to develop all software necessary to administer the paid leave system established pursuant to the Act. This report also includes information on program administration, critical program deadlines, information technology (IT), staffing, procurement, and public engagement. The findings in this report detail implementation activities from January 1, 2020 through March 31, 2020.1

BACKGROUND

The Paid Leave Act, which became District law in 2017, provides paid leave for employees who are bonding with a new child, providing care or companionship for a family member with a serious health condition, and/or caring for the employee's own serious health condition. To qualify for these paid family leave (PFL) benefits, an individual must be a part-time or full-time employee in the District, regardless of their residence, and must meet all the requirements established by the Paid Leave Act. District government and federal employees are excluded from coverage under the Act. The Paid Leave Act allows for eight weeks of parental leave, six weeks of family leave, and two weeks of medical leave for every 52 weeks. The maximum weekly benefit amount is currently \$1,000 and is funded solely by a tax on employers. The current tax rate is 0.62 percent of the wages of each of the employer's covered employees or the annual self-employment income of a self-employed individual.

DOES has established the Office of Paid Family Leave (OPFL) to implement the District's PFL program. OPFL is comprised of the following:

- Division of Tax, which handles the collection of taxes, premiums, contributions, fees, and revenue functions:
- Division of Benefits, which handles claim filing, claim processing, payment of paid leave benefits, and benefit payment control;
- Appeals;
- Contact Center, which provides customer service;
- · Communications and Outreach, which provides public engagement, and
- Support, which develops procedures, budget, studies, quality assurance, and trainings.

Staffing efforts are currently underway to ensure the timely delivery of all key program initiatives.

The Administration established an internal working group to move each component of the District's implementation plan forward and appropriately prepare to administer the program. The working group consists of representatives from DOES, the Executive Office of the Mayor (EOM), Office of the City

¹ Due to the timeframes involved for reviewing and submitting this quarterly report, all activities included after March 2, 2020, were planned and had not been completed as of the development of this report. Updates to these activities will be included in the next quarterly report, as needed.

Administrator (OCA), Office of the Deputy Mayor for Education (DME), Office of Human Rights (OHR), Office of the Chief Technology Officer (OCTO), Office of the Chief Financial Officer (OCFO), Department of General Services (DGS), Department of Human Resources (DCHR), Office of Policy and Legislative Affairs (OPLA), and Office of Contracting and Procurement (OCP).

ROADMAP TO IMPLEMENTATION

On July 1, 2019, DOES launched the PFL Tax System and continues to collect employer contributions to the Universal Paid Leave Implementation Trust Fund. The District is on its way to achieving its second milestone with the successful administration of benefits by the statutory deadline of July 1, 2020. Figure 1, as shown below, details the implementation milestones thus far. During Q2 of FY2020, OPFL continued to improve the PFL Tax System and started finalizing the functionality of the PFL Benefits Administration System and standard operating procedures.



- Town Hall Series: Tax
- Legislations Phase 2: Proposed Tax Rules and Regulations Reviewed
- Program Development: Site Visits - Washington State
- Established Marketing & Branding Standards Finalization of Logo and Branding standards
- Walks
- Tax System Vendor Awarded
- Legislations :Tax Rules and Regulations Approved by Council
- Town Hall Series: Tax System
- Legislations Phase 3: Proposed Benefits Rules and Regulations Approved
- Program Development: 3 Site Visits
- Tax System Phase 1: Launch of PFL Tax System and Tax Collection
- Launch of PFL Contact Center

- System Design and Integration Plan
- Town Hall Series: Benefits
- Development of Benefits Marketing
- Materials Advocate and Partnership Meetings
- Proposed Benefits Rulesand Regulations: Review and Responseto Public Comments
- Analytics, and Business Transformation
- Development of Benefits Marketing Materials
- Community Outreach and Workshops Final Benefits Rules •
- and Regulations: Published Ongoing Advocate participation
- Interface Program
- Development: BenefitsSOPs& Training Materials Outreach: Staff
- Level, Advocate, and Partnership Meetings Staffing Phase 5:

Medical

TAX COLLECTION

OPFL's Tax Division has collected more than \$220 million for the Universal Paid Leave Implementation Trust Fund. The amount represents approximately 97 percent of taxes, based on wages reported in the District by employers, during Q2, Q3 and Q4 of Calendar Year (CY) 2019. As part of this effort, OPFL has collected nearly \$5.4 million in delinquent taxes, interest, and penalties for Q2 and Q3 of CY 2019.

For the small number of employers that did not file wage reports or submit their payments in full for Q4 of CY 2019 by the deadline of January 31, 2020, OPFL sent late notices in February 2020. Each notice informed the employers of the 30-day remittal requirement, which includes interest and penalties. After 30 days, if payment was not received in full, OPFL sent delinquency notices in March 2020. The notices gave employers the option to enter into an installment payment plan. If employers do not respond accordingly to the notices by entering into an installment payment plan or by paying in full the amounts owed, the Collections Unit from the Tax Division will consider all methods authorized by the Act to collect the delinquent amounts.

RULES AND REGULATIONS

On January 6, 2020, DOES submitted the final regulations for PFL benefits-which establish the provisions for administering the benefits portion of the District's paid leave program-to the Council of the District of Columbia (DC Council) for the required 45-day review. Absent DC Council action, these regulations will be deemed approved on March 26, 2020. Finalizing these regulations is critical for ensuring that DOES can implement an effective PFL benefits administration system on-time.

STAFFING PLAN

Currently, there are 75 PFL employees onboard. These employees are critical to the program's success as OPFL continues to collect employer tax contributions and prepares to roll-out the PFL benefits administration system. OPFL plans to hire 21 additional staff members for a total of 96 employees by the end of Q2 of FY2020. Once fully staffed, OPFL will be comprised of 124 employees who will ensure that the District efficiently and effectively administers the PFL program.

PROCUREMENT

PFL Tax System

Phase 1 of the PFL Tax System has been operational for employers to remit their PFL contributions since July 1, 2019. OPFL has continued to make enhancements to the system's functionality in phase 2. In December 2019, the following functions were deployed:

- Tax collections to manage delinquent debt and garnishments;
- · Tax rates functionality to change the PFL tax rate for a given calendar year; and
- Management reports to monitor productivity and case management.

In February 2020, PFL deployed the following functions:

- · Additional management reports to monitor productivity and case management;
- Financial interfaces for processing PFL tax refunds; and
- Field audit functionality to audit employers for compliance.

Full integration of the PFL Tax System with the District's System of Accounting and Reports (SOAR) is scheduled for deployment in Q3 of FY2020. On February 21, 2020, the District renewed Sagitec's contract to exercise the first option year and continue the operations and maintenance of the PFL Tax System.

PFL Tax System Project Timeline

The following timeline, as shown in **Figure 2**, depicts a high-level overview of milestones for the implementation of Phases 1 and 2 of the PFL Tax System:

Figure 2: Paid Family Leave Tax System Project Timeline



PFL Benefits Administration System Procurement

The District awarded a letter contract to Geographic Solutions, Inc. (GSI) on October 10, 2019 to design, develop, and implement the PFL Benefits Administration System (PFLBAS). The proposed contract was submitted to the DC Council for review on January 29, 2020 and was approved on February 9, 2020.

The District is in the process of developing a benefits system that will possess the following key functional features:

- Claims filing management;
- Adjudication of medical, family, and parental leave claims;
- Payment and administration of benefits:
- · Investigations and fraud prevention tools;
- · Repayment recovery; and
- Reporting and data analytics.

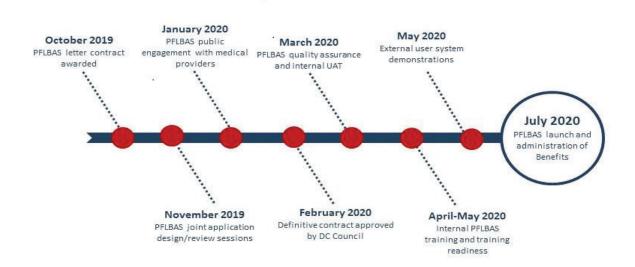
GSI is utilizing the Geographic Solutions Rapid Implementation and Development (GRID) project methodology as the foundation for the development of PFLBAS. Their GRID project management approach combines elements of both waterfall methodology (linear sequential life cycle model) and agile methodology (continuous iteration of development and testing). This approach centers on the system development lifecycle and includes the following five primary phases:

- 1. **Inception** The project team uses waterfall methodology in the introductory meeting and in gathering requirements, developing project scope, and identifying stakeholders.
- 2. Analysis The project team uses feature-driven development methodology in creating requirements used to configure and build the system.
- **3. Construction** The project team implements agile software delivery to provide predictable, ontime, and functional software.
- **4. Transition** The project team uses waterfall methodology to ensure staff training, User Acceptance Testing, data validation, and all other tasks are completed and ready for system deployment.
- 5. Maintenance Following the launch of PFLBAS, the project enters into a maintenance phase in which GSI provides support level services, upgrades, and system enhancements.

In Q2 of FY2020, the District completed the Inception phase of the project and initiated the Analysis and Construction phases. In Q3 of FY2020, the District is expected to complete these phases and move to the Transition phase, which includes Quality Assurance (QA) testing, internal User Acceptance Testing (UAT) and training, and external demonstrations for District workers, employers, and healthcare providers to ensure all key stakeholders are adequately prepared for the launch of the PFLBAS on July 1, 2020.

Figure 3: Paid Family Leave Benefits and Administration System Project Timeline

The following timeline, as shown in **Figure 3**, provides a high-level overview of milestones for the implementation of PFLBAS:



Independent Verification and Validation

Independent verification and validation (IV&V) services are important to ensure that the District's implementation of both the PFL Tax System and PFLBAS meet the necessary functions and requirements to set-up, administer, and manage a PFL program compliant with the Act.

In May 2019, the PFL Tax System IV&V contract was awarded to Eigennet, LLC, a certified business enterprise. Eigennet, LLC has been an active participant in the PFL Tax System testing and design sessions for phases 1 and 2 of the system deployment.

The PFLBAS IV&V solicitation was released on Tuesday, December 10, 2019 and closed on January 3, 2020. A contract was awarded in February 2020 to Promesa Consulting Group, Inc.

Organizational Change Management

In July 2019, the District awarded an Organizational Change Management contract to The Georgetown Firm, which continues to provide services to OPFL. The Firm provided their Communications and Readiness Plan deliverable. This Plan identified, improved, and streamlined internal communications strategies for OPFL. The Firm continues to provide assistance to OPFL in the areas of human capital and standard operating procedure development and review.

PUBLIC ENGAGEMENT

DOES continues to execute a robust public education campaign that informs employers, District workers, and other key collaborators about the implementation of PFL benefits. To meaningfully reach a wide audience, OPFL hired a communications vendor, LINK Strategic Partners, though a contract awarded in January 2020. OPFL is emphasizing engagement with healthcare industry partners, residents in underserved wards, parent-teacher organizations at local schools, and other trusted members of the community. To drive awareness amongst the targeted audience, OPFL conducted in-person and virtual events, developed social media-based initiatives, and partnered with advocates in awareness-raising opportunities. Reflecting the District's diverse residents, OPFL promoted outreach events through varied forms of communication, including the PFL and DOES websites, PFL electronic newsletter, social media platforms, and community listservs.

Healthcare Provider Outreach

As trusted members of the community, it is vital that local healthcare professionals understand how the PFL program operates and how it impacts their work and the lives of their patients. In January 2020, OPFL started two healthcare initiatives—Wellness Wednesdays and Family First Fridays—to enhance outreach to medical facilities and healthcare providers, such as Unity Healthcare, the DC Department of Aging and Community Living, and Women, Infant, and Children (WIC). Outreach activities include tabling at local hospitals, clinics, and rehabilitation centers; conducting Wellness Wednesday walks in all eight wards; and distributing PFL materials at nursing homes, childcare centers, and adult day programs.

Quarterly Stakeholder Meetings

DOES held its second quarterly Business and Community Stakeholder meeting on February 3, 2020 with approximately 100 attendees. This event connected DC employers, workers, and community-based

organizations with the resources to empower effective working communities. OPFL provided a PFL overview, including status updates on benefit regulations, system administration, and outreach efforts.

Town Hall Forums

In March 2020, OPFL held its sixth town hall forum dedicated to human resources (HR) professionals. During the event, OPFL provided this important constituency with information about the implementation of PFL, including benefits system updates, the required employee notice, and other vital HR content related to the coordination of benefits. To date, more than 1,000 people have attended the PFL town hall forums.

Employee Notice Poster

As of February 1, 2020, DC employers are required to provide their employees with notice of their PFL rights. OPFL distributed the employee notice poster through the PFL electronic newsletter in December 2019 and to all covered employers via email in January 2020. The notice is also available to download on the DOES and PFL websites in the seven commonly spoken languages in the District: English, Spanish, Amharic, Chinese, French, Korean, and Vietnamese. In addition, OPFL will continue to communicate the compliance requirements through our newsletter, website updates, business audit walks, and mailing correspondences.

Employer Information Sessions

OPFL has interfaced directly with the business community through in-person employer information sessions. DOES heard directly from interested members of the public and forged partnerships that encourage sharing of best practices and providing PFL program-related information. These information sessions included the DC Department of Health's Women, Infant, and Children (WIC), the Health Services for Children with Special Needs' Male Caregivers Advocacy Support Group, and a lunch and learn series with law firms.

Webinars

OPFL continues to host bi-weekly webinars that focus on tax regulations, leave benefits, employer requirements, self-employed individuals, coordination of benefits, and technical information. Engaging nearly 400 stakeholders on January 16, 2020, the webinars continue to be a popular forum for relaying PFL information to the public. To date, these bi-weekly webinars have engaged more than 6,000 stakeholders.

Paid Family Leave Newsletter

The PFL newsletter continues to be an effective form of communication, engaging our target audience and generating more leads for outreach efforts. OPFL standardized the format of the newsletter by adding permanent sections to address specific subjects, including PFL in the community, an employer-focused segment, and a listing of upcoming events. The mailing subscription has increased in recent months and now reaches more than 70,000 key stakeholders bi-weekly.

Paid Family Leave Website

The PFL website, https://dcpaidfamilyleave.dc.gov, continues to be the information hub for key stakeholders. The website includes PFL information about benefit regulations, upcoming events, and updated resources (e.g., frequently asked questions, toolkits, etc.). In addition, PFL developed a strategic plan to ensure search engine optimization efforts are effective in driving traffic to the website through attractive program-related content. PFL resources on the website are available in the seven commonly spoken languages in the District: English, Spanish, Amharic, Chinese, French, Korean, and Vietnamese.

CONCLUSION

OPFL is progressing towards implementing a premier paid family leave program in the District. OPFL continues to make advancements in the areas of program administration, IT, staffing, regulations, and public engagement. OPFL successfully began collecting employer taxes in July 2019 and is on target to achieving the second major milestone with the successful administration of benefits by the statutory deadline. Over the next few months, OPFL will continue its dynamic approach to the implementation of PFL, and thus, securing a better quality of life for District workers.



DEPARTMENT OF EMPLOYMENT SERVICES 4058 Minnesota Avenue, NE Washington, DC 20019

DCPaidFamilyLeave@dc.gov













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PURPOSE OF THE REPORT

The Department of Employment Services (DOES) is submitting this DC Paid Family Leave Quarter (Q) 3 Fiscal Year (FY) 2020 report on behalf of the Executive pursuant to section 104 of the Universal Paid Leave Amendment Act of 2016 (D.C. Law 21-264; D.C. Official Code § 32-541.04).

The report provides an update on the status of the Bowser Administration's progress in implementing the Universal Paid Leave Amendment Act of 2016 ("Paid Leave Act" or "Act"). It further serves as the quarterly report required by the Paid Leave Act and explains the requirements needed to develop all software necessary to administer the paid leave system established pursuant to the Act. This report also includes information on program administration, critical program deadlines, information technology (IT), staffing, procurement, and public engagement. The findings in this report detail implementation activities from April 1, 2020 through June 30, 2020.

BACKGROUND

The Paid Leave Act, which became District law in 2017, provides paid leave for employees who are bonding with a new child, providing care or companionship for a family member with a serious health condition, and/or caring for the employee's own serious health condition. To qualify for these paid family leave (PFL) benefits, an individual must be a part-time or full-time employee in the District, regardless of their residence, and must meet all the requirements established by the Paid Leave Act. District government and federal employees are excluded from coverage under the Act. The Paid Leave Act allows for eight weeks of parental leave, six weeks of family leave, and two weeks of medical leave for every 52 weeks. The maximum weekly benefit amount is currently \$1,000 and is funded solely by a tax on employers. The current tax rate is 0.62 percent of the wages of each of the employer's covered employees or the annual self-employment income of a self-employed individual.

DOES has established the Office of Paid Family Leave (OPFL) to implement the District's PFL program. OPFL is comprised of the following:

- Division of Tax, which handles the collection of taxes, premiums, contributions, fees, and revenue functions:
- Division of Benefits, which handles claim filing, claim processing, payment of paid leave benefits, and benefit payment control;
- Appeals;
- Contact Center, which provides customer service;
- · Communications and Outreach, which provides public engagement; and
- Support, which develops procedures, budget, studies, quality assurance, and trainings.

Staffing efforts are currently underway to ensure the timely delivery of all key program initiatives.

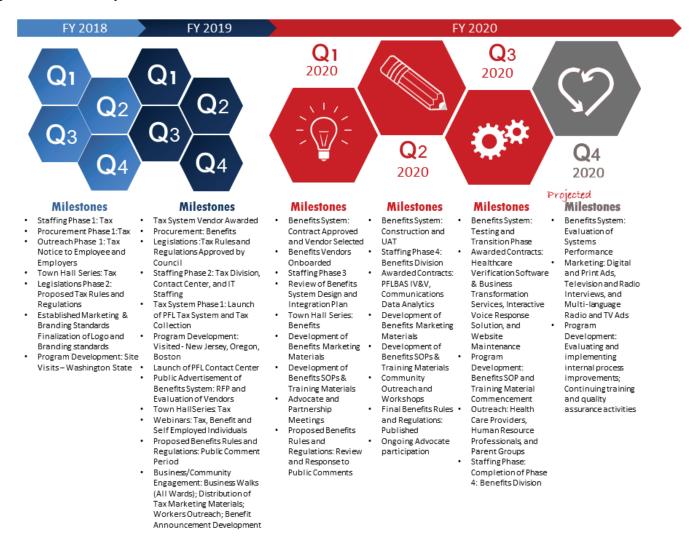
¹ Due to the timeframes involved for reviewing and submitting this quarterly report, all activities included after May 1, 2020, were planned and had not been completed as of the development of this report. Updates to these activities will be included in the next quarterly report, as needed.

The Administration established an internal working group to move each component of the District's implementation plan forward and appropriately prepare to administer the program. The working group consists of representatives from DOES, the Executive Office of the Mayor (EOM), Office of the City Administrator (OCA), Office of the Deputy Mayor for Education (DME), Office of Human Rights (OHR), Office of the Chief Technology Officer (OCTO), Office of the Chief Financial Officer (OCFO), Department of General Services (DGS), Department of Human Resources (DCHR), Office of Policy and Legislative Affairs (OPLA), and Office of Contracting and Procurement (OCP).

ROADMAP TO IMPLEMENTATION

On July 1, 2019, DOES launched the PFL Tax System and continues to collect employer contributions to the Universal Paid Leave Implementation Fund. The District is on its way to achieving its second milestone with the successful administration of benefits through the Paid Family Leave Benefit Administration System (PFLBAS). Figure 1, as shown below, details the implementation milestones thus far. During Q3 of FY2020, OPFL continued to improve the PFL Tax System and worked to deploy the PFLBAS for the administration of benefits.

Figure 1: Paid Family Leave Milestones



TAX COLLECTION

To date, OPFL's Division of Tax has collected more than \$257 million for the Universal Paid Leave Implementation Fund.² As part of this effort, OPFL has collected 97 percent of taxes on wages reported for Q2, Q3, and Q4 of Calendar Year (CY) 2019 and nearly \$6.7 million in delinquent taxes, interest, and penalties.

For the employers that did not file wage reports or submit their payments in full for Q1 of CY 2020 by the deadline of April 30, 2020, OPFL will send late notices in May 2020. The notice will inform employers of the 30-day remittal requirement, which includes interest and penalties. For employers who did not request an administrative appeal, after 30 days, if payment was not received in full, OPFL will send delinquency notices in June 2020. The notices will give employers the option to enter into an installment payment agreement. If employers do not respond accordingly to the notices – by entering into an installment payment agreement or by paying in full the amounts owed – the Collections Unit from the Division of Tax will consider all methods authorized by the Act to collect the delinquent amounts.

RULES AND REGULATIONS

On March 26, 2020, the final regulations for PFL benefits – which establish the provisions for administering the benefits portion of the District's paid leave program – were deemed approved by the Council of the District of Columbia. The regulations were published in the D.C. Register Volume 67, Number 15, on April 10, 2020. OPFL is moving forward with developing additional sub-regulatory guidance on the processing of paid leave claims.

STAFFING PLAN

Currently, there are 78 PFL employees onboard. These employees are critical to the program's success as OPFL continues to collect employer tax contributions and launches the PFLBAS. OPFL continues to hire new staff during the declared public health emergency and plans to hire 45 additional staff members for a total of 123 employees by the end of Q3 of FY2O2O.

SYSTEM IMPLEMENTATION

PFL Tax System

Phase 1 of the PFL Tax System has been operational for employers to remit their PFL contributions since July 1, 2019. As part of Phase 2, OPFL continued to make enhancements to the system's functionality with additional deployments between December 2019 and June 2020. These enhancements include field audit functionality, management reporting, and other operational changes to improve the efficiency of tax collection processes.

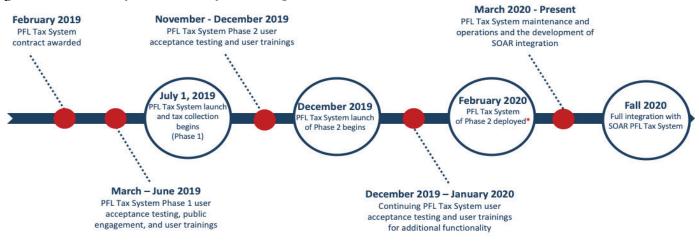
On February 21, 2020, the District renewed the Sagitec contract to exercise the first option year and continue the operations and maintenance of the PFL Tax System. Full integration of the PFL Tax System, with the District's System of Accounting and Reports (SOAR), is scheduled for deployment in fall 2020.

²The reported total includes the Q1, CY2020 payments collected to date but not those payments still in process.

PFL Tax System Project Timeline

The following timeline, as shown in Figure 2, depicts a high-level overview of milestones for the implementation of Phases 1 and 2 of the PFL Tax System:

Figure 2: Paid Family Leave Tax System Project Timeline



^{*} Excluding SOAR integration

PFL Benefits Administration System

The District is preparing to launch a benefits system that will possess the following key functional features:

- Claims filing management;
- · Adjudication of medical, family, and parental leave claims;
- Payment and administration of benefits;
- Investigations and fraud prevention tools;
- · Repayment recovery; and
- Reporting and data analytics.

Geographic Solutions (GSI), the contractor, is utilizing the Geographic Solutions Rapid Implementation and Development (GRID) project methodology as the foundation for the development of the PFLBAS. Their GRID project management approach combines elements of both waterfall methodology (linear sequential life cycle model) and agile methodology (continuous iteration of development and testing). This approach centers on the system development lifecycle and includes the following five primary phases:

- Inception The project team used waterfall methodology in the introductory meeting and in gathering requirements, developing project scope, and identifying stakeholders. The inception phase is complete.
- 2. Analysis The project team used feature-driven development methodology in creating requirements used to configure and build the system. The analysis phase is complete.
- **3.** Construction The project team implements agile software delivery to provide predictable, ontime, and functional software. The construction phase is in progress.
- 4. Transition The project team uses waterfall methodology to ensure staff training, User Acceptance Testing, data validation, and all other tasks are completed and ready for system deployment. The

- transition phase is in progress.
- 5. Maintenance Following the launch of PFLBAS, the project will enter into a maintenance phase in which GSI provides support level services, upgrades, and system enhancements.

In Q3 of FY2020, the District completed the analysis phase of the project, which concluded the review and assessment of the functional, non-functional, and technical requirements. During this quarter, the District also initiated the transition phase of the system implementation, which includes Quality Assurance (QA) testing and internal User Acceptance Testing (UAT). Training efforts have been a focal point of this phase to ensure all internal staff and key stakeholders are adequately prepared for the launch of the PFLBAS.

The following timeline, as shown in Figure 3, provides a high-level overview of milestones for the implementation of PFLBAS:

March 2020 January 2020 October 2019 June 2020 PFLBAS quality assurance PFLBAS public PFLBAS trainings and and internal UAT PFLBAS letter engagement with medical training readiness contract awarded providers PFLBAS launch and administration of Benefits April-May 2020 November 2019 February 2020 Internal PFLBAS PFLBAS joint application Definitive contract approved training and training design/review sessions by DC Council readiness

Figure 3: Paid Family Leave Benefits Administration System Project Timeline

Independent Verification and Validation

Independent verification and validation (IV&V) services are important to ensure that the District's implementation of both the PFL Tax System and PFLBAS meet the necessary functions and requirements to set-up, administer, and manage a PFL program compliant with the Act.

In May 2019, the PFL Tax System IV&V contract was awarded to Eigennet, LLC, a certified business enterprise. Eigennet, LLC has been an active participant in the PFL Tax System testing and design sessions for phases 1 and 2 of the system deployment. In February 2020, the PFLBAS IV&V contract was awarded to Promesa Consulting Group Inc. Promesa immediately began to work alongside the District to validate the technical and functional components of the PFLBAS. Promesa has provided the District with substantive systems architecture assessments and in-depth risk analyses.

Organizational Change Management

In July 2019, the District awarded an Organizational Change Management contract to The Georgetown Firm, which continues to provide services to OPFL. The firm provided the following deliverables: Communications and Readiness Plan, Organizational Change Management Plan, Transition Plan, and Stakeholder Matrix. The firm continues to provide assistance to OPFL in the areas of human capital and standard operating procedure development and review.

Business Transformation

The Business Transformation and Data Analytics contract was awarded to Metropolitan Strategies and Solutions on April 10, 2020. Metropolitan Strategies and Solutions will be responsible for providing the OPFL with transformation services in preparation for the launch of the PFLBAS program, as well as support in the areas of economic modeling and forecasting, claim projections, data analytics, project management, and accounting. The kick-off meeting for the project occurred on April 21, 2020.

Interactive Voice Response (IVR)

The IVR solicitation was posted on April 22, 2020 and closed on May 11, 2020. The District is seeking a vendor that can provide a web-based IVR solution with the ability to receive claim support, as well as provide call queue maintenance, account updates to claimants without speaking to a call center representative, reporting, and more.

Healthcare Provider Verification

The Healthcare Professional (HCP) License Verification solution solicitation was posted on March 20, 2020, and closed on March 30, 2020. The District has identified a suitable vendor to provide software that will enable the program to manage and verify HCP credentials during the processing of a PFL benefits claim and anticipates awarding the contract this quarter.

Continuous Process Improvement

The continuous process improvement solicitation was posted on January 14, 2020, and closed on February 3, 2020. The contract was awarded on May 1, 2020 to DigiDocs, Inc. The solicitation asked for a vendor to provide guidance to the OPFL and Unemployment Insurance leadership through the development and implementation of a continuing and comprehensive process improvement program, specifically targeting new and growing organizations within the government sector. These programs are undergoing capital projects focused on modernization that requires a significant change from former systems and practices.

PUBLIC ENGAGEMENT

In response to the declared public health emergency for COVID-19, OPFL has shifted its focus to virtual engagement activities. However, OPFL continues to execute a public education campaign that promotes health equity for District workers with varied communication channels such as the PFL electronic newsletter, social media platforms, and PFL and DOES websites to reach a broad range of potential claimants. LINK Strategic Partners, a contractor, developed targeted communication and engagement strategies to expand the public education campaign.

To increase awareness amongst targeted audiences, OPFL continues to educate and create partnerships with stakeholders (e.g. medical providers, healthcare facilities, and community groups) in all eight wards of the District of Columbia. OPFL will extend its outreach efforts with the release of digital and print advertisements, development of diverse creative assets, participation in television and radio interviews, and the recording of multi-language radio and TV ads promoting the Paid Family Leave program. OPFL staff also participated in outreach events targeting healthcare providers, parents, and HR professionals.

Healthcare Provider Outreach

As essential community members, healthcare provider outreach continues to be paramount to the success of the PFL program. Healthcare initiatives, including Wellness Wednesdays and Family First Fridays provide OPFL the opportunity to interface directly with those individuals that will benefit most from the program. OPFL healthcare provider outreach has engaged over 1,000 critical stakeholders since implementation.

Webinars

To date, PFL webinars have engaged more than 6,500 stakeholders focusing on the coordination of benefits, employer requirements, and other program-related information. The webinars have been translated into multiple languages to reach a larger audience and reflect the District's diverse communities.

Paid Family Leave Newsletter

The PFL newsletter continues to be an effective way to disseminate information to the general public. Reaching more than 70,000 key stakeholders, the newsletter communicates program updates, including OPFL in the community, the development of the benefits system, and employer tax-related information.

Paid Family Leave Website

The PFL website, https://dcpaidfamilyleave.dc.gov, serves as the focal point for PFL communication. Through search engine optimization, PFL has created resources to target specific audiences to expand outreach efforts. Materials are available on the website in the seven commonly spoken languages in the District: English, Spanish, Amharic, Chinese, French, Korean, and Vietnamese. Also, PFL continues to update vital resources, including toolkits, handbooks, and fact sheets, to ensure effective communication.

Informational Sessions

OPFL continues to expand its outreach efforts by interfacing directly with the business community through informational sessions. These sessions allow for best practice sharing and solidify partnerships with invested members of the District. PFL has recently engaged with a variety of community groups through virtual information sessions, including with the Greater Washington Hispanic Chamber of Commerce.

CONCLUSION

OPFL is making strides toward an effective paid family leave program for District workers. Continuous improvements in the areas of program administration, IT, staffing, regulations, and public engagement is part of the ongoing effort to support a successful implementation. OPFL will continue providing District workers the resources to plan for tomorrow, today.



DEPARTMENT OF EMPLOYMENT SERVICES 4058 Minnesota Avenue, NE Washington, DC 20019

DCPaidFamilyLeave@dc.gov











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PURPOSE OF THE REPORT

The Department of Employment Services (DOES) is submitting this District of Columbia Paid Family Leave Quarter 4 Fiscal Year (FY) 2020 report on behalf of the Executive pursuant to section 104 of the Universal Paid Leave Amendment Act of 2016 ("Paid Leave Act" or "Act") (D.C. Law 21-264; D.C. Official Code § 32-541.04).

The report provides an update on the status of the Bowser Administration's progress in implementing the Act. It further serves as the quarterly report required by the Paid Leave Act and explains the requirements needed to develop all software necessary to administer the paid leave system established pursuant to the Act. This report also includes information on program administration, critical program deadlines, information technology (IT), staffing, procurement, and public engagement. The findings in this report detail implementation activities from July 1, 2020, through September 30, 2020.

BACKGROUND

The Paid Leave Act, which became District law in 2017, provides paid leave for employees who are bonding with a new child, providing care or companionship for a family member with a serious health condition, and/or caring for the employee's own serious health condition. To qualify for these paid family leave (PFL) benefits, an individual must be a part-time or full-time employee in the District, regardless of their residence, and must meet all the requirements established by the Paid Leave Act. District government and federal employees are excluded from coverage under the Act. The Paid Leave Act allows for eight weeks of parental leave, six weeks of family leave, and two weeks of medical leave for every 52 weeks. The maximum weekly benefit amount is currently \$1,000 and is funded solely by an employer-paid tax. The current tax rate is 0.62 percent of the wages of each of the employer's covered employees or the annual self-employment income of a self-employed individual.

DOES has established the Office of Paid Family Leave (OPFL) to implement the District's PFL program. OPFL is comprised of the following:

- Division of Tax, which handles the collection of taxes, premiums, contributions, fees, and revenue functions:
- Division of Benefits, which handles claim filing, claim processing, payment of paid leave benefits, and benefit payment control;
- Appeals, which handles internal reconsideration requests, affirms or overturns an initial determination based on the evidence, and represents OPFL in external proceedings with the Office of Administrative Hearings (OAH);
- · Contact Center, which provides customer service;
- · Communications and Outreach, which provides public engagement; and
- Support, which develops procedures, budget, studies, quality assurance, and trainings.

¹ Due to the timeframes involved for reviewing and submitting this quarterly report, the status of all activities included are as of August 10, 2020. The activities that were planned to occur between then and the end of the quarter are noted throughout the report. Updates to these activities will be included in the next quarterly report, as needed.

IMPLEMENTATION OF THE PFL PROGRAM

The District has fully implemented the PFL program on time. Following the release of the PFL Tax System (PFLTS) on July 1, 2019, DOES launched the PFL Benefit Administration System (PFLBAS) on July 1, 2020, and began the administration of PFL benefits. Due to the hard work of OPFL staff, the program has successfully processed 1,361 claims and has approved 1,037 claims thus far. OPFL will continue to collect employer contributions, process timely benefits, and work with selected vendors to fine-tune all systems' functionality.

TAX COLLECTION

To date, OPFL's Division of Tax has collected more than \$370 million for the Universal Paid Leave Fund². As part of this effort, OPFL has collected 98 percent of taxes owed on wages reported for the first three quarters of operations in Calendar Year (CY) 2019 through the second quarter of CY 2020. As part of the \$370 million, OPFL has collected nearly \$8.5 million in delinquent taxes, interest, and penalties.

For the employers that did not file wage reports or submit their payments in full for quarter two (Q2) of CY 2020 by the deadline of July 31, 2020, OPFL will send late notices in August 2020. The notices will inform employers of the 30-day remittal requirement, which includes interest and penalties. For employers who do not request an administrative appeal, after 30 days, if payment is not received in full, OPFL will send delinquency notices in September 2020. The notices will give employers the option to enter into an installment payment agreement. If employers do not respond accordingly to the notices by entering into an installment payment agreement or by paying in full the amounts owed, the Collections Unit from the Division of Tax will consider all methods authorized by the Act to collect the delinquent amounts.

BENEFITS CLAIMS

As referenced above, on July 1, 2020, OPFL successfully launched the PFLBAS and began administering benefits to eligible workers in the District. Since the launch of benefits administration, OPFL has received a total of 1,361 claims, as shown in table 1 below.

Table 1: Total PFL claims received, as of August 10, 2020

PFL CLAIM TYPE	COUNT
Parental Leave	1,179
Medical Leave	137
Family Leave	45
Total Claims Received	1,361

² The reported total includes the Q2, Calendar Year 2020 payments collected to date but not those payments still in process.

POLICY

DOES intends to enter into Memoranda of Understanding (MOUs) with both the Office of Human Rights (OHR) and the Office of Administrative Hearings (OAH). The MOU with OHR is to provide funding and an agreement as to how OHR will handle PFL complaints other than claim determinations as required under the Act. The MOU with OAH is to provide funding and an agreement as to how OAH will handle appeals of claim determinations as required by the Act. The MOUs with both agencies have been drafted and are currently undergoing the review process by all interested parties.

STAFFING PLAN

Currently, there are 108 fully-onboarded PFL employees. These employees are critical to the program's success as OPFL collects employer tax contributions and distributes PFL benefits. OPFL continues to hire new staff during the declared public health emergency and plans to hire 16 additional staff members for a total of 124 employees by the end of Q4 of FY2020.

SYSTEM IMPLEMENTATION

PFL Tax System

The PFLTS has been operational for employers to remit their PFL contributions since July 2019. Over the last year, OPFL made enhancements to the system to improve the efficiency of tax collection processes through field audit and management reporting functionality.

On February 21, 2020, the District renewed its contract with Sagitec Solutions, Inc. to continue the operations and maintenance of the PFLTS and exercise the contract's first option year. On July 21, 2020, the Council of the District of Columbia approved the Approval and Payment Authorization Emergency Declaration Resolution and Act of 2020 for modifications 3, 4, and 5 to contract number CW67661 with Sagitec. These modifications will enhance the PFLTS with new functionality in the areas of financial reporting, tax payments, payment plans, and the general ledger. The full integration of the PFLTS with the District's System of Accounting and Reports (SOAR) is scheduled for deployment in fall 2020.

PFL Tax System Project Timeline

The following timeline, as shown in Figure 1, depicts a high-level overview of milestones for the implementation of the PFLTS:

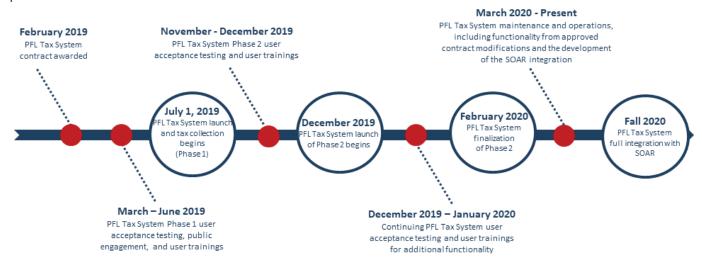


Figure 1: Paid Family Leave Tax System Project Timeline

PFL Benefits Administration System

The District successfully launched the PFLBAS on July 1, 2020. In Q4 of FY2020, the District completed the construction and transition phases of the project, which concluded user acceptance testing, data validation, and all other developmental tasks in order to deploy the PFLBAS. Following the launch of the PFLBAS, the project entered into the maintenance phase in which Geographic Solutions, Inc. (GSI), the PFLBAS vendor, provides support level services, upgrades, and system enhancements to fine-tune key areas of the system.

The following timeline, as shown in Figure 2, provides a high-level overview of milestones for the implementation of PFLBAS:

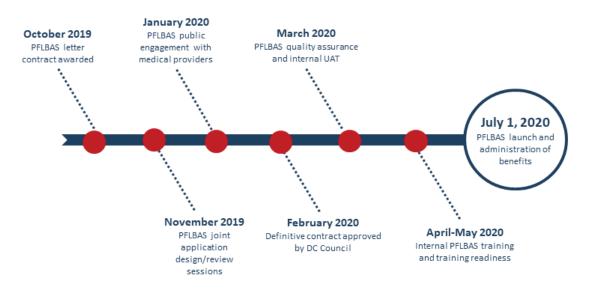


Figure 2: Paid Family Leave Benefits Administration System Project Timeline

Independent Verification and Validation

Independent verification and validation (IV&V) services are important to ensure that the District's implementation of both the PFLTS and the PFLBAS meet the necessary functions and requirements to establish, administer, and manage a PFL program compliant with the Act.

In May 2020, the PFLTS IV&V contract was renewed with Eigennet, LLC. As a result, Eigennet continues to provide assistance in the development of training materials to help trainees navigate the system, create test cases, and perform regression testing for each system build to verify that the system is working as expected. In February 2020, the PFLBAS IV&V contract was awarded to Promesa Consulting Group, Inc. Promesa immediately began to work alongside the District to validate the technical and functional components of the PFLBAS. Post-launch, Promesa continues to assist the District in the verification of the platform's functionality through system architecture assessments, in-depth risk analyses, and ongoing testing efforts.

Organizational Change Management

On July 24, 2020, the District renewed the Georgetown Firm's contract to continue providing Organizational Change Management (OCM) services to OPFL. During the option year, OCM services will focus on the creation of a strategic management plan, which will assist in the areas of human capital, communication, and reporting.

Business Transformation

The Business Transformation and Data Analytics contract was awarded to Metropolitan Strategies and Solutions on April 10, 2020. Metropolitan Strategies and Solutions is responsible for providing OPFL with transformation services in support of PFLBAS operations, as well as support in the areas of economic modeling and forecasting, claim projections, data analytics, project management, and accounting.

Interactive Voice Response (IVR)

The IVR solicitation was posted on April 22, 2020, and closed on June 19, 2020. The District is seeking a vendor that can provide a web-based IVR solution with the ability to receive claim support as well as provide call queue maintenance, account updates to claimants without speaking to a call center representative, and reporting.

Healthcare Provider Verification

The Healthcare Professional (HCP) License Verification solution was awarded to Provider Trust, Inc. on May 13, 2020. Provider Trust, Inc. supplies software that enables the program to verify and manage HCP credentials when claimants apply for PFL benefits. The company has fine-tuned its Application Programming Interface (API) product, "DASH," to process 90 percent of verifications within 24 hours of the request, per the contract requirements. The full integration of the DASH software with the PFLBAS is anticipated to be completed by the end of Q4 of FY2020.

Continuous Process Improvement

The continuous process improvement solicitation was posted on January 14, 2020, and closed on February 3, 2020. The contract was awarded on May 1, 2020, to DigiDocs, Inc. The solicitation asked for a vendor to provide guidance to the OPFL and the Office of Unemployment Compensation leadership through the development and implementation of a continuing and comprehensive process-improvement program, specifically targeting new and growing organizations within the government sector. These programs are undergoing capital projects focused on modernization that require a significant change from former systems and practices.

PUBLIC ENGAGEMENT

The COVID-19 emergency declaration continues to have short- and long-term impacts on OPFL's communication and outreach strategy. As the District makes steady progress, OPFL has focused on sustaining key partnerships, developing new content, and forging relationships in support of the administration of benefits. In addition, communication channels such as the PFL electronic newsletter, social media platforms, and PFL and DOES websites continue to be at the forefront of the program's multi-faceted public education campaign.

In collaboration with LINK Strategic Partners, a communications vendor, OPFL implemented a strategic communications plan to engage employers, employees, and the medical community in all eight wards of the District of Columbia. This plan included outreach to stakeholders, including medical providers, healthcare

facilities, and community groups; development of diverse creative collateral materials; and participation in several community-based programs.

Healthcare Provider Outreach

OPFL is committed to providing health providers with the necessary resources to educate and support their patients on how this program will impact their lives. Healthcare initiatives include disseminating an electronic medical provider toolkit to 10,000 healthcare facilities and distributing program-branded supply items to 3,500 health-related sites across the District. In addition, OPFL continues to host the Wellness Wednesday virtual series, a powerful online platform that engages District workers and employers around health and well-being. Past facilitators of Wellness Wednesdays include the DC Department of Aging and Community Living, Giant Food Stores, and Thrive by Five. Since the launch of benefits, OPFL has hosted information sessions for the DC Hospital Association and Unity Healthcare.

Webinars

Due to COVID-19, OPFL reimagined how to communicate with stakeholders through biweekly webinars. OPFL used this initiative to create opportunities for accessibility, including providing a bilingual event in Spanish and using an American Sign Language (ASL) interpreter. OPFL developed a series of partnerships and hosted partner-specific events, including with the Greater Washington Hispanic Chamber of Commerce (GWHCC) and the Latino Economic Development Center (LEDC). To date, PFL webinars have engaged more than 8,000 stakeholders, focusing on how to apply for benefits, what workers need to know before applying, employer requirements, and other program-related information.

Paid Family Leave Newsletter

OPFL continues to produce the PFL electronic newsletter for employer and employee audiences. Reaching more than 70,000 key stakeholders, the newsletter is an effective way to communicate program updates, including PFL in the community, resource development, and benefits and tax-related information.

Social Media

Due to COVID-19, OPFL restructured its efforts to increase awareness in the virtual world. OPFL worked with LINK Strategic Partners to develop a social media strategy, including designing a suite of graphics used in preparation for the launch of benefits on July 1, 2020, and beyond. With the program underway, OPFL is using social media to highlight frequently asked questions and posting from the DOES twitter account three times a week. The program has developed over 30 different graphics, including translations in the six commonly-spoken, non-English languages across the District: Spanish, Amharic, Chinese, French, Korean, and Vietnamese.

Paid Family Leave Website

The PFL website, https://dcpaidfamilyleave.dc.gov, is the hub for PFL communication. In support of the launch of benefits, the program has expanded the site to include a dedicated page for healthcare providers, diverse resources for target audience segments, and an expansion to the workers' page with extensive information on how to apply for benefits. In addition, materials, including audience specific one-pagers, toolkits, handbooks, and fact sheets, are translated in the six commonly-spoken, non-English languages across the District.

Informational Sessions

In the digital space, OPFL continues to build and strengthen partnerships with community-based organizations by hosting virtual information sessions. These information sessions serve as an outlet to exchange program-related information to key members of the business community and to allow OPFL to interact directly with claimants. Past presentations include the Natural Resources Defense Council, Mercer, and EAB: Education Technology, Services, and Research.

Partnerships

An integral part of public engagement has been developing partnerships with organizations that reach target audiences. Outreach to organizations such as the Restaurant Association of Washington, HR Alliance, and the DC Chamber of Commerce has included sharing social media graphics and resource materials, developing content for their newsletters, and inviting members to attend bi-weekly webinars. Aligned with efforts to reach the low-wage worker, OPFL has also worked to disseminate translated resource materials to non-English speakers in residential buildings.

Special Events

OPFL continues to create opportunities to increase the footprint of DC Paid Family Leave among District workers. These opportunities include participation in the Momference Digital 2020, a virtual conference for millennial moms of color, and hosting a bilingual webinar with partners that serve the Spanish-speaking community during Hispanic Heritage Month. Additionally, OPFL will co-sponsor Mayor Muriel Bowser's National Maternal and Infant Health Summit. This year's virtual summit will offer the opportunity to build on the growing public awareness and interest in perinatal health and wellness.

CONCLUSION

Despite the current public health emergency, OPFL successfully launched the PFL program on time for District workers. With the implementation of benefits, DC Paid Family Leave is helping to ensure the economic stability and community prosperity for individuals who need it most. More than ever, District workers are demanding a better place to work, live, and do business. OPFL is committed to maintaining the momentum from the successful launch of PFL benefits and to helping provide District workers with the resources to plan for tomorrow, today.



DEPARTMENT OF EMPLOYMENT SERVICES 4058 Minnesota Avenue, NE Washington, DC 20019

 ${\sf DCPaidFamilyLeave@dc.gov}$











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PURPOSE

The Department of Employment Services (DOES) is submitting this District of Columbia Paid Family Leave (PFL) Quarter 1 (Q1) Fiscal Year (FY) 2021 report on behalf of the Executive pursuant to section 104 of the Universal Paid Leave Amendment Act of 2016 ("Paid Leave Act" or "Act") (D.C. Law 21-264; D.C. Official Code § 32-541.04).

The report provides an update on the status of the Bowser Administration's progress in implementing the Act. It further serves as the quarterly report required by the Paid Leave Act and explains the requirements needed to develop all software necessary to administer the paid leave system established pursuant to the Act. This report also includes information on program administration, critical program deadlines, information technology (IT), staffing, procurement, and public engagement. The findings in this report detail implementation activities during Q1 of FY 2021 (October 1, 2020, through December 31, 2020).¹

BACKGROUND

The Paid Leave Act, which became District law in 2017, provides paid leave for employees who are bonding with a new child, providing care or companionship for a family member with a serious health condition, and/or caring for the employee's own serious health condition. To qualify for these paid family leave benefits, an individual must be a part-time or full-time employee in the District, regardless of their residence, and must meet all the requirements established by the Paid Leave Act. District government and federal employees are excluded from coverage under the Act. The Paid Leave Act allows for eight (8) weeks of parental leave, six (6) weeks of family leave, and two (2) weeks of medical leave for every 52 weeks. The maximum weekly benefit amount is currently \$1,000 and is funded solely by an employer-paid tax. The current tax rate is 0.62 percent of the wages of each of the employer's covered employees or the annual self-employment income of a self-employed individual.

DOES has established the Office of Paid Family Leave (OPFL) to implement the District's PFL program. OPFL is comprised of the following:

- Division of Tax, which handles the collection of taxes, premiums, contributions, fees, and revenue functions:
- Division of Benefits, which handles claim filing, claim processing, payment of paid leave benefits, and benefit payment control;
- Appeals, which handles internal reconsideration requests, affirms or overturns an initial determination based on the evidence, and represents OPFL in external proceedings with the Office of Administrative Hearings (OAH);
- · Contact Center, which provides customer service;
- · Communications and Outreach, which provides public engagement; and
- Support, which develops procedures, budget, studies, quality assurance, and trainings.

¹ Due to the timeframes involved for reviewing and submitting this quarterly report, the status of all activities included are as of November 2, 2020. The activities that were planned to occur between then and the end of the quarter are noted throughout the report. Updates to these activities will be included in the next quarterly report, as needed.

IMPLEMENTATION OF THE PFL PROGRAM

The District has successfully been operating the PFL program for two quarters following the launch of the PFL Benefit Administration System (PFLBAS) on July 1, 2020. As the program continues to provide timely benefits to the District's employees, DOES has made a concerted effort to enhance its IT systems, customer service, and community engagement. Additionally, the program has successfully processed more than 3,900 claims and approved more than 3,200 claims while meeting the projected staffing goals. OPFL will continue to collect employer tax contributions, administer PFL benefits, and work with vendors, community leaders, and other key stakeholders.

TAX COLLECTION

To date, OPFL's Division of Tax has collected more than \$70 million for the Universal Paid Leave Fund in Q3 of Calendar Year (CY) 2020, the most recently completed quarter. As part of this effort, OPFL has collected approximately 97 percent of taxes owed on wages reported during the quarter. As part of the more than \$70 million, OPFL has collected approximately \$1.7 million in delinquent taxes, interest, and penalties.

For the employers who did not file wage reports or submit their payments in full for Q3 of CY2020 by the deadline of October 31, 2020, OPFL will send late notices in November 2020. The notices will inform employers of the 30-day remittal requirement, which includes interest and penalties. For employers who do not request an administrative appeal, after 30 days, if payment is not received in full, OPFL will send delinquency notices in December 2020. The notices will give employers the option to enter into an installment payment agreement. If employers do not respond accordingly to the notices by entering into an installment payment agreement or by paying in full the amounts owed, the Collections Unit from the Division of Tax will consider all methods authorized by the Act to collect the delinquent amounts.

The annual self-employed individual (SEI) enrollment period was open from November 1, 2020, through December 31, 2020. An individual who earns income from self-employment in the District was permitted to opt in to the PFL program during this period. In addition to this annual open enrollment period, SEIs can opt in to the PFL program within 60 days of the commencement of their self-employment in the District. A wide range of individuals may be considered self-employed, including ride-sharing drivers, bloggers, photographers, food-delivery workers, consultants, caregivers, artists, and graphic designers.

BENEFITS CLAIMS

As referenced above, on July 1, 2020, OPFL successfully launched the PFLBAS and began administering benefits to eligible workers in the District. Since the launch of benefits administration, OPFL has received a total of 3,932 claims, as shown in Table 1 below.

Table 1: Total PFL claims received, as of November 2, 2020

PFL Claim Type	Count
Parental Leave	2,978
Medical Leave	722
Family Leave	232
Total Claims Received	3,932

APPEALS

Claimants have had the opportunity to appeal their determinations via the internal DOES reconsideration process and/or the external OAH process.

The internal DOES reconsideration process allows claimants to provide additional information or clarification to issues that were not resolved during the initial 10-day benefits determination process. For example, if the claimant did not provide adequate documentation or needed clarification on a document, the internal reconsideration process provides the claimants with additional time and recourse to produce this information. This internal process provides claimants with an additional opportunity to resolve an issue without having to file an appeal and request a formal hearing with OAH. Since the launch of benefits administration, OPFL has resolved a total of 111 internal reconsideration requests, as shown in Table 2 below.

Table 2: Status of PFL internal reconsideration requests, as of November 2, 2020

Internal Reconsideration Requests	Count
Total Internal Appeals	111
Overturned Claims	65
Affirmed Claims	46

The external OAH process allows claimants to directly appeal a decision based on their disagreement with the benefits determination and/or the internal reconsideration determination. Since the launch of benefits administration, there have been 3 OAH appeal requests, as shown in Table 3 below.

Table 3: Status of PFL appeals, as of November 2, 2020

OAH Appeals	Count
Total OAH Filings	3
Pending Claims	1
Affirmed Claims	2
Overturned Claims	0

CONTACT CENTER

The PFL Contact Center enlisted the assistance of vendor agents to assist with the launch of PFL benefits. Since the launch of benefits administration, these agents, along with DOES staff, have answered nearly 15,000 calls with an average wait time of 15 seconds. Agents have assisted customers with claim filing, answering general PFL questions, troubleshooting issues, and completing a variety of other tasks associated with the PFL Benefits and Tax Divisions. All PFL Contact Center staff members have been cross-trained to assist with both benefits and tax calls.

POLICY

DOES signed a Memorandum of Understanding (MOU) with the Office of Human Rights (OHR) for FY2021 on October 1, 2020, transferring \$1,858,227 to OHR per the FY2021 Budget Support Act of 2020 (BSA). The MOU with OHR provided funding and an agreement as to how OHR will handle PFL complaints other than

claim determinations as required under the Paid Leave Act. DOES also signed an MOU with the OAH for FY2021 on September 30, 2020, transferring \$939,806 to OAH per the terms of the BSA. The MOU with OAH provided funding and an agreement as to how OAH will handle appeals of claim determinations as required by the Paid Leave Act.

DOES prepared a Request for Applications (RFA) for grants to be awarded to private organizations in the District under the Workplace Leave Navigators Program Establishment Amendment Act of 2020. The RFA was posted on the DOES website on October 30, 2020. All applications for grants must be received by December 1, 2020. OPFL intends to award funding to applicants to help District employers and employees better understand and navigate the available District and federal leave laws, such as the DC Paid Leave Act, the DC Accrued Sick and Safe Leave Act, and the DC and federal Family and Medical Leave Acts.

STAFFING PLAN

Currently, there are 112 fully-onboarded PFL employees. These employees are critical to the program's success as OPFL collects employer tax contributions and distributes PFL benefits. OPFL continues to hire new staff during the declared public health emergency and plans to hire 12 additional staff members for a total of 124 employees by the end of Q1 of FY2O21.

SYSTEM IMPLEMENTATION

PFL Tax System

The PFL Tax System (PFLTS) has been operational for employers to remit their PFL contributions since July 2019. Over the last year, OPFL made enhancements to the system to improve the efficiency of tax collection processes through field audit and management reporting functionality.

On February 21, 2020, the District renewed its contract with Sagitec Solutions, Inc. to continue the operations and maintenance of the PFLTS and exercise the contract's first option year. On July 21, 2020, the Council of the District of Columbia passed the Approval and Payment Authorization Emergency Declaration Resolution and Act of 2020 for modifications 3, 4, and 5 to contract number CW67661 with Sagitec. These modifications will enhance the PFLTS with new functionality in the areas of financial reporting, tax payments, payment plans, and the general ledger. The full integration of the PFLTS with the District's System of Accounting and Reporting (SOAR) is scheduled for deployment in December 2020.

PFL Tax System Project Timeline

The following timeline, as shown in Figure 1, depicts a high-level overview of milestones for the implementation of the PFLTS:



Figure 1: Paid Family Leave Tax System Project Timeline

PFL Benefits Administration System

Following the successful launch of the PFLBAS on July 1, 2020, the project entered the maintenance phase in which Geographic Solutions, Inc., the PFLBAS vendor, provides support-level services, upgrades, and system enhancements to fine-tune key areas of the system. Prioritization meetings are held regularly to determine key functionalities that require additional development or strategizing to improve the overall customer experience. A larger focus this quarter has been further enhancing the overpayment, investigations, collections, and reporting functional areas.

The following timeline, as shown in Figure 2, provides a high-level overview of milestones for the implementation of the PFLBAS:



Figure 2: Paid Family Leave Benefits Administration System Project Timeline

Independent Verification and Validation

Independent verification and validation (IV&V) services are important to ensure that the District's implementation of both the PFLTS and the PFLBAS meet the necessary functions and requirements to establish, administer, and manage a PFL program compliant with the Act.

In May 2020, the PFLTS IV&V contract was renewed with Eigennet, LLC. As a result, Eigennet continues to provide assistance in verifying system issues and performing regression testing for each system build to verify that the system is working as expected.

In February 2020, the PFLBAS IV&V contract was awarded to Promesa Consulting Group, Inc. Promesa immediately began to work alongside the District to validate the technical and functional components of the PFLBAS. Post-launch, Promesa has continued to assist the District in the verification of the platform's functionality through system architecture assessments, in-depth risk analyses, and ongoing testing efforts.

Organizational Change Management

On July 24, 2020, the District renewed the Georgetown Firm's contract to continue providing Organizational Change Management (OCM) services to OPFL. During the option year, OCM services will focus on the creation of a strategic management plan, which will assist in the areas of human capital, communication, and reporting.

Business Transformation

The Business Transformation and Data Analytics contract was awarded to Metropolitan Strategies and Solutions on April 10, 2020. Metropolitan Strategies and Solutions is responsible for providing OPFL with transformation services in support of PFLBAS operations, as well as support in the areas of economic modeling and forecasting, claim projections, data analytics, project management, and accounting.

Interactive Voice Response

The Interactive Voice Response (IVR) solicitation was posted on April 22, 2020, and closed on June 19, 2020. The District is seeking a vendor that can provide a web-based IVR solution with the ability to receive claim support as well as provide call queue maintenance, account updates to claimants without speaking to a call center representative, and reporting. The solicitation is currently in the evaluation period.

Healthcare Provider Verification

The Healthcare Provider (HCP) License Verification solution was awarded to Provider Trust, Inc. on May 13, 2020. Provider Trust, Inc. supplies software that enables the program to verify and manage HCP credentials when claimants apply for PFL benefits. The company has fine-tuned its Application Programming Interface product, "DASH," to process 90 percent of verifications within 24 hours of the request. The DASH software will be integrated with the PFLBAS this quarter.

Continuous Process Improvement

The Continuous Process Improvement contract was awarded on May 1, 2020, to DigiDocs, Inc. The solicitation required the vendor to provide guidance to OPFL and the Office of Unemployment Compensation leadership through the development and implementation of a continuing and comprehensive process-improvement program, specifically targeting new and growing organizations within the government sector. These programs are undergoing capital projects focused on modernization that require a significant change from former systems and practices.

Clean Hands Interface

The Clean Hands contract was awarded on October 21, 2020, to Northrop Grumman Systems, Inc. The District of Columbia Clean Hands mandate stipulates that individuals and businesses are to be denied city goods or services if there is a debt owed to the District for fees, fines, taxes, and/or penalties. In early 2021, the vendor will create a digital interface with the PFLTS and the Office of Tax and Revenue's Clean Hands database to ensure that employers are compliant with provisions of the Clean Hands initiative. The interface reports delinquent employers and compiles their data which is sent for tracking within the Clean Hands process. This effort includes analysis, development, deployment, testing, documentation, and monitoring of the interface.

PUBLIC ENGAGEMENT

The challenges brought on by the COVID-19 pandemic continue to impact OPFL's communication and outreach strategy. As many workers and employers adjust to the current environment, OPFL's goal is to better inform our key stakeholders about the benefits of paid family leave while navigating these uncertain times.

Continuing to expand upon the communications plan to engage employers, employees, and the medical community, OPFL has made great strides in providing interactive and innovative initiatives to increase program awareness in the digital space. In addition, communication channels such as the PFL electronic newsletter, social media platforms, and PFL and DOES websites continue to be at the forefront of the program's multi-faceted public education campaign.

Healthcare Provider Outreach

To enhance outreach to healthcare providers, OPFL hosted an information session to educate medical professionals about the DC Paid Family Leave program on October 22, 2020. Also, OPFL continues to host Wellness Wednesdays, a free 20-minute virtual series offering an opportunity to learn about essential subject matters impacting the community. Past topics of Wellness Wednesday sessions included parenting during COVID-19, the importance of routine health visits, and preventive care for chronic diseases. Past collaborators included the Mayor's Office on Latino Affairs (MOLA), Children's Health Center Anacostia, and Mary's Center. Thus far, Wellness Wednesdays have attracted over 1,000 participants.

Direct Marketing Outreach

The COVID-19 pandemic continues to shed light on the health disparities facing minorities, specifically in the African American and Hispanic communities. Understanding the importance of outreach to underserved populations, OPFL implemented initiatives to help minimize the gap and provide insight on PFL resources. For example, OPFL delivered 325,000 postcards to households with an income below the poverty line. OPFL will continue outreach to the most vulnerable communities by helping to alleviate barriers, achieving exemplary customer service, and providing a more inclusive program.

Webinars

Biweekly webinars continue to be the go-to method in connecting with PFL's target market. By providing insightful and valuable information, OPFL addresses concerns and common questions harbored by District residents and employers about the program. Using data captured by PFL's website metrics, OPFL hosted webinars for targeted groups, including self-employed individuals, medical providers, and a session in Spanish for the Hispanic and Latinx community. To date, PFL webinars have engaged more than 8,500 stakeholders

about the benefits of paid family leave.

Paid Family Leave Newsletter

The PFL electronic newsletter for employer and employee audiences continues to be a powerful email marketing tool. With a member list of more than 70,000 key stakeholders, the newsletter is essential in sharing program updates, increasing PFL website traffic, and driving awareness of the PFL program.

Paid Family Leave Website

The PFL website, <u>dcpaidfamilyleave.dc.gov</u>, is crucial in delivering program-related information to key stakeholders. Serving as the focal point of PFL communications, OPFL is continuously updating the website to address our target audience's needs. In addition, OPFL continues to develop and house new resources, including Frequently Asked Questions guides, one-pagers, and toolkits. These resources are translated into the six (6) commonly-spoken, non-English languages across the District and are available on the PFL website.

Partnerships

Partnership development is an essential component to OPFL's overall communications and outreach strategy. By forging relationships, OPFL has increased program knowledge, reached a broader audience, and learned new methods in engagement. Outcomes from strategic partnerships have included email blasts, newsletter inclusion, social media content, and featured media interviews and stories, engaging more than 72,000 residents and employers across all eight wards of the District. OPFL partners include Sinclair Broadcast, El Tiempo Latino, Univision, the DC State Board of Education, and the Greater DC Diaper Bank.

Special Events

Whether it is transitioning in-person events to the digital space or downsizing efforts to accommodate the current climate, OPFL has successfully executed innovative initiatives to attract potential claimants. These activities included organizing the inaugural DC-wide Baby Shower, a virtual experience for new and expecting parents with 535 Facebook views and counting, and the Maternity Ward Dropoff, a gratitude gesture to OPFL's medical provider partners that distributed over 1,000 cloth face masks to maternity wards across the District. Through these initiatives, OPFL continues to build on the growing public awareness and interest in paid family leave.

CONCLUSION

Despite the current public health emergency, OPFL successfully launched the PFL program on time for District workers and continues to effectively administer the program. With the implementation of benefits, DC Paid Family Leave is helping to ensure the economic stability and community prosperity for individuals who need it most. More than ever, District workers are demanding a better place to work, live, and do business. OPFL is committed to maintaining the momentum from the successful launch of PFL benefits and to helping provide District workers with the resources to plan for tomorrow, today.



DEPARTMENT OF EMPLOYMENT SERVICES 4058 Minnesota Avenue, NE Washington, DC 20019

DCPaidFamilyLeave@dc.gov





GOVERNMENT OF THE DISTRICT OF COLUMBIA MAYOR MURIEL BOWSER



Youth Apprenticeship Advisory Committee 2019 REPORT



YAAC - Youth Apprenticeship Advisory Committee



Dear Members of the Council,

As Chairperson of the Youth Apprenticeship Advisory Committee (YAAC), it is my pleasure to present the 2019 Youth Apprenticeship Advisory Committee Annual Report. This report highlights activities and continued accomplishments made by the YAAC during the previous two years and outlines our roadmap moving forward in creating viable registered youth apprenticeship program initiatives in the District of Columbia.

The YAAC continues to hold bi-monthly meetings to stay focused on the mission of the board. The ideas and engagement of the YAAC members during our regular meetings continue to connect DC resident youth to the apprenticeship system and initiatives that provide them direct entry into registered apprenticeship programs. Our work included partnerships with DC Public Schools' Career Bridge program and DOES' Office of Apprenticeship, Information and Training (OAIT), in which eight high school seniors were enrolled in two pre-apprenticeship cohort training initiatives. These training cohorts also resulted in direct entry to registered apprenticeship programs with the Building Trades apprenticeship sponsors. In addition, the participating youth also earned nationally recognized credentials, including OSHA 10, First Aid, and CPR.

For the second year in a row, the Office of Youth Programs (OYP) engaged Mayor Marion S. Barry Summer Youth Employment Program (MBSYEP) participants and worked to connect them to registered apprenticeship program sponsors. As a result of the 2018 and 2019 OYP summer youth programs, over 20 MBSYEP participants were connected to apprenticeship sponsors with 12 successful MBSYEP participants accepted as registered apprentices in their chosen trade areas. I am particularly excited that the YAAC is establishing a formal registered youth apprenticeship program with a charter school partner. This program will enroll a minimum of 20 to 25 in-school youths this school year.

The YAAC will continue to develop policies to encourage and support youth apprenticeship and other long-term career pathways for high schoolers. These policies will include partnerships with other DC public and charter schools with grade point average and teacher recommendation eligibility requirements.

I continue to be pleased with the direction of the YAAC in further improving the District's youth apprenticeship system and ensure that our youth are prepared to succeed in a fast-changing economy and competitive world.

Regards,

Bill Dean

Chairperson, Youth Apprenticeship Advisory Committee



Greetings,

The Department of Employment Services (DOES) has built upon the successes of 2017 and 2018, creating initiatives in 2019 that support Mayor Bowser's vision of preparing District residents for sustainable, high-paying careers. Our Fiscal Year (FY) 2019 strides are highlighted by the expansion of apprenticeship programs and comprehensive workforce strategies. The successes of the youth apprenticeship initiatives made during this period were based on DOES' partnership with the District's Youth Apprenticeship Advisory Committee (YAAC) and its support, insight, and advice on improving the ways we connect youth with registered apprenticeship sponsors. Additionally, partnering with DC Public Schools and the agency's Office of Youth Programs (OYP) allowed us to link more youth to direct entry registered apprenticeship opportunities that lead to life-long careers and pathways to the middle class.

The Bowser Administration continues to increase access to career pathways through the apprenticeship model. FY 2019 saw 2,222 District apprentices – a number that exceeds the registered apprentices in many other states, including Delaware, Rhode Island, and Maine. In addition, the total number of youth apprentices with DC apprenticeship sponsors increased from 1,477 in FY 2018 to 1,598 in FY 2019. Newly registered apprenticeship programs in non-traditional industries that include Clean Energy and Hospitality, and in occupation areas that include solar installation and food/beverage management, were added in FY 2019 to further increase apprenticeship opportunities for District residents. These efforts go beyond the non-traditional occupations added under the previous reporting period that included Information Technology, Waste Water Treatment Operator, Multimedia Producer, and Automotive Technician.

We are also pleased that DC Water, a newly registered apprenticeship sponsor, hired and registered 14 District residents as apprentices and full-time employees. DOES is working with District government agencies to become registered apprenticeship sponsors to further expand apprenticeship and employment opportunities for District residents. In addition, DOES has engaged with its national partners, namely, the US Department of Labor (DOL) and New America, allowing staff to attend conferences such as the Partnership to Advance Youth Apprenticeship (PAYA) Summit that was held in Charleston, South Carolina.

Mayor Bowser's focus on elevating the apprenticeship model has been essential to the work of DOES and the YAAC in ensuring the District's youth apprenticeship programs provide access to career pathways. The projected accomplishments for FY 2020 will further solidify the District's position as a national leader in developing and implementing apprenticeship programs as a part of a world-class workforce system.

I look forward to the work ahead.



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

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EXECUTIVE SUMMARY

Pursuant to DC Code § 32-1412.01, the primary objective of the District's Youth Apprenticeship Advisory Council (YAAC) is to conduct a systematic review of relevant data and evaluate the effectiveness of youth apprenticeship programs, both domestically and abroad. Based upon this review process, the YAAC continuously identifies best practices and strategies to develop, improve, and build the capacity of youth apprenticeship programs throughout Washington, DC high schools.

Youth apprenticeships are a driving force in properly developing and preparing youth for in-demand career pathways. Apprenticeships offer youth the opportunity to "learn and earn," as well as an opportunity for industry employers to engage youth with hands-on training programs that allow them to cultivate their future workforce.



Youth apprenticeship is a learning system that prepares students for work by giving them a combination of classroom instruction and paid on-the-job learning. In this education model, students obtain a set of well-defined occupational abilities by learning concepts in the classroom and applications in a work setting. In contrast to registered apprenticeship programs for adults, which offer little structural flexibility, youth apprenticeship programs allow greater latitude in the areas of on-the-job learning and related classroom instruction. Affording increased flexibility for program structure enhances the opportunity to create tailor-made apprenticeship opportunities that account for the needs of the student, employer, educational institution, and parent.

In 2017, Mayor Muriel Bowser launched a citywide initiative, Apprenticeship DC, to expand apprenticeships in the District. Apprenticeship DC seeks to expand the use of registered apprenticeships and pre-apprenticeships across industries and with greater access for local residents. The YAAC first convened in 2017 and recommended that the Department of Employment Services (DOES) lead local efforts to support the creation and growth of youth apprenticeship opportunities in the District in 2018. While the District has a strong system of adult-focused registered apprenticeship programs, it launched a youth apprenticeship pilot in conjunction with the Department of Consumer and Regulatory Affairs (DCRA) during the 2018 Mayor Marion S. Barry Summer Youth Employment Program (MBSYEP) and offered several career-focused, work-based learning programs. DOES will continue to lead efforts to strengthen the District's established cross-agency infrastructure in order to codify, coordinate, and fund youth apprenticeships.

DOES seeks to leverage its roles as the State Apprenticeship Agency recognized by the U.S. Department of Labor (DOL) and administrator of MBSYEP, while simultaneously bringing together the assets of other District agencies, particularly DC Public Schools (DCPS) and the Office of the State Superintendent of Education (OSSE). The goal is to connect education and workforce development efforts across the city so that youth apprenticeship can serve as a career pathway model for District high school students and recent graduates. This report highlights the outcomes of our second year of work and outlines plans to continue scaling apprenticeship in the District.

AUTHORIZATION STATEMENT

DC Official Code § 32-1412.01 requires the Youth Apprenticeship Advisory Committee ("Committee" or "YAAC") to submit a report to the Council of the District of Columbia of its findings and recommendations on or before December 1 of each year. The Committee submits this report pursuant to the Act.

OVERVIEW OF THE RESPONSIBILITIES OF THE YOUTH APPRENTICESHIP ADVISORY COMMITTEE

Pursuant to the Youth Apprenticeship Advisory Committee Amendment Act of 2015 ("The Act"), the Committee is responsible for reviewing relevant data and evaluating the effectiveness of youth apprenticeship programs in the District of Columbia, other states and municipalities, and other countries. It is also charged with reviewing and identifying ways to implement high school youth apprenticeship programs in the District of Columbia. The Committee will examine the resources available to employers and organizations to obtain grants, tax credits, or other subsidies to support the establishment and operation of high school youth apprenticeship programs. The Committee is also charged with reporting on the recommended number of youth apprenticeship opportunities the District needs over the next three years.

ORGANIZATION AND APPOINTMENT OF COMMITTEE MEMBERS

The Act established an 11-member Youth Apprenticeship Advisory Committee to identify ways to implement high school youth apprenticeship programs and the means through which employers and organizations can support them. Committee members are appointed by the Mayor to serve a three-year term and are selected based on their specific expertise or professional experience, as required under the Act.

Selections are based on the following qualifications:

- · Two individuals from the DC Apprenticeship Council,
- · A representative from a business with an apprenticeship program,
- A representative from the University of the District of Columbia Community College,
- A representative from Office of the State Superintendent of Education,
- · An individual who holds a doctorate with a specialty in labor economics,
- · A representative from a non-profit organization,
- A representative from a local business,
- A representative from a local business trade association, and
- A representative from the Workforce Investment Council.

The Committee includes members from all the required fields.

COMMITTEE MEMBERS



William Dean, Chairman CEO M.C. Dean, Inc.

Mr. Dean is the Chief Executive Officer of M.C. Dean, Inc., the nation's expert provider of electronic systems integration, electrical and telecommunications systems, engineering, specialty construction, and operations and maintenance. Mr. Dean holds a B.A. in Electrical Engineering from NC State University. M.C. Dean has been a registered apprenticeship sponsor in Washington D.C. for more than 30 years. Mr. Dean was appointed to the Committee on May 29, 2017.



Burt Barnow, Ph.D

Professor of Public Service, George Washington University

Dr. Barnow has over 30 years of experience as an economist and manager of research projects in the fields of workforce investment, program evaluation, performance analysis, labor economics, and human and family services. Before joining The George Washington University, Barnow worked at the Johns Hopkins Institute for Policy Studies, the Lewin Group, and the US Department of Labor. He has a B.S. degree in economics from Massachusetts Institute of Technology, and M.S. and Ph.D. degrees in economics from the University of Wisconsin at Madison. Dr. Barnow was appointed to the Committee on May 29, 2017.



Elizabeth DeBarros

Senior Advisor to the District of Columbia Building Industry Association (DCBIA)

Ms. DeBarros advances the economic and civic impact of the real estate development industry and its leaders in Washington, DC through the production of content-rich programming, organizational rebranding, networking, and results-driven advocacy. Ms. DeBarros began her career as a professional counselor, increasing college retention and graduation rates of Federal TRIO Program for students who served as an AmeriCorps volunteer. Ms. DeBarros earned an M.A. degree from Temple University and a B.A. degree from Rhode Island College. Ms. DeBarros was appointed to the Committee on May 29, 2017.



Vitro Hilton

Maryland Pipe Trade Association

A lifelong resident of the District, Mr. Hilton is a proud graduate of the DC public school system. Starting as an apprentice for Sprinkler-fitters Union Local 669 in 1987, Mr. Hilton worked his way to journeyman and foreman, where he trained and mentored apprentices. Now an organizer, Mr. Hilton works to recruit new union members, including the workers of tomorrow. Mr. Hilton was appointed to the Committee on May 29, 2017.



Frederick Howell
Chairperson, DC Apprenticeship Council

Mr. Howell attended DC Teachers College as it transitioned into the University of the District of Columbia, receiving a B.S. degree. He then attended George Washington University, receiving a dual M.A. degree in special and vocational education. Mr. Howell taught printing full-time in DC Public Schools and later went on to become a Professor and Director of the Computer Publishing/ Printing Management program at Montgomery College, Rockville campus. Mr. Howell was appointed to the Committee on May 29, 2017 and he currently serves as the Chairperson for the DC Apprenticeship Council.



Dr. Madye HensonChief Executive Officer, Covenant House Washington (CHW)

Dr. Henson currently serves as Chief Executive Officer of Covenant House Washington (CHW), a leading non-profit organization that provides workforce training, education, housing, and support to homeless and disconnected youth. Previously, Dr. Henson served as Deputy Superintendent for Alexandria City Public Schools, President and CEO of Greater DC Cares, and Vice President of Community Impact with United Way Worldwide. Dr. Henson has a Doctorate of Management and a M.B.A. from Webster University and a B.S. in Business from University of Missouri-Columbia. She is a member of Leadership Greater Washington, a 2016 SmartCEO Brava Awardee, and is featured in Extra Mile America by Shawn Anderson. Dr. Henson was appointed by the Mayor to the Committee in September 2017.



Douglas Davis

Assistant Site Director, University of the District of Columbia Community College (UDC-CC)

Mr. Davis is an Assistant Site Director for the Workforce Development division at the University of the District of Columbia - Community College. With a bachelor's degree in Business Administration from the UDC School of Business, Mr. Davis has keen insight into the University system and how it works within the District. In addition, Mr. Davis has served as a GED instructor for District residents for more than five years. Mr. Davis was appointed to the committee in October 2017.



Violet Carter Electrician, Local Union 26

Ms. Carter is a member of Local Union 26—International Brotherhood of Electrical Workers and a journey worker electrician for Local Union 26. Ms. Carter is a graduate of the University of the District of Columbia's Construction Engineering program and earned a master's degree in Social Work from Howard University. Ms. Carter was appointed to the Committee on May 29, 2017.



Eric Jones

Associate Director of Government Affairs, Associated Builders and Contractors (ABC) of Metro Washington

Mr. Jones works at ABC of Metro Washington as the government liaison for the premiere construction association in the metropolitan Washington, DC area. In his role, Mr. Jones represents the chapter and its nearly 600 members before the executive and legislative branches of DC Government. In addition, Mr. Jones represents the chapter before community groups, citizen/civic associations and as their representative in various trade associations, as well as on the board of several organizations. Mr. Jones was appointed to the Committee on May 29, 2017.



Benton Murphy

Senior Community Investment Officer, Greater Washington Community Foundation

Mr. Murphy joined the Greater Washington Community Foundation in January 2004, through his close connection with the Nonprofit Roundtable of Greater Washington. He brings years of experience in the advocacy and nonprofit sectors. Mr. Murphy currently staffs the Greater Washington Workforce Development Collaborative, focused on improving workers' career prospects and earnings by increasing the number of adults in our region with a postsecondary credential. Mr. Murphy holds a master's degree in Public Administration from The George Washington University. Mr. Murphy was appointed to the Committee on May 29, 2017. Benton Murphy resigned from the role, effective September 23, 2019.



Joe Green

Advisory member

Serving Washington DC's public and public charter schools in support of Career Technical Education funding and programming, Mr. Green is a Program Accountability Coordinator for the Office of the State Superintendent of Education (His primary work ensures high schools and local education agencies provide equal access and enforce non-discriminatory policies, so that all students are given full consideration and accessibility to career pathway opportunities without prejudice or bias. Joe holds a bachelor's degree in Sociology-Anthropology and International Studies from Lawrence University and a master's degree in International Business from Roosevelt University.

FY 2019 AT A GLANCE

Building on the momentum created from three years of record growth and expansion, 2019 saw an even greater growth in new and reactivated apprenticeship programs; increases in the number of participating apprentices; unprecedented expansion of unique, first-of-its kind programs; and an even greater infusion of federal funding.

Collectively, the Office of Apprenticeship Information and Training (OAIT) and the YAAC have made the following progress:

1) In 2019, the OAIT received a \$700,000 grant over three years from the U.S. Department of Labor to scale the number of registered apprentices in the District using a variety of means to recruit diverse populations to apprenticeship programs.

- 2) The OAIT coordinated an information technology pre-apprenticeship initiative -- in partnership with Simple Technology Solutions (STS), a registered apprenticeship sponsor. The program's 15 District resident participants earned 24 credentials, including the in-demand Cloud Technology. To date, five participants have been offered jobs with STS.
- 5) DOES collaborated with District of Columbia Public Schools (DCPS) Career Bridge to pilot an in-school pre-apprenticeship program for high school seniors to gain OSHA 10 credentials and direct entry into registered apprenticeship opportunities. The participating seniors also studied under the Multi-Craft Core Curriculum (MC3), a comprehensive pre-apprenticeship training curriculum developed and implemented by the Building Trades National Apprenticeship and Training Committee in 2008. Most of those seniors are either currently registered apprentices, or going through the pre-employment process.
- 4) The OAIT is working with the YAAC to coordinate the a formal registered youth apprenticeship program with DC Public High Schools and DC Public Charter Schools (DCPCS) to begin in Fiscal Year (FY) 2020.
- 5) The OAIT coordinated with the DOES Office of Youth Programs (OYP) to connect out-of-school youth aged 16 to 24 with three apprenticeship sponsors for the 2019 MBSYEP. Summer youth program participants successfully completed a six week pre-apprenticeship training and received direct entry into registered apprenticeship programs with participating apprenticeship sponsors.

DESCRIPTION OF CURRENT STATE OF YOUTH APPRENTICESHIP PROGRAMS

Apprenticeship is a proven education and workforce strategy that combines paid, structured, on-the-job learning with related classroom learning. A youth apprenticeship is a structured, work-based learning program designed to start when apprentices are still in high school. High-quality youth apprenticeship programs are built on partnerships that include employers, high schools, and providers of postsecondary education. High-quality youth apprenticeship programs include the following four core elements:

- Paid, on-the-job learning under the supervision of skilled employee mentors;
- Related classroom-based instruction;
- Ongoing assessment against established skills and competency standards; and
- A portable, industry recognized credential and postsecondary credit.

DOES and the YAAC have a unique opportunity to envelop DCPS as well as DCPCS into the youth apprenticeship system to improve the long-term employment outlook for District youth in a rapidly changing 21st century work environment. To date, 1,578 youth (ages 16 to 24) are engaged in an apprenticeship registered in Washington, DC. The chart below reflects the youth apprentice demographics.

In 2017, Mayor Muriel Bowser launched Apprenticeship DC, a citywide initiative to expand apprenticeships in Washington, DC. Apprenticeship DC provides DC residents greater access to apprenticeship and pre-apprenticeship programs across industries.

Registered apprentice by Age FY 19							
Youth (16-24)	1578						
Adult (25+)	8311						
Youth Appre	Youth Apprentice by Age						
16-17	0						
18	39						
19	98						
20	190						
21	249						
22	287						
23	348						
24	367						
Youth Apprentic	ces by Ethnicity*						
White/Caucasian	970						
Black/African American	374						
Asian & Pacific Islander	11						
American Indian or Alaskan	9						
Hispanic/Latin	255						
Others/Not Elsewhere Classified	214						
Youth Apprentices by Gender							
Men	1531						
Women	47						

^{*}Some youth reported more than one ethnicity.

APPRENTICESHIP DC | DISTRICT OF COLUMBIA

The District of Columbia has been highlighted as a leader in the administration of apprenticeship programs nationwide and continues to be actively engaged with national and regional partners that include: DOL, the Council of Chief State School Officers (CCSSO), Jobs for the Future (JFF), the Maryland Department of Labor, Licensing and Regulation (DLLR), UDC and several others.

The Bowser Administration, realizing the potential of apprenticeships, launched Apprenticeship DC under DOES. Apprenticeship DC promotes pre-apprenticeship and registered apprenticeship models as a workforce development tool throughout the District. Apprenticeship DC serves as the identified statewide apprenticeship partner to business, industry, and District jobseekers. Apprenticeship DC works to: recruit non-traditional apprenticeship sponsors; start new registered apprenticeship programs with other DC government agencies (there are currently 465 programs); and release funds in support of scaling pre-apprenticeship and apprenticeship offerings.

Apprenticeship DC is the District's vehicle through which businesses, employers and organizations obtain grants, tax credits, or other subsidies to support interested businesses in developing and implementing customized apprenticeship offerings that meet industry-specific hiring and training needs, including the establishment and operation of youth apprenticeship programs.

To date, Apprenticeship DC has funded over 10 new apprenticeship and pre-apprenticeship programs, in fields as diverse as solar energy and information technology, providing grants to local businesses and community-based organizations that target three of the District's high demand industries: information technology, construction, and infrastructure. These grants will help the District carry out the mission of preparing more residents for the workforce through specialized training. DOES is also engaged in discussions with potential apprenticeship sponsors in the healthcare industry for apprenticeship registration to offer additional apprenticeship opportunities for District youth.

EXISTING YOUTH CAREER AND TECHNICAL EDUCATION (CTE) MODELS IN THE DISTRICT OF COLUMBIA

Apprenticeships are valuable work-based learning opportunities that provide youth and adults with both academic and workplace skills that often lead to careers, post-secondary credit, and industry-recognized credentials. The apprenticeship workforce training model combines paid on-the-job learning and formal classroom instruction that enables the apprentice-worker to master the skills needed for career success. As many residents may not be prepared to enter into available apprenticeship opportunities, OAIT established pre-apprenticeship initiatives. In partnership with apprenticeship sponsors in traditional and non-traditional occupation areas, pre-apprenticeships guide residents into registered apprenticeships. The pre-apprenticeship preparatory training component assists those residents with certain deficiencies in meeting apprenticeship sponsors' eligibility requirements.

In FY 2019, OAIT coordinated five pre-apprenticeship initiatives. Two of the pre-apprenticeship initiatives were coordinated with the DCPS Career Bridge program for in-school, high school seniors. Three other pre-apprenticeship initiatives were coordinated for out-of-school youths and adults; one for information technology and two for construction pre-apprenticeships, of which one focuses on women in construction.

Simple Technology Solution, Inc. (STS) implemented its second pre-apprenticeship. The pre-apprenticeship program is in cloud technology. During FY 2018, the company enrolled 17 District residents as pre-apprentices, of which seven were accepted as registered apprentices. Three successfully completed their apprenticeship, earning up to \$80,000.00 annually. During FY 2019, STS enrolled 15 residents in pre-apprenticeship programs that ended September 30, 2019. Six completers were registered as apprentices and five completers were hired as permanent employees.

During FY 2019, OAIT partnered with OYP and connected MBSYEP participants with three non-union apprenticeship sponsors for six weeks of pre-apprenticeship training in which eight youths completed the training. Six MBSYEP participants were accepted as registered apprentices in their trade areas.

OYP, in partnership with Dramatic Solutions, Inc. (DSI), is providing services to Dunbar High School and IDEA Public Charter School through its Youth Innovation Grants Program (YIGP), which may include up to 50 students at both schools. OAIT is currently coordinating a formal youth apprenticeship initiative with IDEA Charter School that will enroll 25 high school juniors and seniors. The purpose of this program is to support innovative workforce-related programs aimed at:

- Attaining a secondary school diploma or its recognized equivalent;
- Enrolling in a postsecondary school

- Preparing for career readiness that leads to a nationally recognized credential, i.e. Work Keys;
- Engaging in remedial services that lead to a measurable skill gain on CASAS test;
- Offering paid and unpaid internships or job shadowing in an emerging career pathway;
- Providing other innovative coaching exercises that improve opportunities and academic outcomes for In-School Youth (ISY) and young adults ages 14 to 21 that lead to the obtainment of a credential, employment, or documented measurable skills;
- Providing guidance, supportive services and educational financial literacy to engage youth that are currently enrolled in school;
- Assisting first time college students with pre-college preparation from college exploration to federal and local financial aid application submission.

Businesses, workforce professionals, educators and workforce stakeholders continue to support pre-apprenticeship and apprenticeship programs as an effective way for youth to begin a career where they can earn family sustaining wages and opportunities for continue advancement.

NATIONAL APPRENTICESHIP WEEK

DOES, along with key public and private sector partners, celebrated DOL's annual National Apprenticeship Week – November 11-15, 2019. OAIT hosted several events during the week, including a roundtable discussion and, for the third year, a youth apprenticeship information and demonstration event. Similarly, during FY 2018, OAIT coordinated several successful events during the National Apprenticeship Week period that included panel discussions on Apprenticeship Works for Government, a Facebook live segment that featured a former apprentice who became an entrepreneur, and connected youth to apprenticeships. These events were designed to introduce residents and businesses to the apprenticeship space to discuss new and innovative ways youth apprenticeship can connect District high school students to sponsors.

SIGNING DAY

OAIT hosted the 2019 Apprenticeship Signing Day on May 1, 2019 for District high school students and adults who entered registered apprenticeships. All 12 participants have been accepted as apprentices and signed apprenticeship agreements with registered apprenticeship sponsors in trades, such as: painting, glazier, drywall etc. Participants were recognized in front of Registered Apprenticeship sponsors and various federal and District agency partners.

APPRENTICESHIP DC AND DISTRICT OF COLUMBIA PUBLIC SCHOOLS

Inter-agency collaboration between DOES and DCPS has improved. The DCPS Career Bridge program provides DCPS seniors seeking apprenticeship, career education, military, employment, and two- year pathways an opportunity to participate in professional skill building and internship opportunities. Eleven students in the program had the opportunity to complete a resume, have informational interviews, and be referred to direct-entry opportunities with the goal of securing post-secondary program acceptance or an employment. Four completers are now in registered apprenticeships.

The DCPS College and Career Programs Division has partnered with the local DC area Building Trades Unions and Apprenticeship Training Directors to offer the DCPS - DOES Building Trades Apprenticeship Readiness Program that trains high school students in the Multi-Craft Core Curriculum, a DOL-approved apprenticeship readiness curriculum. The National Association of the Building Trades Unions (NABTU) and the Multi-Craft Core Curriculum cover the following topics:

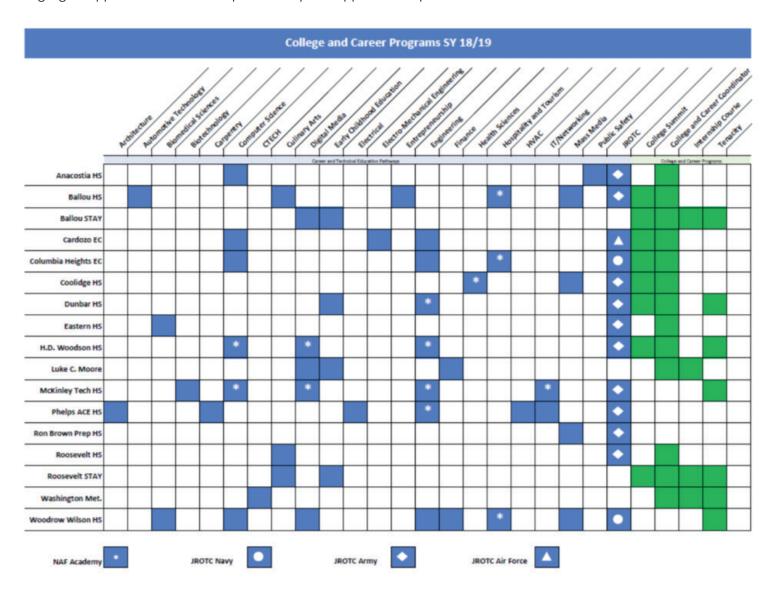
- Construction industry
- Tools and materials
- Construction health and safety
- Blueprint reading
- Construction math
- Heritage of the American worker
- Diversity in the industry
- Green construction
- Financial literacy

Students who complete the DCPS - DOES Building Trades Apprenticeship Readiness Program receive the Multi-Craft Core Curriculum (MC3) certificate. The Multi-Craft Core Curriculum certificate provides students direct entry and/or advanced standing into DC-area apprenticeship programs, as designated by the chart below. Students who complete the program, but exceed the attendance requirement of more than three absences will receive a program completion certificate. While these students will not receive direct entry or advanced standing into a DC apprenticeship program, they will be provided the appropriate points of contact for acceptance into the DC apprenticeship program and given priority when apprenticeship programs have a need to hire DC residents.

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CAREER AND TECHNICAL EDUCATION (CTE) PROGRAMS IN THE DISTRICT

The chart below shows DC Public High Schools and Public Charter Schools CTE programs throughout the District, and highlights opportunities for the expansion of youth apprenticeship.





College and Career Programs

DISTRICT SUPPORT OF WORK-BASED LEARNING EXPANSION

The Office of the State Superintendent of Education (OSSE) is the state education agency for the District of Columbia charged with raising the quality of education for all DC residents. OSSE serves as the District's liaison to the U.S. Department of Education and works closely with the District's traditional and public charter schools to achieve its key functions. OSSE is a strong partner for Apprenticeship DC and works with DOES to strengthen work-based learning opportunities for District youth.

The Strengthening Career and Technical Education for the 21st Century Act (Perkins V, the act, legislation, statute), often referred to as "Perkins V" was signed into law by President Trump on July 31, 2018. This bipartisan measure reauthorizes the Carl D. Perkins Career and Technical Education Act of 2006, providing roughly \$1.3 billion in annual federal funding, which is administered nationally by the U.S. Department of Education, to support CTE for our nation's youth and adults. Perkins V presents an opportunity to expand high-quality CTE, career advisement, and work-based learning programs, so every student in Washington, DC has the opportunity to explore, choose, and follow vertically-integrated career pathways.

In order to operationalize Perkins V, the State Office of Career and Technical Education (SOCTE) created an ambitious project plan and collaborated with educational and industry partners to identify and sanction 42 state-approved programs of study. OSSE enlisted the assistance of multiple states and hundreds of business partners to create industry-validated course standards for over 107 CTE courses; identified, with the help of industry stakeholders, a comprehensive list of industry recognized credentials aligned to each program of study; and began negotiating with educational stakeholders to improve alignment between CTE programs and postsecondary opportunities. OSSE is working to increase technical assistance and funding options to support Career and Technical Student Organizations (CTSOs) in all secondary and postsecondary programs; and, is working to create a comprehensive approach to Work-Based Learning programs for DCPS students.

Employability Skills and Work-Based Learning

As part of the statewide process to approve CTE course standards under Perkins V guidelines, in the first and second quarter of 2019, OSSE consulted with stakeholders from business and industry representing each state-approved programs of study. This centered on specific employability skills, by industry and program that have been integrated into course standards guidelines for each of the 42 programs of study.

OSSE is integrating Work-Based Learning (WBL) requirements into new statewide CTE course standards. These WBL requirements are largely based on the FHI360/Succeed2020 framework that will provide progressive opportunities for CTE students to experience WBL in and out of the classroom.

Level I Course: Career Exploration

Example Experiences: Guest Speakers, Work-Place Tours

Standards Language: "Students will participate in at least two Career Exploration Work-Based Learning experiences in this course, which might include guest speakers and work-place tours in industries relevant to the program of study."

Level II Course: Career Awareness

Example Experiences: Informational Interviews, Job Shadows

Standards Language: "Students will participate in at least two Career Awareness Work-Based Learning experiences in this course, which might include informational interviews or job shadowing relevant to the program of study."

Level III Course: Career Preparation

Example Experiences: Paid or Unpaid Internships

Standards Language: "Students will participate in a Career Preparation Work-Based Learning experience in this course, which might include paid or unpaid internship experiences that are aligned to the program of study mastery standards."

Level IV Course: Career Preparation

Example Experiences: Cooperative Education

Standards Language: "Students will participate in a Career Preparation Work-Based Learning experience in this course, which includes paid or unpaid internship, pre-apprenticeship, or apprenticeship experiences relevant to the program of study."

As a part of the CTE State Plan, OSSE must develop levels of performance on required core indicators for secondary and postsecondary programs receiving Perkins V funds, in coordination with a diverse group of stakeholders. These performance levels must be presented to stakeholders for a 60-day public comment period that provides stakeholders with the opportunity to provide written comments to OSSE regarding how the levels of performance meet the requirements of the law; support the improvement of performance of all CTE concentrators, including subgroups of students and special populations; and support the needs of the local education and business community.

Specifically, for WBL, the District of Columbia will annually report to the US Department of Education the percentage of CTE Concentrators who participated in an internship or apprenticeship aligned with their program of study. The tentative WBL State Determined Performance Levels for the Perkins V State Plan are:

	Perform	ance Le	vels		
Indicator	Baseline Level	2020	2021	2022	2023
5S3: Program QualityParticipated in Work-Based Learning	25%	28%	31%	37%	45%

NATIONAL YOUTH APPRENTICESHIP MODELS

Over the past four years, apprenticeships have enjoyed a wave of support across the country, with DOL investing over \$400 million in registered apprenticeship programming. Various states are also making commitments to registered apprenticeships and integrating apprenticeships into their workforce and economic development strategies. This enthusiasm has spurred the expansion of apprenticeship programs from approximately 375,000 in 2014 to close to 545,000, nationally.

Apprenticeship growth has transformed the traditional focus on apprenticeships in the construction trades to the other professions, including the advanced manufacturing, healthcare, and information technology fields. Investments in apprenticeships have also pivoted in recent years to connect underrepresented populations to an apprenticeship system that has historically not been as inclusive of minorities.

1) Colorado

Colorado's CareerWise apprenticeship program is a statewide youth apprenticeship system designed to prepare youth for well-paid jobs in industries of the future. It is the brainchild of Noel Ginsburg, the founder of a Colorado-based advanced manufacturing company, Intertech Plastics. The program includes dozens of sectors from manufacturing to banking and has a rate of 70% of participants entering registered apprenticeships upon completion.

CareerWise works with school districts and businesses to create career competencies and ensures apprentices' work and school schedules are optimized. CareerWise recruits students and acts as a liaison between the education system and industry to align goals and ensure a streamlined experience.

CareerWise works with industries to create career competencies so apprentices can be certain that the skills they're developing are in-demand and position them for career success.

Youth apprenticeship is a new concept in Colorado, so CareerWise works with employers to train supervisors and apprentice coaches; the goal is to prepare apprentices for success in a professional work environment.

2) Washington

The Aerospace Joint Apprenticeship Committee (AJAC) launched in 2008 with an investment from the state of Washington to skill-up the aerospace and advanced manufacturing workforce through registered apprenticeships. AJAC developed and implemented 10 in-demand apprenticeship occupations to serve a variety of demographics, industries, and companies across the state. AJAC serves approximately 400 apprentices per year at close to 300 companies. AJAC is a statewide, nonprofit 501(c) (3) aerospace and advanced manufacturing registered apprenticeship program.

AJAC's mission is to provide exceptional and responsive apprenticeships, innovative supporting signature training with cutting-edge curriculum and highly effective trade trainers. AJAC offers a method for transferring the breadth and depth of knowledge and skills between generations of the workforce, thus promoting the value of contributing to the next generation.

AJAC currently operates two registered youth apprenticeship programs. Both the Production Technician (Youth) and Automation Technician (Youth) are 2,000-hour programs designed for high school juniors and seniors to develop career-ready skills in the aerospace and advanced manufacturing industries. These apprenticeship programs combine paid on-the-job training at an AJAC employer and college-level classroom instruction that can lead to a high school diploma, journey-level card and short-term college certificate.

3) Oregon

The state of Oregon provides a myriad of opportunities for youth interested in construction trades. Programs like Portland Youthbuilders allow youth ages 17 to 24 to finish high school, learn a trade and plan for their future, simultaneously. All students receive long-term supports including assistance with registered apprenticeship placements and finding alternative employment opportunities.

The goal of a youth apprenticeship is to prepare apprentices for success in an adult apprenticeship. Students get first-hand experience in the workplace. Local programs provide training based on industry guidelines, endorsed by business and education. Students are instructed by qualified teachers and skilled worksite mentors. Students are simultaneously enrolled in academic classes to meet high school graduation requirements, in a youth apprenticeship related instruction class, and are employed by a participating employer under the supervision of a skilled mentor. Students completing a youth apprenticeship program may be eligible for credits toward an adult apprenticeship program. Currently, there are a

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handful of programs and organizations that provide pre-apprenticeship or youth apprenticeship programs: AmeriCorps, Constructing Hope, Job Corps, Oregon Tradeswomen, Portland Community College, and Portland Youth Builders.

4) Florida

Registered pre-apprenticeship programs provide an avenue for both adults and youth who are at least 16 years old to become qualified to enter registered apprenticeship programs. Pre-apprenticeship programs are sponsored and operated by registered apprenticeship programs in the same trade or trades.

School boards and community colleges are often involved in pre-apprenticeship programs, assisting sponsors in providing related technical instruction. Programs for high school students may begin in the junior year and may include on the job training with participating employers. Adult programs may include GED completion, as well as technical instruction and on-the-job training.

5) Nevada

Nevada's Apprenticeship Project (NAP) is a grant-funded project, led by Truckee Meadows Community College. NAP works to ensure all employers in Nevada have access to the information and technical assistance needed to create demand-driven registered apprenticeship programs.

In 2015, Truckee Meadows Community College (TMCC) was awarded the DOL American Apprenticeship Initiative Grant, and Nevada's Apprenticeship Project was formed. The program has helped train more than 300 apprentices across Nevada, preparing them for high-skilled, hands-on jobs.

The following apprenticeship opportunities are available through this program:

- Certified Nursing Assistant (CNA)
- CNC Machine Operator
- Industrial Maintenance Mechanic
- Personal Care Aide
- Production Operator
- Buyer-Purchasing
- Metal Fabricator
- Electro-Mechanical Technician
- Workforce Development Specialist
- Press Technician

NATIONAL YOUTH APPRENTICESHIPS AT-A-GLANCE

State	Length	OJT Hours	College Credit	Other
Colorado	3 years	Varies	1 semester	Includes industry-recognized credential. Some Registered.
Georgia	1-2 years	720 hours	Post-secondary credential	Coordinated by Dept. of Career, Technical, and Agricultural Education within Department of Education. Aligned with 16 Career, Technical, and Agricultural Education clusters.
Kentucky	1-2 years	Varies	4 courses	All On-the-Job Training counts towards advanced standing in Registered Apprenticeships
Maryland	1 year	450	Varies	Being piloted in Frederick County and Washington County
Montana		1,000 hours	22 credits	In development with scholl districts across the state, expected to launch Fall 2018
North Carolina	2-4 years	6,400	Associates Degree	Registered Apprenticeship. Also provide secondary Career and Technical Education credit
Ohio	1-2 years	Varies	Varies	State certification
South Carolina	2-4 years	2,000	Operated through South Carolina Technical College System	Registered Apprenticeship. Each region has an Apprenticeship Consultant
Wisconsin	1-2 years	900 (450)	Program dependent	33 consortiums across the state funded by a state grant program
District of Columbia	Varies	200	Varies	Includes industry-recognized credential.

^{*}Varies by enrolled program, state regulations, and other rules set in place by agencies and apprenticeship sponsors, each state is crafting its own programming.

POLICY CONSIDERATIONS

To further support the efforts of the YAAC and to help create the pathways to the middle class prioritized by Mayor Bowser, the following policy considerations have been developed to strengthen youth apprenticeship in the District.

Standardized Articulation Agreement - The University of the District of Columbia (UDC) does not have standardized articulation agreements with any registered apprenticeship programs in the District. The District should examine the opportunity to establish a Registered Apprenticeship Completion Certificate Program with DOL. Additionally, the District should look into establishing an apprenticeship articulation program at UDC that would provide a minimum number of credits. For anyone who completes a registered apprenticeship program.

Pre-Apprenticeship Programs at the High School Level - The District should examine placing apprenticeship in a specialized CTE curriculum available to high school students. The program could facilitate the growth of students entering programs in skilled trades by creating a new pathway for students interested in apprentice trades.

EMPLOYER SUPPORT FOR APPRENTICESHIP OPERATIONS

Tax Credit

The Committee has found that employers need additional support to ensure quality service delivery. In the coming year, the YAAC will commit to exploring the effectiveness of tax credits used in other states.

The YAAC has reviewed national best practices for models in scaling and supporting apprenticeship efforts. To ease the financial strain that some apprenticeship sponsors face, Alabama has initiated the Apprenticeship Alabama Tax Credit Program. According to DOL, 26 states and Washington D.C. and Guam, run offices of apprenticeship. All other states have programs that are run through the federal government.

Alabama's new bill, SB295, not only establishes the Alabama Office of Apprenticeship (AOA), but it also: increases the per capita apprenticeship tax credit from \$1,000 to \$1,250; increases the aggregate apprenticeship tax credit from \$3 million to \$7.5 million; expands the number of registered apprentices that qualify from five to ten per company, per year; and extends the program through 2025.

SB295 includes provisions to incentivize companies to take on youth apprentices in high school. The cap was increased to \$7.5 million to compensate for the 10,000 in-school youth apprentices Governor Kay Ivey aims to have placed by the end of 2025. With similar goals of increasing the placements of high school students into apprenticeship programs (40 minority youth each year for the next three years), this is a model the District of Columbia will be examining in the coming year.

Tax credit supports vary by state, but a growing number of states are allowing employer credits for employed apprentices. Maryland provides a State income tax credit to registered apprenticeship sponsors or participating employers which hire an eligible registered apprentice(s). The employer may qualify for a \$1,000 tax credit for each eligible registered apprentice. To be eligible to apply for this tax credit program, the following two conditions must be in place:

- The employer must be a registered apprenticeship sponsor and/or participating employer in a registered apprenticeship program. Registered apprenticeship means the apprenticeship and apprentice(s) are registered with the State of Maryland and have been approved by the Maryland Apprenticeship and Training Council.
- The registered apprentice(s), hired by the employer, must be registered with the Maryland Apprenticeship and Training Program and have worked for at least seven full months for the employer starting on or after January 1, 2017.

Tuition Assistance

Other states allow tuition assistance for registered apprentices. The State of California, for example, allows community colleges to provide most instruction for apprenticeship programs. The Texas Workforce Commission provides funds to local public educational institutions to support the costs of related classroom instruction in registered apprenticeship training programs. Local education agencies often act as fiscal agents for registered apprenticeship training programs.

OAIT AND MBSYEP PARTNERSHIP LEVERAGING EXISTING RESOURCES

OAIT is the State Apprenticeship Agency (SAA) and has oversight over the apprenticeship system in the District of Columbia. OAIT monitors apprenticeship programs to ensure compliance, and that quality training is implemented. OAIT also provides guidance and technical assistance to new and current apprenticeship sponsors regarding the strategy and navigation of federal and local regulations necessary to run a successful program.

Apprenticeships combine on-the-job learning with classroom instruction, teaching entry-level workers the practical and theoretical aspects of highly skilled occupations. Apprenticeship programs are sponsored by individual employers, employer associations, and joint labor management groups. Apprenticeship sponsors also have eligibility requirements that vary based on hours worked and instruction received and may require education and aptitude testing.

At least fourteen (14) states have implemented youth apprenticeship programs or are launching them now. Research shows that youth apprenticeship programs are offered in primarily one of two ways: registered apprenticeships that are targeted to in-school youth, and pre-apprenticeship programs that provide avenues to registered apprenticeship after high school.

Office of Youth Programs

OYP develops and administers workforce development programs for District youth between the ages of 14 to 24. OYP provides occupational skills training, work experience, academic enrichment, and life skills training to facilitate the development of work habits and skills that are essential for success in the workplace. OYP manages MBSYEP, the locally-funded initiative that provides District youth opportunities for enriching and constructive summer work experiences through subsidized placements in both the private and public sectors.

MBSYEP strives to provide young people with the opportunity to:

- Earn money and gain meaningful work experience;
- Learn and develop the skills, attitudes, and commitment necessary to succeed in today's world of work;
- Gain exposure to various exciting career industries; and
- Interact with dynamic working professionals in a positive work environment.

Though MBSYEP is a short-term employment and training program, the underlying goal is to introduce youth to employers who will positively impact their futures. Employers in the Washington, DC metropolitan area make this annual program possible by serving as host employers and providing structured job opportunities.

MBSYEP Apprenticeship Collaborative

To expand youth apprenticeship in the District, OAIT and OYP collaborated to pilot a program that connected 15 MBSYEP participants to apprenticeship opportunities. As part of the initiative, DOES holds regular information sessions for youth ages 18 to 24, presenting apprenticeship training as the bridge to a viable career. Upon completion of their MBSYEP assignments and the necessary prequalification criteria, youth transition to an assigned apprenticeship opportunity.

DOES continues to leverage youth pre-apprenticeship by connecting interested MBSYEP participant to registered apprenticeship opportunities. MBSYEP is a proven tool for the District to connect education and workforce development efforts, and create additional career pathways for high school students and recent graduates.

The District also launched a youth apprenticeship program, in partnership with Dunbar High School, DCRA and the Independent Electrical Contractors (IEC). The initiative provides students with the opportunity to gain direct entry to registered apprenticeships upon high school graduation and successful completion of MBSYEP. Program participants are connected to electrical contractors and have the opportunity to complete their apprenticeship and earn a living wage that increases throughout the life of their apprenticeship. Wage increases are identified in the sponsors' apprenticeship standards that should mirror the federal and local apprenticeship regulations.

DOES offers a six-week Microsoft Office training that prepares participants for apprenticeships with one of the agency's registered information technology apprenticeship sponsors.

After determining their interests and aptitude, seven MBSYEP participants were enrolled in the training course. One person successfully completed the credentialing exams on the first try. The other students were connected to additional occupational and educational opportunities in the information technology field and will receive apprenticeship opportunities from registered apprenticeship sponsors.

Outreach and Assessment

MBSYEP apprenticeship participants were contacted through a variety of methods, including Eventbrite, email blasts, and by telephone. Potential participants were invited to DOES to attend an information session hosted by OAIT; there have been a total of five information sessions. During those sessions, participants learned more details about what to expect from their upcoming MBSYEP placements. Topics covered during these sessions included classroom instruction, information about job site placement, OSHA 10, and introduction to the tools necessary on-site.

Participants received assessments and were matched based on their stated interest in either the fields of construction or information technology, and underwent a pre-screening process with DOES staff that consisted of a one-on-one session to explore their eligibility for placement at certain sites. Some of the required criteria by unions and other sponsors include:

- Attainment of high school diploma or GED;
- Ability to pass a medical screening;
- · Ability to provide information to the sponsor as requested (school transcripts); and
- Ability to travel to job sites when placed as an apprentice.

In order to employ youth for apprenticeship opportunities, DOES targeted small to medium-sized companies, unions, and government organizations doing business within the District of Columbia. The MBSYEP Apprenticeship pilot provides participants with a wide array of apprenticeship opportunities that include: plumbers, sheet metal workers, steamfitters, and access to information technology apprenticeships.

In 2019, there were approximately 40-50 apprenticeship slots available for MBSYEP with various sponsors – ranging from one-person operations to larger organized labor organizations. In partnering with District schools, DOES is able to create and expand youth apprenticeship opportunities by including high school apprenticeship programs as well as working with construction trade unions and executive agencies.

MBSYEP Host Sites

DOES identified apprenticeship opportunities for MBSYEP participants interested in building trades with the following apprenticeship program sponsors in 2018 and 2019:

- Power Design, Inc.
- MC Dean, Inc.
- Magnolia Plumbing and Heating
- Regional Contracting Service, Inc.
- Kogok Construction
- Iron Workers Union Local 5
- Healiex Eletcrict/IEC Electrician
- TSI- Ironworkers Union; Iron worker Fabrication
- Sheet Metal Workers Local
- Ennis: Electrician
- Steamfitters Union Local 602

Outcomes

Eight MBSYEP participants were enrolled in the second year of the pilot. Six participants completed the summer preapprenticeship training and were accepted as registered apprentices with the participating apprenticeship sponsors.

LOOKING FORWARD: SCALING YOUTH APPRENTICESHIP OPPORTUNITIES

OAIT will focus future efforts on the goals of the DOL grant that includes expanding apprenticeship access to minority youth. OAIT has issued two human care agreements for pre-apprenticeship training. The selected partners will train District residents for the next three years and assist with connecting successful completers to direct entry registered apprenticeship opportunities.

Outreach and promotion efforts have begun in order to expand registered apprenticeships in the areas of hospitality and healthcare. Partnerships include DC Metropolitan Restaurant Association and International Brotherhood of Teamsters Union. The Workforce Innovation Opportunity Act (WIOA) has a new requirement to focus Title I youth funding on out-of-school youth, core partners have established a number of initiatives and partnerships to provide high-quality services to disconnected youth ages 16 to 24 who are neither in-school nor employed. Many agencies and community-based organizations serve this population and will seek to expand current partnerships. While WIOA Youth funding requirements for the out-of-school population differ, the District is also focused on in-school youth who are in need of support to graduate as well as transition to education, training, and employment after graduation. DOES is reserving funding to continue to support in-school youth programs and RSA is enhancing collaboration with DCPS and the public charter schools to ensure youth with disabilities have the necessary transition and support services.

The Office of Apprenticeship Information and Training, and the Youth Apprenticeship Advisory Committee will continue to build out the framework, including credentials and OJT hours, for an in-school pre-apprenticeship program pilot with DC Public High Schools and DC Public Charter Schools to launch in FY 2020.



GOVERNMENT OF THE DISTRICT OF COLUMBIA DEPARTMENT OF EMPLOYMENT SERVICES

4058 Minnesota Avenue, NE Washington, DC 20019 P. (202) 724-7000 F. (202) 673-6993 TTY. (202) 698-4817 E. does@dc.gov







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LETTER FROM MAYOR MURIEL BOWSER

Dear Washingtonians,

On behalf of the more than 700,000 residents of the District of Columbia, I would like to wish the Mayor Marion S. Barry Summer Youth Employment Program (MBSYEP) a happy 40th anniversary.

MBSYEP has consistently provided District youth with an opportunity to succeed through a six-week hands on program. This program allows youth to learn in real time, earn wages, and develop the necessary skills and attitudes to increase their employability.



We kicked off this year's program with an exciting new partnership with Comptroller Joseph Otting and his amazing staff at the Office of the Comptroller of the Currency (OCC). On June 19, 2019, we announced a five-year, \$2.25 million partnership to employ 500 District youth. These interns worked for six weeks, learning about the financial services market and the OCC's role in the financial industry. That's what we call a fair shot!

All of this summer's MBSYEP participants enjoyed a variety of career exploration and development opportunities that included information technology, childcare, finance, health and fitness, science and much more!

We must continue to make the necessary investments in our youth, because they are the future leaders of tomorrow.

Sincerely,

Muriel E. Bowser

Mayor

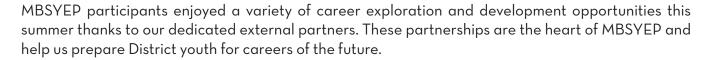
LETTER FROM DIRECTOR DR. UNIQUE MORRIS-HUGHES

Dear MBSYEP Partners & Stakeholders,

In its 40th year, the Mayor Marion S. Barry Summer Youth Employment Program (MBSYEP) has consistently bridged the gap between education and employment through hands-on work experience for thousands of District youth. MBSYEP is a proven and trusted pipeline to employment, youth development and educational opportunities.

We have made and will continue to make historic investments in the lives of District youth and look forward to expanding partnerships in high-demand industries,

while leveraging our own resources to provide youth with meaningful educational and workforce opportunities.



As we wrap up four decades of excellence, we will continue to provide our most important stakeholders, District youth, with 40 more years of excellence.

Sincerely,



Dr. Unique Morris-Hughes
Director, DC Department of Employment Services



PROCLAMATION: MAYOR MARION S. BARRY SUMMER YOUTH EMPLOYMENT PROGRAM DAY

WASHINGTON, DC Muriel Bowser, Mayor

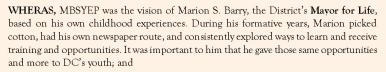


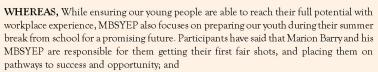


Mayor Marion S. Barry Summer Youth Employment Program Day

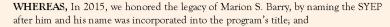
JUNE 24, 2019

WHERAS, The Mayor Marion S. Barry Summer Youth Employment Program (MBSYEP) since its creation in 1979, has provided vital employment opportunities and enhanced job preparation for DC's youth; and





WHEREAS, MBSYEP is committed to preparing our next generation for career readiness by assigning summer jobs to nearly 11,000 participants ages 14-24 each year; and



WHEREAS, Today, as we commemorate and celebrate the 40th Anniversary of one of Marion Barry's most lasting legacies—the Mayor Marion S. Barry Summer Youth Employment Program—we also know that our young people are the future of work, the future of community, and we collectively have a responsibility to provide the experiences and opportunities needed for them to succeed and thrive:

NOW, THEREFORE, I, THE MAYOR OF WASHINGTON, DC, do hereby proclaim June 24, 2019 as MAYOR MARION S. BARRY SUMMER YOUTH EMPLOYMENT PROGRAM DAY in Washington, DC.





EXECUTIVE SUMMARY

The Department of Employment Services' (DOES) Office of Youth Programs (OYP) develops and administers workforce development programs for District youth ages 14 to 24. OYP provides occupational skills training, work experience, academic enrichment, life skills, and work readiness training. These trainings help facilitate the development of positive work habits and skills essential for success in the workplace.

The Mayor Marion S. Barry Summer Youth Employment Program (MBSYEP) is one of the premier summer youth employment programs in the nation. This six-week, locally-funded program, founded in 1979 by the late Mayor Marion S. Barry, gives more than 10,000 District youth a chance to learn important workforce skills. Participants develop positive attitudes and earn wages in a real work environment each summer as a result of various strategic partnerships developed with community-based organizations, private businesses, schools, and local and federal government partners.

In 2015, the Bowser Administration recognized the need to expand the Marion S. Barry Summer Youth Employment Program to serve youth ages 22 to 24. Since its expansion, the program has connected 3,739 youth, ages 22 to 24, to summer employment opportunities. In 2017, DOES launched the Mayor's Opportunity Scholarship. The scholarship gives eligible MBSYEP youth, ages 18 to 24, the chance to apply for scholarships to offset college, occupational skills training or military training expenses.

This year marks 40 years of service to District youth through MBSYEP, which continues to be a beacon of light for many District youth and their families. In our 40th year, the program secured a five-year, \$2.25 million federal partnership with the Office of the Comptroller of the Currency to employ 500 youth at a \$20 hourly pay rate. Also, through the Mayor's Opportunity Scholarship, in recognition of the 40th year, Director Dr. Morris-Hughes gave \$308,000 in scholarships to 77 youth, with each receiving \$4,000. Additionally, 165 youth were recognized as Outstanding Youth, awards presented based on host recommendations. OYP hosted over 300 youth for the first ever MBSYEP Employment, Economic Development and Education Conference at the former Newseum site. The program also hosted 200 middle school youth for a week-long career exploration camp. Most notably, MBSYEP increased overall partnership numbers by 28.2% in 2019.

As the program continues to advance and strengthen, expanding opportunities for diversified career exploration in growing industries is a priority. All District youth have a right to a fair shot at economic prosperity, and experiencing the world of work. MBSYEP continues to be that first step on a pathway to the middle class for Washingtonians.

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PROGRAM DETAILS

MBSYEP is a locally-funded initiative, administered by DOES, that provides District youth ages 14 to 24 with educational and real-world summer work experiences through subsidized job placements in various sectors.

MBSYEP strives to provide young people with the opportunity to:

- Earn money and gain meaningful work experience;
- Learn and develop the skills, attitudes, and commitment necessary to succeed in the workforce;
- · Facilitate career exploration; and
- Interact with dynamic professionals in a positive and supportive work environment.

2019 Program Key Dates

- Application Period: January 17, 2019 to February 16, 2019
- Certification Period: January 17, 2019 to March 9, 2019
- Youth Orientation: March 15, 2019 to June 8, 2019
- MBSYEP 1st Day of Work: June 24, 2019
- MBSYEP Last Day of Work: August 2, 2019
- Mayor's Opportunity Scholarship Application Opened: July 2, 2019
- Mayor's Opportunity Scholarship Application Closed: July 16, 2019
- Mayor's Opportunity Scholarship Recipients Notified: July 26, 2019



APPLICATION PROCESS

The 2019 MBSYEP application was available on summerjobs.dc.gov, beginning January 17, 2019. The online application outlined the necessary information required for registration (name, date of birth, address, social security number and other demographic information).

Other information requested on the application included:

- Current school status (in-school our out-of-school, current or last grade level completed, current or last school attended, and the applicant's attendance status – full-time or part-time);
- Applicant's top industry areas of interest and the type of work desired, related to their longterm career goals; and
- Applicant's plans after conclusion of program, including whether the applicant intended to return to school, seek full-time or part-time employment, or was unsure.

In an effort to increase efficiency, applicants who applied online for the prior MBSYEP year could complete a "returning youth" application with pre-populated information. All applicants who successfully completed the application process were given access to the online youth portal that houses all information pertaining to the program.

After completing the online application, youth are required to complete the following steps:

- ✓ Upload W-4 tax form in the MBSYEP Youth Portal;
- ✓ Take the "My Banking Quiz" in the MBSYEP Youth Portal; and
- ✓ Submit all eligibility documents.

Youth participating in the program for the first time were required to complete a mandatory in-person orientation, while returning youth were able to complete orientation online.

Within the portal, youth were able to:

- Access program e-mail messages;
- · View information on their assigned work, assigned work site, and supervisor;
- Plan their commute to their assigned work site; and
- Receive updates on all hours worked and pay stubs for all wages earned.

The youth portal also allows applicants to view the status of their application, forms, and documents they are required to submit in order to complete each step of the application process. Once certified to participate, youth can also select and apply for MBSYEP jobs through the portal.

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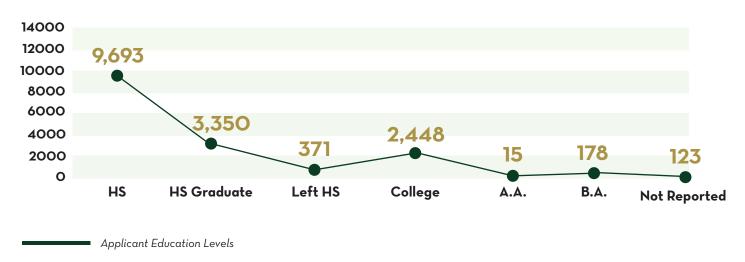
AGE-APPROPRIATE SKILLS PLACEMENTS PROGRESSION CHART

- Phase 1 4: Participants include youth ages 14 to 15.
- Phase 1 5: Participants include youth ages 16 to 17.
- Phase 1 6: Participants include youth ages 18 to 21.
- Phase 1 7: Participants include youth ages 22 to 24.

PHASE 1	Youth will be introduced to soft skills training and professional development training.
PHASE 2	Youth begin to develop soft skills.
PHASE 3	Financial Literacy education introduces participants to basic financial planning concepts such as goal setting, creating a spending plan, building an emergency fund, and the wise use of credit.
PHASE 4	Youth are introduced to 21st Century workforce development skills, such as collaboration, digital literacy, critical thinking and program solving.
PHASE 5	Youth are exposed to traditional employment and work readiness opportunities.
PHASE 6	Youth are introduced to resume writing, developing interview skills and techniques and participating in career exploration activities.
PHASE 7	Youth have acquired soft and hard skills that will enable them to successfully transition into sustainable employment.
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APPLICANT DEMOGRAPHIC INFORMATION

Applicant Education Levels



Applicant Student Type

- 14,572 applicants identified as full-time students.
- 3,065 applicants identified as not in-school.

Not In-School	Part-Time Student	Full-Time Student	Post-Secondary	Vocational Classes
3,065	884	14,572	97	100

Opportunity Youth

The Fiscal Year 2020 Budget Support Act (BSA) defines Opportunity Youth as "an individual who is an out-of-school youth at the date of enrollment in the summer jobs program, not regularly employed, and whose level of educational attainment is less than an associate degree." Although the BSA does not define an age range for Opportunity Youth, for the purpose of this report, DOES has chosen to use the Federal Government's age range for Out-of-School Youth which is 16 to 24 as defined in the Workforce Innovation and Opportunity Act (WIOA), to compliment the BSA's definition of Opportunity Youth.

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Opportunity Youth by Ward and Age

Participant Age	Not reported	Ward 1	Ward 2	Ward 3	Ward 4	Ward 5	Ward 6	Ward 7	Ward 8	Total
16	-	-	-	-	1	-	-	1	2	4
17	2	1	1	1	1	3	-	5	5	19
18	-	3	-	-	6	10	10	20	26	75
19	3	6	-	-	13	22	19	52	52	167
20	1	4	-	1	12	24	19	29	43	133
21	-	9	-	1	8	16	16	44	57	151
22	-	7	-	-	9	18	12	38	59	143
23	2	11	-	-	9	18	10	45	20	115
24	1	4	-	-	12	22	12	29	49	129
Total	9	45	1	3	71	133	98	263	313	936

Supportive Service Population

The information below is self-reported in the MBSYEP portal.

Homeless Applicants	Applicants Receiving TANF	Applicants Receiving Food Stamps	Foster Care Applicants	
374	1,732	4,695	374	

Youth Applicants by Gender

The information below has been self-reported by the applicants.

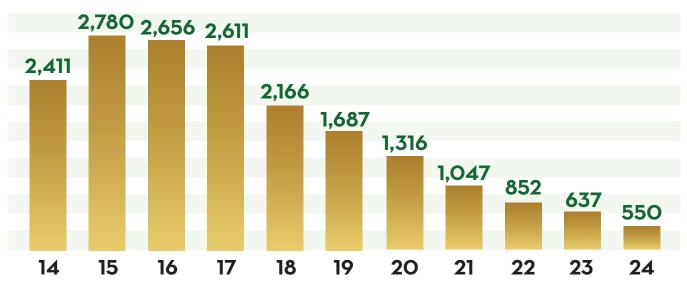
MBSYEP received **18,718** applications this year. In order to be eligible for the program, applicants must complete certification and orientation. The total number of eligible certified youth can be found on page 13.



Youth Applicants by Age

The highest number of applications received were from youth ages 15 and 16. A total of 2,039 applications were received from 22-24 year-olds.

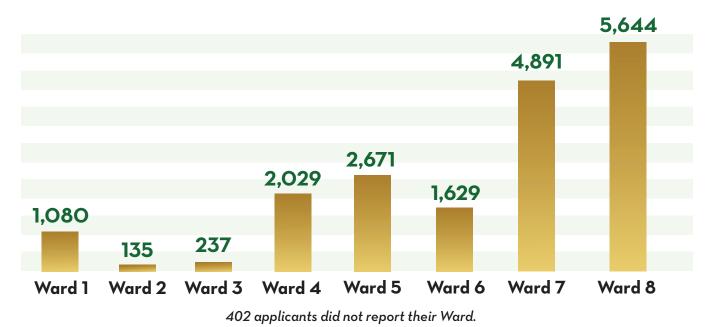
Applicant Age Totals



^{*}Five applicants were disqualified because they were either too old or too young to participate in the summer program.

Youth Applicants by Ward

Thirty percent of the applicants were from Ward 8, followed by Ward 7 at 26% and Ward 5 at 14%.



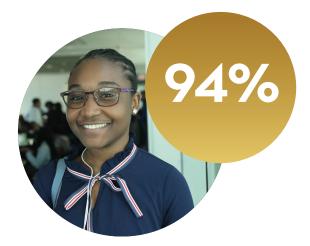
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ELIGIBLE CERTIFIED YOUTH AND CERTIFICATION SURVEYS

Youth are eligible for MBSYEP when they submit all necessary documentation through our in-person certification events and complete orientation. Of the **18,718** youth applicants, **11,358** youth were deemed eligible to participate in this year's summer employment program.

Certification Surveys

In an effort to assess customer service feedback, MBSYEP conducted random customer experience surveys during certification events, yielding 1,157 responses from youth stakeholders.



My wait time was acceptable



Staff was very knowledgeable



All issues were resolved

PARTICIPANT DEMOGRAPHIC INFORMATION

Participants by Age

This year, **11,358** youth were deemed eligible for MBSYEP. Of the eligible youth, 9,939 worked at least one hour.

On July 1, 2019, the District's minimum wage increased from \$13.25 to \$14.00/hour, which raised MBSYEP wages for youth ages 22 to 24.

The District's minimum wage rate increase is one reason why MBSYEP has seen a **5.48%** decrease in youth participants ages **16 to 21**. Youth in this age group can earn **\$14.00/hour** in the open job market, which is **\$5.25** higher than our current wage rate offerings for this age group.



Participants by Ward

Youth from Ward 8 represented the largest group of MBSYEP participants, followed closely by Ward 7. The program saw an increase in participants from Wards 1,2, 3, and 4 when compared to the 2018 program year. Some participants may identify as persons experiencing homelessness or a ward of the state and, therefore, do not report out their ward information. This information is self-reported.

2018				
Ward 1	515			
Ward 2	50			
Ward 3	99			
Ward 4	1,083			
Ward 5	1,499			
Ward 6	909			
Ward 7	2,833			
Ward 8	3,087			
Not Reported	75			



2019				
Ward 1	574			
Ward 2	56			
Ward 3	105			
Ward 4	1,114			
Ward 5	1,495			
Ward 6	892			
Ward 7	2,738			
Ward 8	2,922			
Not Reported	43			

"All 8 Wards!" - Muriel Bowser, Mayor





The above data is self-reported by participants.

Participants by Gender

"How important it is for us to recognize and celebrate our heroes and she-roes."

- Maya Angelou



Attrition Rates

MBSYEP saw an attrition rate of 13.3% this year. This number is based on a comparison of the total number of youth who worked at least one hour during Week 1 of MBSYEP, and the total number of youth who worked at least one hour during the final week of the program.

The attrition rate stayed relatively steady when compared to last year's rate of 12.9%. Historically, attrition rates have been between 11% - 15%.

Attrition Rates 2015-2019					
Year	Worked at least 1 Hour	Attrition Rate			
2015	13,163	11.85%			
2016	12,128	13.15%			
2017	11,477	14.9%			
2018	10,159	12.9%			
2019	9,939	13.3%			

	Attrition Rates	Attrition Rates Differential	Participant Numbers	Participant Drops
PP1 to PP2 Drop Rate	0.79%		9,583	
PP2 (Week 2 and Week 3) Drop Rate	4.64%	+3.85%	9,507	-76 from PP1
PP3 (Week 3 and Week 5) Drop Rate	7.94%	+3.3%	9,066	-441 from PP2
PP4 (Week 6) Drop Rate	12.91%	+4.97%	8,346	-720 from PP3

^{*}The last pay period of the program reflects the most significant drop in participants working at least one hour.

Based on program analysis, it is noted that attrition rates spike during the last pay period of the program. Based on direct feedback from youth and hosts, staff identified common reasons for this trend. College participants recognize that this pay period is only for one week and are willing to forego this week, as they are preparing to return to school. Other youth noted that the week is used for family vacations and/or a break before returning to school.

Participants by Student Type & Age

						Ages					
Student type	14	15	16	17	18	19	20	21	22	23	24
Full-Time	1,509	1,689	1,551	1,458	929	511	353	212	160	71	33
Not In-School	3	-	4	17	76	164	131	151	153	168	145
Part-Time	6	10	33	31	74	53	45	36	24	18	22
Post- Secondary	-	-	-	-	7	11	4	3	3	7	3
Vocational	-	-	-	-	6	-	5	7	10	9	6
Totals	1,518	1,699	1,588	1,506	1,092	739	538	409	350	273	209
*This information is self-reported by participants.											

PROGRAM DATA

Payroll

Total Gross	Average Gross Pay	Total Hours Worked
\$9,704,946	\$1,096	1,151,217

Employers were permitted to pay youth additional funds at their discretion. As of July 1, 2019, the hourly pay rate increased from \$13.25 to \$14.00 per hour for youth ages 22 to 24.

Age	Wage	Max Hours
14-15	\$5.25	20
16-21	\$8.25	25
22-24	\$13.25 (\$14.00/ hour on July 1, 2019)	30

Total Number of Applicants	Total # of Participants Certified Eligible	Total Number of Youth Who Worked at least 1 Hour
18,718	11,358	9,939

Employers by Sector

This year, MBSYEP saw tremendous gains in host providers and jobs posted. These gains are a direct result of private sector team outreach efforts. The private sector team engaged with hundreds of businesses educating them on program offerings and the benefits of becoming hosts. The private sector team increased the number of hosts sites by 92.4%, from 158 hosts in 2018 to 304 in 2019.

Private Sector	CBO's	Local Government	Federal Government	DCPS	Private School	Charter Schools
304	240	59	36	25	21	20

Total Number of Host Employers	Jobs Posted	Jobs to Participant Ratio	Hosts to Participant Ratio	Increase in Host Employers
705	28,727	14:1	3:1	+28.2%

22-24 Youth Data







Program Highlights

OYP 22-24 Youth Data Professional Development Sessions:

This year, over 500 participants signed up to participate in several professional development workshops. These professional development opportunities consisted of: resume workshops, career fairs, entrepreneurship workshops, financial literacy trainings, youth created portfolios, and development of LinkedIn profiles.

Supplemental Nutrition Assistance Program (SNAP)-eligible youth participated in a week-long professional development session during the week leading up to the start of MBSYEP. Other youth ages 22 to 24, outside of the SNAP population, received \$100 for the completing the professional development sessions. All workshops were aimed at increasing participants' employability.

Ten professional development workshops were held for youth ages 22 to 24. DOES staff operated five in-house professional development trainings, and providers operated five off-site. Providers included: the Children's Focus Foundation, Pendergrast Alston Consulting, ADC Management and Constituent Services Worldwide. Additionally, youth participated in business finance trainings geared toward youth financial literacy.

CAREER EDGE

CareerEdge is an online professional development tool available to both past and present MBSYEP participants. This tool allows youth to complete the online orientation, and take part in several unique modules catered to their workforce development goals.

Career Edge offerings:

- Getting to Know Yourself
- Managing Change + Your Attitudes
- Goal Setting
- Communication + Networking
- Today Job Search Strategies
- · Learning to Learn
- · Performance Study Skills
- Becoming a Successful Online Student
- Cultural Diversity + Conflict Resolution

- Time Management
- Financial Literacy
- Preparing for The Interview
- Working in Teams
- The Interview Process Part 2
- On the Job Success
- · Answering Difficult Questions
- Work Life Balance + Preparing for the Future

Modules are easily accessible and provide real time feedback.

Other features include a virtual interview simulator that allows youth to record themselves answering interview questions from a preloaded proxy. Participants are able to rewind, pause and play any segment of the interview, allowing for the improvement of interviewing skills.

YOUTH DEVELOPMENT, PROFESSIONAL DEVELOPMENT, WORK READINESS, AND JOB PLACEMENT

Youth Development

The following organizations received Human Care Agreements (HCAs) and trained a total of **2,874** youth in work readiness or professional development areas.

Professional Development Providers

- ADC Management
- Check IT Enterprise
- Community Tech
- · Constituent Services World Wide

- · Dramatic Solutions
- MegaMind
- · Media Solutions by SF

Work Readiness Growth Industry

- Arts Group
- Bradley & Associates, LLC
- Calvin Woodland Sr. Foundation
- Citiwide Computer Training
- · Dance Institute of Washington
- Do The Write Thing Foundation
- Empowerment Enterprise II
- George Worrell
- · Hales Creative Solutions
- Healthy Babies
- H Street Main Street, Inc.
- · Jah Kente International

- KBEC Group
- Life Success Center
- Red Sprinkle
- Sewing Opportunity Never Ending (SONE)
- Siblings Together USA, Inc.
- The Jarmal Harris Project
- The Musicianship
- Toni Thomas Associates
- Urban Alliance Foundation
- Youth Entrepreneur Institute
- Youth Org United to Rise

Job Placement

- ADC Management
- · Children's Focus Foundation
- Community Tech
- Pendergrast Consulting

OFFICE OF THE COMPTROLLER OF THE CURRENCY (OCC) PARTNERSHIP

On June 19, 2019, Mayor Muriel Bowser officially kicked off the 40th year of MBSYEP by announcing a new partnership with the Office of the Comptroller of the Currency (OCC), an independent bureau of the U.S. Department of the Treasury.

The Office of the Comptroller of the Currency High School Scholars Internship Program (HSSIP) provided 75 rising seniors the opportunity to explore career paths within the financial services industry and the federal government, to gain work experience related to bank supervision. Interns earned \$20.00 per hour, received professional work attire and were provided a daily lunch stipend.

"For 40 years, our city's Summer Youth Employment Program has provided young people...opportunities and experiences that allow them to develop critical work skills, meet mentors, and stay safe and productive throughout the summer months," said Mayor Bowser.

"When I heard about the opportunity to work in the Federal Government I jumped at it. I don't know any other 17-year-old with this opportunity." - Aliyah Clark, 2019 HSSIP Cohort



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MIDDLE SCHOOL CAREER EXPLORATION CAMP

New Initiative | Middle School Career Exploration Camp

This year, MBSYEP hosted more than 200 middle school participants from across the District to take part in a week-long Career Exploration Camp.

Explorers included students from Charles Hart and Kramer Middle School.





200+ Youth

Participated in the Career Exploration Camp

MBSYEP launched the Middle School Career Exploration Camp to engage the District's middle school population. A Mitchell Institute report concluded that all students need to experience the world of work, particularly work of the future, long before they leave school. The Mitchell Report further advised that governments need to find creative ways of meeting this goal. MBSYEP has addressed participants' need to experience the world of work by coordinating field trips, convening labor market information sessions, and organizing lectures from various speakers in the fields of S.T.E.M., finance, education, and more. Exposing District youth to the world of work at an early age puts them ahead of other youth around the world.

Tori, Kate. "Connecting the Worlds of Learning and Work Prioritising School-Industry Partnerships in Australia's Education System." Cica.org.au, Mitchell Institute at Victoria University, Feb. 2018, cica.org.au/wp-content/uploads/Connecting-the-Worlds-of-Learning-and-Work.pdf.

MAYOR MARION S. BARRY SUMMER YOUTH EMPLOYMENT PROGRAM CONFERENCE



Jeffery Tribble Jr., CEO of The Musicianship

In celebration of MBSYEP's 40th Anniversary, more than 300 MBSYEP participants attended the first-ever Conversation on Employment, Economic Development & Education Conference, held at the Newseum on August 1, 2019.

DOES Director Dr. Unique Morris-Hughes and Cora Masters Barry welcomed MBSYEP participants and stakeholders to the inaugural conference, kicking off a full day of informative panel discussions centered on education, economic development and employment. Attendees were inspired by keynote speaker Jeffery Tribble Jr., CEO of The Musicianship, and participated in S.T.E.A.M, financial empowerment, and entrepreneurship and self-care breakout sessions.

Fun Fact: The original Office of Youth Programs was located at 555 Pennsylvania Avenue, NW, Washigton, DC.

MAYOR MARION S. BARRY SUMMER YOUTH EMPLOYMENT PROGRAM AWARDS CEREMONY & GALA

OYP staff along with 400 participants, parents and stakeholders participated in the program's Closing Awards Ceremony and Gala at Howard Theatre on Friday, August 2, 2019.



Outstanding hosts from each job sector were also honored for their work in fostering environments where youth were able to learn and gain meaningful work experience.

OUTSTANDING YOUTH

OYP staff, along with 400 participants, parents and stakeholders took part in the program's Closing Awards Ceremony and Gala at Howard Theatre on Friday, August 2, 2019. The following youth were nominated and selected as Outstanding Youth at their respective worksites for the 2019 program year.

Adam	Hodge
Adriane	Exton
Maya	Ginyard
Aiyana	Saunders
Amari	Weathers
Amaya	Randolph
Anaija	Nixon
Andre	Green
Andrew	Jordan
Angel	Ashby
Anthony	Jenkins
Ashley	Alexander
Avery	Nolan
Ayanna	McClellan
Ay'Maya	Murchison
Azar-Adriano	Evans
Baileigh	Smith
Bailey	Allen
Banchiyrga	Huluka
Beniam	Adefrisew
Benjamin	Long
Blaire	Batista
Brianna	Johnson
Bridney	Spencer
Bryana	Gray
Caleb	Newman
Callaway	Pate
Carmello	Myles
Carsan	Johnson
Chinyere	McLean
Colin	Parks
Corte	Holt
Cote	DiVorie-Lee
Courtland	Mcnair
Cristina	Johnson
Dai'Ahmir	Morgan-Fleming
Dante	Littles
Darius	Roseboro
Darnevon	Ransom-Ray
Davion	Marable
DeJea	Brown
Demetri	Sekou
Demetrius	Brown
Denver	Moore
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Desiree Dyke Destinee Suber Halsey Destiny Devin Thompson Dewayne Harris Diamond Joyner Diamonique Parks Doniece Moore Drew Dozier Eden Jones **Efrata** Tesfaye Eliza Moses **Emly** Claros Enrique Meda-Fuentes Eric Hilliard O'Carroll Eugene Gary Mercer Gerren Jackson Glorivic **Flores** Gregory Cousart Harold Myrie Jr. Isiaih Hall Jada South Jade Simmons Jalia Turner Holtz Jamal **James** Stewart Janay Edwards Janiah Williams **Jasmine** Price Jay Williams Jaylin Brunnel Dillard Jaysen Jelani White Pascall Jenaia Whitted Jennae Jerome Moore Jessica Springs Jessup Theophillus Jianni Woodson-Brooks Joe Burney Jordan Lawrence Julius Leach Kaelin **Fields**

Kathy

Lipson

Pollard Kayla Keith Stancil Kelly Nwogu Kevin Holmes Bell Kionne Kortez Hemphill Kunmi Balogun Kyah King **Jenkins Kyrese** Laneah Yarborough Latrell Reed Cabell Lawrence Brown Lawrence Lynique Brox Madison Wilson Bridgeman Maniya Marcus Curtis Mariah Dorsey-Williams Mark Keitt Wilson Maya Abdullah Mecca Mekhai Gaskins Mica House Michael Moses Middleton Mikeal Miles Peterson Kelley Montell Mya **Fykes** Myka Denny Larios Nanci Nayquan **Brooks** Neidy Bonilla Nia Robin Nia Lacy Nijah Diaw Grant Najai McBride Noah Wilson Omar Oswego Newman Paulina Quirarte Premier Kelly Rashae Johnson Reginald Derricote Ryneisha McKenzie Salaah Alston

Samerra Bradley Shamonta Randall Sh'Deja Coles Shirley Devore Shontise McKinney Skylar Hopper Summer Davis T'Kai Jones Taariq Saadiq Hill Tamia Tatyiana Thorne Brown Teija Tenena Grymes Thurnell Outlaw Tiasia Lott McCray Tony Torei Taylor Torri Hayslett Tranijah Brown Troy **Thompson** Tyra Smith Tyvone Kahiga Veronica Leach Virgil Flack William Brown **Xzavier** Clark Whitmire Yolanda Zahir Muhammad Zuri Franklin

Desiree

Ignacio

MAYOR'S OPPORTUNITY SCHOLARSHIP

In honor of MBSYEP's 40th Anniversary, Director Morris-Hughes increased the Mayor's Opportunity Scholarship from \$2,000 to \$4,000 per awardee.

Mayor's Opportunity Scholarship recipients represent 48 colleges and universities, including many Historically Black Colleges and Universities (HBCU's) and the Reserves Officers' Training Corps. One-fourth of the recipients will be first-year college students in fall 2019.

Acey Calhoun Aliyah Buckman Amber Neal Amenti Bekere Ameryst Jimenez Aniya Awkard Arin Deloatch Ashley Good Bianca Okhaifor Brandi Severance Brieanna Womack **Brittany Brown** Carly Holmes Carmela Pendleton Carsan Johhnson **Christian Chambers** Christopher Johnson **Daniel Slaughter** Davon Franks Davonya Flythe Deandre Guyton Deangelo Jackson Delica Holder Derrick Love **Destiny Jenkins**

Dominic Burgess Donyel Marbley Ebony Wheeler Elisha Goode Franchesca Morris Gabriella Badii Ghelatia Araia Hanan Kadir Imani Diggs Imani Woods Jabari Shakir Jada Mcdowell Jae'la Robinson Jalen Jamison-Johnson Jamiah Hall Jamyra Thomas Janae Collins Jazzmin Camara Julian Ransome Lamar Jones Keron Campbell Kevin Gomez Khadijah Nixon Makayla Cromes Mariama Barrie

Diane Irankunda

Mariya Lewis Nakiyah Organ Natalia Thomas Nia-Simone Spann Oluwafunke Balogun Oswego Newman Porchia Ifill Rashae Moseley Rebecca Akhigbe **Rhonice Miles** Richard Boller Ryneisha Mckenzie Samuel Debrow Shakeithia Nicholson Sharika Hester-Scott Shontise Mckinney Simbiat Odeshina Tiaja Brannum Tonasha Hawkins Trevaughn Gerst Tyesha Young **Victory Porter** Willis Thomas III Yemaiyah Allen

Qualifications

Devyn Akers

- Ages 18-24
- Successfully attained a high school diploma or equivalent
- Enrolled in a post-secondary education or occupational skills training or the military

*Scholarship recipients were selected based on interest, unmet financial need, and essay responses.

HIGHLIGHTS



55% of recipients were first-generation college students



\$4,000 scholarships per recipient



610 applications received



77 scholarships awarded



\$308,000 in total scholarships awarded



48 colleges and universities and represented



Reserves Officers' Training Corps Member

#MBSYEP TRENDING

Thank you to the amazing stakeholders and ambassadors for continued support in keeping District residents abreast of all the wonderful and exciting programing and opportunities MBSYEP has to offer. #WhyWeWork





Yesterday our Urban Sustainability and Energy Affordability teams visited Green Zone Environmental Program

@MBSYEP staff for a #ClimateChange
101 Workshop, where youth used a
\$60M "budget" to grow adaption for issues like flooding and extreme heat.

##GZEP2019 #SustainableDC



It's a beautiful day in the nation's capital and our @OLADCGov's @MBSYEP participants are working and learning to grow fresh vegetables with @CityBlossoms at the @CardozoEC Garden. #DCValues #SomosDC #DCProud



Day in the life...

@MBSYEP and @DCCollegeCareer

Week 2 here we go! #youth #workforce
#job #training #dcbikelife





CM McDuffie shares memories of his time in the Marion Barry Summer Youth Employment Program (@MBSYEP) with @maustermuhle: 40 Years Later, Marion Barry's Summer Jobs Program Still Employing Thousands Of D.C. Youth | WAMU



Best of luck to all the young Washingtonians on their first day of @MBSYEP! Here's to another amazing summer of learning & earning!

My first #MBSYEP summer in 2008 w/ @MBYLI gave me life-changing experiences & life-long friends. In between the work, we had a lot of fun. Lol



We are happy to announce the return of our partnership with @brighterbites and @foodbankmetrodc! Combined with @mbsyep our House 3 students have





Our #SummerSTARS instructor Jane delivered a presentation about women in science that highlighted their accomplishments and legacy in STEM. #STEMinDC @carngiescience @MBSYEP



#FORTHEYOUTHFRIDAYS Checking in on our @MBSYEP youth participants at our Professional Development seminar hosted at Howard University. Today's lesson is on the importantance of networking, self-marketing, and relationship building. Feels good to support our emerging leaders!



"Nearly 85% of jobs in 2030 haven't been envisioned yet. It's programs like the @AccentureFed Digital Studio that will innovate and expose DC residents (including the @MBSYEP we met today) to those unknown jobs of the future."

- @LindseyVParker

Thank you @timkaine + @OnRampsTC!

URBAN ALLIANCE CORPORATE PARTNERSHIPS



Urban Alliance provides high school students with work experience that builds their pathway to self-sufficiency. Corporate partners can offer youth real-world experiences for future success in college, the job market and beyond, by supporting the research-tested High School Internship Program.





















































MARION BARRY YOUTH LEADERSHIP INSTITUTE (MBYLI)

The Marion Barry Youth Leadership Institute (MBYLI) was founded in 1979 as a year-round program to train District of Columbia youth in the concepts of leadership and self- development. Each year, 150 young people participate in the year-round program and 350 youth participate in the summer training program. Thousands of DC youth have received leadership training to date.

The MBYLI training model emphasizes practical hands-on experience and a holistic approach to developing leaders of the 21st century. This approach is comprised of four levels of focus:

- Alpha: Personal growth and development skills
- Beta: Community development
- **Delta:** College exploration and preparation
- Omega: Life skills, career exploration, and places youth leaders in internships

Common Training Themes:

- Team Building
- Public Speaking
- Personal Development
- City Government Structure
- Communications Skills
- Community Service
- Employability Skills
- College/Career Preparation

Youth Government of the District of Columbia

Each year, members of the MBYLI elect the official Youth Government of the District of Columbia to represent the interests of young people citywide. Every August, MBYLI elects two Youth Mayors, one Deputy Youth Mayor, a City Council Chairperson and a Youth City Council to represent young people from every ward in the city and at-large. The youth officials are responsible for convening monthly general body and ward meetings with members of MBYLI's general population. Youth government members are also responsible for establishing a civic action committee to engage young people on social issues that affect them.

MBYLI Global Education Program

Youth are exposed to global cultures and issues and develop skillsets in the areas of critical thought, oral presentation and written analysis of global issues. Participants are also introduced to exciting opportunities for international study, travel, and career pathways. Participants acquire hands-on experience through projects that develop specific skillsets required for global competence including, but not limited to, the usage of social media platforms to highlight different campaigns. Lastly, youth are afforded service-learning opportunities for domestic and international travel. For the last five years, this program was administered through a partnership with the Global Kids, DC (see page 30 for more information).

MAYOR'S YOUTH LEADERSHIP INSTITUTE ALUMNI ASSOCIATION (MYLIAA)

The alumni association is a 501(c)(3) organization established in 2014 for the purpose of enhancing the lives of students and youth in support of the Mayor's Youth Leadership Institute (MYLI).

MBSYEP recognizes all members of the Mayor's Youth Leadership Alumni Association (MYLIAA). One of the primary goals of MYLIAA is to provide college scholarships for the program's graduating high school seniors. MYLIAA establishes functional programs and activities that support and reinforce leadership and personal development, education, career orientation, and college preparation. Additionally, the alumni association serves as an extension of MBYLI and continues to support youth after they have aged out of the program.





GLOBAL KIDS

Global Kids has partnered with MBSYEP over the last several years to provide college and career readiness training and civic engagement opportunities. Global Kids develops youth leaders for the global stage through dynamic global education and leadership development programming. Global Kids inspires underserved youth to achieve academic excellence and global competency, and empowers them to take action on critical issues facing their communities and the world.



Global Kids, in partnership with MBSYEP, strives to encourage youth to attain leadership on all levels of society and enter fields of international affairs and public policy.

MBSYEP participants traveled to conferences and events around the United States and trained peers in over 30 countries. Each year, youth have the opportunity to gain cultural awareness by traveling to various countries including: Costa Rica, Croatia, Denmark, Eritrea, Haiti, Japan, Kenya, Morocco, Northern Ireland, Peru, South Africa, and more.

Global Kids Summer Institute, in partnership with MBSYEP, brings together youth from programs at Anacostia, Ballou, McKinley Tech, and Dunbar high schools for an intensive summer learning program that focuses on leadership, social justice, global citizenship, and civic engagement. Participants develop service-learning projects, explore arts and activism, engage in international affairs content, and develop critical skills that bolster critical thinking, literacy, and other 21st Century skills.

Global Kids Summer Institute continues to expose MBSYEP participants to the "world of work" through exciting abroad experiences. These experiences aid our youth by giving them a global view of the workforce, while developing the necessary skills for a globalized world.





3O 26/

STAFF FEATURE



SHIRLEY NELSON

Mrs. Nelson has worked at DOES for 33 years as the OYP Youth Advocate. Mrs. Nelson's job responsibilities entail supporting youth who require assistance navigating barriers to employment by helping them build confidence and advocating on their behalf to employers. Mrs. Nelson's three decades of service has cemented her as a pillar of excellence in the Office of Youth Programs.



KEMRY HUGHES

Mr. Hughes has worked for DOES for over 30 years and now serves in the Marion Barry Youth Leadership Institute as the Outreach Coordinator. Mr. Hughes has helped hundreds of District youth embark on their pathway to leadership roles in government, business, entrepreneurship and much more. A lifelong Washingtonian and public servant for more than 40 years, and former MBSYEP participant, Mr. Hughes embodies the MBSYEP legacy.



Conclusion

"If Marion Barry can do it, you can do it...I'm just an ordinary person, who's done extraordinary things." - Marion S. Barry, Former Mayor of Washington, D.C.

For 40 years, the DOES Office of Youth Programs has administered MBSYEP. Within that timeframe, MBSYEP has become the premier summer youth employment program in the nation, launching countless careers and sparking the fire for entrepreneurship.

Relationships with participants, parents, businesses, schools, community-based organizations and stakeholders have grown stronger over the decades. The growth and sustainability of the program relies on strong community ties with the service population and the community at-large.

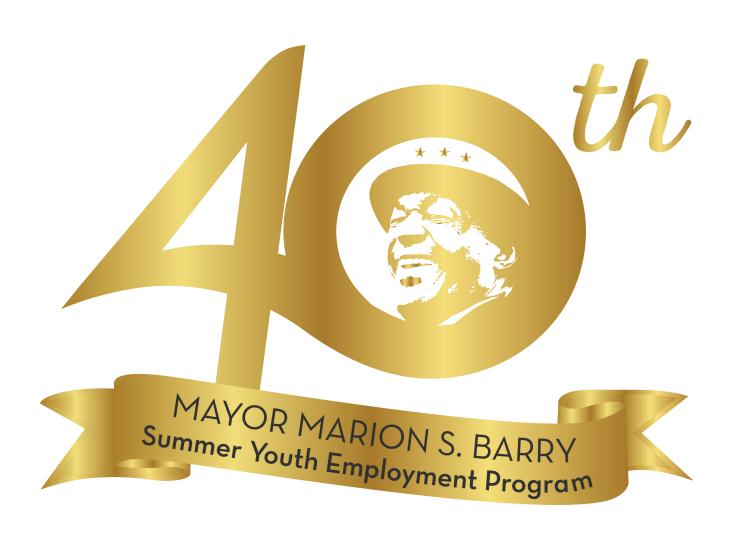
DOES will remain diligent in providing quality educational, training and job opportunities to District youth, and assuring staff continues to look for innovative ways to meet and address the needs of participants.

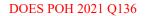
The MBSYEP 40th year was marked with several highlights that included a renewed focus in private sector hosts participation. Private sector host participation increased by 92.4%. Overall, host participation increased by 28.2%. MBSYEP launched a five-year, \$2.25 million partnership with the Office of the Comptroller of the Currency to employ 500 youth in the financial service industry for the next four summers.

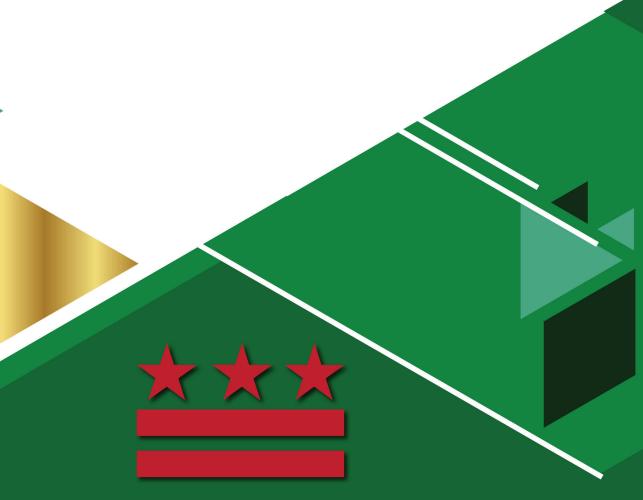
In addition, the MBSYEP launch of the Middle School Career Exploration Camp centered on exposing youth at an early age to jobs of the future. Lastly, the program invested \$308,000 in Mayor's Opportunity Scholarships, supporting 77 MBSYEP participants. The program will continue to streamline processes, making every aspect of MBSYEP accessible and impactful for years to come.



THANK YOU!







GOVERNMENT OF THE DISTRICT OF COLUMBIA MURIEL BOWSER, MAYOR

DEPARTMENT OF EMPLOYMENT SERVICES Dr. Unique Morris-Hughes

Office of Youth Programs
4058 Minnesota Avenue, NE, Washington, DC 20019
Phone: (202) 724-7000 • Fax: (202) 673-6993
does.dc.gov





MBSYEP INDEPENDENT EVALUATION

Prepared for The Washington D.C.

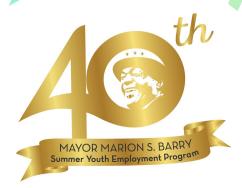
Department of Employment

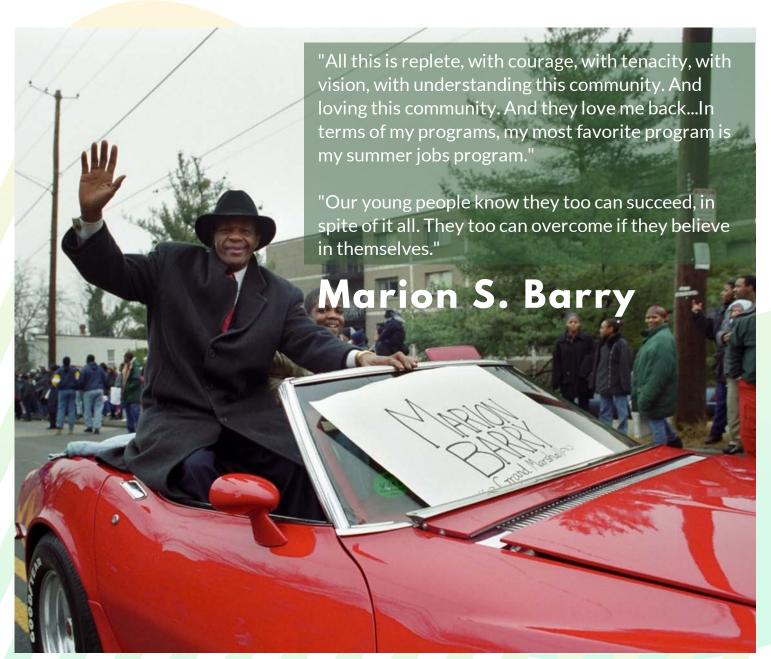
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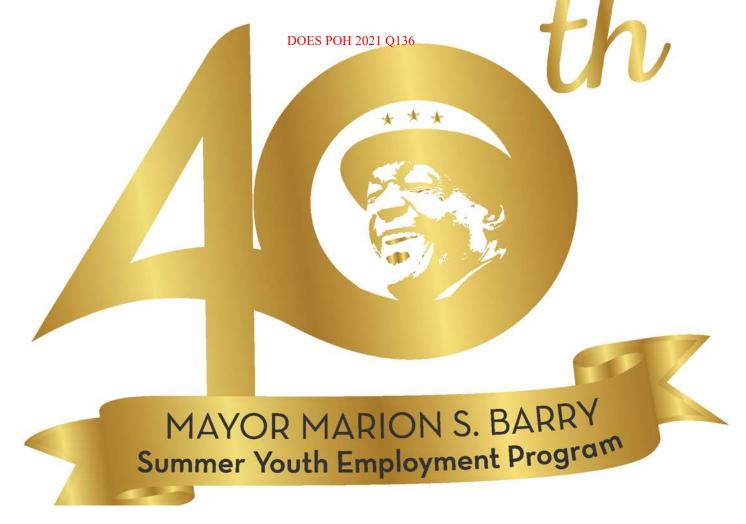


PATHWAYS









OVERVIEW

Since 1979, the District of Columbia's Marion S. Barry Summer Youth Employment Program (MBSYEP) has connected generations of youth ages 14 to 22 (ages 14 to 24 as of 2016) with their first job. Since then, the program has consistently provided opportunities for summer employment for those who are age-eligible. The program has been consequential for young people from low-income families who live in communities with few employment opportunities coupled with systemic high rates of unemployment. MBSYEP has and continues to serve as a major pathway for employment and job training and job readiness skills. Youth participants earn a competitive wage while learning critical social and job readiness skills.

MBSYEP's mission is to provide enriching and constructive summer work experiences for youth ages 14 to 24 through subsidized placements in the private, non-profit, educational and government sectors.

During the 40 years that MBSYEP has operated it has provided dynamic and enriching employment opportunities; life and job skills; and job readiness training designed to meet the ever-changing needs of the District of Columbia, its youth, employers and its economic development goals. This 2019 Independent Evaluation captures the growth and adaptation of the summer youth program and the extent to which it has and continues to fulfill its mission.

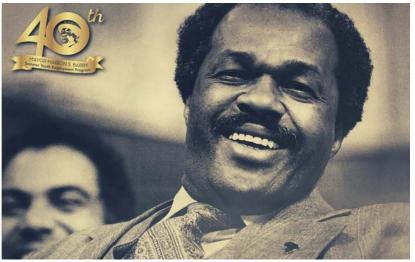
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COLES GROUP

716 10th Street NE Washington DC 20002 marvin@thecolesgroupdc.com 202-486-6019

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EXECUTIVE SUMMARY

For the second year, The Coles Group, LLC has conducted the annual evaluation of Washington D.C.'s Marion S. Barry Summer Youth Employment Program (MBSYEP) for the D.C. Department of Employment Services (DOES). The Coles Group's program evaluators worked closely with the DOES Office of Youth Programs (OYP) to collect the data required for the program evaluation. The data collection and analysis, both quantitative and qualitative, was essential to developing a set of recommendations to improve the MBSYEP.

This program evaluation was conducted using a mixed-methodology research design that included quantitative data analysis and qualitative analysis of data extrapolated from various collection instruments. The collection instruments included participant and employer surveys and various stakeholder interviews designed to capture the perspectives and "lived" experiences of youth participants, worksite supervisors of host employers and OYP staff members. In addition, this evaluation provides an assessment framework that can be used to assess preparation activities for subsequent years. This framework includes metrics for the program evaluation, data collection and analysis tools.



DOES POH 2021 O136

2019 MBSYEP NUMBERS AT A GLANCE

YOUTH

74%

Youth Satisfied With Their Experience

Youth Who Definitely or Probably Would

Youth Who Definitely or Probably Would Participate in MBSYEP Again

79%

Youth Satisfied With Their Employer

74%

Youth Who Felt the Job They Had Matched Their Interests or Preferences

50%

Youth Satisfied With The Rate of Pay

60%

Youth Who Felt MBSYEP Helped Them Become More Prepared For a Professional Job A Great Deal or A Lot DOES POH 2021 O136

2019 MBSYEP NUMBERS AT A GLANCE

EMPLOYERS

78%

Employers Satisfied With Their Experience

93%

Employers Who Definitely or Probably Would Participate in MBSYEP Again

48%

Employers Who Felt Youth Were Matched to Their Organization Based on Their Passions or Interests A Great Deal or A Lot 57%

Youth Rated Far Above Average or Above Average By Employers

RESEARCH STUDIES ON SUMMER YOUTH EMPLOYMENT PROGRAMS

Recent theoretical and empirical studies on summer youth employment programs (SYEP) in the United States have reported findings detailing the positive impacts on both youth participants and the communities where they live. For example, at the youth participant level, these findings included, but were not limited to, "increases in community engagement and social skills, job readiness skills, and college aspirations" (Modestino and Paulsen, 2019, p. 40). At the community level, research found that benefits of youth connected to SYEPs have translated into reductions in rates of preventable illness, public assistance, crime, violence and incarceration in many jurisdictions (Modestino and Paulsen, 2019).

A recent study by Modestino and Paulsen (2019), found that "the prevalence of teen employment has been falling steadily since 2000 with less than one-third of teens ages 16 to 19 years currently employed today." This finding is consistent with recent unemployment data

published by the National Center for Education Statistics, which revealed that youth ages 16 to 19 years with less than a high school education experienced unemployment rates of 25.6%, 21.6% and 21.7% in 2015, 2016 and 2017, respectively (National Center for Education Statistics, 2019). Discouragingly, there was little difference in unemployment rates in this age group among high school graduates in 2015 (23.3%) and 2016 (22.0%) compared to those with less than a high school education. However, in 2017, the national employment rate for high school graduates dropped to 12.6% (National Center for Education Statistics, 2019). This development signaled an encouraging turning point in youth employment.

The National Center for Education Statistics also reported unemployment rates for ages 20 to 24, which is an eligible age group for the MBSYEP. Youth in this age range with less than a high school education experienced unemployment rates of 19.9%, 17.3% and 16.0% in 2015, 2016 and 2017, respectively. Youth with a high school diploma reported rates of 15.8%, 12.2% and 9.7% in 2015, 2016 and 2017, respectively.



In the District of Columbia, the average unemployment rates for 2017, 2018 and the first half of 2019 were 5.4%, 5.3% and 5.6%, respectively (U.S. Department of Labor Statistics, 2019). However, among disconnected youth ages 16 to 19, unemployment rates were 9.9%, 9.3% and 8.5% in 2015, 2016 and 2017, respectively (Federal Reserve Bank of St. Louis, Economic Research, 2019). "Disconnected youth" are defined as youth ages 16 to 19, who are not enrolled in school and who are unemployed or not in the labor force. A study published by Governing found that unemployment rates for ages 16 to 24 and 20 to 24 were 14.4% and 12.3%, respectively in 2018 (Governing, 2018). As such, SYEPs that provide employment opportunities inclusive of disconnected youth serve as major pathways for youth to enter and remain in the workforce.

In addition to providing early labor force attachment of youth, SYEPs influence and shape youth participants' aspirations to "complete high school, obtain career training, or attend college, potentially raising academic achievement" (Mortimer, 2010). The early work experience also provides youth participants with strong, supportive and sustained relationships with adults and peers; and fosters opportunities to engage in activities and tasks that contribute to their positive identity as a valued member of the community (Kautz, Heckman, Diris, Weel, and Borghans, 2014).

D.C. MARION S. BARRY SUMMER YOUTH EMPLOYMENT PROGRAM (MBSYEP)

In accordance with D.C. Code § 32-244: Evaluation of The Summer Youth Employment Program, this program evaluation consists of:

- 1. Pre-and-post-program surveys of participating youth and employers
- 2. Interviews with local youth workforce development stakeholders, experts, and providers
- 3. Evaluations of client satisfaction from participating youth and employers
- 4. Assessments of job responsibilities of participating youth
- 5. Assessments of support mechanisms for participating youth and employers
- 6. Assessment of progress as it relates to job readiness and specific work skills gained for participating youth
- 7. An estimation of the percentage of youth participating in each of the various types of activities provided through the summer youth employment program (for example, work experience, academic, and youth enrichment)
- 8. An assessment of the steps taken to address shortcomings identified in previous program evaluations and an analysis of the effectiveness of these corrective measures

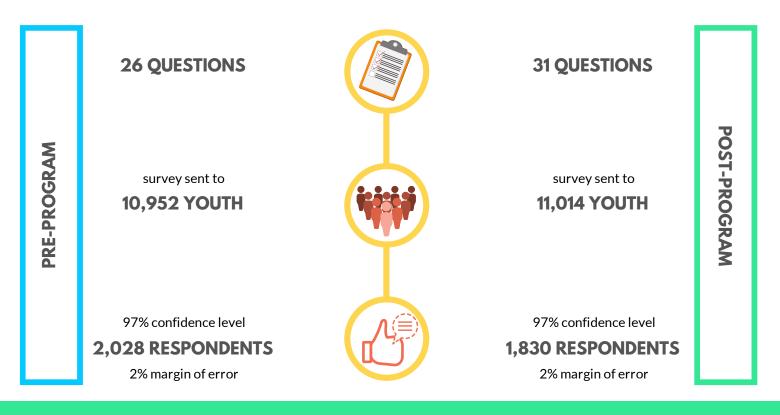
PROGRAM EVALUATION METHODOLOGY FOR MBSYEP

The methodology for this program evaluation was designed to identify and describe the factors contributing to the ability of MBSYEP to achieve its mission and program goals and objectives in 2019. A "mixed methods" (quantitative and qualitative) model was used that relied on document review of reports, statistics and other data generated before and during the program as well as written surveys and interviews completed by youth participants, worksite supervisors, host employers and OYP staff.

The written pre-and-post program surveys and face-to-face interviews with key stakeholders allowed The Coles Group to construct a hermeneutic phenomenological approach to capture the "lived" experiences of those involved in the summer youth employment program. Creswell (2009) describes phenomenological research as a method of "inquiry in which the researcher identifies the essence of human experiences about a phenomenon as described by participants" (p. 13). Hermeneutic phenomenology afforded The Coles Group the flexibility of applying "theoretical and personal knowledge" to interpret allegorical and decisive statements of participants' experiences with the phenomena under study (Ajjawi and Higgs 2007, p. 612), which included perceptions of interactions with worksite supervisors, job tasks, program staff, peers, etc.

The findings included in this evaluation were gleaned from the following:

1. YOUTH PARTICIPANT PROGRAM SURVEYS



2. YOUTH PARTICIPANT INTERVIEWS



Face-to-face interviews with youth participants to glean program quality and benefits, issues and challenges experienced during the program.

3. EMPLOYER PROGRAM SURVEYS

15 QUESTIONS

survey sent to

689 EMPLOYER REPRESENTATIVES

PRE-PROGRAM

94% confidence level

100 RESPONSES

4% margin of error

15 QUESTIONS

survey sent to

682 EMPLOYER REPRESENTATIVES

97% confidence level

167 RESPONSES

4% margin of error

4. INTERVIEWS WITH YOUTH AND OFFICE OF YOUTH PROGRAMS STAFF



Face-to-face interviews with a random selection of youth and designated OYP staff to glean administrative, management and programmatic issues and challenges experienced during the program.

5. IMPLEMENTATION OF RECOMMENDATIONS FROM 2018 MBSYEP EVALUATION



As a result of The Coles Group's second consecutive year evaluation of the MBSYEP, one of the primary objectives was to determine the extent to which the recommendations from the 2018 MBSYEP evaluation were implemented. This evaluation captured the challenges associated with the implementation of specific recommendations.

PREVIOUS YEARS' RECOMMENDATIONS

The recommendations from the 2018 MBSYEP Independent Evaluation and findings considered for the 2019 MBSYEP Evaluation are indicated:

EMPLOYER AND YOUTH PARTICIPANT ELIGIBILITY

MBSYEP should consider establishing enrollment priority for youth who are low-income or otherwise disadvantaged, as defined by the Workforce Innovation and Opportunity Act. A set percentage or number of slots should be allotted for this vulnerable population.



The MBSYEP remains available to eligible youth based on a first-come basis. All youth desiring to participate are provided ample opportunities to apply to the program regardless of family or individual income status.

Although the MBSYEP registration and eligibility process allows applicants to complete a "returning youth" application with pre-populated information, the documents required must be resubmitted each year. MBSYEP should explore ways to retain this information to eliminate redundancies related to document submissions and to reduce the length of time it takes for youth to complete the eligibility process.



The MBSYEP registration and eligibility process allows applicants to complete a "returning youth" application with pre-populated information. However, youth were still required to resubmit the documents required to determine eligibility in 2019, prior years' participation notwithstanding.

There is a need to explore whether program orientation content and its delivery should be different for first-time youth participants compared to returning youth participants.



Recommendation status is pending

MBSYEP should be considered a foundational component in a broader series of in-school and out-of-school opportunities for learning, work experience and career exploration, rather than as an isolated, once-a-year program. With that in mind, the evaluation recommends creating a more explicit connection between employment programs and schools as well as developing intentional pathways that offer multi-year, progressive experiences for youth.



There are a number of programs that allow youth participants to continue to engage in employment and job/career readiness activities beyond the MBSYEP. These include the Marion Barry Youth Leadership Institute, Global Education Program and programs offered through DCPS career services.

YOUTH PARTICIPANT TASKS AND SKILLS DEVELOPMENT

MBSYEP should ensure that host employers/providers have the capacity/skills to impart the proposed career exploration programming to youth participants.



The employer application process and orientation provided information that equipped employers with the knowledge to engage youth in career exploration.

MBSYEP should encourage host employers/providers to partner with job development groups to help enhance and extend the employment opportunities and job readiness of youth participants where needed.



Some employers have retained youth beyond the summer employment program. The exact number or percentage is pending.

MBSYEP should secure additional host employers/providers to support future growth in order to serve more youth.

The 2019 MBSYEP included additional new employers and new host providers such as Starbucks, Inc., The Office of the Comptroller of the Currency, etc.

INDIVIDUAL NEEDS/VALUES OF YOUTH PARTICIPANTS

MBSYEP should consider creating a single, shared job development initiative across the city's youth workforce development programs.

MBSYEP should consider revising its targeted messaging to potential employers surveyed.



MBSYEP contacts previous employers and provides information to business sector organizations and liaisons to promote employer participation in the program. The liaisons cover sectors such as School/NAF Academy, Community-Based Organizations, Government (Federal and District), Private Sector, Contracts (HCA) Liaison, Department of Parks and Recreation (DPR) Liaison and Outreach Coordinator.

MBSYEP should consider leveraging private businesses, the non-profit community, industry networks and Chambers of Commerce to increase the supply of jobs targeting youth beyond the summer program period.



New employers were identified from various sources including the Chambers of Commerce.

MBSYEP should consider enhancing training of worksite supervisors to align with the goals of the city's focus on career pathways.



Worksite supervisors were provided training and access to consultation with OYP during the program. The training encompassed the goals of the city's focus on career pathways.

PREVIOUS-YEARS RECOMMENDATIONS

Develop a detailed written strategic plan with short term and long term goals and objectives.



Recommendation status is pending

Efforts should continue to increase male enrollment in MBSYEP. Considerable progress was made in 2017 but male enrollment declined in 2018.



Male youth participants comprised 48.84% to total 4,356 participants, which was a slight increase from 2018.

2019 MBSYEP HIGHIGHTS

APPLICANTS

<u>tititititi</u>

18,718

of which 11,357 were eligible-certified and 7,361 were deemed ineligible

of which 8,923 were fulltime students

9,936 YOUTH PARTICIPANTS



MALE PARTICIPANTS



4,356

48.84% of total

5,580

56.16% of total

FEMALE PARTICIPANTS



HOURS 1,148,843



total hours worked by youth participants

\$9,703,965 чоитн

with an average gross pay of **\$1,097**

PARTICIPANTS' TOTAL GROSS PAY

THE OFFICE OF THE COMPTROLLER OF THE CURRENCY

JUNE 24 - AUG. 3, 2019

MBSYEP has formed a partnership with the Office of the Comptroller of the Currency (OCC) to implement a pilot program for the High School Scholars Internship Program (HSSIP). The program provides students with opportunities to work with OCC. Through this program students will gain an

understanding of the financial services industry. The 6-week program lasted from June 24 to August 3, 2019.

OCC's HSSIP is a \$2.25M investment over 5 years and targets 75-100 incoming seniors. MBSYEP youth participants earn \$20-per hour, a food stipend and a weeks' worth of attire for work. In addition, internship selectees were nominated by their school administrators/counselors, interviewed by OCC officials and went through DOES' application process.



STARBUCKS, INC.

MARCH 2019 - ONGOING

The Office of Youth Programs entered a partnership with local Starbucks stores (12) in March 2019. The ongoing program is targeted to MBSYEP eligible and ineligible youth, ages 18-24 years old.

Thus far, Starbucks has hired more than 40 youth this year. Participants are also eligible for the Starbucks Achievement Plan and subsequently receive 100% tuition coverage for a first-time bachelor's degree through Arizona State University's online program.

MIDDLE SCHOOL EXPLORATION CAMP

AUG. 5 - AUG. 9, 2019

Through this program, District Middle Schoolers experience and explore a plethora of career areas through insights from workforce professionals and hands-on activities. More than 200 middle school students participated in the Camp, which lasted from August 5 to August 9, 2019.

40TH YEAR CELEBRATION EVENT/ MBSYEP CLOSE-OUT CONFERENCE

More than 300 youth participated in the MBSYEP Event/Close-Out Conference. The Conference featured prominent keynote speakers and panel discussions with established professionals in the fields of education, employment, S.T.E.A.M and economic development.

MBSYEP 40TH CELEBRATION AWARDS CEREMONY & GALA

MBSYEP was recognized for 40 years of service to District youth. Over 150 youth received Outstanding Youth honors and several hosts were honored for their contribution. Awards tallied \$308,000 in scholarships disbursed among 77 Mayors Opportunity Scholarships. In addition, OYP staff received various awards for their hard work in 2019.

ENTREPRENEUR PROGRAM PITCH COMPETITION

CAN I LIVE, INC. (HOST)

This program provided youth with the opportunity to "pitch" their business ideas to a panel of judges in an effort to win seed money for their business ideas. Three awardees received seed money ranging from 1st Place-\$2,000, 2nd Place-\$1,000, and 3rd Place \$500. Youth will also 1) receive support in applying for a DC business license after program completion, and 2) receive technical support for their business goals for one year.

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MBSYEP PROGRAMOWY ERWIEW

MBSYEP HISTORY

The Mayor Marion S. Barry Summer Youth Employment Program (MBSYEP) is a locally-funded initiative administered by the Department of Employment Services (DOES) that provides District youth, ages 14 to 24, with enriching and constructive summer work experiences through subsidized placements in the private, nonprofit and government sectors. Mayor Muriel Bowser signed Mayor's Order 2015-037 on January 14, 2015, which renamed the program from "The Summer Youth Employment Program" to the "Mayor Marion S. Barry Summer Youth Employment Program" in honor of the former mayor and the program's founder. Barry established the summer youth employment program in 1979.

MBSYEP serves some of the most vulnerable citizens. The youth participants' employability is crucial not only to their own futures but to the District's. The program has remained instrumental in allaying some of the formidable challenges faced by many youth. For example, the following demographics have been characteristic of program participants and are reflective of the 2018 MBSYEP:

- The majority of youth participants (58%) were from Wards 7 and 8 in economically disadvantaged and high-crime neighborhoods where employment opportunities and jobs are scarce or nonexistent
- 9% receive Temporary Assistance for Needy Families (TANF)
- 26% receive food stamps
- 426 youth registrants were homeless

MISSION & STRATEGIC GOALS

The mission of MBSYEP is to provide short-term employment and training to District youth, ages 14 to 24. The primary strategic goal is to introduce them to employers who will positively impact their futures by providing productive employment experiences. As such, the program's purpose is to provide youth with a transferable set of work-related experiences that can better prepare them to succeed in employment regardless of their educational (in-school, out-of-school, post-secondary, vocational, etc.), social (public assistance, teen-parent, homeless, etc.) or financial (economically disadvantaged, etc.) situation. The general goals for MBSYEP youth include but are not limited to:

- Developing social, communication, critical thinking, decision making, problem solving and self-management skills while building and improving self-confidence and self-awareness
- Learning work norms and culture
- Understanding career pathways and decision points
- Building a social network

15

- Creating a positive identity as a productive employee
- Learning to manage money and time
- Articulating the skills they have developed

Employers in the Washington D.C. metropolitan area make this annual program possible by volunteering to serve as Host Employers and by providing structured job opportunities for youth during the summer.

EVALUATION METHODOLOGY

As described in the Executive Summary, the methodology for this program evaluation was designed to identify and describe the factors contributing to the ability of MBSYEP to achieve its mission and program goals and objectives in 2019. The Coles Group applied a "mixed methods" model that consisted of both quantitative and qualitative analysis. Quantitative data and analysis was focused on document review of key reports, statistics and other data generated during the program. Qualitative analysis was derived from pre-and-post program surveys and face-to-face interviews of youth participants, worksite supervisors, host employers and OYP staff.

QUANTITATIVE ANALYSIS

The quantitative analysis primarily consisted of identifying and aggregating data such as age, gender and racial composition; composition of participants based on educational and geographical location (Ward) demographic; participant payments by Ward and employer demographics by Ward and occupational sector. In addition, the maximum hours worked by youth participants and other relevant data was collected and aggregated.

QUALITATIVE ANALYSIS

The written pre-and-post program surveys and face-to-face interviews were used to construct a hermeneutic phenomenological approach to capture the "lived" experiences of those involved in the MBSYEP. Creswell (2009) describes phenomenological research as a method of "inquiry in which the researcher identifies the essence of human experiences about a phenomenon as described by participants" (p. 13). Hermeneutic phenomenology afforded The Coles Group the flexibility of applying "theoretical and personal knowledge" to interpret allegorical and decisive statements of participants' experiences with the phenomena under study (Ajjawi and Higgs 2007, 612), which included perceptions of interactions with worksite supervisors, job tasks, program staff, peers, etc.



Identify the perspectives of different groups associated with the MBSYEP to glean program effectiveness

When conducting any program evaluation, specific metrics are needed. For this evaluation, similar to 2018, the metrics were primarily based on the point of view of different groups associated with the MBSYEP. The Coles Group specifically identified the perspectives of the youth participants, host employers/worksite supervisors and program staff. Each of these groups contributes considerably to the MBSYEP program as a whole.

In an effort to identify the perspectives of these key stakeholder groups, information was gathered from each using qualitative data collection instruments, specifically surveys and face-to-face interviews. For example, the feedback from youth participants and host employers/worksites were collected via survey instruments, while face-to-face interviews were used to collect information from program staff.



Develop an evaluation framework, including metrics and methods, for collecting present and future data from all key stakeholders involved in the MBSYEP

The Coles Group created an assessment framework for the MBSYEP to improve the ease of yearly evaluations and to provide a mechanism for recognizing trends in survey responses from year to year. The assessment framework is a combination of the following:

- metrics for evaluating the program
- process for data collection
- surveys for yearly distribution to collect data
- spreadsheet for organizing and visually representing survey data (Data Analysis Tools)
- standardization of interview questionnaires



The process developed to evaluate the MBSYEP consists of two parts. The first part is the process used to evaluate the program and provide recommendations. The second part is the process created to help track the progress of any recommendations implemented, including monitoring and updating relevant aspects of the program, as required. The second process uses data from surveys distributed to key stakeholders at the end of each year's program.



Standardizing the MBSYEP annual program evaluation

After creating the evaluation framework, The Coles Group evaluated the program using the data collection instruments and metrics developed for quantitative and qualitative analysis. The evaluation findings were grouped based on the metrics from the assessment framework and included the identification of opportunities for improvement in specific areas. If any finding was gleaned and repeated by multiple sources, the number was documented and tracked to show the prevalence and how widespread the finding was amongst the groupings.

By compiling all the findings and comparing the different groups' perspectives and opinions on the quality of MBSYEP, actual or potential areas for improvement can be identified.



Developing a set of recommendations to improve the MBSYEP and evaluation protocols for subsequent future evaluations

The Coles Group created a set of recommendations by identifying and prioritizing commonalities in perspectives and comments gleaned from youth participants, host employers/worksite supervisors and program staff. The recommendations were based on what each group regarded as most important for the MBSYEP, including specific strengths and weaknesses. It is presumed that by addressing the concerns that all stakeholder groups have in common, it would allow MBSYEP management to spend their time efficiently instead of focusing on the concerns or challenges that a single group may deem as an issue.



Cataloging the comments would also allow MBSYEP to prioritize and improve individual relationships. For example, if MBSYEP wanted to focus specifically on worksite related issues, it would be able to see how their worksites felt about the program and collaborate with them to implement improvements. The MBSYEP can also observe differing perspectives and opinions about the program from stakeholders to better inform any needed changes in program management and administration.

2019 MBSYEP KEY FINDINGS

A major goal of this annual MBSYEP Independent Evaluation is to determine aspects of the program that are most important to the key stakeholders (youth participants, host employers/worksite supervisors and program staff) while understanding the program's effectiveness. After analyzing ample data, The Coles Group identified the relevant perspectives and categorized them according to "strengths" or "opportunities for improvement." We then explained those opportunities for improvement.

The 2019 MBSYEP evaluation findings were as follows:

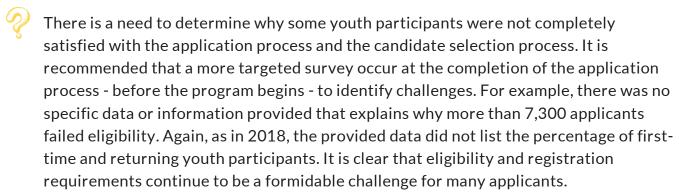
STRENGTHS

- igspace Youth participants favor enrichment activities included with employment opportunities
- Youth participants credited the MBSYEP with enhancing their self-confidence
- Youth participants expressed support for an expansion of the program
- Host employers/worksites appreciated MBSYEP's goals and its efforts to assist District youth
- The MBSYEP provides host employers /worksites with opportunities to enhance their levels of social responsibility. It also allows them invaluable and immense opportunities to help youth participants enter the workforce for the first time
- The program's supporting activities and trainings provide youth participants an environment to learn new things
- The MBSYEP is a very valuable program for youth and the communities where they live
- MBSYEP is very good for local businesses and nonprofit organizations in the District of Columbia

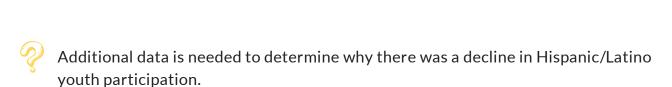
19

OPPORTUNITIES FOR IMPROVEMENT





- There is a need to determine why some youth participants felt unprepared to start working at their worksites despite participating in the orientation process. It is recommended that a more targeted survey occur at the completion of the orientation and/or during the employment cycle to identify the reasons and challenges and assess the alignment of information provided during orientation with the anticipated expectations of specific job tasks.
- There is a need to determine why some youth participants were not happy with their job placements or felt underutilized at their workplace. It is recommended that a more targeted survey occur at the completion of the orientation and/or during the employment cycle. There is a need to assess the alignment of information provided during orientation with the anticipated expectations of specific job tasks or applicant screening for a specific job.
- There is a need to determine why some host employers/worksites felt more training was required for youth participants involved in clerical work. It is recommended that a more targeted survey occur during the employment cycle to identify the reasons and challenges.
- There is a need to determine why the organization of the program was challenging to some employers/worksites. It is recommended that a more targeted survey occur during the employment cycle to identify the reasons and challenges.



- There is a need to improve the process for increasing pre-and-post-program survey responses from youth participants and employers. It is recommended that the post-program survey occur during the final week of the program until several weeks after program termination.
- There is a need to collect concurrent feedback and data during the employment cycle versus at the completion of the program.

Detailed 2019 Evaluation Findings

This detailed evaluation begins with a review of the program demographic composition for 2019. More specifically, a description of data related to participant demographics (age, gender, race, educational level, residence (Ward), etc.) is presented. This is followed by employer demographics and an MBSYEP demographic snapshot. Some of the data presented is compared to MBSYEP 2018 demographic data and findings.

In addition, postprogram information and stakeholder interview data is presented. Again, the methodology is "mixed methods," comprising quantitative and qualitative analysis.













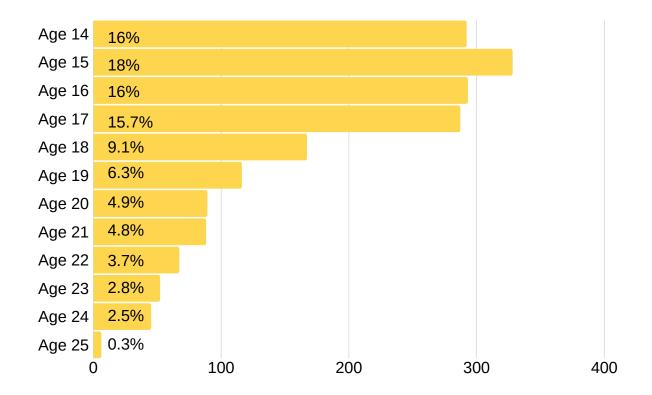


The specific questions and findings from both participant and employer surveys and staff interview data were constructed to effectively describe program outcomes and identify actual and potential challenges that warrant consideration in the future.

2019 MBSYEP PARTICIPANT SURVEY RESPONSES

PARTICIPANT AGES

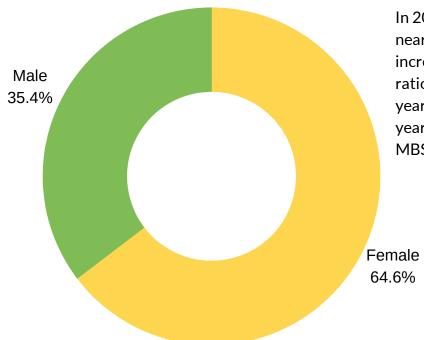
Q: What is your age?



As indicated in the graph above, in 2019 youth participants aged 15 represented the largest group at nearly 18%, followed by age 14/16 (16%) and age 17 (15.7%). In 2017, the average age was 16, followed by ages 15 and 17, respectively. Overall, the age-distribution for MBSYEP was more balanced than in previous years, particularly for 14-18, and 19-23.

PARTICIPANT GENDER

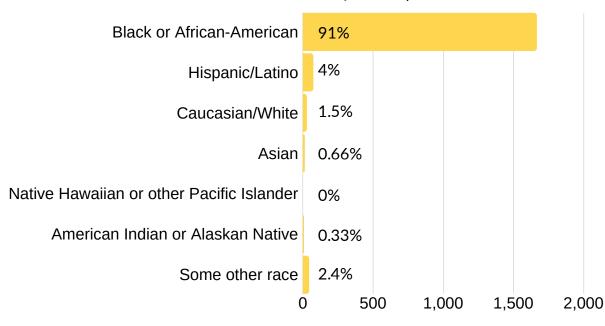
Q: What is your gender?



In 2019, female MBSYEP youth accounted for nearly 65% of participants, which was an increase from 2018 (57.51%). The female-male ratio was more imbalanced than in previous years, even though one of the objectives this year was to increase the number of male MBSYEP youth from 2017.

PARTICIPANT RACE

Q: What is your race?

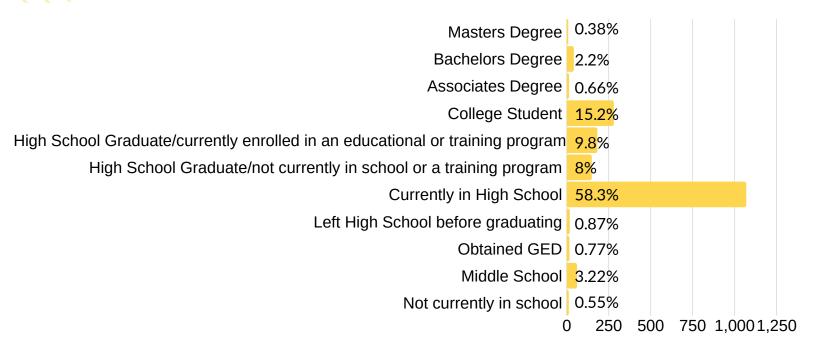


In 2019, African-Americans accounted for 91% of participants, which was an increase from 2018 (86%) that also led to a decrease in participation of other races, including Hispanic/Latino, Caucasian/White and Asian.

PARTICIPANT EDUCATION LEVEL

Q: What is your education level?

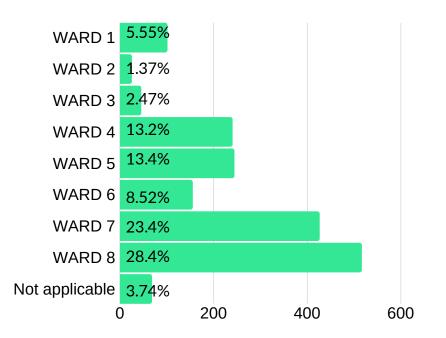
In 2019, 58% of MBSYEP youth were in high school, while 15% and nearly 10% were college students and students enrolled in posthigh school training programs, respectively.



PARTICIPANT WARD RESIDENCE

Q: What Ward do you reside in?

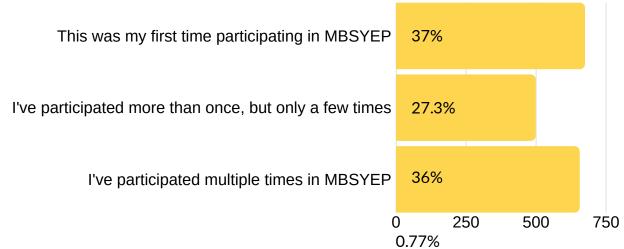
Similar to 2018, Wards 7 (23.4%) and 8 (28.4%) accounted for the largest percentages of enrollment in 2019. Wards 5, 4 and 6 accounted for 13.4%, 13.2% and 8.52%, respectively. There was an increase in enrollment from 2018 in Ward 4.



PARTICIPATION LEVELS

In 2019, participation levels among the three criteria were very balanced, with the slightly higher percentage being first-time participants (37%). This was significantly higher than in 2018 (11%).

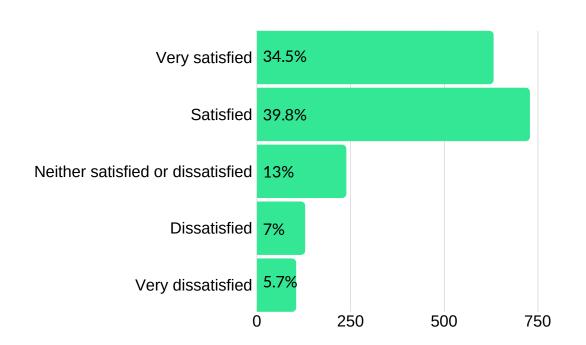
Q: Please describe your participation with MBSYEP



RATING THE MBSYEP EXPERIENCE

Q: Overall, how would you rate your experience with MBSYEP in 2019?

In 2019, most participants were satisfied with MBSYEP (74%), which is similar to 2018 (78%).

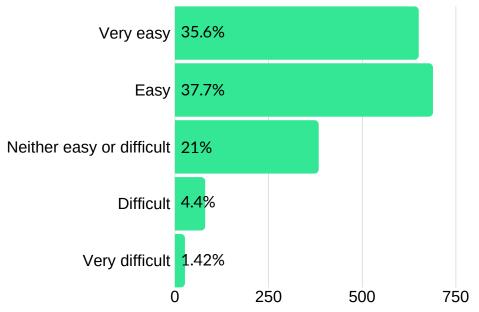


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RATING THE MBSYEP REGISTRATION PROCESS

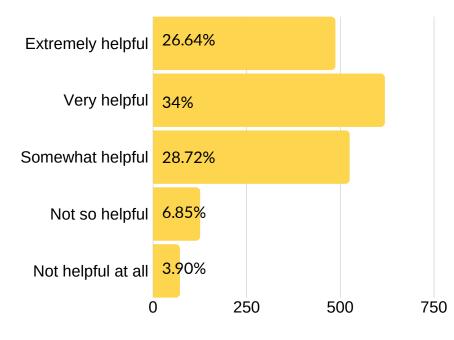
In 2019, the majority of MBSYEP youth had no difficulty with the MBSYEP registration process (94%). This is similar to 2018 (96%).

Q: Overall, how would you rate the MBSYEP registration process?



RATING THE ORIENTATION PROCESS

Q: How helpful was the orientation in preparing you for your summer work experience?

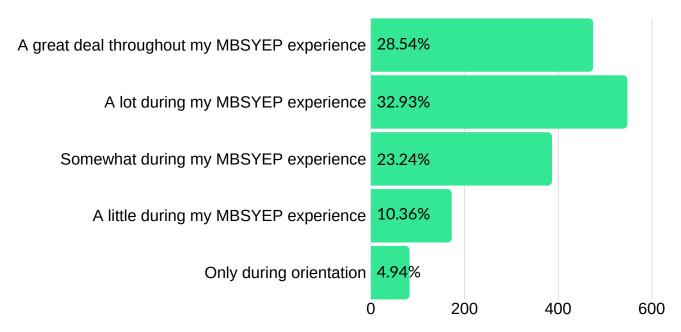


In 2019, most MBSYEP youth considered the orientation process helpful (89%), which was similar to 2018 (90%).

INTERACTING WITH THE YOUTH PORTAL

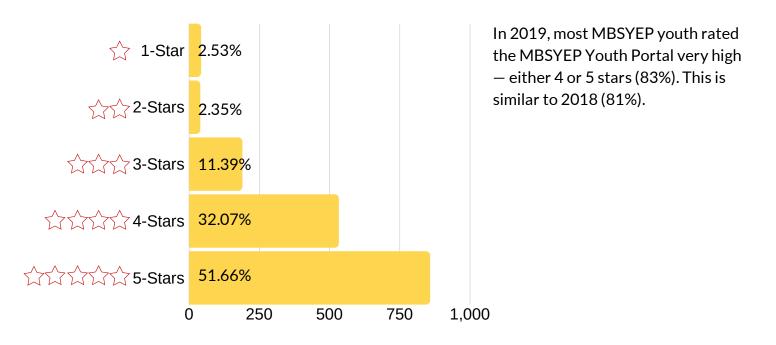
In 2019, most MBSYEP youth interacted with the MBSYEP Youth Portal (85%). This was similar to 2018 (84%).

Q: How much did you interact with the MBSYEP Youth Portal?



RATING THE MBSYEP YOUTH PORTAL

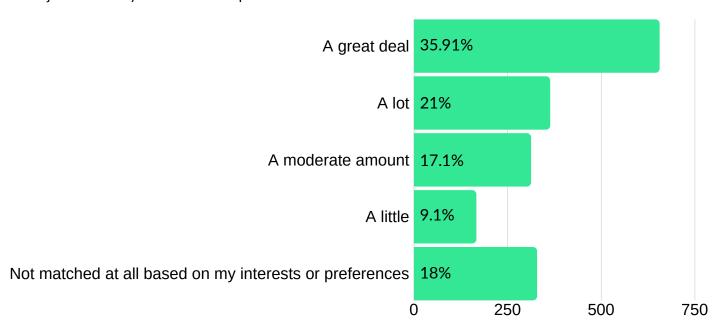
Q: Overall, how would you rate the MBSYEP Youth Portal?



JOB MATCHED INTERESTS

In 2019, an overwhelming majority (74%) of MBSYEP youth felt the job they had matched their preferences and interests. This is similar to 2018 (74%).

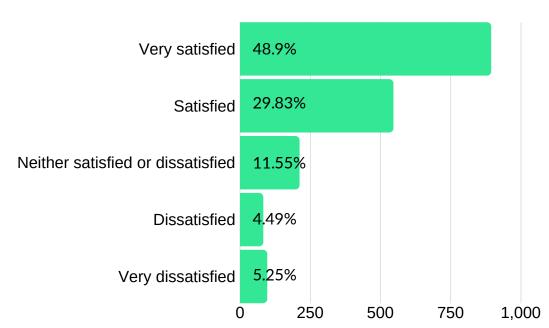
Q: How closely were you matched with a job based on your interests or preferences?



RATING THE EXPERIENCE WITH THE EMPLOYER

Q: Overall, how would you rate your experience with your employer?

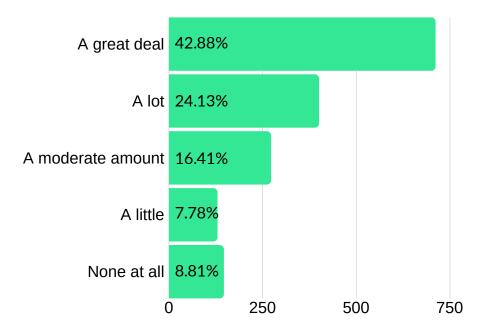
In 2019, the majority of MBSYEP youth (78%) were satisfied with their employer. Less than 10% of participants were dissatisfied, which is a slight increase from 2018.



EMPLOYER INVESTMENT EXPERIENCE

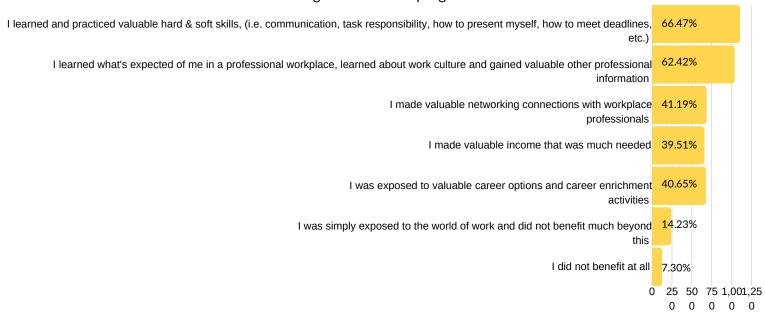
In 2019, the majority of participants (83%) felt that their employers were vested in their professional experience. Approximately, 17% of participants felt otherwise.

Q: Was your employer invested in your professional experience?



BENEFITS OF MBSYEP

Q: Please explain what benefits you gained from the program?



In 2019, most MBSYEP youth gained some benefit from their work experiences. The majority of participants gained valuable hard/soft skills (66.47%) and exposure to professionalism (62.42%).

JOB SKILLS LEARNED

Q: What specific job skills did you learn from your MBSYEP experience?

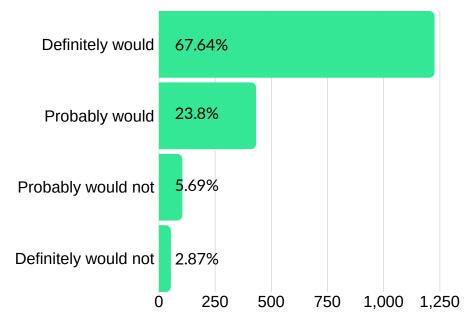


In 2019, most MBSYEP youth learned job skills destined to significantly affect their future in the workforce, such as promptness, organization, management, teamwork, problem-solving and various levels of work-related responsibilities. These percentages are similar to 2018.

PARTICIPATING IN MBSYEP AGAIN

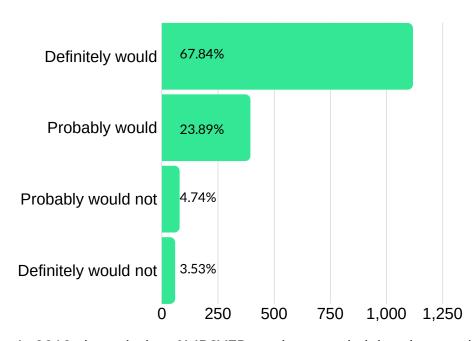
Q: Would you participate in MBSYEP again if you could?

In 2019, the majority of MBSYEP youth declared that they would participate in MBSYEP again (91%). This is similar to 2018 (95%).



RECOMMEND MBSYEP TO OTHERS

Q: Would you recommend MBSYEP to others?

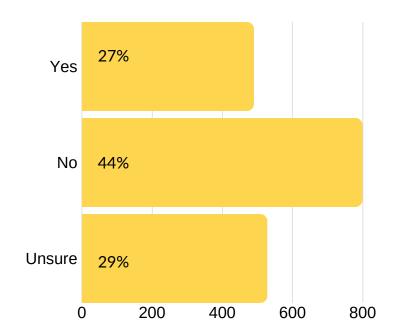


In 2019, the majority of MBSYEP youth responded that they would recommend MBSYEP to other people (92%). This is similar to 2018 (95%).

SUMMER JOB WITHOUT MBSYEP

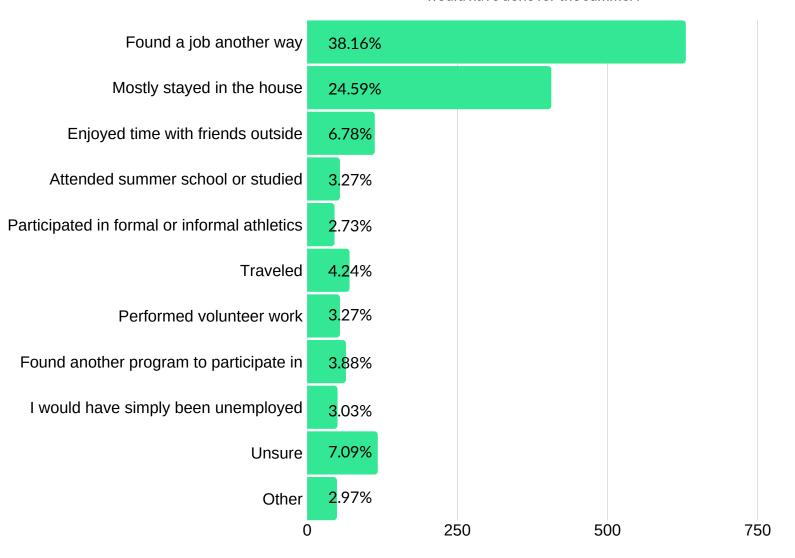
Q: Do you think you would have gotten a summer job without MBSYEP?

In 2019, 44% of MBSYEP youth believed if it were not for MBSYEP, they would not have gotten a summer job. This is near that of 2018 (50%).



ALTERNATE SUMMER ACTIVITIES TO MBSYEP

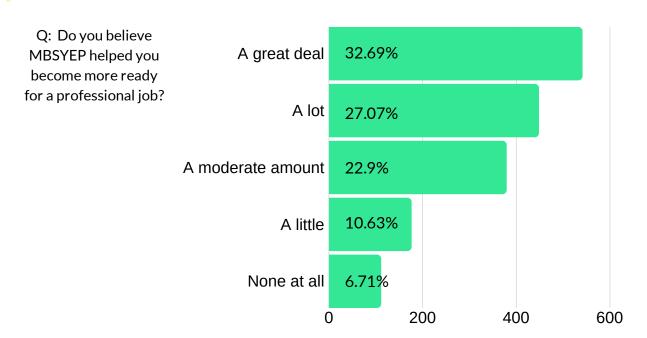
Q: If you had not participated in MBSYEP what do you think you would have done for the summer?



In 2019, 38% of MBSYEP youth felt they would have found another summer job if they did not participate in MBSYEP. This is similar to 2018 (36%).

MBSYEP HELPED READINESS FOR PROFESSIONAL JOB

In 2019, the majority of MBSYEP youth (83%) felt that the program helped them become more prepared for a professional job. This is similar to 2018 (88%).



SATISFIED WITH RATE OF PAY

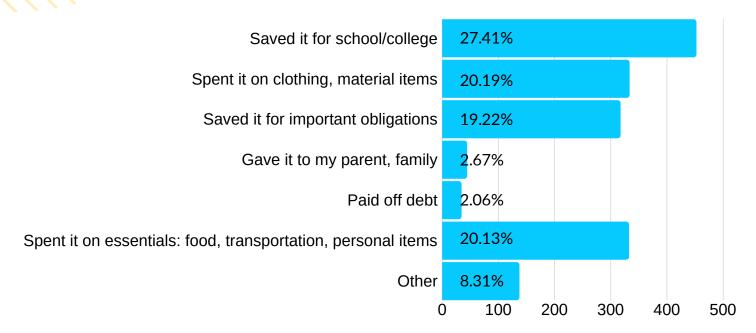
Q: Overall, how satisfied were you with your rate of pay? Very satisfied 19.87% Satisfied 29.94% Neither satisfied or dissatisfied 21.35% Dissatisfied 17.28% Very dissatisfied 11.56% 0 200 400 600

In 2019, 50% of MBSYEP youth were satisfied with their pay rate, as opposed to 29% who were dissatisfied. These percentages are similar to 2018 (57%) and (21%), respectively.

USE OF MONEY EARNED

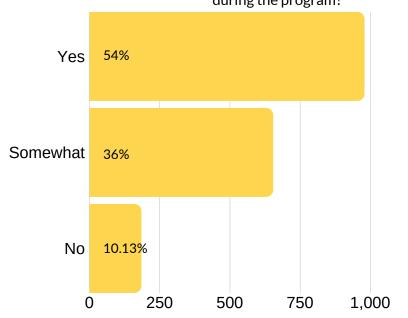
Q: What did you do with the money you earned?

In 2019, the majority of MBSYEP youth (84%) either spent or saved their money on/for school-related purposes or other important obligations. This is similar to 2018 (90%).



EXCITEMENT ABOUT MBSYEP

Q: Were you excited about working everyday during the program?

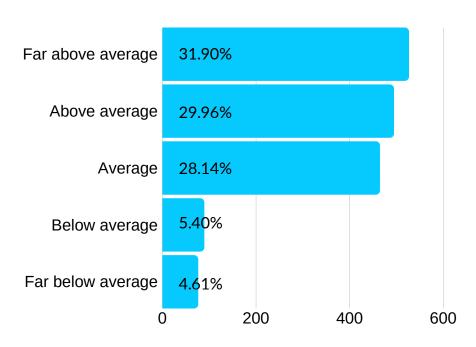


In 2019, the majority of MBSYEP youth (90%) were excited about their summer jobs. This is similar to 2018 (95%).

CLEAR COMMUNICATION WITH SUPERVISORS

In 2019, the majority of MBSYEP youth felt they had clear communication with their supervisors (90%). This is similar to 2018 (95%).

Q: Please finish this sentence: clear communication between me and my supervisors was...?



QUALITY OF INTERACTION WITH THE OFFICE OF YOUTH PROGRAMS

Very easy 27.42%

Easy 31.93%

Neither easy or difficult 28.76%

Difficult 7.68%

Very difficult 4.20%

0 200 400 600

Q: If you had a question or a problem, how would you rate the process for getting answers and help from the Office of Youth Programs?

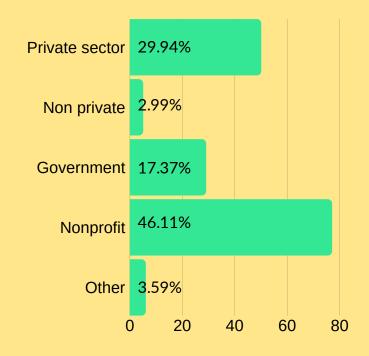
In 2019, the majority of MBSYEP youth felt that they received adequate help and support from the Office of Youth Programs (88%). This is similar to 2018 percentages (90%).

2019 MBSYEP EMPLOYER SURVEY RESPONSES

EMPLOYER SECTOR CATEGORY

Q: What category does your organization fall under?

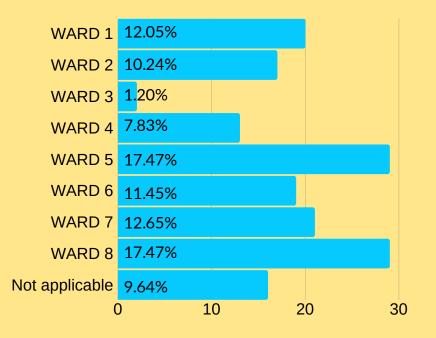
In 2019, most employers were in the non-profit, private and government sectors (94%), which was similar to 2018 (93%).



EMPLOYER WARD LOCATION

Q: What Ward is your organization located in?

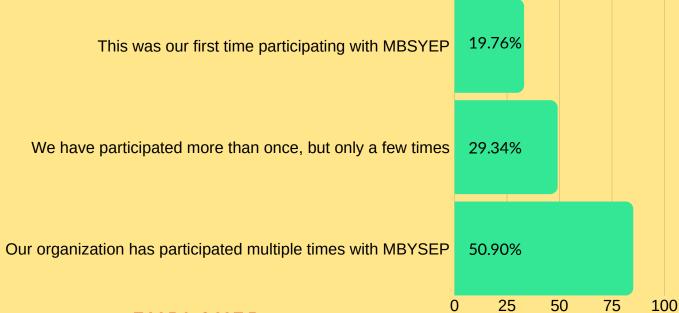
In 2019, the majority of employers were located in Wards 5 and 8 (35%), followed by Wards 7, 1 and 6. In 2018, the majority of employers were in Wards 6, 7, and 8.



EMPLOYER PARTICIPATION WITH MBSYEP

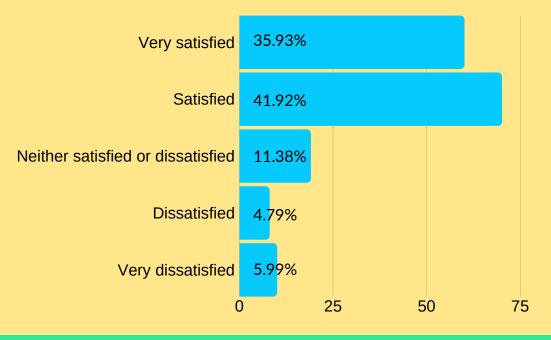
Q: Please describe your organization's participation with MBSYEP

In 2019, the majority of employers (80%) had previously participated in MBSYEP, which was similar to 2018. The percentage of first-time employers was larger than in 2018 (20% vs 11%).



EMPLOYER EXPERIENCE WITH MBSYEP

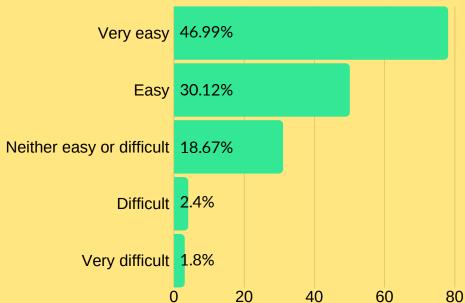
Q: Overall, how would you rate your organization's experience with MBSYEP in 2019?



In 2019, most employers were satisfied with MBSYEP (78%), which was the same as in 2018 (78%).

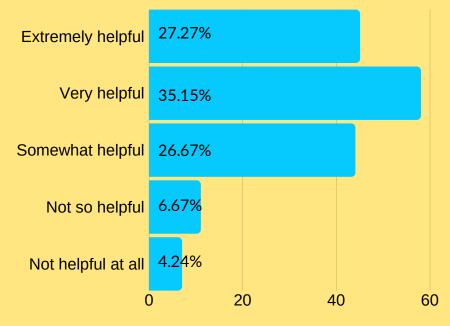
RATING THE MBSYEP REGISTRATION PROCESS

Q: Overall, how would you rate the MBSYEP registration process for employers? In 2019, most employers rated the MBSYEP registration process high (77%), which was the same as in 2018 (77%).



ORIENTATION IN PREPARING FOR MBSYEP YOUTH

Q: How helpful was the employer orientation in preparing your organization for MBSYEP youth?

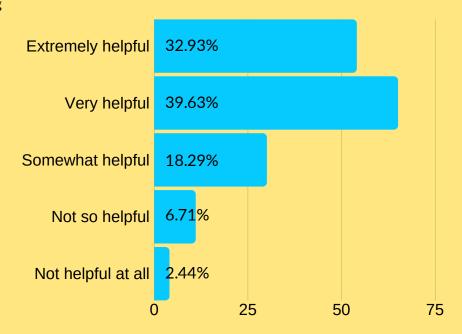


In 2019, the majority of employers felt the orientation process was effective in preparing them for MBSYEP youth (89%). This is similar to 2018 (88%).

USEFULNESS OF SUPERVISOR HANDBOOK

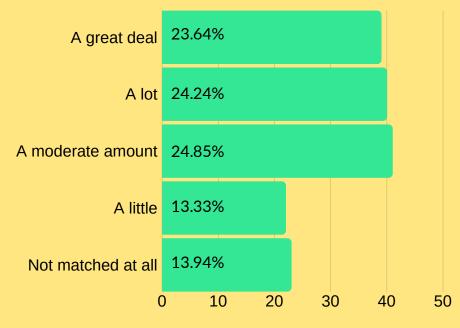
In 2019, the majority of employers felt that the Supervisor Handbook was helpful (91%), which was similar to 2018 (95%).

Q: How helpful was the Supervisor Handbook in informing and guiding your organization about the policies, procedures and employer responsibilities?



MATCHING MBSYEP YOUTH WITH THEIR INTERESTS

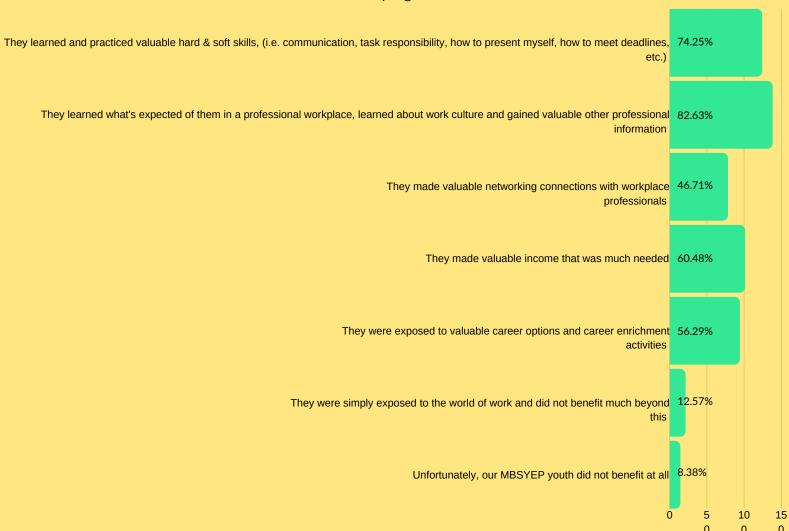
Q: How well were youth matched with your organization based on their passions and interests?



In 2019, most employers felt MBSYEP youth were matched with their organization based on their interests and preferences (73%), which was similar to 2018 (74%).

PERCEIVED BENEFITS GAINED BY MBSYEP YOUTH

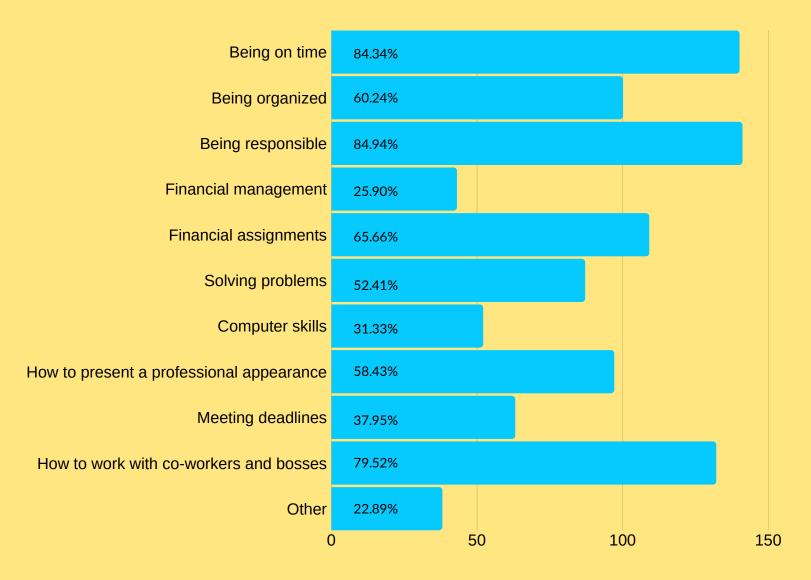
Q: Please explain what benefits you feel your MBSYEP youth gained from the program.



In 2019, the majority of employers believed that MBSYEP youth gained significantly from employment with them. They felt the majority of youth learned about the requirements of a professional workplace and culture (82%). The percentage categories are similar to 2018.

PERCEIVED JOB SKILLS LEARNED BY MBSYEP YOUTH

Q: What specific job skills did your youth learn from their MBSYEP experience?

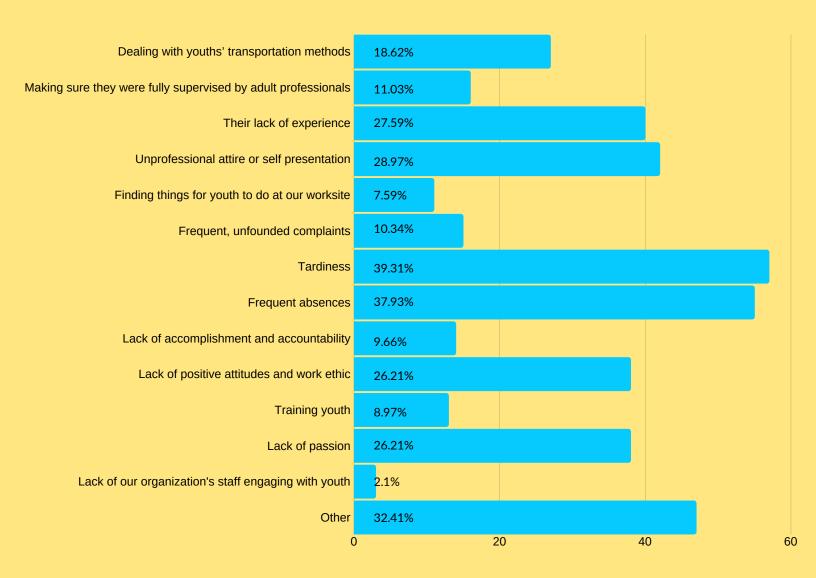


In 2019, most employers believed that MBSYEP youth gained valuable job skills. The percentages were similar to 2018.

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CHALLENGES HOSTING MBSYEP YOUTH

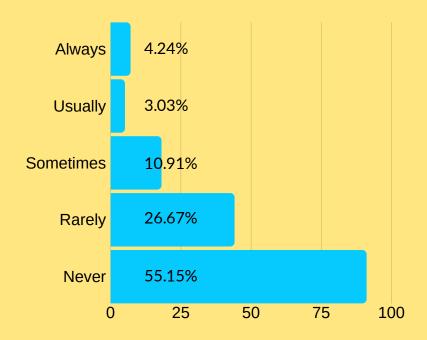
Q: Please name any significant challenges in hosting MBSYEP youth.



In 2019, many employers felt that the main challenges with MBSYEP youth were: tardiness (39%); frequent absences (37%) and unprofessional attire/self presentation (29%). These ranking percentages are similar to 2018.

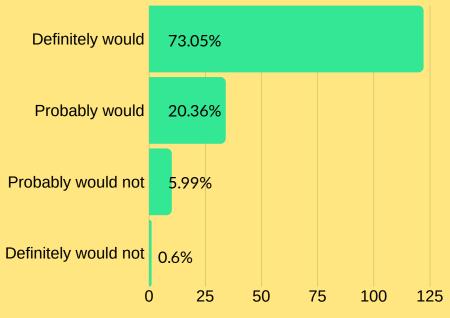
REPORTING YOUTH WORK HOURS

Q: Did your organization experience significant issues tracking and reporting youth work hours? In 2019, most employers did not experience challenges in tracking and reporting work hours for MBSYEP youth (77%). These percentages were similar to 2018 (78%).



PARTICIPATING IN MBSYEP AGAIN

Q: Would your organization participate in MBSYEP again if it could?

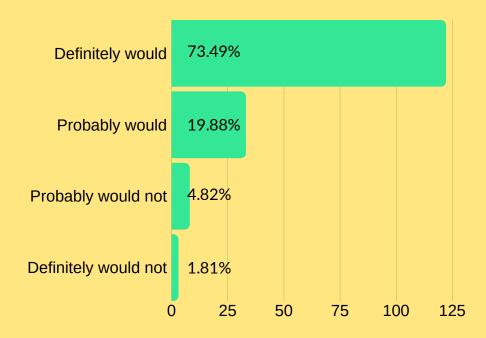


In 2019, most employers declared that they would participate in MBSYEP again (93%). This is similar to 2018 (96%).

RECOMMEND MBSYEP TO OTHERS

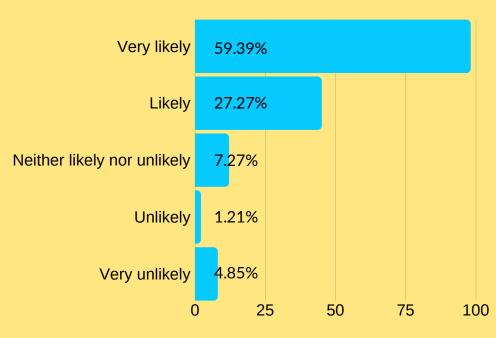
Q: Would you recommend MBSYEP to other organizations?

In 2019, most employers declared that they would recommended MBSYEP to other employers (94%). This is the same as in 2018 (94%).



PROVIDE REFERRALS/ RECOMMENDATIONS FOR MBSYEP YOUTH

Q: Would your organization provide positive referrals/recommendations for the youth it hosted?



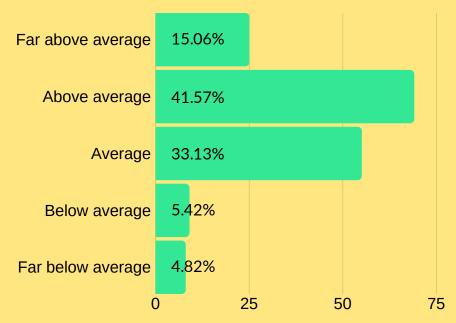
In 2019, most employers stated that they would provide positive referrals/recommendations for MBSYEP youth (87%). This is similar to 2018 (90%).

RATING OVERALL QUALITY OF MBSYEP YOUTH

Q: How would your organization rate the overall quality of MBSYEP

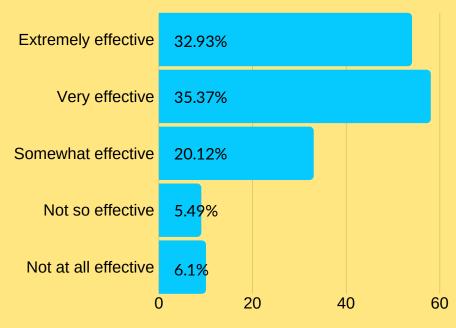
participants?

In 2019, most employers rated MBSYEP youth favorably (90%). This is similar to 2018 (91%).



COMMUNICATION WITH THE OFFICE OF YOUTH PROGRAMS

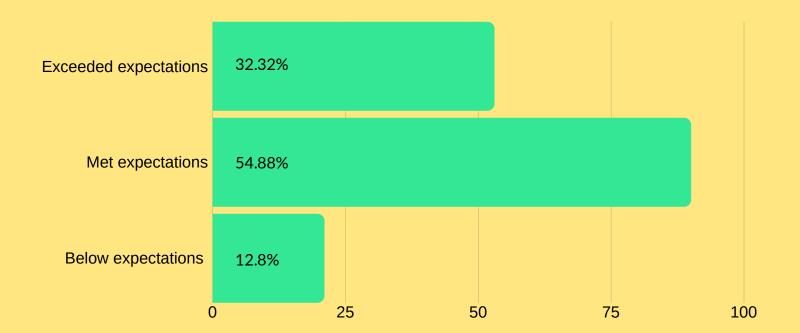
Q: How would you rate the effectiveness of communication between your organization and The Office of Youth Programs pertaining to participants?



In 2019, most employers felt that they communicated effectively with the Office of Youth Programs (88%). This is similar to 2018 (91%).

THE OFFICE OF YOUTH PROGRAMS

Q: How much did the Office of Youth Programs meet your expectations in responding to and addressing your organization's questions or problems pertaining to participants? In 2019, most employers felt that the Office of Youth Programs met their expectations in the support they received (77%). This is similar to 2018 (78%).





DOES POH 2021 Q136 2019 **MBSYEP INDEPENDENT EVALUATION**

Prepared for The Washington D.C. **Department of Employment Services**

Prepared By:









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LETTER FROM THE DIRECTOR



As the Director of the Department of Employment Services (DOES), I have the honor of advancing Mayor Muriel Bowser's vision of ensuring District residents receive a fair shot at economic prosperity and a pathway to the middle class. We have had significant strides in providing career and workforce development training and services for District residents and businesses. At the start of 2019, we went into swift action as thousands of District workers were affected by the partial federal shutdown.

From there, our year gained momentum as we celebrated 40 years of the Marion S. Barry Summer Youth Employment Program, launched DOES en español, spotlighted District apprenticeships at our DOES Signing Day, and reached milestones with the increase in minimum wage and began our employer tax collection for the District's Paid Family Leave program. We also hosted our first ever Women in Workforce conference, graduated the largest Pepco training cohort at the DC Infrastructure Academy and relaunched the Business Services Group as the Office of Talent and Client Services.

This year also afforded the opportunity to implement our Vision Forward plan as we began working towards six major milestones: promote the District's human capital, align workforce and education, create equity and access, achieve excellence in service delivery, operate smart and effective systems, and provide the best-in-class customer service for our District residents and business partners.

At DOES, we measure success by our ability to create more job opportunities for District residents. As we strive to close opportunity gaps and promote the diverse human capital in the District of Columbia, we are encouraged by the increased business confidence in our workforce. Our national economy is increasingly driven by the technology, construction, health, higher education, hospitality and entertainment sectors, and DOES is in step with this momentum. This is a year in review, and we are happy to have stakeholders and partners who support us.

The 2019 District of Columbia Talent Forward: Annual Economic and Workforce Report provides a detailed analysis of the labor and job market, and occupational employment for the District. The report gives an analysis of the District's economic and workforce outcomes in 2019 and over time.

DOES provides this report in fulfillment of its commitment to providing statistical information about program activities and outcomes overtime. The report was prepared in accordance with guidelines from the U.S. Department of Labor (DOL), Employment and Training Administration (ETA), for Program Year 2019 Workforce Information Grant (WIG).

U.Men

Dr. Unique Morris-Hughes
Director, Department of Employment Services





WE BELIEVE...

- It is our role to serve all residents of the District from all economic, social, and cultural backgrounds.
- We are responsible for providing excellent service to all of our customers and partners.
- We are the partner of choice for all DC employers to find skilled and talented employees in the District.
- We must increase equitable opportunities for all DC residents so they may secure jobs that provide livable wages and the opportunity for economic advancement.
- We must provide training that is responsive to the needs of employees and innovative to meet the needs of employers in our growing city.
- The key to our success is to leverage cutting edge technology to support residents seeking meaningful employment.

VISION FORWARD

- 1. Promote the District's Human Capital
- 2. Align Workforce with Education
- 3. Create Equity and Access
- 4. Achieve Excellence in Service Delivery
- 5. Operate Smart and Effective Systems
- 6. Provide Best-in-Class Customer Service

HIGHLIGHTS

Unemployment rate in Ward 7 and Ward 8 decreased by **2.8** percentage points and **2.7** percentage points respectively.

Launch of the Teleopti system. Teleopti is a Workforce Management solution that maximizes call center planning with multichannel forecasting and multi-skilled scheduling.

\$25 million

workers' compensation rebate or reduction in upfront costs to insurance carriers and self-insured employers doing business in the District of Columbia.

UI Trust Fund Balance is \$525,489,034, far exceeding the minimum balance requirement of \$377,000,000.

More than

320,000
services provided to
workforce developmen

workforce development participants for the last three fiscal years (324,044 services).

On average, more than

30,000 individual participants were served during the last three fiscal years (30,307 individuals).

FY19 cohort of workforce development programs participants successful completers earned more than

\$1,200 a quarter than non-successful completers.

Overall decrease of the unemployment rate by **0.5** points in the District leads to a **16%** decrease of the total number of people served through workforce development programs from FY17 to FY19.

Total expenditures for workforce development programs were constantly increasing during the last three fiscal years. From FY 17, total expenditures increased by

The average cost of services provided has increased by, 17% whereas the average cost per individual served has increased by 29% from FY17 to FY19.

DOES customers earn more

than \$700 M in wages during the last three fiscal years (\$706,289,539 earned).



63% of participants served through workforce development programs lived in the highest unemployment areas in the District (Wards 5, 7 and 8).

Computer and Mathematical

Occupations, which include IT related occupations, have more jobs in demand than candidates available to fill those jobs in the District.

Construction

and Extraction Occupations have more candidates in the District than jobs available.





Workforce Development Overall Outcomes

Employment - Describes when an individual or participants is working in a paid, unsubsidized job, therefore has wages reported during the fiscal year.

Participant - For the WIOA title I Adult, title I Dislocated Worker, title II, and title III programs, a participant is a reportable individual who has received services, after satisfying all applicable programmatic requirements for the provision of services, such as eligibility determination.

Exit - occurs when a participant, enrolled in multiple partner programs, has not received services from any DOL and Local administered program in which the participant is enrolled, to which the common exit policy applies, for at least 90 days, and no future services are planned.

Services - are defined as all services or training received by participants such as career counseling, one stop resources room, ITA training, job readiness workshop resume, RESEA workshop, etc.

Table 1: Outcomes of Workforce Development Services Provided

Outcomes	FY17	FY18	FY19
Total People Served	33,398	29,435	28,087
Total Services Provided	111,317	111,789	100,938
Average Individual Services Provided	3	4	4
Employed	15,024	14,520	12,646
Average Quarterly Wages	\$6,575	\$6,486	\$8,465
Total Wages	\$255,147,818	\$223,075,441	\$228,066,280
Employment Rate	45%	49%	45%
Average DC Unemployment Rate	6.2%	5.6%	5.7%

Source: DOES; Office of Labor Market Research and Performance

- More than 320,000 services were provided to workforce development (federal and local) participants and/or stakeholders.
- On average, more than **30,000** individual participants were served during the last three fiscal years with an average of three (3) different types of services provided to each of them.
- The total number of people served has decreased by **16%** mainly due to decrease in unemployment rate. In fact, for the same period unemployment rate in the District decreased by **0.5 points** from 6.2% in FY17 to 5.7% in FY19.
- Hence, less district residents are unemployed and therefore less are coming for employment services at DOES.
- Overall, DOES customers have generated more than **\$700M** in wages during the last three fiscal years.

Total expenditures - are defined as total expenditures for workforce development programs such as federal bureau programs, division of states initiative programs by fiscal year.

Cost per services - are defined as the ratio of total expenditures by the total services received by fiscal year.

Cost per individual served - are defined as the ratio of total expenditures by the total unique individual served by fiscal year.

Table 2: Cost Per Services and Total Expenditures

Period	FY17	FY18	FY19
Total expenditures for Workforce Development Programs	\$68,739,000	\$72,361,000	\$74,523,000
Cost Per Services	\$618	\$647	\$727
Cost Per Individual Served	\$2,058	\$2,458	\$2,653

Source: DOES; Office of Labor Market Research and Performance

- Total expenditures for workforce development programs are constantly increasing during the last three fiscal years. From FY17, total expenditures increased by **8%**.
- The average cost of services provided has increased by 18% from FY17 to FY19, whereas the average cost per individual served has increased by 29% from FY17 to FY19.

Outcomes Distribution by Demographics for FY19 Participants

Table 3: Employment and Wages for People Served by Ward

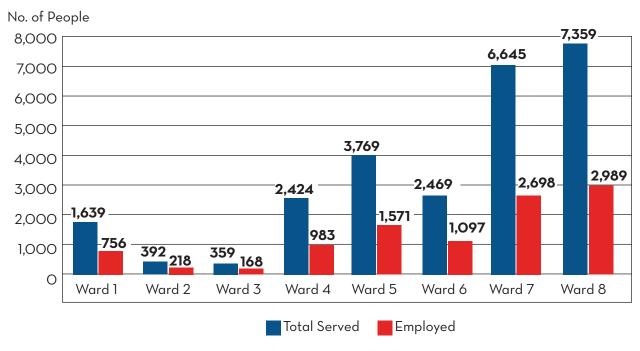
Ward	Peopl	e Served	Wages			
Ward	Total	Employed	2018Q4	2019Q1	2019Q2	2019Q3
Ward 1	1,639	756	\$4,088,074	\$3,431,091	\$3,018,679	\$2,853,895
Ward 2	392	218	\$1,883,153	\$1,601,218	\$1,074,785	\$1,080,269
Ward 3	359	168	\$1,770,339	\$1,691,383	\$1,165,006	\$892,150
Ward 4	2,424	983	\$4,719,637	\$4,158,665	\$4,003,149	\$3,905,960
Ward 5	3,769	1,571	\$6,459,429	\$5,761,414	\$5,757,626	\$5,662,581
Ward 6	2,469	1097	\$5,253,013	\$4,644,521	\$4,385,123	\$4,327,519
Ward 7	6,645	2,698	\$9,461,011	\$8,683,777	\$8,576,521	\$8,806,290
Ward 8	7,359	2,989	\$9,516,021	\$8,699,968	\$8,971,204	\$9,366,234
Not Appli- cable	3,032	2,166	\$25,798,602	\$22,966,857	\$14,234,671	\$9,396,445
Total	28,088	12,646	\$68,949,279	\$61,638,894	\$51,186,764	\$46,291,343

Source: DOES; Office of Labor Market Research and Performance

• Almost two-thirds (63%) of participants served through workforce development programs lived in the highest unemployment areas in the District (Wards 5, 7 and 8).



Graph 1: Distribution of Employment for People Served by Ward



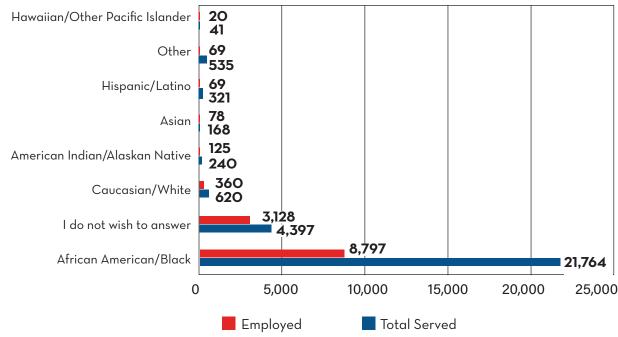
- Participants living in Wards 5, 7 and 8 earned more than \$95M or 42% of all total wages in FY19.
- Only 41% of individuals served in Wards 7 and 8 had employment during at least one quarter in FY19.

Table 4: Employment and Wages for People Served by Race and Ethnicity

Race/Ethnicity	Peop	le Served		Wag	ges	
Race/Ethnicity	Total	Employed	2018Q4	2019Q1	2019Q2	2019Q3
African American/ Black	21,764	8,797	\$31,975,850	\$29,340,899	\$29,048,929	\$29,589,207
American Indian/ Alaskan Native	240	125	\$442,655	\$323,248	\$358,487	\$387,568
Asian	168	78	\$545,491	\$761,522	\$377,824	\$329,928
Caucasian/White	620	360	\$4,501,823	\$4,038,143	\$2,545,349	\$2,104,257
Hawaiian/Other Pacific Islander	41	20	\$120,860	\$147,193	\$174,428	\$184,787
Hispanic/Latino	321	69	\$85,959	\$92,902	\$126,857	\$167,390
I do not wish to answer	4,397	3,128	\$31,147,590	\$26,800,616	\$18,363,207	\$13,303,610
Other	535	69	\$129,051	\$134,371	\$191,683	\$224,596
N/A	2	0	0	0	0	0
Total	28,088	12,646	\$68,949,279	\$61,638,894	\$51,186,764	\$46,291,343

- In FY19, **77%** of individuals served through workforce development programs were African American/Black and only 2% were Caucasian/White.
- On the other hand, African American/Black individuals earned 53% of total FY19 earnings of all participants.

Graph 2: Distribution of Employment for People Served by Race and Ethnicity



Source: DOES; Office of Labor Market Research and Performance

• Only **40%** of African American/Black individuals served had employment in the District, and they earned almost **\$120M** in FY19 (\$119,954,885).

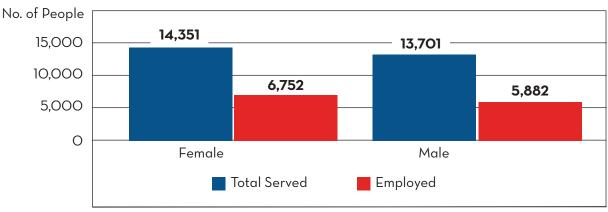
Table 5: Employment and Wages for People Served by Gender

Gender	People	Served		Wag	ges	
Gender	Total	Employed	2018Q4	2019Q1	2019Q2	2019Q3
Female	14,351	6,752	\$36,473,860	\$32,494,720	\$27,747,872	\$24,790,728
Male	13,701	5,882	\$32,397,417	\$29,056,516	\$23,381,376	\$21,435,248
Information not provided	36	12	\$78,002	\$87,658	\$57,516	\$65,367
Total	28,088	12,646	\$68,949,279	\$61,638,894	\$51,186,764	\$46,291,343

Source: DOES; Office of Labor Market Research and Performance

• Females represented **51%** of participants served in FY19 through workforce development programs, and males represented **49%**.

Graph 3: Distribution of Employment for People Served by Gender



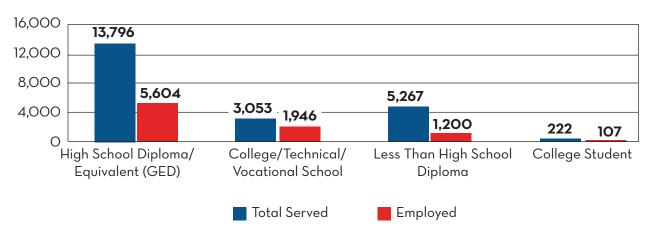
Source: DOES: Office of Labor Market Research and Performance

- In FY19, the total amount of wages earned by female participants (\$121,507,180) was **higher** than the total amount of wages earned by male participants (\$106,270,557).
- The greater total amount of wages earned by female participants in FY19 compared to males was the result of a **greater number of female participants employed in FY19** (+870 individuals).
- The average wage earned in FY19 by female participants (\$17,996) was **slightly less** than the average wage earned by male participants (\$18,067).

Table 6: Employment and Wages for People Served by Educational Attainment

Education Level	Peop	le Served		Wages		
Education Level	Total	Employed	2018Q4	2019Q1	2019Q2	2019Q3
Less Than High School Diploma	5,267	1,200	\$3,195,240	\$2,791,488	\$2,875,825	\$2,866,737
High School Diploma/ Equivalent (GED)	13,796	5,604	\$18,101,480	\$16,194,801	\$16,211,956	\$16,240,042
Bachelor's Degree & Higher	14	3	\$24,104	\$29,176	\$27,692	\$27,036
Some College/ Associate Degree	6	2	\$3,225	\$7,743	\$14,374	\$16,049
College/ Technical/ Vocational School	3,053	1,946	\$10,056,550	\$8,488,716	\$7,465,624	\$6,868,126
College Student	222	107	\$263,225	\$277,112	\$288,186	\$329,585
Certificate of Attendance/ Completion (Disabled Individuals)	6	3	\$1,227	\$671	\$0	\$0
Information Not Avail- able	5,724	3,781	\$37,304,228	\$33,849,187	\$24,303,107	\$19,943,768
Total	28,088	12,646	\$68,949,279	\$61,638,894	\$51,186,764	\$46,291,343

- **68%** of all participants served through workforce development had a high school diploma or less
- In total, participants with a high school diploma or less earned only one-third (**34%**) of all earnings in FY19.



Graph 4: Distribution of Employment for People Served by Educational Attainment

Building Talent Pipeline: Return on Investment (ROI) of Training Programs

In this section, the Labor Market Information (LMI) evaluated the probability of being hired next quarter after exiting a program. Hires are defined as participants with wages reported during a given quarter.

Quarterly Net Impact of Training Programs

Local training - are workforce development training participants from locally funded programs (Project Empowerment, Infrastructure academy, LEAP, Career connection, etc.).

Federal training - are workforce development training participants from federally funded programs (WIOA, In-school program, Out-Of-School Program, etc.).

Any training - are workforce development training participants from either federal training program or local training program.

Local training successful completion - are workforce development training participants from locally funded programs (Project Empowerment, Infrastructure academy, LEAP, Career connection, etc.) that have successfully completed their training.

Federal training successful completion - are workforce development training participants from federally funded programs (WIOA, In-school program, Out-Of-School Program, etc.) that have successfully completed their training.

Any training successful completion - are workforce development training participants from either federal training program or local training program that have successfully completed their training.

The table below is comparing employment outcomes (employed next quarter or not) for two similar groups in characteristics (age, gender, education, race and Ward) with the only differences being participating in a training or not and; participating and successful completing a training or not.

Table 7: Probability of Being Employed One Quarter After Exiting a Program

Program Type	FY17	FY18	FY19				
Participants compared to non-pa	Participants compared to non-participants						
Local Training	9.2%	6.9%	6.9%				
Federal Training	12.9%	12.2%	11.8%				
Any Training	11.8%	9.8%	10.6%				
Participants that successfully completed compared to participants that did not complete							
Local Training Successfully Completed	10.9%	5.3%	8.4%				
Federal Training Successfully Completed	11.9%	12.1%	12.7%				
Any Training Successfully Completed	11.5%	10.6%	11.7%				

- In FY19, individuals participating in any training (federal or local) had a **10.6%** higher chance of being hired within the next quarter after exiting the program compared to nonparticipants. Moreover, participants that successfully completed their training had a **11.7%** higher chance of being hired within the next quarter after exiting compared to training participants who did not successfully complete their training.
- In FY19, participants in local program training that successfully completed the program had an **8.4%** higher chance of being hired within the next quarter compared to participants in local program training that did not complete.
- In FY19, participants in federal program training that successfully completed the program had a **12.7%** higher chance of being hired within the next quarter compared to participants in federal program training that did not complete.

Annual Net Impact of Training Programs

LMI evaluated the probability of being hired within the next year after exiting a program. This is done by annualizing the quarterly findings that compare employment.

Table 8: Probability of Being Employed One Year After Exiting a Program

Program Type	FY17	FY18	FY19				
Participants compared to non-participants							
Local Training	27.7%	20.6%	20.8%				
Federal Training	38.9%	36.5%	35.3%				
Any Training	35.3%	29.4%	31.7%				
	Participants that successfully completed						
compared to partic	cipants that did ı	not complete					
Local Training Successfully Completed	33.0%	15.8%	25.3%				
Federal Training Successfully Completed	35.7%	36.3%	38.0%				
Any Training Successfully Completed	34.4%	31.9%	35.3%				

Source: DOES; Office of Labor Market Research and Performance

- In FY19, participants in local program training who successfully completed the program had a **25.3%** higher chance of being employed within the next year than participants in local program training who did not complete their training.
- In FY19, participants in federal programs who successfully completed their program had a **38%** higher chance of being hired within the next year compared to federal program participants who did not successfully complete their program.

Average Net Impact Wages of Training Programs

Table 9: Average Quarterly Wages Quarter After Exiting Local Program

Program Type	FY17	FY18	FY19
Local Training ¹	+\$320	+\$931	+\$451
Local Training Successfully Completed ²	+\$1,350	+\$1,017	+\$1,253

Source: Department of Employment Services; Office of Labor Market Research and Performance

- Participating in, and most importantly successful completing, training with DOES local training programs has a **positive impact on earnings**.
- Whereas just participating in training does not make a large difference in earnings, successfully completing the training before exit makes a large difference in earnings. In FY19, successful completers of local training earned more than \$1,200 a quarter more than local training participants that did not successfully complete.



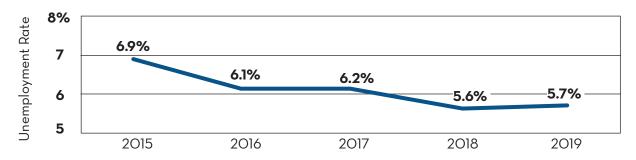
¹ Compared to earnings of nonparticipants

² Compared to earnings of participants that did not successfully complete



Employment Data

Graph 5: Annual Average Unemployment Rate in the District



Source: DOES - Office of Labor Market Research and Performance

• From 2015 to 2019, the unemployment rate in the District decreased by **1.2** percentage points (or **17.4%** decrease).

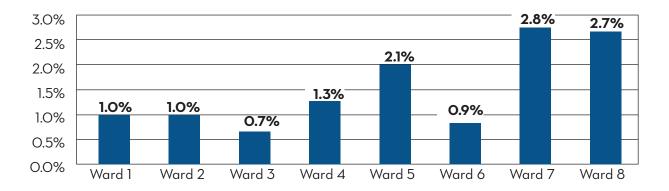
Table 10: Annual Average Unemployment Rate in the District for 2015 and 2019

	Ward 1	Ward 2	Ward 3	Ward 4	Ward 5	Ward 6	Ward 7	Ward 8
2015	5.0%	4.8%	4.4%	6.3%	8.7%	5.8%	11.8%	14.9%
2019	4.0%	3.8%	3.7%	5.0%	6.6%	4.9%	9.0%	11.9%
Variation	-1.0%	-1.0%	-0.7%	-1.3%	-2.1%	-0.9%	-2.8%	-2.7%

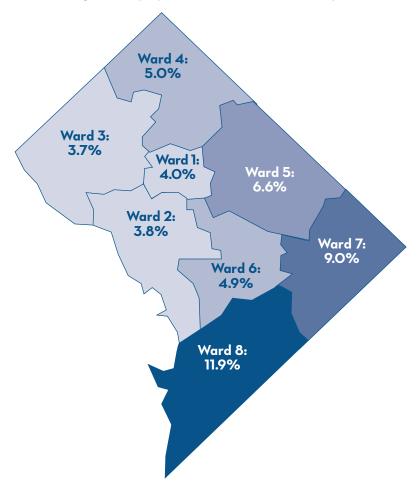
Source: DOES - Office of Labor Market Research and Performance

- The unemployment rate in Ward 7 and Ward 8 decreased by **2.8** percentage points (**23.7%** decrease) and **2.7** percentage points (**18.5%** decrease) respectively.
- The unemployment rate in Ward 5 decreased by **2.1** percentage points.

Graph 6: Annual Average Reduction of Unemployment Rate in the District by Ward (2015 &2019)



Source: DOES - Office of Labor Market Research and Performance



Graph 7: Map of FY19 Average Unemployment Rate in the District by Ward

• In 2019, the lowest unemployment rate in the District was in Ward 3 (3.7%), and the highest was in Ward 8 (11.9%).

Table 11: Unemployment Rate in the District by Race and Hispanic Origin

Race	Unemployment Rate
All Races	5.6%
Caucasian/White	2.0%
African American/Black	11.7%
Hispanic/Latino	3.7%

Source: Bureau of Labor Statistics; Current Population Survey

• In FY19, the unemployment rate for African American/Black district residents (11.7%) was almost six times that of Caucasian/White residents (2.0%).

50 40 34.4 32.9 30 **27.1** 25 21.9 20 16.5 16.4 14.7 12.3 10 2.4 Ο -10 -7.3 -3.1 -20 2015 2019 Difference Caucasian/White African American/Black Hispanic/Latino All Races

Graph 8: Median Duration of Unemployment in the District for 2015 and 2019 (In weeks)

• The weekly median duration of unemployment for African American/Black residents decreased by **7.3** weeks from 2015 to 2019.

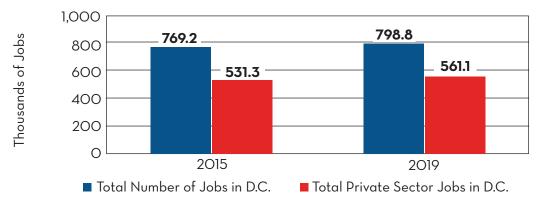
Table 12: Total Number of Jobs and Private Sector Jobs in the District

Year	Number of Jobs	Number of Private Sector Jobs
2015	769,200	531,300
2019	798,900	561,100
Difference (2015 - 2019)	29,700	29,800

Source: DOES - Office of Labor Market Research and Performance

• The share of private sector jobs in the District increase from 69% in 2015 to 70% in 2019.

Graph 9: Total Number of Jobs and Private Section Jobs in the District



Source: DOES - Office of Labor Market Research and Performance

• From 2015 to 2019, the number of jobs in the District increased by **29,700** and the number of private sector jobs increased by **29,800**.

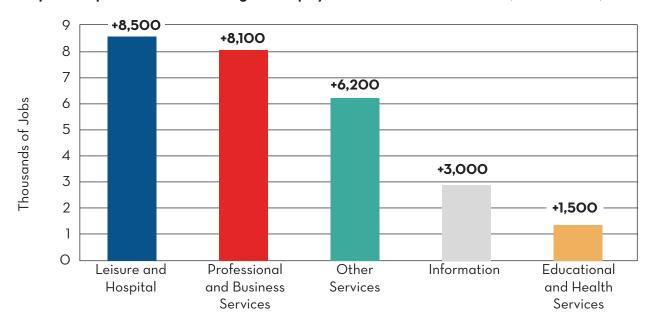
Table 13: Top 5 Sectors with the Highest Employment Increase in the District (2015-2019)

Industry	2015	2019	Variation
Leisure and Hospitality	73,200	81,700	8,500
Professional and Business Services	161,900	170,000	8,100
Other Services	71,000	77,300	6,200
Information	17,200	20,200	3,000
Education and Health Services	130,600	132,100	1,500

Source: DOES - Office of Labor Market Research and Performance

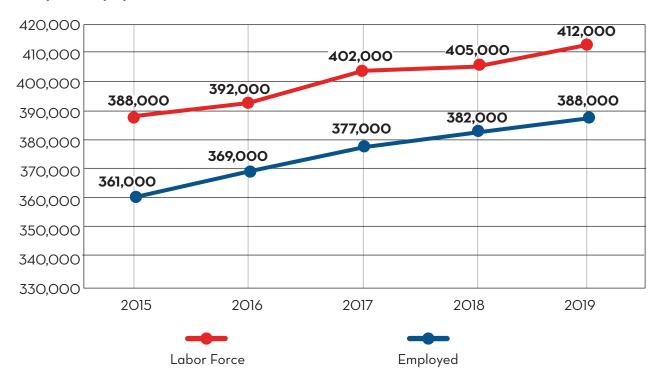
• Leisure and Hospitality, alongside Professional and Business Services, had the highest employment increase by industry with **8,500 and 8,100 respectively since 2015.**

Graph 10: Top 5 Sectors with the Highest Employment Increase in the District (2015 to 2019)



Source: DOES - Office of Labor Market Research and Performance

• Educational and Health Services industry added 1,500 new jobs between 2015 and 2019.



Graph 11: Employed District Residents (2015-2019)

- From 2015 to 2019, the labor force increased by **6%** which leads to a labor force participation rate of **71.1%** in 2019.
- From 2015 to 2019, total number of District residents that were employed increased by **27,000** or **7%.**

Table 14: Private Sector by Establishments, Size Class

Quarterly Establishments					
Size Class	2016Q1	2017Q1	2018Q1	2019Q1	
All sizes	38,027	38,777	39,013	40,040	
Fewer than 5	26,379	26,980	26,865	27,703	
5 to 9	4,252	4,287	4,382	4,390	
10 to 19	3,094	3,148	3,178	3,265	
20 to 49	2,470	2,528	2,690	2,753	
50 to 99	973	958	974	1,011	
100 to 249	583	594	648	638	
250 to 499	187	195	188	191	
500 to 999	59	56	58	57	
1000 or more	30	31	30	32	

Source: Quarterly Census of Employment and Wages - Bureau of Labor Statistics

• In the first quarter of 2019, **88%** of all private sector businesses had less than 20 employees, and **95%** of them had less than 50 employees.

Table 15: Average Employment by Size Class for Private Sector

Average Employment				
Size Class	2016Q1	2017Q1	2018Q1	2019Q1
All sizes	510,171	515,311	528,089	533,282
Fewer than 5	30,700	29,823	31,154	31,636
5 to 9	27,714	27,855	28,536	28,639
10 to 19	41,820	42,860	42,976	44,227
20 to 49	74,504	76,627	81,184	82,818
50 to 99	66,352	65,349	66,552	68,922
100 to 249	86,819	89,418	98,388	95,586
250 to 499	63,736	65,607	63,267	64,562
500 to 999	40,853	38,350	39,411	38,050
1000 or more	77,673	79,423	76,621	78,843

Source: Quarterly Census of Employment and Wages - Bureau of Labor Statistics

• Despite this saturation, businesses with less than 20 employees represent less than **20%** of the private sector workforce and wages paid in the District during the period.

Table 16: Total Quarterly Wages by Establishment and Size Class for Private Sector

Total Quarter	ly Wages			
Size Class	2016Q1	2017Q1	2018Q1	2019Q1
All sizes	\$10,718,788,110	\$11,745,697,676	\$12,263,484,733	\$12,817,257,751
Fewer than 5	\$660,822,130	\$699,906,863	\$740,884,688	\$755,290,606
5 to 9	\$595,640,021	\$634,122,020	\$660,414,652	\$691,876,687
10 to 19	\$891,562,947	\$956,241,510	\$1,006,350,541	\$1,041,880,776
20 to 49	\$1,518,036,725	\$1,619,819,094	\$1,802,877,614	\$1,906,253,162
50 to 99	\$1,368,343,077	\$1,518,100,726	\$1,504,480,905	\$1,595,913,289
100 to 249	\$1,919,937,720	\$2,239,779,897	\$2,365,625,722	\$2,447,883,816
250 to 499	\$1,396,725,624	\$1,522,857,011	\$1,569,222,999	\$1,569,996,088
500 to 999	\$895,127,745	\$874,532,406	\$939,777,304	\$1,032,559,914
1000 or more	\$1,472,592,121	\$1,680,338,149	\$1,673,850,308	\$1,775,603,413

Source: Quarterly Census of Employment and Wages - Bureau of Labor Statistics

- Total wages paid by the private sector in first quarter of 2019 increased by almost **\$2.1B** since the first quarter of 2016.
- Small businesses with less than 20 employees paid almost \$2.5B in wages in the first quarter of 2019.
- Over \$12.8B of wages were paid by the private sector in the District in the first quarter of 2019.



Table 17: Top 5 Job Openings in the District (Average Monthly Unique Job Postings)

Occupation	Avg. Monthly Postings (Jan 2019 – Dec 2019)	Annual Median Wages
Software Developers, Applications	5,433	\$113,750
Computer Occupations, All Other	4,037	\$118,800
Information Security Analysts	3,702	\$117,850
Registered Nurses	3,576	\$88,800
Management Analysts	2,898	\$103,300

• The highest in-demand occupation is Software Developers, Applications, with an average monthly opening of **5,433 in 2019**.

Table 18: Top 5 Job Openings Requiring Less Than Bachelor's Degree in D.C.

Occupation	Average Monthly Postings (Jan. 2019 - Dec. 2019)	Annual Median Wages
Computer User Support Specialists	2,308	\$66,390
Web Developers	1,760	\$86,580
First-Line Supervisors of Office and Administrative Support Workers	1,529	\$73,800
Secretaries and Administrative Assistants, Except Legal, Medical, and Executive	1,107	\$48,220
Executive Secretaries and Executive Administrative Assistants	1,089	\$69,830

Source: DOES - Office of Labor Market Research and Performance

• The highest in-demand occupation requiring less than a bachelor's degree is Computer User Support Specialists with an average monthly opening of **2,308 in 2019**.

Labor Market Demand in the District

Table 19: Top 25 Job Postings by Occupation

Occupation	Average Monthly Postings 2019	Education	Annual Median Wage
Software Developers, Applications	5,083	Bachelor's degree	\$113,750
Computer Occupations, All Other	3,950	Bachelor's degree	\$118,800
Information Security Analysts	3,796	Bachelor's degree	\$117,850
Registered Nurses	3,372	Bachelor's degree	\$88,800
Management Analysts	2,950	Bachelor's degree	\$103,300
Network and Computer Systems Administrators	2,808	Bachelor's degree	\$97,600
Computer User Support Specialists	2,258	Some college, no degree	\$66,390
Computer Systems Analysts	2,136	Bachelor's degree	\$104,990
Managers, All Other	2,062	Bachelor's degree	\$141,320
Marketing Managers	1,954	Bachelor's degree	\$151,380
Public Relations and Fundraising Managers	1,826	Bachelor's degree	\$164,260
Accountants and Auditors	1,755	Bachelor's degree	\$91,890
Lawyers	1,748	Doctoral or profes- sional degree	\$164,210
Sales Managers	1,734	Bachelor's degree	\$123,180
Web Developers	1,728	Associate's degree	\$86,580
Public Relations Specialists	1,490	Bachelor's degree	\$88,670
First-Line Supervisors of Office and Administrative Support Workers	1,412	High school diploma or equivalent	\$73,800
Business Operations Specialists, All Other	1,327	Bachelor's degree	\$96,970
Market Research Analysts and Marketing Specialists	1,296	Bachelor's degree	\$71,380
Financial Managers	1,294	Bachelor's degree	\$150,550
Computer and Information Systems Managers	1,226	Bachelor's degree	\$162,010
Executive Secretaries and Executive Administrative Assistants	1,040	High school diploma or equivalent	\$69,830
Secretaries and Administrative Assistants, Except Legal, Medical, and Executive	1,028	High school diploma or equivalent	\$48,220
Sales Representatives, Services, All Other	951	High school diploma or equivalent	\$65,260
General and Operations Managers	916	Bachelor's degree	\$140,980

Source: DOES - Office of Labor Market Research and Performance; ${\sf EMSI}$

- There were more than **2.5M** total job postings in the District in 2019, of which more than **560,000** were unique.
- 76% of the top 25 job postings in the District in 2019 required a Bachelor's degree and above.

Labor Market Supply in the District

Table 20: Unemployment Rate by Educational Attainment Level (Population 25 years and Over)

Educational Attainment	Unemployment Rate
Less Than a High School Diploma	8.6
High School Graduates, No College ¹	16.8
Some College or Associate Degree	9.0
Bachelor's Degree and Higher ²	2.3

Source: DOES - Office of Labor Market Research and Performance

Only **2.3%** of unemployed district residents hold a bachelor degree. Therefore, there is a large educational gap in the District labor market.



¹ Includes persons with a high school diploma or equivalent

 $^{^{\}rm 2}$ Includes person with bachelor's, master's, professional and doctoral degrees

Labor Market Demand and Supply Ratio in the District

Table 21: 2019 Labor Market Supply and Demand

Description	Average Monthly Job Postings (Demand)	2019 Unemployment & VOS Candidates (Supply)	Ratio (Demand / Supply)
Management Occupations	16,214	3,963	4.1
Business and Financial Operations Occupations	11,343	1,943	5.8
Computer and Mathematical Occupations	24,253	1,678	14.5
Architecture and Engineering Occupations	2,743	265	10.4
Life, Physical, and Social Science Occupations	1,112	312	3.6
Community and Social Service Occupations	1,532	689	2.2
Legal Occupations	2,559	607	4.2
Education, Training, and Library Occupations	2,162	1,498	1.4
Arts, Design, Entertainment, Sports, and Media Occupations	3,816	1,218	3.1
Healthcare Practitioners and Technical Occupations	8,031	562	14.3
Healthcare Support Occupations	938	837	1.1
Protective Service Occupations	1,445	1,644	0.9
Food Preparation and Serving Related Occupations	2,393	2,686	O.9
Building and Grounds Cleaning and Maintenance Occupations	744	1,245	0.6
Personal Care and Service Occupations	935	863	1.1
Sales and Related Occupations	5,504	1,397	3.9
Office and Administrative Support Occupations	7,319	4,924	1.5
Farming, Fishing, and Forestry Occupations	21	4	5.3
Construction and Extraction Occupations	647	1,453	0.4
Installation, Maintenance, and Repair Occupations	1,573	644	2.4
Production Occupations	649	583	1.1
Transportation and Material Moving Occupations	2,457	1,265	1.9
Military-only Occupations	29	35	0.8
Unclassified Occupation	6,575	205	32.1

Source: DOES - Office of Labor Market Research and Performance

- Computer and Mathematical Occupations, which includes IT related occupations, have the highest ratio of demand and supply (i.e. has more jobs in demand than candidates available to fill those jobs in the District). Healthcare Practitioners and Technical Occupations have the second highest ratio of demand and supply.
- Construction and Extraction Occupations have the lowest ratio of demand and supply (i.e. there are more candidates than jobs available). Building and Grounds Cleaning and Maintenance Occupations have the second lowest ratio of demand and supply.

WIOA Performance Outcomes

Table 22 below contains the Program Year 2019 Quarter 2 WIOA Performance results for the Adult, Dislocated Worker, Youth, and Wagner-Payser programs. The report reflects the ETA Negotiated Standards, the DOES actual performance, and the percent of the negotiated standard DOES achieve.

Table 22: PY2019 Q2 WIOA Quarterly Performance (October 2019 to December 2019)

PY2019 Qtr2 WIOA Quarte	rly Performance 01/30	0/2020		
District of Columbia - DOES		ETA Negotiated Standard	PY2019 Q2 Perfor- mance	% of Standard Achieved Q2
Performance Measure				
	Adults	N/A	791	N/A
Participants Served	Dislocated Workers	N/A	234	N/A
(10/1/2019 - 12/31/2019)	Youth	N/A	84	N/A
	WP	N/A	3,171	N/A
	Adults	65.0%	72.5%	100%
Employment Rate-2 nd quar-	Dislocated Workers	67.0%	71.9%	100%
ter after exit (10/1/2018 - 12/31/2018)	Youth	54.0%	69.2%	100%
- 12/31/2010)	WP	54.0%	56.5%	100%
	Adults	68.0%	74.2%	100%
Employment Rate: 4 th Quar-	Dislocated Workers	68.0%	77.2%	100%
ter after exit (04/1/2018 - 06/30/2018)	Youth	46.0%	66.9%	100%
00/30/2010)	WP	79.0%	62.6%	79%
	Adults	\$5,725	\$6,419	100%
Median Earnings	Dislocated Workers	\$7,500	\$10,522	100%
(10/1/2018 - 12/31/2018)	Youth	Baseline	\$3,274	N/A
	WP	\$5,200	\$5,455	100%
	Adult	60.0%	37.5%	63%
Credential Attainment Rate	Dislocated Workers	60.0%	24.1%	40%
(04/1/2018 - 06/30/2018)	Youth	52.0%	64.7%	100%
	Adult	Baseline	46.5%	N/A
Measurable Skills Gain	Dislocated Workers	Baseline	60.7%	, N/A
(10/1/2019 - 12/31/2019)	Youth	Baseline	33.8%	N/A
				,, .

Legend Exceeded the Standard Met 90% of Standard Did not meet 90% of Standard

LOOKING FORWARD

The Bowser Administration inherited a challenging workforce system, and pockets of economic inequity. The administration's concerted effort to connect local resources to key federal and local workforce development programs targeting the District's most vulnerable residents has helped to bolster the region's economy. A focus on connecting strategic initiatives and investments to the needs of the District, connecting workforce development and education and designing and managing workforce development programs based on evidence and data has assisted in the overall performance of DOES's programs. For the last 3 years, DOES has improved in every measurable statistical category. Since Mayor Bowser has taken office in January 2015, unemployment in the District has dropped by 2.1%. The most significant decreases were in Wards 7 and 8, where the unemployment rates have decreased in Ward 7 by 4.3% and Ward 8 by 4.8%, respectively. The total number of unemployed District residents decreased by 3,000, leading to a decrease of the average weekly median duration of unemployment for African American/Black residents by more than 7 weeks since 2015. District residents are receiving more services, receiving services more effectively, and acquiring the skills necessary to thrive in the District's economy. Moreover, trainings administered to DOES participants from FY17 to FY19 have significant and positive net impact on employment and earnings. In fact, training participants who completed their training have higher likelihood of being employed within the next quarter after exiting when compared to participants that did not complete training. Hence, the ROI of workforce development training program are positive and significant (+12% quarterly or + 35% annually). Also, successfully completing local program training had a positive impact on earnings and has led to an average difference in earnings of more \$1,200 a quarter when compared to participants that did not complete their training. Meanwhile, private sector companies are hiring and investing in the District at impressive rates. The total number of District residents that are employed has increased by 27,000, while the total number of jobs in the District, increased by almost 30,000 from 2015 to 2019. More than **320,000** services have been provided to more than **90,000** District residents through DOES workforce development programs, and these residents have earned more than \$700M in wages since FY17. Finally, as of the second quarter of PY19, the agency met 100% of the standard on all measures except for three (3).

The District still faces some challenges in connecting more residents to high paying jobs such as IT and Healthcare. For instance, there are 14 times more jobs available in IT than there are district residents available to fill those jobs. By aligning workforce development and education and by creating a talent pipeline through its Office of Talent and Client Services, DOES will mitigate and/or solve the skill gap or shortage of talents in the District.



PRODUCED BY DISTRICT OF COLUMBIA DEPARTMENT OF EMPLOYMENT SERVICES

Dr. Unique Morris-Hughes

Director

Ta-Tanisha Wallace

Chief Strategy Officer

Bureau of Education and Workforce Innovation

Saikou A. Diallo

Chief Economist

Office of Labor Market Research and Performance Team

Data Request: https://app.smartsheet.com/b/form/631658cO92ef4395ab27b76716df8O68

Email: lmi.does@dc.gov

Phone: (202) 671-1633

Website: www.does.dc.gov; http://does.dc.gov/page/labor-statistics







CREATE WORKFORCE OPPORTUNITIES FOR YOUNG PEOPLE

IN WASHINGTON, DC

Ivory A. Toldson, Ph.D.



WORKFORCE OPPES ROW MPTIES OF OR DC YOUTH

This report was produced by The QEM Network, in with funding from the Government of The District of Columbia, Department of Employment Services (DOES). The ideas, opinions, findings, and conclusions in this report are those of the author, and do not necessary reflect the official positions of DOES.

The authors of this report gratefully acknowledge the leadership responsible for supervising the production of this report: Dr. Unique Morris-Hughes, Director, and her team, Ta-Tanisha Wallace, Delancia Browning and Todd Valentine.

The author of this report also gratefully acknowledge the material contributions of the senior leadership of workforce development programs who contributed to the information presented in this report:

Tyrone Parker, CEO - Alliance of Concerned Men; David McCorvey, Communications Marketing Assistant - So Others Might Eat (SOME); and Kathryn Wiley (Kate), Beacon House Community Ministries (Beacon House).

The authors express gratitude to all organizations and individuals that work tirelessly to advance workforce opportunities for young people in DC.

AUTHORS: Ivory A. Toldson, Ph.D.

RESEARCH ASSOCIATE: Bianca Mack

RECOMMENDED CITATION Toldson, I. A. (2020). Strategic Priorities to Create Workforce Opportunities for Young People in Washington, DC. Washington, DC: The QEM Network.

COVER AND PAGE LAYOUT AND DESIGN BY: Unique Art Design

This report is available for download at www.qem.org .



Foreword

Today's youth often face barriers that impact academic achievement and the securing of stable employment, as many are focused on surviving rather than thriving. While the main goal of DOES-administered youth programs is to connect participants to potential long-term employment as they complete their studies, youth often seek seasonal employment or short-term jobs that provide for needs in that moment. Dr. Toldson's report offers insight into how we can begin to shift the tone towards empowering youth to become their own advocates in educational spaces. This will be the groundwork that can ultimately lead youth to not just obtaining jobs but thriving in careers.

In 41 years, the District of Columbia's Mayor Marion S. Barry Summer Youth Employment Program (MBSYEP) has evolved to include: scholarship opportunities that enable youth to invest in their post-secondary endeavors; innovative technology advances toward virtual engagement with program specialists and their employer; and financial literacy and professional development education. The program has cultivated key partnerships with District and federal government agencies, local businesses, major corporations and community organizations. MBSYEP has become the flagship workforce program for youth, with other major cities looking to DC as a model for summer youth employment program success.

The release of the report comes at a critical time. The nation is navigating through the COVID-19 pandemic, which has exacerbated the employment needs of residents, especially However, in order to ensure long-term successful outcomes and break generational cycles that pose as challenges for our youth, strategic and innovative programming must continue to evolve.

I am proud of the progress DOES has made in impacting the District workforce by training residents to compete for in-demand jobs in emerging and growing industries. Dr. Toldson's work shines a light on the complexities of being a youth today and the challenges they face, while forcing stakeholders to examine our approach to providing services that position our young workforce for sustained success – a thoughtful approach for a complicated time.

Dr. Unique Morris-Hughes

Director, DC Department of Employment Services

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Executive Summary

PART 1: CIRCUMSTANCE AND CONTEXT

Youth between 16 and 24 years old make up 18 percent of the global population—an estimated 1.1 billion young people (Anderson & Nieves, 2020). Despite their high population, youth are still disproportionately affected by high unemployment. Gainful employment is especially important for ethnically and racially diverse youth from lower socioeconomic backgrounds. When the summer employment program was founded and developed by Marion Barry in 1979, his main idea was to help adolescents and young adults' transition from education programs to their career choices. Four decades later, the vision held by Barry has spread and thrived. Therefore, this report discusses the strategic priorities that can be used to create workforce opportunities for young people in Washington, DC.

Conceptually, youth employment is an important conduit between school and the permanent workforce. School experiences that are mostly positive or mostly negative can influence a young person's engagement with youth employment and the subsequent permanent workforce (O'Higgins, 2010). Theoretically, when the young person has positive experiences with school and meaningful youth work experiences, they have a better chance of delaying entry into the permanent workforce and performing at the highest level in professional work experiences. To the contrary, if a young person has negative experiences in school, followed by no or nonmeaningful youth work experiences, they are more likely to enter the permanent workforce prematurely, which typically leads to low-level jobs, underemployment, and unemployment. Therefore, the goal of youth employment should be to complement school experiences and prevent premature permanent workforce entry.

Economic Disparities

Black and Hispanic young people in Washington, DC, are more than twice as likely to be unemployed than White residents of the same age. Most young Black people who are employed work for the private for-profit sector. Only 8% of Black youth and 8% of Hispanic youth work for private nonprofit and charitable organizations, significantly less than the 17% of White youth who work for nonprofit organizations.

Nearly 1 in 4 young White residents of Washington, DC report an annual household income of more than \$200,000, compared to only 5.4 percent for young Black residents. Similar disparities exist for personal income, where young Black people are significantly more likely to report incomes of less than \$10,000 when compared to young White people.

Opportunity and Achievement

Graduation rates for African American students improved from 53% in 2011 to 64% in 2018; however, systemic inequalities are still evident on this indicator. The graduation rates for African American and Hispanic students are significantly lower than those of White and Asian students. DC public schools also have an achievement gap by gender. The current graduation rate among girls in Washington DC is 73% compared to 58% for boys.

40% of Washington, DC, residents between the ages of 15 and 24 are not enrolled in school compared with 27 percent of White DC residents.

WORKFORCE OPPES ROTH NOTICES 6FOR DC YOUTH



Compared to White and Hispanic youth, Black youth are less likely to be self-employed. To help African American male youth gain access to work opportunities, policymakers should institute programs that empower them.

Entrepreneurial and microenterprise programs can have a positive impact on the psychosocial and economic well-being of young men. Because of other social disparities, African American male youth may require tailored support for autonomy, risk avoidance, and engagement.

To create more gainful employment opportunities, researchers and policy makers must consider the counter-stereotyping identity of African American male youth. High-achieving Black students succeeded academically despite stereotypes, discounting the longstanding narrative that one's racial identity, in this case, the racial identity of Black students, negatively influences one's intellectual capacity.

Developing employment-support programs for African American male youth should involve the study of family dynamics and the way that these family structures have been impacted by historical factors (e.g., racial discrimination, mass incarceration).

While college education among young Black males has increased from 16 to 33%, issues persist. For example, White males who dropped out of school were still employed at higher rates compared to their Black counterparts, pointing to disparities in intentional workforce distribution.

Such research points to the need to develop initiatives that would focus on increasing academic achievement and labor market preparedness for African American male youth, creating community support for engaging African American male youth in early work experiences, and removing zero-tolerance school and arrest policies.

The empowerment of African American male youth should also involve a comprehensive model that would attend to student needs during elementary, middle, and high school. An availability of opportunities for African American male youth to meet with diverse representatives of their ethnic and social group is necessary to create an environment of engagement and an exchange of experiences.

PART 2: LESSONS LEARNED

New York, Los Angeles, and Detroit have adopted diverse ways of dealing with youth unemployment. Washington, DC, can benchmark the three cities to improve their programs. Benchmarking will enable DC's leadership to understand the various challenges faced by young people and to prioritize strategies to address the challenges of youth unemployment.

Promising Local Interventions in Washington, DC

For this investigation, we compared three nonprofit organizations with youth employment preparation programs in the District of Columbia: Alliance of Concerned Men, Beacon House Community Ministry, and So Others Might Eat (SOME). Agency characteristics were explored and executive personnel and team leaders were interviewed for this report. Qualitative data analysis revealed four primary themes and three secondary themes. The themes address agency strengths and needs, as well as the needs of the surrounding communities, against the backdrop of educational requirements and workforce professional standards:

Theme #1: Partnerships - discusses how strong relationships with the surrounding community agencies served as an organizational strength that drives success.

Theme #2: Professional Development and Adequate Resources - emphasizes the need for continuous

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growth within career-centered initiatives for youth on the part of both the community and nonprofit agencies.

Theme #3: Education, College Preparedness, and Adult Learning - addresses a barrier that minority-youth-centered agencies face in that young Black men are not being prepared to enter the workforce or educational institutions due to the lack of support in their environments.

Theme #4: Mentorship and Social and Emotional Care Beyond Job Skill Training - highlights a driver to training quality community agency staff by challenging their candidates to develop a socioemotional understanding beyond the content knowledge.

Secondary Themes - brought more context and clarity to the primary issues facing youth-centered community agencies. "Agency Strengths" discusses various characteristics of the organizations and the initiatives that have served as positive factors in their efforts to advance their programs. "Agency Needs" discusses the need for more freedom, eliminating stigmatization of minorities, and financial support to adequately address the needs of the programs and the surrounding communities. "Parental Involvement," discusses the challenges that community agencies face with retaining quality, trusting relationships with parents.

PART 3: RECOMMENDATIONS

Creating Youth-centered Employment Programs

Washington, DC, needs legislation and policies that are youth, race, and gender-centered; targeted; skill-focused; and innovative. To effectively empower young people, Washington, DC, must be very intentional and direct in the way they incorporate young people into organizations and society. Hence, the district should prioritize the following:

ш	involve young people in the process of decision making
	Honor the voice of young people

- ☐ Understand and implement the ideas of young people in the policies
- ☐ Share adult privilege and power to make the community better for young people

Focus on African American Males

Problems discussed in the literature require that researchers, practitioners, and policymakers examine the extent to which building employment support can reduce unemployment for African American male youth. When policymakers and community leaders collaborate on improving employment opportunities for African American male youth, they should consider essential elements of such a partnership: collaboration with employers to close the gap between the supply and demand of work, and support from intermediary organizations to identify more comprehensive tools and incentives for collaborative and supportive efforts.

educational factors play an imperative role in shaping the further success of African American male youth and future employment. The research calls for a demonstration of community responsibility that will further influence the preparation of African American male youth for education and employment. It is necessary that young children have the resources to become and remain engaged students and have the necessary skills to acquire meaningful and gainful employment. The fundamental goal of policies and programs should be to reduce the isolation of African American male youth within enclosed communities and minimize the causes and perpetuation of underlying racism that influence outcomes for this population.

Closing the Opportunity and Achievement Gap

The programs initiated by Washington, DC, should focus on training young people and ensuring the programs help youth explore their talent, allowing them to become creative, and instilling innovativeness in them. However, the main question is how work-based learning can help in closing the achievement gap created by the talent gap in Washington, DC. The district can use the following strategies to close the achievement gap.

Growing ideas using work-based learning
Rebuilding marginalized communities, school reforms, and social and economic conditions
Providing success opportunities for all youths by building communities
Redefining youth success

Critical Investment Areas

Washington, DC, has not effectively achieved its objective in reducing youth unemployment. Even though the district has implemented numerous programs to help with summer youth employment, there are still various challenges faced by the students. Also, only 56 percent of the students were employed in the summer of 2019, a low figure compared to other cities such as New York. The best practices and new strategies, when implemented, should ensure the quality of the programs is improved and more opportunities are created for the unemployed youth. The best practices include:

Increasing employer engagement in the programs
Encourage federal commitment to the programs
Implement technology-focused programs to enhance innovation and creativity

Conclusion

The summer youth employment programs have been in existence for decades. They are aimed at ensuring young people have access to employment opportunities during the summer holidays. However, with the changing trends in the job market, unemployment among youth has become a serious concern among lawmakers. In Washington, DC, youth unemployment has caused concerns. The existing programs cannot effectively address the high unemployment rate, and this has created the need to implement strategies and methods to ensure the district benefits from the available opportunities. In short, opportunities are often created for young people through these programs. Also, racial discrimination is a serious problem in youth employment. Because of the economic inequalities among marginalized communities, African American youth are at a disadvantage in getting full employment. The employment opportunities are also limited for marginalized groups. In this regard, the programs should focus on or target marginalized communities such as Latinos, African Americans, and other racial groups that are considered marginalized. Therefore, improving programs in this area is necessary to ensure full employment for young people in Washington, DC is achieved.



PART 1: CIRCUMSTANCE AND CONTEXT

Introduction and Background

Youth between 16 and 24 years old make up 18 percent of the global population—an estimated 1.1 billion young people (Anderson & Nieves, 2020). Despite their high population, youth are still disproportionately affected by high unemployment. However, this issue does not receive adequate attention, and the severity of the problem often goes unrecognized (ILO, 2016). According to O'Higgins (2010), the problem of labor market entry among young people is inextricably linked to education.

The Center for Labor Market Studies (CMLS) testified before the Congress of the United States that youth employment in the summer of 2008 was extremely low. Only 34.2 percent of young people in the U.S. were employed at the time (Sum et al., 2008). More programs have been implemented to increase employment opportunities for American youth, and youth employment has increased steadily over the years. According to Brandtner, Lunn, and Young (2019), approximately 21 million youth aged between 16 and 24 years were employed in July 2019, giving an employment-population ratio for young people of 56.2 percent. Even with the increase, many youth still face the challenges and experiences of disproportionality in the employment sector, and this is an issue that federal, state, and local governments need to address.

Gainful employment is especially important for ethnically and racially diverse youth from lower socioeconomic backgrounds. Employment rates are associated with the capacity to sustain one's livelihood and avoid social exclusion. Focusing on efforts to prevent unemployment and underemployment could help reverse the trend of social exclusion and create an active and productive workforce that would contribute to promoting positive social integration.

Four decades later, the vision held by Barry has spread and thrived. Many cities have now established summer employment programs for youth to ensure they have access to opportunities that enable them to build their careers. In Washington, DC, Barry's vision has been implemented over the past four decades, resulting in a program that provides young people graduating from college with the opportunity to transition into the private sector and local and federal government agencies. The program also seeks to train young people on professional development and financial literacy. In short, Washington, DC, is taking measures to ensure they usher students into an effective and proper career path with programs that provide them with the skills they need to prosper in the job market (Moore et al., 2015).

Young people in America are different than adults within the employment sector. Many young people seek employment seasonally. The Bureau of Labor Statistics (BLS) reported in 2019 that young people either working or actively looking for jobs grew between April and July (Brandtner, Lunn & Young, 2019). This trend is seen every year, indicating that youth employment

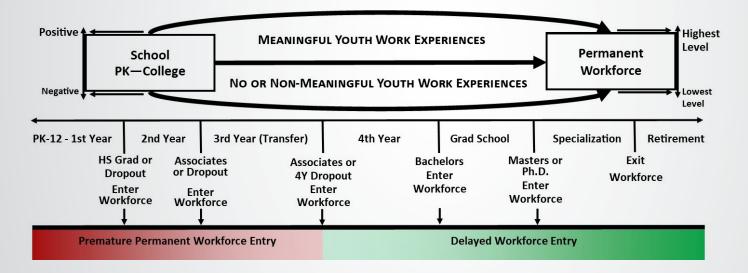
is seasonal. During the months between April and July, most colleges and schools close their institutions for holidays, and as a result, many students look for summer jobs. At the same time, many graduates also enter the labor market seeking permanent employment. Thus, programs designed to provide job or employment opportunities in the market should target both graduating and continuing students. In the U.S today, the BLS reports that the number of graduates seeking employment has increased over the years. Even though programs have been created to offer job opportunities for this vulnerable population, its size keeps growing, requiring more effective strategies toward this goal. For example, the BLS indicates that in the summer of 2019, the number of youths nationwide seeking employment increased by approximately 3 million. In Washington, DC, the district government is equally affected by this increase. Therefore, this report discusses the strategic priorities that can be used to create workforce opportunities for young people in Washington, DC.

When the summer employment program was founded and developed by Marion Barry in 1979, his main idea was to help adolescents and young adults transition from education programs to their career choices.

Conceptual Framework

With the rising number of youths in the U.S., Washington, DC, can implement plans to empower young people to improve their ability to have access to jobs and careers. According to O'Sullivan, Mugglestone, and Allison (2014), youth empowerment is an effective way of solving youth unemployment. Ideally, youth empowerment is the process of encouraging and training young people to take control or charge of their lives and future. In Washington, DC, the number of youths graduating from college and looking for permanent employment has increased over the years. The most appropriate way to solve the problem is by building talent among young people and empowering them to use their talents and abilities to access careers and jobs. However, to empower the district's young people, its leadership must evolve their strategies to cope with the increasing youth population in the city. Thus, the strategic priorities should economically empower young people to address the barriers of early engagement within the workforce.

Figure 1 Conceptual model illustrating that positive school experiences + meaningful youth work experiences + delayed entry into the permanent workforce = (+) Outcomes, and negative school experiences + no or nonmeaningful youth work experiences + premature entry to the workforce = (-) Outcomes.



Conceptually, youth employment is an important conduit between school and the permanent workforce. School experiences that are mostly positive or mostly negative can influence a young person's engagement with youth employment and the subsequent permanent workforce (O'Higgins, 2010). Theoretically, when the young person has positive experiences with school and meaningful youth work experiences, they have a better chance of delaying entry into the permanent workforce and performing at the highest level in professional work experiences. To the contrary, if a young person has negative experiences in school, followed by no or nonmeaningful youth work experiences, they are more likely to enter the permanent workforce prematurely, which typically leads to low-level jobs, underemployment, and unemployment. Therefore, the goal of youth employment should be to complement school experiences and prevent premature permanent workforce entry.

When the young person has positive experiences with school and meaningful youth work experiences, they have a better chance of delaying entry into the permanent workforce and performing at the highest level in professional work experiences.

Economic Disparities

Economic empowerment is an effective method of developing skills and abilities to access careers and jobs among young people. According to Orrell and Ouellette (2008), economic empowerment is an individual's or state's ability to act on or make decisions involving the allocation and control over financial resources. In Washington, DC, the economic empowerment consists of controlling and allocating resources aimed at ensuring young people have access to employment opportunities, including self-employment. The most effective way to address the challenges of unemployment, especially during the seasons young people are not in school, is by ensuring the district has allocated and controlled resources.

However, achieving this will require the district to develop and implement policies and district-level legislation that will support access and value-chain development. The district should develop appropriate financial structures and models that can enhance access among young people by providing them with the necessary resources they require to pursue their talents and skills. In short, the allocation and control of the resources should be aimed at providing young people with a chance to create their paths, supporting their entrepreneurial abilities and ideas, and ensuring the government creates a

conducive economic environment for their prosperi-ty.

Also, racial inequalities are reflected in the employment sector. According to Wilson (2019), the unemployment rates among African American youth are now at 44.8%, which is the highest among racial groups in America. This unemployment rate is mainly affected by inability to access educational facilities and racial discrimination in the workplace. In a report done by Leonardo and Grubb (2018), African American workers are often left behind in full employment. Even though some have benefitted from youth employment programs, discrimination still creates disparities between African Americans and Whites. In short, the high unemployment rates among African Americans show discrimination and disparities among young people in America and indicate that young people in America still face racial discrimination in the job market.

Through programs that target young people in marginalized communities, Washington, DC, can help bridge the gap between ethnic groups in the job market by focusing on increasing opportunities for African Americans and enhancing the chances of them getting employment. This involves training the students or youth from the marginalized communities on the best ways to explore their talents.

Table 1: Employment of African American, White, and Hispanic 16-24-Year-Old Residents of Washington, DC

	AFRICAN A	MERICAN	WHITE		HISPANIC	
EMPLOYMENT	N	PERCENT	N	PERCENT	N	PERCENT
Private for-profit company	18,594	43.5%	19,104	53.0%	4,285	47.9%
Private not-for-profit, tax-exempt, or charitable organization	3,543	8.3%	6,383	17.7%	765	8.6%
Local government	2,968	6.9%	800	2.2%	243	2.7%
State government	888	2.1%	437	1.2%	54	0.6%
Federal government	1,693	4.0%	2,814	7.8%	459	5.1%
Self-employed - not incorporated	402	0.9%	935	2.6%	243	2.7%
Self-employed - incorporated	14	0.0%	100	0.3%	52	0.6%
Working without pay in family business or farm	42	0.1%	255	0.7%	0	0.0%
Total employed	28,144	65.9%	30,828	85.4%	6,101	68.2%
Not employed	14,566	34.1%	5,250	14.6%	2,846	31.8%
TOTAL (AGE 16-24)	42,710	100.0%	36,078	100.0%	8,947	100.0%

16–24-Year-Old Residents of the District of Columbia, American Community Survey, 5-Year Survey, 2014-2018.

^{*}Shaded figures are discussed in the report.

Black and Hispanic young people in Washington DC are more than twice as likely to be unemployed than White residents of the same age.

Most young Black people who are employed work for the private for-profit sector. Only 8% of Black youth and 8% of Hispanic youth work for private nonprofit and charitable organizations, significantly less than the 17% of White youth who work for non-profit organizations. The disproportionately small number of young people of color working in the nonprofit sector is concerning because these organizations receive tax exemptions based on public trust. Compared to White and Hispanic youth, Black youth are less likely to be self-employed. Local government is the only industry wherein Black youth are fairly represented in the workforce.

Table 2: Household Income of African American, White and Hispanic 16-24-Year-Old Residents of Washington, DC

	AFRICAN	AFRICAN AMERICAN		WHITE		NIC
HOUSEHOLD INCOME	N	PERCENT	N	PERCENT	N	PERCENT
<\$10,000	4,144	13.3%	1,658	8.2%	480	6.9%
\$10,000 - \$14,999	2,079	6.7%	562	2.8%	155	2.2%
\$15,000 - \$24,999	3,307	10.6%	597	3.0%	322	4.6%
\$25,000 - \$34,999	3,689	11.8%	1,152	5.7%	540	7.8%
\$35,000 - \$49,999	3,412	10.9%	1,933	9.6%	878	12.6%
\$50,000 - \$74,999	4,352	13.9%	2,308	11.5%	1,604	23.1%
\$75,000 - \$99,999	3,392	10.9%	2,030	10.1%	963	13.8%
\$100,000 - \$149,999	3,330	10.7%	2,904	14.4%	740	10.6%
\$150,000 - \$199,999	1,852	5.9%	2,151	10.7%	481	6.9%
\$200,000 +	1,690	5.4%	4,816	23.9%	795	11.4%
TOTAL	31,247	100.0%	20,111	100.0%	6,958	100.0%

^{16–24-}Year-Old Residents of the District of Columbia, American Community Survey, 5-Year Survey, 2014-2018;

The household income of Washington, DC, residents age 16 to 24 can represent either the parents' income for dependent youth or the personal and/or partner income of nondependent young people. As Table 2 demonstrates, there are profound racial disparities in household income in Washington, DC. Nearly 1 in 4 young White residents of Washington, DC report an annual household income of more than \$200,000, compared to only 5.4 percent for young Black residents. Similar disparities exist for personal income, where young Black people are significantly more likely to report incomes of less than \$10,000 when compared to young White people.

^{*}Shaded figures are discussed in the report.

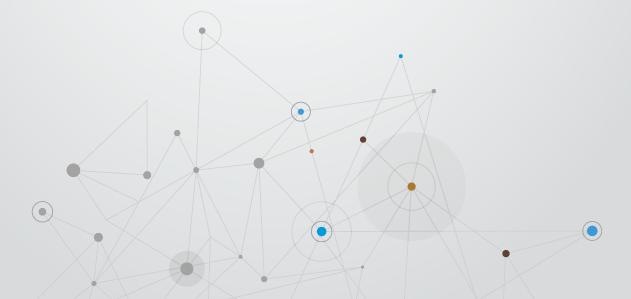
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Table 3: Personal Income of African American, White and Hispanic 16–24-Year-Old Residents of Washington, DC

	AFRICAN AMERICAN		WHITE		HIS	SPANIC
PERSONAL INCOME	N	PERCENT	N	PERCENT	N	PERCENT
<\$10,000	30,774	72.1%	22,770	63.1%	6,014	67.2%
\$10,000 - \$14,999	2,876	6.7%	1,768	4.9%	563	6.3%
\$15,000 - \$24,999	3,265	7.7%	2,629	7.3%	1,111	12.4%
\$25,000 - \$34,999	2,725	6.4%	2,110	5.8%	657	7.3%
\$35,000 - \$49,999	1,608	3.8%	3,304	9.2%	380	4.2%
\$50,000 - \$74,999	917	2.1%	2,852	7.9%	149	1.7%
\$75,000 - \$99,999	410	1.0%	433	1.2%	50	0.6%
\$100,000 - \$149,999	70	0.2%	181	0.5%	17	0.2%
\$150,000 - \$199,999	34	0.1%	5	0.0%	0	0.0%
\$200,000 +	0	0.0%	26	0.1%	6	0.1%
TOTAL	42,679	100.0%	36,078	100.0%	8,947	100.0%

16–24-Year-Old Residents of the District of Columbia, American Community Survey, 5-Year Survey, 2014-2018; *Shaded figures are discussed in the report.

Nearly 1 in 4 young White residents of Washington, DC report an annual household income of more than \$200,000, compared to only 5.4 percent for young Black residents.



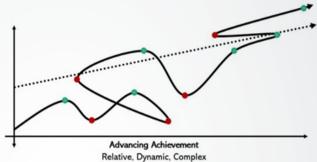
Opportunity and Achievement

The Achievement Gap is a Social Construct

We are conditioned to do this:

Closing the Achievement Gap Comparative, Linear, Fixed

When we should be doing this:



We pervert the true character of achievement and marginalize Black learners when our primary objective is to close the achievement gap rather than to **ADVANCE ACHIEVEMENT**.

Even though Washington, DC, has established effective programs for young people, there are still statistical observations commonly known as the "achievement gap." The racial and economic diversity are the main influences on the achievement gap in the district. However, to ensure the district secures a better future for young people in Washington, DC, the district must initiate programs and strategies that focus on achievement. Promoting higher levels of achievement among Black DC residents will increase the district's tax revenues and GDP by improving the future earnings of young people. Therefore, the economy of the district is dependent on young people (Gelber, Isen & Kessler, 2016). Young people graduating from colleges provide the district with a working population that helps build the economy. For instance, the current generation of youth in Washington, DC, will achieve better living when they become adults if the opportunity gap is closed.

The data paint a bleak picture of the social, economic, and educational experiences of young Black people in Washington, DC, and the circumstances that frame their experiences. Although the statistics are sobering and reflect the realities of Black people in the district and urban areas around the country, these numbers do not represent the experiences of all

Black youth. In order to promote their academic success and well-being, there is a need to go beyond the data to understand the various ways in which they are surviving, thriving, and demonstrating a level of resilience belied by the statistics.

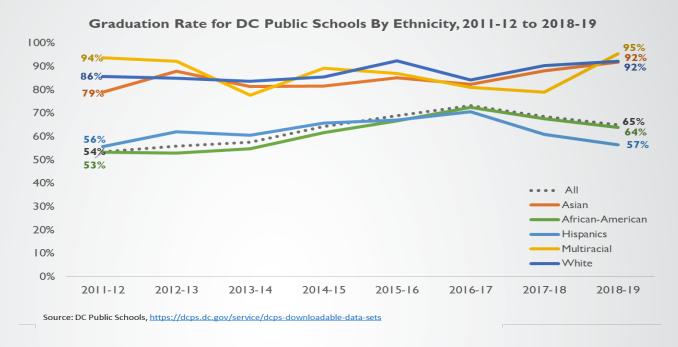
Based on the asset development model, racial socialization is a mechanism that enhances positive racial identity and strategies to deal with racial discrimination (Gaylord-Harden, Burrow & Cunningham, 2012). These strategies are important in shaping the racial identity of Black people. Young Black people in Washington, DC, are keenly aware of the problems facing their community. They and the adults who care for them are less clear about how to capitalize on the unique opportunities for character building, leadership, and civic engagement that germinate in imperfect living situations. In this view, assessing young Black peoples' potential through the statistics cited is difficult. Youth employment programs can help young Black people redefine their personal and cultural standards of success so that education and work development can become less passive and abstract, and more affirming, relevant, and tangible. Youth work programs can also provide many of the skills and aptitudes young Black people need to achieve meaningful progress in school and beyond.

Compared to White and Hispanic youth, Black youth are less likely to be self-employed.

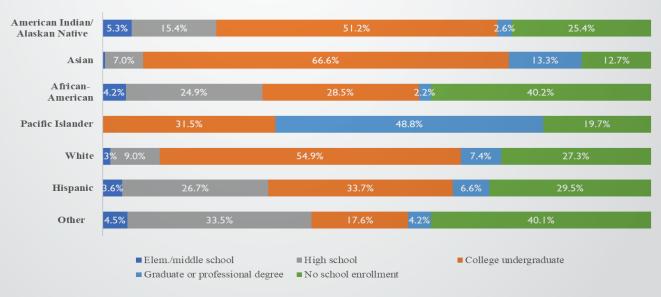
To help African American male youth gain access to work opportunities, policymakers should institute programs that empower them.

WORKFORCE OPPES ROLL WITH WITH 1996 FOR DC YOUTH

Figure 2 Graduation Rate for DC Public Schools By Ethnicity, 2011-12 to 2018-19; Source: DC Public Schools, https://dcps.dc.gov/service/dcps-downloadable-data-sets



The conceptual model connects meaningful experiences with youth work to positive experiences in school. Data from publicly assessable sources indicate that Black students, Black male students in particular, do not share the same positive experiences in school as their White and Asian counterparts. Figure 2 displays the graduation rates for DC public school students by race between 2011 and 2019. Graduation rates for African American students improved from 53% in 2011 to 64% in 2018; however, systemic inequalities are still evident on this indicator. The graduation rates for African American and Hispanic students are significantly lower than those of White and Asian students. DC public schools also have an achievement gap by gender. The current graduation rate among girls in Washington DC is 73% compared to 58% for boys.



Perhaps more concerning is the high percentage of young Black people who are not enrolled in school in Washington, DC. As Figure 3 demonstrates, 40% of Washington, DC, residents between the ages of 15 and 24 are not enrolled in school compared with 27 percent of White DC residents. Connecting this finding to the conceptual model, African American residents in Washington, DC, are more likely to exit school early and join the permanent workforce prematurely.



Black males should be provided with support and care within educational sites to respond to their specific needs. Policymakers should develop strategies that promote self-efficacy, eliminate barriers that prevent access to educational services, and create opportunities for overall increased educational and social mobility.

African American Male Youth

African American male youth often experience severe limitations associated with employment. Therefore, the current study and policy proposal focuses on African American male youth who reside in urban settings. Improved policies targeting Black males will address educational and social limitations to their joining the workforce. Creating an inclusive workforce will benefit not only the economy but also industries that need to diversify their staff to welcome innovative ideas and increase productivity.

Personal and Emotional Factors

The impact of personal and emotional factors to creating workforce placements for young people implies the analysis of specific characteristics that influence choices and opportunities. To help African American male youth gain access to work opportunities, policymakers should institute programs that empower them. As stated by Jennings (2014), entrepreneurial and microenterprise programs can have a positive impact on the psychosocial and economic well-being of young men. Because of other social disparities, African American male youth may require tailored support for autonomy, risk avoidance, and engagement. For increased effectiveness when developing support programs, policymakers should attend to the specific needs of African American male youth.

Despite intentions of support programs to eliminate the influence of race related to personal and emotional factors, these factors play a significant role in preventing educational and employment opportunities. The Briggs (2017) study focusing on Caribbean Black youth found that there were counter-narratives embedded within the perpetuation of racial biases. Stereotyping prevented Caribbean Black youth from inclusion in employment and educational opportunities, which also impacted their personal and emotional well-being.

The use of Critical Race Theory (CRT) frameworks in the analysis of potential work and learning opportunities can also shed light on the diverse experiences of African American male youth.

Further studies on the effects of stereotyping on opportunities for Black males should also investigate physical, psychological, and emotional factors (Williams & Mohammed, 2009) because personal and emotional barriers to accessing employment opportunities are also connected to excessive stereotyping by employers. According to Philips, Dumas, and Rothbard (2018), Black employees may fear disclosing their experiences

to potential coworkers or employers because of continued stereotyping. However, to create more gainful employment opportunities, researchers and policy makers must consider the counter-stereotyping identity of African American male youth. Harpalani (2017) noted that high-achieving Black students succeeded academically despite stereotypes, discounting the longstanding narrative that one's racial identity, in this case, the racial identity of Black students, negatively influences one's intellectual capacity.

Additionally, the lack of employment opportunities for African American male youth can negatively impact their mental health and overall well-being. A report prepared by the Public Interest Government Relations Office (2018) for the American Psychological Association found that unemployment, in combination with other social barriers, can have an adverse effect on emotional well-being. Research showed that emotional health issues and job insecurity were closely related, leading to the emergence of further complications such as depression and anxiety.

These effects do not go unnoticed. African American males can "become increasingly aware of their restricted opportunities," which creates high stress levels (Public Interest Government Relations Office, 2018, p. 2). Hence, policymakers should pay special attention to the links between mental health and unemployment to develop strategies that will not only provide work opportunities but also address negative psychological implications and effects of racism.

Family Factors

Family factors also influence employment opportunities among African American male youth. The family unit represents large systems with multiple contributing components. Such factors include the composition of households, the education and employment status of parents, and parent-child relationships. Winship, Reeves, and Guyot (2018) studied the inheritance of poverty related to family factors, finding that there was an intergenerational cycle of poverty among Black males and communities, drastically affecting economic outcomes and ongoing family dynamics. Therefore, developing employment-support programs for African American male youth should involve the study of family dynamics and the way that these family structures have been impacted by historical factors (e.g., racial discrimination, mass incarceration) (Hurt, McElroy, Sheats, Landor, & Bryant, 204; Winship, 2018).

The lack of employment opportunities for African American male youth can negatively impact their mental health and overall well-being.

Furthermore, low-income contexts create limitations to pre employment training and education. For example, a report by Shierholz, Davis, and Kimball (2014) noted that approximately a fifth of recent high school graduates were neither enrolled in further education nor employed. Much of the sample population within this study also experienced lower economic conditions, affecting their families' ability to provide additional and necessary support. As the job market declines, African American males are at a higher risk of being unemployed because of these intersectional aspects.

School-Related Factors

Among the school-related factors that impact the rise in unemployment are school funding inequities and push-out disciplinary policies. Other factors include school curricula and pedagogy, the perceptions of young people about their schools, and their connections with teachers and instructors. The absence of the necessary level of education and skills limits the scope of potential workplace opportunities. Of the 3 million Black males aged between 16 and 24, 663 thousand either dropped out of a school or were incarcerated. Furthermore, the rate of imprisonment for Black male youth between ages 18 and 24 is 7–9 times the rate of their White counterparts (Harris & CLASP, 2013). Because 60% of employers will not hire formerly incarcerated citizens, the problem of unemployment is further exacerbated as African American male youth who have previously been incarcerated may not be able to access employment due to biases and other structural issues.

While college education among young Black males has increased from 16 to 33%, issues persist. For example, White males who dropped out of school were still employed at higher rates compared to their Black counterparts, pointing to disparities in intentional workforce distribution (Harris & CLASP, 2013). Larger economic issues impact these statistics as well.

The great recession of 2008–2012 increased the unemployment rate more for Black males in comparison to other demographic groups.

Such research points to the need to develop initiatives that would focus on increasing academic achievement and labor market preparedness for African American male youth, creating community support for engaging African American male youth in early work experiences, and removing zero-tol-erance school and arrest policies. Alternative strategies include but are not limited to community and counseling services.

Structural constraints can also limit the educational and social mobility of African American male youth. As mentioned by Baldridge, Hill, and Davis (2011), these structural constraints are usually compounded by the intersectional identity dynamics pertaining to social class, gender, and race. Researchers studied the impact of national community afterschool programs intended to facilitate the positive experiences of young Black males within the educational context. Scholars suggest that Black males should be provided with support and care within educational sites to respond to their specific needs. Since the majority of complications with education and employment occur due to the complex and intersectional circumstances of African American male youth, policymakers should develop strategies that would promote self-efficacy, eliminate barriers that prevent the group from accessing the desired educational services, and create opportunities for overall increased educational and social mobility.

The school-related gaps lead to the emergence of male adults who are chronically underemployed and/or unemployed, have access to fewer healthcare resources, and experience higher rates of incarceration. The current graduation rate for Black male youth is approximately 47% compared to 75% for White and 57% for Latino males (Kafele, 2012). Disparities are magnified in urban contexts and large school districts (e.g., Miami, New York City, and Detroit) where graduation rates can be as low as 20% (Kafele, 2012). Lower levels of achievement, higher expulsion and suspension rates, and disproportionate percentages of referrals to special education are affected by culturally deficient guidance and support and a host of other environmental limitations that hinder successful learning experiences and outcomes.

Kafele (2012) advocates for an empowerment program that targets Black male youth and includes male mentors. The empowerment of African American male youth should also involve a comprehensive model that would attend to student needs during elementary, middle, and high school. An availability of opportunities for African American male youth to meet with diverse representatives of their ethnic and social group is necessary to create an environment of engagement and an exchange of experiences. Such empowerment programs could help mitigate the larger problem of unemployment.



These programs are mainly aimed at alleviating individuals from poverty and ensuring individuals are provided with opportunities to help them and their communities flourish.

PART 2: **LESSONS LEARNED**

Benchmarking Washington, DC, with Similar Cities Regarding Youth Employment

In the United States, different cities have devised different approaches to deal with the problem of youth unemployment. Washington, DC, has implemented various programs to help students access job opportunities during their summer holidays. These programs have not fully addressed unemployment, and there is room for improvement, especially when the district's leadership benchmarks with other cities that have done well in ensuring young people have access to employment opportunities (Robinson, Shanks & Meehan, 2017). Ideally, summer employment programs are critical in engaging young people and addressing unemployment among them, offering jobs designed to put young people on the path of career longevity. Even though Washington, DC, has embraced and adopted the vision developed by Mayor Barry, they still face challenges of youth unemployment and can learn strategies from other cities, such as New York, Los Angeles, and Detroit, that have adopted different approaches. Benchmarking will enable DC's leadership to understand the various challenges faced by young people and to prioritize strategies to address the challenges of youth unemployment.

New York

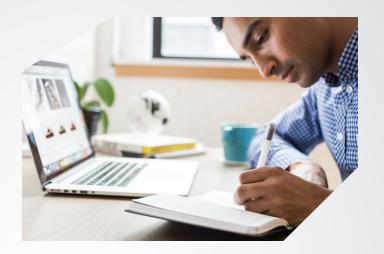
Summer Youth Employment Programs in New York have been effective over the years. New York's policies and youth-centered legislations tend to support the labor market. The employment market in New York involves both public employment and state-subsidized employment programs aimed at supporting youth activities. In New York, the subsidized programs are solely meant to empower young people by providing them with opportunities within government agencies and ensuring their ideas are taken into consideration when developing legislation (Sachdev, 2012). For instance, New York has invested in providing youth with summer employment opportunities. They have liaised with the private sector to establish programs aimed at ensuring young people within the city have access to job opportunities. For instance, the New York Summer Youth Employment Program 2020 is the largest youth employment program in the United States. It connects young people aged between 14 and 24 years with job opportunities. The program has been in existence for the past few years and has grown to become one of the most successful programs in America. The NYC summer youth employment program has unique features that set it apart from other programs across the country, and Washington, DC, can effectively learn from it to improve their own youth programs.

NYC Program Designs. The NYC summer youth program gives a different approach to their programs. In the summer program, the participants are allowed to explore their career pathways and interests, engage in the learning experience, and develop their civic, social, and leadership skills. Their participation in work-based opportunities and structured projects enhances their employment chances and prepares them for their future career paths. In the NYC summer program, young people are divided into two categories: the 14–15-year-olds and 16–24-year-olds (Sachdev, 2012). Each of the two categories has special projects and programs aimed at improving their leadership and social skills. For instance, the 14–15-year-olds participate in projects aimed at exploring their different career

New York, Los Angeles, and Detroit have adopted different ways of dealing with youth unemployment.
Washington, DC, can benchmark the three cities to improve their programs.

chances and opportunities. All of these programs are paid, and young people in this category are allowed to explore their skills and interests while also benefiting financially from the program. The program has helped enhance the leadership abilities of many students and youth, and this has improved how young people in New York approach their career paths and use the talents and skills to forge their way into their careers. For the 16–24-year-olds, the approach is different. For this category, young people can apply for paid summer jobs. In addition, they are trained in various aspects of their careers. For instance, young people receive training to manage their finances and in leadership, civic, and social skills. In short, at this point, young people are ready to take up new job opportunities.

Furthermore, the support given to these programs by the government enhances its success. The NYC Department of Youth and Community Development (DYCD) has been actively involved in supporting youth programs in New York. For instance, they invest heavily in community-based programs and organizations. These programs are mainly aimed at alleviating individuals from poverty and ensuring individuals are provided with opportunities to help them and their communities flourish. However, the main target is often young people. With the programs designed to help young people enhance their social, civic, and leadership skills, the DYCD funds a wide range of high-quality community-based youth employment programs (Modestino & Paulsen, 2015), including after school, family support, community development, literacy services, youth services, and youth workforce development programs. The benefits of these programs include projectbased learning, work-readiness training, summer jobs, and financial literacy training. In short, the programs are aimed at preparing the students for employment by instilling the civic, social, and leadership skills required to prosper in the job market. As such, compared to young people programs in other cities, the NYC summer youth employment programs are designed to produce leaders in the business world and youth that understand their potential and abilities in the job



market. Also, along with the training young people undergo in the program, the government liaises with many private sectors to provide employment opportunities for the students. The training received by the students in these programs is high quality and makes them eligible for employment in some of the largest corporations and businesses in the world.

The NYC employment programs are also skill- and talentbased. With the funding from the state and federal government, the programs focus on identifying students with innovative abilities and talents. In this age of technology, innovativeness is one of the essential ingredients of desirable employees within the business world. However, the NYC employment programs focus more on supporting the different ideas from young people. The investments provided by the state are often enough to support talent and abilities. The programs do not just focus on training young people and preparing them for employment, but also encourage innovation. In these programs, young people are also allowed to express their culture and beliefs. For example, the Manhattan Multicultural Summer Youth Program (MMSYP) is an organization that helps young people develop their talents and allows them to express their cultures. This program is not an employment agency, but an organization formed and funded to identify talents and abilities and ensure those are supported. It is through this

Amid the coronavirus pandemic, the management has implemented online classes and training for young people in Detroit. This training is conducted to ensure young people keep social distance while continuing to learn.

program that young people can be allowed to explore their talents. For example, young people with talents for sports will join the program to enhance their chances of entering the sports world. The program offers specialized training for different talents and provides networks for young people to transition to their careers. Also, the program supports innovation. Many youths are creative and innovative. Notably, in the age of technology, supporting innovation can effectively help build lucrative career opportunities for young people. In this regard, the NYC summer youth programs do not just focus on positioning young people for employment, but also on encouraging them to explore their talents and innovative abilities.

Policy Environment. The policies in New York have created a favorable environment for young people to pursue their dreams and career objectives. Since the 1960s, NYC has funded employment for young people. For instance, between 2005 and 2008, the NYC summer youth employment program funded training and employment for young people aged between 14 and 24 years (Modestino & Paulsen, 2015). Young people were provided with paid jobs of up to seven weeks between July and August. In addition, NYC has established policies compelling it to fund the SYEPs within the city. They fund the administration of the programs, including the participants in their summer employment. For example, between 2005 and 2008, the average pay for young people within the employment program was \$1,403, which is relatively higher than that of other cities. (Modestino & Paulsen, 2015). With 10 percent of the funding coming from the federal government, over 40 percent of the total funds received by the SYEPs come from NYC, which demonstrates why their programs have been the most effective in the United States. The city has the biggest responsibility of ensuring the programs are running smoothly, and young people within the city are effectively caring for and involved in the programs. Benchmarking in New York will help Washington, DC, learn how New York runs its program with a focus on multicultural programs, employment programs, and policies to improve their SYEPs and to capture the fundamental issues affecting young people.



Detroit has one of the most progressive programs in the United States. Like New York, Detroit is focused on growing the talents and innovativeness of the young generation. Even though they offer employment programs and opportunities for young people, the programs initiated in Detroit are mainly talent-based. For instance, Grow Detroit's Young Talent (GDYT), one of the well-known programs in Detroit, has excelled in its purpose for years and has effectively empowered young people in the city to embrace and use their talents and abilities. The program was established to train youth aged between 14 and 24 on civic, social, and leadership skills (Schwartz, Leos-Urbel & Wiswall, 2015) and offers paid training experiences for young people. Like other programs from New York and other parts of the country, GDYT aims to provide the young people in Detroit with an opportunity to compete effectively in the increasingly competitive job market. Today, businesses focus on creativity and innovativeness when hiring. However, the emergence of technology has created massive opportunities for youth. Through the GDYT, Detroit has created platforms for young people to explore their talents and abilities, while also ensuring they remain competitive in the market. Since the GDYT was formed five years ago, it has grown to become one of the most progressive and effective youth programs in

America. The local government is the primary funding source; however, donors and the federal government also support the program.

What Washington, DC, can learn from Detroit's young people employment programs is the ability of the program leaders to adapt to the changing technological environment. According to Schwartz, Leos-Urbel, and Wiswall (2015), GDYT has been able to adjust to the current changing times. Amid the coronavirus pandemic, the management has implemented online classes and training for young people in Detroit. This training is conducted to ensure young people keep social distance while continuing to learn. This has not been seen in other cities. It is also not new in Detroit: the city has employed online classes and training before to reach more youth. In Detroit, not all youth attend classes and training programs physically. Some of them are trained through online programs. In short, Detroit has taken advantage of emerging technologies to reach more youth. As a result, they have reduced their youth unemployment rates over the past few years. For instance, since the GDYT was formed five years ago, young people's unemployment in Detroit has reduced by approximately 16 percent. This demonstrates the commitment the city has in ensuring young people in the city have access to job opportunities and are

trained effectively to take advantage of their various talents and skills.

What Washington, DC, can also take from Detroit's approach is the ability to utilize emerging technologies to enhance young people's careers. Young people, particularly generation Z and Y, are technology fanatics (Schwartz, Leos-Urbel & Wiswall, 2015) and technology natives. In this regard, the use of technologies to enhance their training is an effective way of motivating young people and ensuring they take the programs seriously. Washington, DC, can use emerging technologies such as online platforms to reach more youths and students and address its high rate of unemployment.

Los Angeles

In Los Angeles, youth programs are equally taken seriously. The city has implemented different programs to prepare young people for the job market. However, in Los Angeles, the programs mainly target young people living in poverty or those that face substantial barriers for their productive lives. As such, the programs aim to train these vulnerable youths to be ready for the job market and assist them with their career and educational paths. There are numerous similarities between youth programs in Los Angeles and Washington, DC. Programs from both cities focus on training students and youth to be job-ready, providing them with expert guidance and with resources and support, through subsidized and unpaid programs, that they need to become self-sufficient (Schwartz, Leos-Urbel & Wiswall, 2015). Also, the programs provide employment experience opportunities as well as job placement and search assistance. In short, Los Angeles and Washington, DC, have

assistance. In short, Los Angeles and Washington, DC, have similar ways of approaching the unemployment issue. They

have implemented plans and programs and ensure they fully support the programs to help young people create better career paths for themselves. There have been numerous success stories in Los Angeles regarding young people programs. For instance, in a story told by Schwartz, Leos-Urbel, and Wiswall (2015), Rasika, one of the beneficiaries of LA's young people programs, was brought up in a low-income family. She dropped out of school to take care of her siblings. However, when she enrolled in one of young people programs, JVS SoCal's Youth Services, as an intern, she advanced her career. Today, she is a coach for young people in youth programs. The story is just one of the many success stories associated with LA's youth programs.

What Washington, DC, can learn from Los Angeles is the diversification of youth programs to target distinct categories of young people. In Los Angeles, numerous youth employment programs deal with particular categories of young people. For example, the WIOA Youth Program was established by the Workforce Innovation and Opportunity Act (WIOA). This program does not serve all young people in Los Angeles, but mainly targets youth aged between 17 and 24 years old. This category of young people is believed to be out of school and looking for permanent employment opportunities. Like other programs, participants receive several services including career exploration, job readiness, job training, and job placement. Many students or youth have benefitted from the program. It mainly focuses on ensuring the student's transition successfully from their educational training to their careers. Another WIOA-established youth program in Los Angeles is the Young People at Work program. This program mainly targets youth as young as 14 years old. Its main objective is to provide these young people with the experience they need to advance their careers. The program also trains the valuable skills youth can use to earn their income. The Santa Monica Community Youth Program also targets youth aged between 16 and 24 years. It operates within Santa Monica and mainly focuses on high school and college students from poor backgrounds who have substantial barriers to employment and for productive lives. The program trains and teaches students to overcome the different barriers to employment. In short, Washington, DC, can equally diversify their programs to capture different skills and aspects of students' challenges. Skill-focused programs will attract more youth and result in more effective youth programs in Washington, DC.

Promising Local Interventions in Washington, DC

Methods

Participants: For this investigation, we compared three nonprofit organizations with youth employment preparation programs in the District of Columbia: Alliance of Concerned Men, Beacon House Community Ministry, and So Others Might Eat (SOME). Agency characteristics were explored and executive personnel and team leaders were interviewed for this report.

We derived agency characteristics from our observations and analysis of data from interviews. Interviews were conducted by a research assistant under the supervision of a PI and consisted of a five-part questionnaire instrument presented one time per agency. The questionnaire consisted of eleven main questions and varying follow-up questions that covered program success and key components of employment programs. The collection period expanded over a course of 5 months within a 12-month period. Specific contributing factors that we explored with interviews included: program goal aspirations and achievements, demographics of populations served, program success, current methods and strategies to advance work experience and career exposure, challenges and barriers, and lessons learned for future advancements. This information gave us a context for the interview but was not reported in this report. Secondary data sources were also used to understand racial disparities in the communities adjacent to the participating agencies.

We interviewed executive personnel and team leaders at the three nonprofit agencies. Researchers engaged the research assistant to transcribe the interview data. Upon receipt of the interview transcription, the research team embarked on understanding the qualitative data through a series of activities including organizing the data, generating themes and patterns, searching for alternative explanations for the data, and writing the report. Researchers drew on this analysis to further identify preliminary themes and create coding categories.

Qualitative data analysis revealed four primary themes and three secondary themes. The themes address agency strengths and needs, as well as the needs of the surrounding communities, against the backdrop of educational requirements and workforce professional standards.



THEME #1: PARTNERSHIPS

Agencies emphasized the importance of establishing and maintaining relationships between agencies, other youth development programs, and the community. One agency leader said, "We can build family support services, but we have to have the resources to be able to sustain it. Sustainability is essentially important."

Another shared a similar sentiment, "We're always looking for more community partners and I think that's probably the most important thing to us expanding..."

Agency leaders reported having good relationships with other youth development programs in the community, "College Bound is a nonprofit and has different locations or sites (I guess host sites in DC is a more accurate way to put it) and we have a great relationship with them," said one executive describing their relationship.

The interviewees attributed these strong relationships in part to the commonalities between community organizations and the demographics of the communities being served. Many executives commented on the mission to eliminate crime in the community and increase exposure to positive opportunities, stating that sharing resources with other agencies empowers the community. The executive and team leaders also noted being known in the community. Further, many of the staff members at the agencies are current or former members of the community.

Executive team leaders noted working with parents to understand the needs of their communities. In addition, agencies are engaging with the community with various education and mentor initiatives. With this, agencies reach within their own areas and provide scholarships, employment, and resources for young people. This sometimes results in those youth returning to participate as mentors.

Also, these initiatives target youth and young adults who are living in high crime areas and have been in the judicial system. Agency initiatives assist them in obtaining job skills and employment training. Continued efforts are needed to strengthen relationships, including efforts to increase parent involvement and provide practical support. One agency leader said,

"Everyone learns differently, and sometimes you have to find the proper way of teaching people things. With the homeless community, they may have not had a really traditional way of doing things, so just kind of finding the right curriculum for everybody."

THEME #2: PROFESSIONAL DEVELOPMENT AND ADEQUATE RESOURCES

The interviews revealed a consensus regarding the importance of professional development and access to adequate resources for continuous growth on the part of both the agencies and members of the community. A lack thereof is a downside as one agency leader noted, "They [young Black men] have to have the opportunity for a job that will be able to help sustain them."

He goes on to express that without professional development opportunities for youth, communities will not view youth employment as a valuable contribution to the growth of the community, "It will never filter down." The agencies have made efforts to provide professional development for community youth and young adult Black men. These opportunities help agencies develop growth plans and modules for working with young Black men to help them prepare for college or trade schools, prepare for living wage careers, and offer certificate programs. As mentioned above, the need for professional development and access to resources is two-fold.

One agency leader said, "space is an issue for us... we don't really have a ton of funding for high school."

She also discussed the gap in years of work experience among colleagues,

"There's some people who've been there for 15+ years and some people who've been there for less than 5, and so there's a little bit of a difference in the way that the organization is run. A lot of things—there are a lot of differences."

Continued nurturing and support is necessary for novice agency workers, those who recently completed their studies and are entering their first years of nonprofit and community work. This continuation of the grooming process leads to preparing effective agency leaders.

THEME #3: EDUCATION, COLLEGE PREPAREDNESS, AND ADULT LEARNING

Many young Black men are not prepared to enter college, trade schools, or the workforce due the environmental barriers they face. As a result, young men's competitiveness as college and job applicants is thwarted. To address this, agencies have offered certificate programs, GED programs, adult learning classes for job skills, and mentorship programs that will enable young Black men to be prepared for college and living wage careers. Continued and targeted efforts are necessary as noted in this statement:

"There are people who come in with a significant learning gap. You need at least a middle or high school level of reading and understanding math. Some people, they have a lot of difficulty. When you apply for a job and they see that you might not be as educationally qualified or you might not have your GED we have to, I mean—you kind of have to get through that barrier."

Another shared a similar experience:

"With a mentoring component, create the environment that will be conducive to who they are and what they're going through until they are able to take on the full responsibility of what comes with full employment."

Further, earlier interventions are necessary. As one agency leader noted, "I started to focus more on ways for our kids to be more successful. I strongly encouraged a lot of our 8th graders to join the program, and I'll continue doing that going forward because there's a lot of exposure to colleges." In significantly distressed communities, it is difficult for young Black men to envision productive lives for themselves.

One agency leader stated that a substantial proportion of young Black men in these communities turn to street violence because "they basically conceptualize life to be in the fatalist structures that they have grown up in." There are several effective programs which address these issues, and community agencies should allocate attention to reviewing what successful communities are doing and then institute those effective practices within their respective communities, if feasible.

THEME #4: MENTORSHIP AND SOCIAL AND EMOTIONAL CARE BEYOND JOB SKILL TRAINING

The agency leaders highlighted their shared mission to produce staff who are highly qualified to mentor youth in high-risk communities in the DC area. To accomplish this, it is imperative that mentors possess an understanding beyond the content knowledge to be truly effective. Moreover, in addition to college prep and career skills training, the agency leaders discussed the shared expectation that their mentors excel in areas related to social justice and socioemotional learning.

One agency leader explained,

"we're really education focused—helping to support kids and their academic achievement, but we're also social and emotionally focused on their mental health and well-being as well...[we're] really trying to break that generational cycle of poverty for them through or in any and all areas."

Mentors need to have a lot more socioemotional effectiveness, resourcefulness, and compassion, and a better understanding of the world and of diverse cultures.

A common strength of these community agencies is that they forge long-term mentor/mentee relationships. "Part of the sports program is huge into mentorship. So, these kids feel really deep connections to our coaches in terms of the fact that they've just been mentees for 15–20 years of their life, you know. And they keep in touch with them after [they leave the program] so a lot of them [students] come back and serve as volunteer coaches," said one agency leader. This ensures that mentors understand what it truly takes to create the kind of environment in which young African American males are inspired to learn.

Secondary Themes

Agency Strengths. The agency leaders noted community strengths as well as program characteristics that enable success in quality work experience and career exposure. They also reported strengths through receiving support from other community agencies, maintaining good reputations among local businesses, involvement in city-led youth initiatives, and previous program members staying connected to their communities. One leader discussed how the agency utilizes a city-led initiative, "So we probably employ about 13 or so every summer. We generally employ our own students but they go through the Summer Youth Employment Program so they're paid by the city. We are able to employ a lot of our program kids that we support."

Another stated that their reputation with local businesses allows for more job opportunities for the people they serve, "we're really respected in the community so that also helps getting people into the right spot." Regarding support youth gain from staying connected in the community, one leader said, "They're [graduates] still talking to our whole network—their teachers and advisors. They're talking to the people that they did their internships with. So, the community is really tight and that really helps people get through." The support received within the agency was attributed to the staff's ability to find purpose in their work, "We feel like that's because it gives us motivation and drive."

Characteristic of the agencies is the quality of the planned programming that empowers individuals as they engage in the career-training experiences offered. When highlighting their program, one leader said:

"Our number one goal is to end the cycle of homelessness. And what that usually looks like for us is we offer a lot of services for the homeless community, mostly in DC. Usually the foot in the door is often eating in the dining room, first. After eating in the dining room, people are usually more likely to get connected to the rest of our services. Whether that includes maybe going to the clinic.... A lot people come in and they don't have an I.D. After our clinic, it usually leads to our center for employment training which leads to single adult family housing, senior housing and that's kind of the continuum we try to get people involved in."



Often the individuals in these programs view mentoring as a way to give back to the communities from where they come. The agency leaders noted that they had great success in assisting graduates to obtain local job or college placements after the completion of the program. One agency leader said:

"So, success would look like—I mean the most important thing is we want people to feel independent, but also be dignified in doing it and really be able to handle themselves and not need our services. The people that are in our center for employment upwards about 80% are graduating and moving on."

Another agency leader reported the success of partnering with another community agency, "College Bound has 100% graduation and acceptance into college rate. So yeah, they're amazing and they give out scholarships. Every student gets a scholarship."

Agency needs. Freedom, eliminating stigmatization of minorities, and financial support were emphasized as the current needs of the agencies. Agency leaders reported a lack of resources, such as adequate program space, which does not allow for a lot of freedom for these agencies to meet the needs of young people in the best way. One leader reported

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that sharing space with other organizations has slowed down program development, "I want to have an actual high school program. The program that I talked about, where they employ our high schoolers to tutor our second and third graders, they take over what is designated the high school space for like, 5 days a week", she stated.

Agency leaders discussed the need to destigmatize ideologies about the populations they serve. Changing how minority communities are seen can lead to understanding and providing for their needs. One leader commented, "There's a negative stigma that goes along with being homeless, and that's what all of our clients are. So I think people are working against that stigma." He goes on to comment on internalized stigma about education, "We try to show them [adult learners] that a graduation with a certificate with our employment program is just as valuable as a college certificate."

Financial support is a continual need at community agencies for addressing the lack of career exposure among youth.

One agency leader said, "part of what having a bigger or more robust program for me would be the career exposure and exposure to colleges." She goes on to say, "I mean we don't have funding for this right now and funding is always the big obstacle."

Parental Involvement. The organizations in the DC area are facing challenges with retaining parent trust and involvement. The agency leaders attributed it to the need to establish relationships between parents and newer staff members at community agencies as changes within organizations are made. In addition, parents tend to have solid relationships with staff that have been with the organization for a long time, which often results in newer staff having a difficult time forging trusting relationships with parents. One leader said regarding her two-year status, "For me that's a barrier because I don't have a long-term relationship with kids. I'm still working on gathering the trust of the parents because when I came in there with a really big change they weren't completely on board."

Summary

Interviews with community agency and organization leaders highlighted both the drivers and barriers to job preparation within the community. The first theme, "Partnerships," discusses how strong relationships with the surrounding community agencies served as an organizational strength that drives success. The second theme, "Professional Development and Adequate Resources," emphasizes the need for continuous growth within career-centered initiatives for youth on the part of both the community and nonprofit agencies. The third theme, "Education, College Preparedness, and Adult Learning," addresses a barrier that minority-youth-centered agencies face in that young Black men are not being prepared to enter the workforce or educational institutions due to the lack of support in their environments. The fourth theme, "Mentorship and Social and Emotional Care Beyond Job Skill Training," highlights a driver to training quality community agency staff by challenging their candidates to develop a socioemotional understanding beyond the content knowledge.

Several secondary themes brought more context and clarity to the primary issues facing youth-centered community agencies. "Agency Strengths" discusses various characteristics of the organizations and the initiatives that have served as positive factors in their efforts to advance their programs. "Agency Needs" discusses the need for more freedom, eliminating stigmatization of minorities, and financial support to adequately address the needs of the programs and the surrounding communities. "Parental Involvement," discusses the challenges that community agencies face with retaining quality, trusting relationships with parents.

The themes discussed above allow for a better understanding of the challenges faced and successes of youth-centered community agencies/organizations in producing quality workforce and career-exposure programs. Moreover, they provide insight into the ways that youth-centered organizations can exert more leadership in their surrounding communities to help resolve some of the educational and workforce issues that plague African American males in particular and students who are underrepresented in general.

PART 3: **RECOMMENDATIONS**

Creating Youth-centered Employment Programs

Washington, DC, needs legislation and policies that are youth, race, and gender-centered; targeted; skill-focused; and innovative. Even though many programs are supporting youth employment, policies and legislations have not been developed and implemented to ensure all youth have access to employment opportunities. With the high unemployment rate among young people, the increase in the young people population in the job market will cause more problems for the district. In this regard, economic empowerment is a priority strategy to address impending problems. Through the development and implementation of legislation and policies in Washington, DC, the district should develop financial structures and models that are easily accessible to young people. However, to effectively empower young people, Washington, DC, must be very intentional and direct in the way they incorporate young people into organizations and society. Hence, the district should prioritize the following:

a. Involve young people in the process of decision making

Young people understand their challenges and problems more than the people in power. Developing legislation and policies that will support access and value-chain development requires the input of young people. For instance, young people understand the problems that affect them in the job market and the solutions that address these problems. Involving the young people in the decision-making process entails taking their input into consideration and creating room for the representatives of young people. Ideally, this may be done by conducting interviews and surveys in colleges and schools as well as obtaining the input of the students who have been in employment (Naccarato, Brophy & LaClair, 2013). The surveys should focus on understanding the challenges young people face when seeking employment or job opportunities, the new trends in society that may help in creating job and career opportunities for young people, and the solutions, from the perspective of young people, for the challenges they face in the job market. In short, developing policies and legislation should be based on and informed by the experiences of young people. For example, racial disparities are a major problem in youth employment. Every policy affecting young people should be focused on addressing racial discrimination. Washington, DC, could design ways to choose representatives from different ethnic groups to air their views on the best practices they expect from the government. The district can then use these views to come up with effective policies that will address racial inequalities and provide opportunities for young people. As such, the policies will touch on the fundamental issues affecting young people and address the barriers that exist in their quest to access the job or employment opportunities.

b. Honor the voice of young people

Washington, DC, also struggles with racial discrimination in youth employment. Even though the programs have not addressed the issue, the district has an opportunity to listen to young people, understand their challenges, and ensure their policies reflect the voice of young people. Involving young people in the process of decision making is one thing. Honoring their voices and wishes is another challenge for the district. According to Franklin (2018), the policies and legislations centered on the issues affecting young people are often created by legislators who have no idea about what young people need. As such, when young people are involved in the decision making, their input will directly solve the problems they experience. To effectively deal with the issue of unemployment among young people, the district should honor the voices of young people. They understand the trends that affect their lives. For instance, technological advancement has affected young people the most. Notably, generation Z and Y are known to be technology natives (Franklin, 2018). With the many opportunities and chances presented by technological advancements such as the advent of social media and social influencing, the Baby Boomers are not in the best position to understand how technological advancements can be used to solve the challenges of unemployment. In this regard, young people better understand the opportunities available to them based on the emerging trends in society. Honoring their voices in policy formulation may empower young people to take control of their lives and address the problems of unemployment.

c. Understand and implement the ideas of young people in the policies

The ideas presented by young people are often based on their honest views. These ideas are often informed by current or emerging trends in the market. To effectively formulate youth-centered policies and legislations for empowerment, the legislators must understand the ideas presented by young people. Because these ideas are informed by the experiences of young people in the employment sector, they represent the true depiction of what is required to address the challenges faced in the job market. For instance, many youth have taken advantage of social media's influence and created job opportunities for themselves and other youth. With their experience using social media and interacting with other technologies, their ideas will assist the district (Franklin, 2018). In this regard, understanding and implementing the ideas presented by young people will help in establishing effective policies relevant to young people. Because they understand the impact the emerging technologies has on their lives, supporting them with relevant and effective policies will empower young people to explore these opportunities, which will eventually address the challenges of unemployment among the young people.

d. Share adult privilege and power to make the community better for young people

As it stands in society, adults are responsible for making decisions that impact the lives of young people. They are also tasked with making decisions that define or shape the future of young people. However, young people aged between 16 and 24 years have grown up in a completely different era from the adults in charge of decision making (Mixon Jr. & Stephenson, 2016). This means that the opportunities that the Baby Boomers accessed while growing up are not the same as those that generation Z and Y currently have. For example, society has changed in the era of social media. Students and youth now have opportunities to showcase their talents and skills on social media as well as to form their career path using social media. However, to effectively achieve this, they need policies that create a favorable environment for them to create opportunities for themselves. The adults should be able and willing to share their privileges and power with young people. This will enable the parties to make decisions that will create a better society for everyone. When the adults make decisions, the decisions are made from their perspectives. However, sharing their privileges with young people may help adults in diversifying their ideas and ensuring they consider all the views and perspectives when developing and implementing policies.

Focus on African American Males

a. Reducing unemployment for African American males

Problems discussed in the literature require that researchers, practitioners, and policymakers examine the extent to which building employment support can reduce unemployment for African American male youth. When policymakers and community leaders collaborate on improving employment opportunities for African American male youth, they should consider essential elements of such a partnership: collaboration with employers to close the gap between the supply and demand of work, and support from intermediary organizations to identify more comprehensive tools and incentives for collaborative and supportive efforts. By employing young people as early as possible, stakeholders are more likely to create a positive workforce environment that mitigates biases faced by African American male youth.

For African American male youth who may lack the formal skills and education to become successful in their careers, work-based learning can be of great benefit. This strategy includes implementing courses that help young people attain academic and technical skills for facilitating employability. However, research concerning work-based learning opportunities is limited, revealing a substantial gap in the literature. Therefore, new research is needed to develop opportunities for work-based learning for African American male youth and to analyze its impact on future employment. Additionally, further research should be conducted on the role of schools and community organizations, as these can be direct contributors to developing work-based learning opportunities for African American male youth.

b. Education and workforce development among African American males

The findings of considered research illustrate the need to develop a robust educational foundation to support Black male youth. Supporting children from African American communities before ages 8 to 9 would give them a foundation that would help to become more productive and engaged in learning. Students would benefit from high-quality, seamless prekindergarten continuum programs that improve early cognitive and emotional development (ETS, 2011). Through consistent and intentional implementation, these programs would benefit students' educational experiences and achievement. Additionally, evidence-based models such as afterschool and community-based programs would improve the preparedness of children for school. Beyond helping learners attain such basic skills as effective reading and writing, community-based programs would help to develop normed skills for African American children.

Support should continue through middle and high school. The Eagle Academy initiative provides an exemplar of such support. This program was developed to provide high school boys from the Bronx neighborhoods with access to a college education (ETS, 2011). The Eagle Academy became the first all-male public school in New York City within recent decades. African American males had unfettered access to this institution. Furthermore, the Eagle Academy included an emphasis on ethics and individual potential.

Similar to mentoring programs that can address the socioenvironmental challenges of African American male youth, educational leadership should implement comprehensive mentoring for educational purposes as well (ETS, 2011). Students can and should connect with adult male mentors who can identify with and help them manage educational, social, and economic challenges as well as find areas of interest that may be used in future learning and specialization. Also, engaging activities, such as sports and technological pursuits, can help to enhance the effectiveness of such mentoring programs (ETS, 2011). Importantly, the earlier mentoring and other supportive programs begin, the higher the likelihood that African American male youth will benefit from these resources.

Unemployment and underemployment remain a pressing issue for African American male youth reaching college. Therefore, implementation of intense programs at this stage is also necessary because many graduates and college students need further preparation and may not always have the physical or economic access to such preparation. Policies should be created to facilitate the implementation of pre-college programs for African American male high school graduates. Also, advisors should be made aware of indicators impacting the success of African American male youth. Teachers, mentors, and college counselors should also be mindful of potential problems that may arise during programs, such as reduced engagement from participants and the lack of resources for participation.

To summarize, educational factors play an imperative role in shaping the further success of African American male youth and future employment. The research calls for a demonstration of community responsibility that will further influence the preparation of African American male youth for education and employment. It is necessary that young children have the resources to become and remain engaged students and have the necessary skills to acquire meaningful and gainful employment. The fundamental goal of policies and programs should be to reduce the isolation of African American male youth within enclosed communities and minimize the causes and perpetuation of underlying racism that influence outcomes for this population.

Closing the Opportunity and Achievement Gap

In Washington, DC, closing the achievement gap means ensuring the students are ready for the current business environment. According to Gelber, Isen, and Kessler (2016), the current business environment has evolved. Today, businesses look for skilled, creative, and innovative employees. Unlike decades ago, the competition between organizations and businesses has created a high demand for innovative and creative employees. Washington, DC, understands that their programs must produce students or youth that are creative and innovative. According to Bellotti et al. (2010), innovation, advancement, and production are mainly driven by talent.

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Work-based learning opportunities in Washington, DC, should focus on conserving and encouraging talent. The programs should not be only focused on training young people on how to survive in the job market but should also bring out their creative and innovative abilities. This way, they will compete effectively and favorably in the job market. In short, in Washington, DC, today, the most critical aspect businesses and employers look for when hiring or trying to employ young people is their ability to cope in an extremely competitive business environment. With the emergence of technology, leadership requires strategic management and employees need to be creative and innovative. This will enhance the performance of businesses and organizations. In this regard, when looking for employees in the market, employers will often consider creative and innovative individuals more than any others, and this puts young people today in a unique position to prosper in the job market.

The programs initiated by Washington, DC, should focus on training young people and ensuring the programs help youth explore their talent, allowing them to become creative, and instilling innovativeness in them. However, the main question is how work-based learning can help in closing the achievement gap created by the talent gap in Washington, DC. The district can use the following strategies to close the achievement gap.

a. Growing ideas using work-based learning

The current youth employment programs are mainly focused on the learning experiences, preparing the students or youth for the job market, and providing students with working experiences. Closing the achievement gap requires the programs to focus on the talents of young people. In the 21st century, many people lack the credentials and skills necessary to compete in the job market effectively. The talent gap causes this. However, employers and businesses today look for talent in the form of creativity and innovativeness (Franklin, 2018), reiterating the need for programs to focus on young people's talents to enhance their opportunities in the market. In this regard, growing their ideas using work-based learning involves teaching young people the most appropriate ways of using their talents to create. Instead of focusing on providing them with working experience, they are provided with the training on how they can use their talents to think critically, create, and innovate. Therefore, the programs developed by Washington, DC, should be focused on harnessing talent. They should create platforms where young people can pitch their innovative ideas and support the ideas to create opportunities for young people. Creating an environment that encourages innovativeness and creativity will help the district enhance those abilities in young people. This will help in creating employment opportunities for young people as well as increasing their chances of employment. The result can close the achievement gap using talent.

Work-based learning is an ideal component that has been adopted in California to assist in improving secondary education (McKoy, Stern & Bierbaum, 2011). The experiences such as career practicum were found to be effective in complementing both the academic and technical coursework of individuals and preparing them for future tasks. However, this task can only be implemented if there exists equality among all individuals. By engaging both the Black and White individuals equally, it will enhance their success and eradicate the levels of unemployment.

b. Rebuilding marginalized communities, school reforms, and social and economic conditions

One of the essential strategies to close the achievement gap is rebuilding struggling and marginalized communities. The main problem with the wide achievement gap is the economic inequality in America. Washington, DC, is also not spared of the impact of the inequalities in the economic sphere. For instance, African American youth are at a high disadvantage when accessing employment opportunities. According to a study conducted by Leonardo and Grubb (2018), African Americans are more likely to be denied employment opportunities compared to their White counterparts. The study found that Black youths have a 29 percent chance of getting employment while their White counterparts have a 71 percent chance of getting an employment opportunity they apply for. The statistic shows racial inequality that demonstrates there are marginalized communities that suffer from limited access to employment opportunities. These communities are economically marginalized, which widens the achievement gap among young people. To close the achievement gap, Washington, DC, should focus on rebuilding the marginalized communities through work-based learning and programs. The learning programs should target the less fortunate youth or youth from low-income households.

This way, Washington, DC, will enhance young people's access to employment and close the achievement gap. This strategy is premised on the assumption that the achievement gap is caused by the economic and racial inequalities in America. Targeting less fortunate youth will empower them, thus allowing them to compete favorably with young people from other economic and social groups. For example, targeting young people from poor backgrounds encourages more student or youth engagement, introduces them to the world of work, and enables them to access more opportunities in Washington, DC

c. Providing success opportunities for all youths by building communities

According to Wilson (2019), the economic disparities in Washington, DC, prevent the economically disadvantaged youth from having an equal opportunity to access employment. The economic disparities mainly result from the limited resources for young people. As such, youth from poor backgrounds may have limited opportunities to access employment. The implementation of work-based learning in community schools will enhance the students' or youths' ability to compete favorably in the job market with young people from other social and economic classes. According to Orrell and Ouellette (2008), the true value of implementing quality work-based learning is the ability of the program to provide opportunities or to level the playing field for young people from different social and economic backgrounds. As it stands, young people with better economic backgrounds have a high chance of getting well-paying jobs because of their ability to access advanced educational programs. In the process, the achievement gap continues to widen between the two categories of young people. However, Washington, DC, can effectively close the gap by building up low-income communities and providing young people in these areas with opportunities to access classroom learning, work-based learning, and training programs that will enable them to compete effectively with other youths. For instance, the district can structure its work-based-learning programs to offer youths the opportunity to engage with business opportunities that were previously not available to them. Exposure is the main driver for obtaining good employment opportunities.

Furthermore, providing success opportunities for young people involves widening the lens through which they perceive society. The idea is to enable young people to grow their community by exploring their talents and creative abilities. For instance, work-based-learning programs should be focused on training young people in life skills. They should not focus only on how they can attain employment, but how they can use their talents and skills to create employment for themselves. According to Mixon Jr. and Stephenson (2016), many youths in poor communities resort to crimes and illegal activities because they believe they cannot make it without a college education. Work-based-learning programs will focus on teaching young people how they can use the talents and abilities they have to create opportunities for themselves. This will involve identifying the talents among young people and working to build and support these talents. For example, work-based-learning programs can focus on sports-talent search. In these communities, numerous sports talents have not been identified because of the lack of platforms. The district can organize talent search programs that identify youth with sports, musical, acting, and other talents. Young people will then be enrolled in training programs that will specifically focus on building and growing their talents. This way, the programs can enhance the students' ability to create careers for themselves while also closing or bridging the achievement gap that has widened over the years. Therefore, implementing work-based-learning programs in poor communities will enhance the district's ability to train young people on their talents and ensure the playing field is level among young people within Washington, DC.

d. Redefining youth success

In America, student success or youth success is associated with educational achievement. In traditional homes, parents often urge students to complete their education and get employment from one of the largest companies. However, with the limited opportunities in the companies, it is not possible to accommodate all young people. As such, it results in high youth unemployment in Washington, DC, and the U.S. in general. Washington, DC, should focus on redefining youth success (Mixon Jr. & Stephenson, 2016). Work-based learning should redefine youth success by opening or widening the lens through which young people view success. For instance, Washington, DC, can increase the relevance of learning by

including training for young people to use their diverse talents to create lucrative careers for themselves. High-quality work-based learning exposes students or young people to numerous opportunities. It opens the perception of young people and helps them expand their definition of success. For instance, traditional education programs focus on test preparations. Success, in this context, is restricted to students with the best or high aptitude. However, work-based learning refocuses young people's attention to their skills and abilities. Because students have different abilities, defining success in the context of academic achievement limits opportunities for students with low aptitude. Implementing work-based-learning programs helps students expand their lens and perception about success and this motivates them to create opportunities for themselves or build careers based on their skills, talents, and abilities. In this regard, Washington, DC, should use work-based-learning programs to redefine success. They should focus on exploring different abilities and skills among students, and ensure the students or youths understand that they can achieve success through exploring and pursuing their talents and skills.

Critical Investment Areas

Washington, DC, has not effectively achieved its objective in reducing youth unemployment. Even though the district has implemented numerous programs to help with summer youth employment, there are still various challenges faced by the students. Also, only 56 percent of the students were employed in the summer of 2019, a low figure compared to other cities such as New York. The idea of summer youth employment was started by Mayor Barry of Washington, DC. Currently, the largest program for youth employment is in New York. However, there are still numerous programs aimed at providing opportunities for young people in Washington, DC, and these have created employment opportunities for young people in the district. However, massive improvements are needed to bridge the achievement gap and the unemployment rate among young people. The best practices and new strategies, when implemented, should ensure the quality of the programs is improved and more opportunities are created for the unemployed youth. The best practices include:

a. Increasing employer engagement in the programs

The programs are mainly focused on preparing young people for the job market. Even though some programs provide job placement opportunities, most youths are only trained and prepared for the job market. However, according to Mixon Jr. and Stephenson (2016), involving or engaging employers in the training process will enhance the chances of young people in getting employment opportunities. Employers understand what they need in their employees. In this regard, their engagement in the program will help the programs focus more on what employers need and the skills required by young people to succeed in the job market. Also, employers will enhance the trainers' understanding of the job market and ensure they train young people according to the standards required for the market. For example, employer demands keep changing with the changes in consumer demands. In this regard, what employers look for in employees also keeps changing. Therefore, to improve the quality of the programs and enhance young people's chances of employment, Washington, DC, should focus on liaising with different employers in increasing opportunities for young people and ensure the training is skill-based.

b. Encourage federal commitment to the programs

With the high population of young people in Washington, DC, the district needs reinforcements from the federal government and private sector. Currently, the federal government only contributes 10 percent to the summer youth employment programs in Washington, DC. The unemployment rate among young people is very high, and the district cannot address the problem entirely without the help of the federal government. In this regard, renewal of the federal commitment to the summer youth employment programs will help in addressing the problem while also ensuring Washington, DC, is relieved of the burden of funding the programs. For instance, the federal government should increase its funding to \$1.5 billion on an annual basis to help fund the programs (Robinson, Shanks & Meehan, 2017). With the current high youth population, supporting the programs means empowering young people. The more young people are empowered,

the more the government will benefit through an improved economy. In short, the federal and district governments should collaborate to improve the scope of the summer youth employment programs and also ensure more youths have access to the training. The financial support will expand the programs and ensure the problem of unemployment is addressed completely. Therefore, Washington, DC, should involve the federal government in the process and encourage them to increase their funding on the program.

c. Implement technology-focused programs to enhance innovation and creativity

The current employment programs are focused on preparing students and young people for employment opportunities. However, with the limited opportunities in the job market, the program should focus more on helping young people understand the importance of creating their employment opportunities rather than relying on employers for jobs. For instance, there are numerous opportunities for youth on social media. With the emergence of social media and social influencing, the programs can encourage students and young people to take advantage of the emerging technologies and explore their talents and abilities (Robinson, Shanks & Meehan, 2017). For instance, content creating is an emerging trend that has created career opportunities for creative students. Such opportunities have enabled many youths to earn from their talents and skills. The current programs should shift from traditional to more progressive approaches. For example, instead of focusing on educational achievements, the programs should focus more on harnessing talent, supporting the talents, and encouraging young people to explore and utilize their talents. Therefore, the new practice will enhance the students' ability to create their career paths rather than relying on employment opportunities from businesses or companies.

Conclusion

The summer youth employment programs have been in existence for decades. They are aimed at ensuring young people have access to employment opportunities during the summer holidays. However, with the changing trends in the job market, unemployment among youth has become a serious concern among lawmakers. In Washington, DC, youth unemployment has caused concerns. The existing programs cannot effectively address the high unemployment rate, and this has created the need to implement strategies and methods to ensure the district benefits from the available opportunities. In short, opportunities are often created for young people through these programs. Also, racial discrimination is a serious problem in youth employment. Because of the economic inequalities among marginalized communities, African American youth are at a disadvantage in getting full employment. The employment opportunities are also limited for marginalized groups. In this regard, the programs should focus on or target marginalized communities such as Latinos, African Americans, and other racial groups that are considered marginalized. Therefore, the improvement of the programs in this area is necessary to ensure the unemployment problem is addressed effectively.

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Acknowledgement Of Advanced Reviewers

The author of this report gratefully acknowledge the material contributions of the following panel of scholars who read and provided their recommendations and feedback to strengthen the report:

Khadijah Z. Ali-Coleman

Co-Founding Director

Black Family Homeschool Educators and Scholars (BFHES)

BlackFamilyHomeschool.org

Fay Maureen Butler

Executive Administrative Officer

Student Affairs

LaGuardia Community College of the City University of New York

Fbutler@lagcc.cuny.edu

Melody Crutchfield

Program Manager

Supported Employment Services

Adult Services Division

Office of Programs and Policy

DC Department of Behavioral Health

melody.crutchfield@dc.gov

Lacretia Dye

Associate Professor

Western Kentucky University

lacretia.dye@wku.edu

Rashid Faisal

Principal Internship Coach

Teachers College of Columbia University

Faisal@umich.edu

O'Shan Gadsden

CEO

Gadsden Consulting & Evaluation Services, LLC

ogadsden@gmail.com

Shamoyia Gardiner

Deputy Director

Strong Schools Maryland

shamiag@gmail.com

Michael A. Guynn

Board Member

National Association of Black Social Worker's

Guynn2001@yahoo.com

Chonya D. Johnson

Sr. Domestic Policy Analyst

Bread for the World

cjohnson@bread.org

Rhea S. Kiper

Educator

East Baton Rouge Parish School System

DrKiperLDC@aol.com

Darnell Leatherwood

Editorial/Advisory Board Member (Young Scholars)

Journal of Negro Education at Howard University

darnellleatherwoodjr@gmail.com

Christopher M. Ruffin

Educator

State of Georgia

Christopher.Ruffin88@gmail.com

Michael Louis Washington

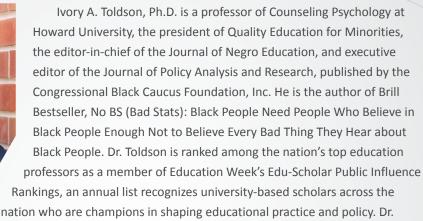
Instructor, College of Continuing Education

College of Continuing Education

California State University, Sacramento

mlwashington@sfsu.edu

About the Author



Toldson was previously appointed by President Barack Obama to be the executive director of the White House Initiative on Historically Black Colleges and Universities. In this position, he worked with the U.S. Secretary of Education to devise national strategies to sustain and expand federal support to HBCUs.

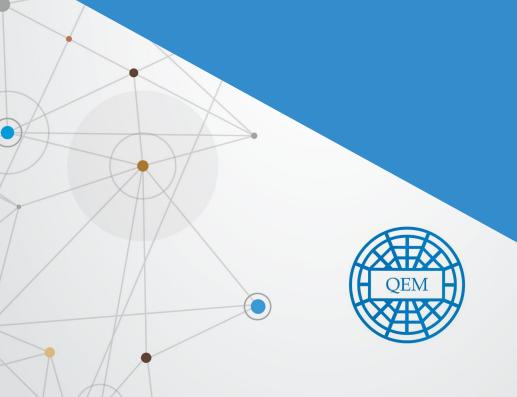




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DISTRICT OF COLUMBIA INFRASTRUCTURE ACADEMY

The District of Columbia Infrastructure Academy (DCIA) is a key initiative of Mayor Muriel Bowser's administration, led by the Department of Employment Services.

Infrastructure is one of the fastest-growing industries in the country. DOES opened DCIA to meet the need for skilled infrastructure professionals in Washington, DC.

DCIA coordinates, trains, screens and recruits residents to fulfill the hiring needs of leading companies within the infrastructure industry. DCIA is located in the Fort Stanton neighborhood, in Ward 8.

PROGRAMS AND SERVICES INCLUDE:

Commercial Driver's License (CDL)
Energy & Utilities
Auto Mechanic Training
OSHA 10, 30 and Flagger
Solar Panel Installation
Interview Skills
Job Fairs
Job Referrals and more

CONTACT US

Address:

2330 Pomeroy Road SE Washington, DC 20020

E-mail:

DCIA@dc.gov

Phone:

202-899-6040



City Administrator Rashad Young addressing participants attending DCIA's 2019 Infrastructure Week





2019 1st Pepco Cohort Graduates

"Who would have ever thought it.... me an aerial line mechanic with Pepco? I guess the wonderful people at Pepco and the motivating staff at the DC Infrastructure Academy. They say 'it takes a village,' well I certainly used mine... and for that opportunity alone, I am continuously grateful!"

- Verona Hemphill, DCIA's first Pepco cohort

MESSAGE FROM THE DIRECTOR

In my first 100 days as the Director of the Department of Employment Services (DOES), I shared a set of goals for the agency that will help shape how we assist in improving the lives of District residents across all eight wards. Aligning with Mayor Muriel Bower's Fairshot initiative, DOES' Vision Forward reaffirms the agency's mission in ensuring residents are connected to high-quality workforce. training and employment opportunities.

I am proud of the work being done at DOES, especially at the District of Columbia Infrastructure Academy (DCIA). Not only is DCIA upholding Mayor Bowser's vision of preparing District residents for in-demand and competitive jobs in the infrastructure industry, it is also aligning workforce with education and bringing an equity and access approach to serving residents. The work being done at DCIA and throughout the agency reflects my vision for an effective agency that addresses the needs of its constituents.



Through its four targeted trainings - Quick Path to Information Technology, Quick Path to Energy, Quick Path to Transportation and Quick Path to Health Safety - DCIA has performed outreach, specific to Wards 7 and 8, directing District residents to a pathway to the middle class.

DCIA does not stop at providing District residents with trainings through its Quick Path programming. From facilitating the Comprehensive Adult Student Assessment System (CASAS) exam to Work Readiness courses, DCIA aligns Mayor Bowser's Fairshot with DOES's Vision Forward and connects District residents to career pathways from education to workforce.

DOES is committed to shaping the workforce for District residents to provide for themselves, for their families and support them through services, trainings and apprenticeships to reach their goals. As the Director, I have the pleasure of seeing, the overall mission and vision of DOES implemented in a very thoughtful and innovative way.

DCIA is one of many programs offered at DOES that makes an impact in the District. As we move forward in ensuring each District resident is given a chance and the ability to excel, I am deeply moved by the energy, effort and unwavering support the DCIA staff has shown in bringing to life a vision meant to enrich, empower and uplift the residents of the District of Columbia.

Dr. Unique Morris-Hughes Director, DC Department of Employment Services





2019 Solar Works Participants

"This was 100% a productive and positive experience for me. The teaching, the instructors—they were just magnificent! I left the program motivated and inspired. In fact, I have a nephew who just came home from prison and I told him to go down to DCIA and sign up because it will really change your life.

I'm working now! I had two job offers when I left. I'm an Energy Consultant at Truly Solar and [also] at Vivid Solar. The president of Truly was at my graduation.

I will say this: Don't change a thing about the program! You all were wonderful. The [DCIA] staff—the encouragement you all gave me, the smiles and positive energy—was magnificent."

- Andre Nettles, DCIA Solar Works 2019 graduate

PROGRAM OFFERINGS

Quick Path to Information Technology

Help Desk Training Program: Prepares participants for careers in the information technology industry with a focus on CompTIA A+ certifications.

Cisco Training Program: Prepares residents for careers in the information technology industry with a focus on Cisco certifications.

Quick Path to Energy

Solar Works: Residents enrolled into this cohort receive hands-on training for careers in the solar industry, including: customer outreach and construction workshops and Alternative GRIDS's Installation Basics Training (IBT).

Pepco: Under this cohort, residents interested in the utility industry are prepared for careers in energy with a focus on mechanical skills, overhead line work, electrical theory, essential math, work readiness, and occupation-specific skills.

Quick Path to Transportation

Commercial Drivers License Training Program: (Class-B CDL): Residents are trained for careers in the transportation industry with a focus on industry-recognized passenger endorsement, CDL Learner's Permit training, road test, driving experience, Medical DOT card, and final licensing. preparation.

Automotive Technology Training Program:

Participants are trained for careers in the transportation industry with a focus on Industry-recognized certifications from the National Institute for Automotive Service Excellence (ASE).

Quick Path to Health Safety

OSHA-10 and Flagger Training Program:

This training program focuses on industrydemanded American Traffic Safety Services Association (ATSSA) Flagger and the Occupational Safety and Health Administration (OSHA-10) certification preparation.

The *OSHA-10 Certification* focuses on abatement, avoidance and prevention of work site safety and health hazards training.

The OSHA-30 Certification is a comprehensive safety program specifically designed for safety directors, foremen, and field supervisors. The program provides complete information on OSHA compliance issues.

First Aid and Cardiopulmonary Resuscitation (CPR):

Training focuses on a group of problem-solving medical procedures and techniques designed to provide urgent treatment of life threatening cardiac emergencies such as cardiac arrest or stroke.

Level Up

A Community College Preparatory Academy program that aids residents who have taken their CASAS exams, yet seek to increase their scores to quality for DCIA Quick Path programming enrollment.

96%

Training Program Completion Rates

BY THE NUMBERS

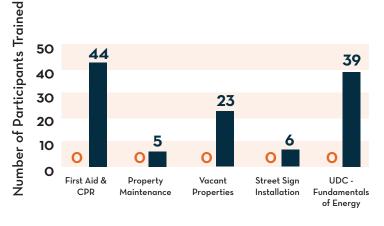
Since its opening in March 2018, DCIA has served more than 2,700 applicants. The break down between fiscal years (FY) shows an increase in applicants in FY 2019. The increase of applicants reflects DCIA's effective outreach to District residents, specifically residents in Wards 7 and 8.

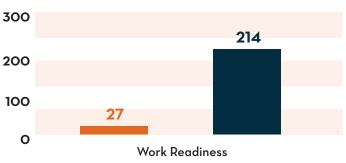
DCIA enrolled over 1,200 participants in its Work Readiness, Health and Safety, and Quick Path training cohorts in FY 2018 and FY 2019. Enrollments, like applicant numbers, increased from FY 2018 to FY 2019 showing enthusiasm within the District regarding DCIA program offerings.

1,234 Total Participants Enrolled

DCIA Training Completions







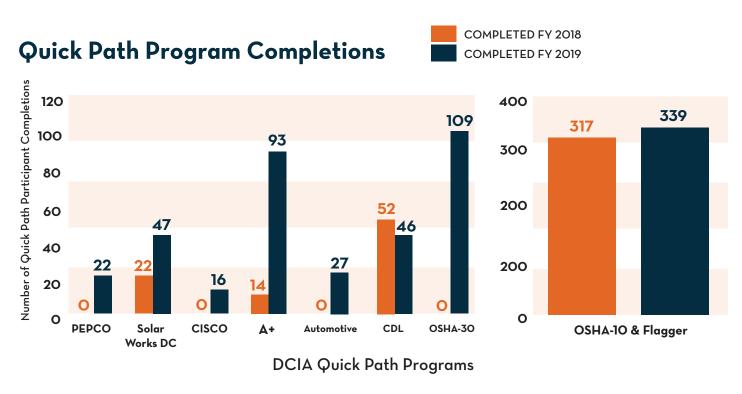
DCIA Training Programs

DCIA Participant Employment

FY 18 - 48 FY 19 - 224

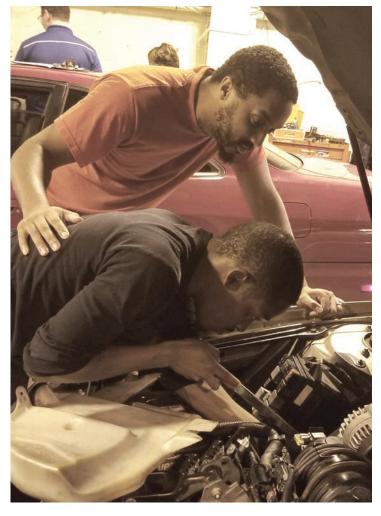
PROGRAM BREAKDOWN

While DCIA has been successful in Quick Path program retention and increased participant program completions, its focus on connecting District residents who participate in its trainings to employment continues to be a major goal. In FY 2019, DCIA partnered with the Office of Talent and Client Services in order to further connect District residents to employment through employer outreach and targeted job fairs.





Mayor Muriel Bowser addresses attendees at DCIA's opening



- Peter Derry, Excel graduate

"Excel has really benefited me as far as furthering my hands-on knowledge dealing with automobiles.

Excel Automotive has improved my diagnostic troubleshooting skills as well. Great teachers, friendly and professional environment. I would definitely refer anyone wanting to gain an automotive certification to Excel Automotive Institute."



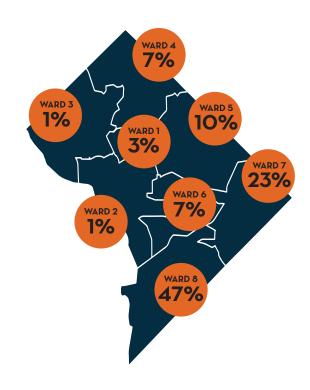
DEMOGRAPHICS

*Since opening March 2018

District residents come from all eight wards to DCIA for its various trainings. The largest concentration of participants served by DCIA come from Wards 7 and 8.

DCIA Applicant Ages 2018 2019 800 700 Number of Applicants 600 500 400 100 19 - 24 25 - 32 33-44 45-54 55-64 Under 19 64 and Not Older reported **Applicant Ages**

FY 2019 Ward Demographics



In serving District residents across all eight wards, DCIA also serves a wide range of applicants who are referred by the Mayor Marion S. Barry Summer Youth Employment Program. Through this partnership, DCIA is able to extend its reach to youth under the age of 19, connecting them to training opportunities with the Solar Works program. DCIA applicants inquiring about its trainings were between the ages of 19 and 65 in FY 2019, with the majority within the age range of 25 to 32.

Through outreach within all eight wards, DCIA attracts applicants of varying ages. DCIA's applicant pool reflects 66% male and 34% female. According to the Bureau of Labor and Statistics' 2017 report, women make up, nationally, about 9% of the labor force in construction, 30% of the labor force in manufacturing and 29% of the labor force in transportation and utilities. DCIA is working hard to increase these numbers with trainings and participant outreach.

66% Facility of the Applicant Gender - Male

34%

Applicant Gender - Female



- Alie Bangura, CEO of ITC

Employer who attended DCIA's November 16, 2019
Technical Roundtable

"I recommend continued discoveries through roundtable sessions like DCIA's be maintained. It fosters collaborations and finds ways to engage by adapting and realigning DCIA programs to participating employer needs."



Participants attending DCIA's Infrastructure Week

HIGHLIGHTS

Credentialing

Participants who enroll in DCIA facilitated trainings have the ability to obtain more than one credential. The average participant who matriculates through DCIA trainings amasses, on average, 1.3 credentials. Participants who obtain one or more credentials through DCIA raise their employment profile, making them stronger and more appealing workforce candidates.

Washington Gas

Washington Gas has been a DCIA stakeholder since its inception. In FY 2019, Washington Gas committed to a DCIA facilitated cohort for the 2020 fiscal year. Both Washington Gas and DCIA look forward to a successful rollout of the new Washington Gas program.

100% Graduation Rate

Tech Partnership

DCIA hosted a technology roundtable cofacilitated with the Office of Talent and Client Services, yielding a promising collaboration with V-Tech Solutions, Inc. The partnership allows V-Tech Solutions, Inc. to host an Amazon Web Services certification course for District residents at DCIA. The program would begin in FY 2020 positioning participants to become Amazon Certified Cloud Technicians.

Average credentials per participant



100% Employment Rate

Pepco

As a stakeholder of the academy, Pepco invested in and hosted trainings at DCIA through its Pepco Utility Training School, preparing District residents for employment in utilities as overhead linemen. In August 2019, 22 DCIA participants graduated from the Pepco Utility Training School program's first cohort, marking a 100% graduation rate for DCIA and a 100% employment rate for its participants. Some of the employers who hired the graduates were: Pepco, Anchor Construction, Dynamic Concepts, Inc., Fort Myer Construction Company, CW Wright Construction and UtiliQuest.

STAFF DIRECTORY

FRONT DESK

Havwood Donerson

E-mail: haywood.donerson@dc.gov

Phone: 202-899-6040

ASSOCIATE DIRECTOR

Arlen Herrell

E-mail: arlen.herrell2@dc.gov

PROGRAM MANAGERS

Pepco/Solar Works/Safety

Aaron Sisko

E-mail: aaron.sisko@dc.gov

Washington Gas / Technology / Auto Shanagua Blake

E-mail: shanaqua.black@dc.gov

ANALYSTS

Kathy Guevara

E-mail: kathy.guevara2@dc.gov

Zevlin Staten

E-mail: zevlin.staten@dc.gov

William Whitfield

E-mail: william.whitfield@dc.gov

WORKFORCE DEVELOPMENT SPECIALISTS

Patricia Mobley

E-mail: patricia.mobley@dc.gov

Rhonda Deskins

E-mail: rhonda.deskins@dc.gov

Shanetha Culbertson

E-mail: shanetha.culbertson@dc.gov

Reginald Black

E-mail: reginald.black1@dc.gov

REMARKS

The importance of the work at DCIA is reflected by a team that is dedicated to ensuring every individual who walks through the doors is given the best service and the ability to transform their lives by preparing them for a career. DCIA is quickly becoming a fixture in Ward 8, where we have seen dozens of District residents come to our facility weekly for trainings, certifications and ultimately job placement. We understand our constituents and we seek to connect them to opportunities that will enable them to have a pathway to the middle class. The vision of the Bowser Administration, coupled with the vision of DOES is what continues to propel DCIA forward.

We, at DCIA, are proud of the work we do, and we look forward to continuing to serve the residents of the District of Columbia.



City Administrator Rashad Young, DOES Director Unique Morris-Hughes, and DCIA Associate Director Arlen Herrell with John O'Brien of Washington Gas



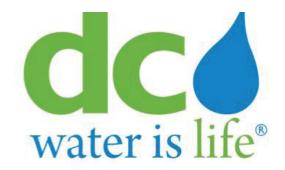
PARTNERSHIPS

































MURIEL BOWSER, MAYOR

DEPARTMENT OF EMPLOYMENT SERVICES
Dr. Unique Morris-Hughes

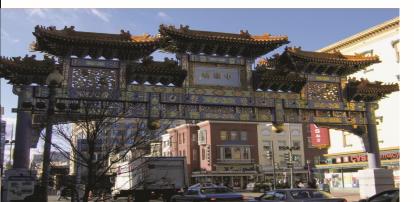




District of Columbia **DEPARTMENT OF EMPLOYMENT SERVICES**

WORKFORCE INFORMATION GRANT

PY 2019 ANNUAL PERFORMANCE REPORT





District of Columbia Annual Performance Report Workforce Information Grant Program Year 2019

The District of Columbia (District) respectfully submits its Annual Performance Report for the Workforce Information Grant (WIG) for Program Year (PY) 2019, which began July 1, 2019, and ended June 30, 2020, as required by the Employment and Training Administration (ETA) of the U.S. Department of Labor.

In the District's PY 2019 Plan of Work, the Office of Labor Market Research and Performance (OLMRP) established the following deliverables:

- 1. Continue to populate the Workforce Information Database with state and local data.
- 2. Produce and disseminate industry and occupational employment projections.
- 3. Conduct and publish relevant economic analyses, special workforce information, or economic studies determined to be of benefit to the District's workforce development system. Some of these publications can serve as substitutes for the annual economic analysis report.

Utilizing WIG funds, OLMRP develops and disseminates labor market data and workforce products, analysis, and related resources that help the office's stakeholders and customers understand, engage, and participate in the labor market at varying levels.

i. Workforce Information Database (WIDb)

The Workforce Information Database (WIDb) is a data storage system used as a source to populate and access labor market data, workforce information, and related products. In PY14, the District continued to employ the services of Geographic Solutions, Inc., through its DC Analyzer module, for maintenance of the District's WID. Geographic Solutions currently uses version 2.8 of the WID, as stipulated in ETA guidance.

The Office of Labor Market Research and Performance (OLMRP) updated core labor market data in the DC Analyzer/DCNetworks system. Data includes resident employment and unemployment rates; non-farm jobs by industry; occupational wages and employment; occupational staffing patterns; industry and occupational projections; educational programs; locations of educational and training institutions; and contact information for local employers.

The web address for the integrated DCNetworks system is: https://dcnetworks.org/.

ii. Industry and Occupational Employment Projections

In PY 2019, OLMRP produced short-term industry and occupational projections for the District of Columbia for the period 2019-2021 and the long-term industry and occupational projections for the District of Columbia and the Metropolitan Statistical Area (MSA) for the period 2018-2028. The projections were submitted for public dissemination following the procedures established by the Projections Consortium. The projections were also posted on the OLMRP website (at http://does.dc.gov/page/labor-statistics) and placed in the Workforce Information Database (at https://dcnetworks.org/).

DISTRICT OF COLUMBIA SHORT-TERM INDUSTRY PROJECTIONS, 2019 - 2021											
										Annu	ıal
			Employment			Change			Growth		
INDUSTRY TITLE		2	2019 2021			Numeric Per		cent	Rate (%)		
TOTAL, ALL IN	DUSTRIES	81	18,155	846,833	3	28,	678	3.51		1.74	
DISTRICT OF COLUMBIA SHORT-TERM OCCUPATIONAL PROJECTIONS, 2019 - 2021											
			Employment		(Change 2019-2021			Average Annual Openings		ings
SOC code	Occupation	onal Title	2019	2021	N	Jumeric	Percent	:]	Exits	Transfers	Total
00-0000	Total Occup	*	818,155	846,833		28,678	3.51	3	0,772	54,156	14,339
DISTRICT OF	COLUMBI	A SHORT-	TERM O	CCUPATIO	NAL	PROJEC	TIONS, 2	2019 – 20	21 (contin	ued from abo	ove)
Median Annual Wage (BI	I Education Value I Work Experience I Inh Irai		Job Training	5							
\$74,867											

DISTRICT OF COLUMBIA LONG-TERM INDUSTRY PROJECTIONS, 2018 - 2028											
										Annu	ıal
	Employment		yment	Change				Growth			
INDUSTRY TITLE			2018 2028			Numeric Perc		cent	Rate (%)		
TOTAL, ALL IN	DUSTRIES	81	2,820	885,414		72,594		8.	93	, , ,	
DISTRICT OF COLUMBIA LONG-TERM OCCUPATIONAL PROJECTIONS, 2018 - 2028											
			Employment		Change 2018-2028			Average Annual Openings			
SOC code	Occupation	onal Title	2018	2028	Num	neric	Percent	I	Exits	Transfers	Total
00-0000	Tota Occup	,	812,820	885,414	72,5	594	8.93	3	1,146	55,135	7,259
DISTRICT OF	COLUMBIA	A LONG-TI	ERM OCC	UPATION <i>i</i>	AL PRC	OJECT	TIONS, 20	18 – 202	28 (contin	ued from abo	ove)
Median Annual Wage (BLS, 2018)		ducation Value		Work Experience		Job Training					
\$74,867											

DC-VA-MD-WV MSA LONG-TERM INDUSTRY PROJECTIONS, 2018 - 2028											
										Annu	ıal
			Employment			Change			Growth		
INDUSTRY TITLE			2018 2028			Numeric Pero		cent	Rate (%)		
TOTAL, ALL IN	DUSTRIES	3,4	91,804	3,783,90)2	292	,098	8.	37	0.8]	
DC	-VA-MD-V	VV MSA I	LONG-TE	RM OCCU	U PA	TIONAI	. PROJE	CTION	S, 2018 - 2	2028	
		Employment		(Change 2018-2028		Average Annual Openings				
SOC code	Occupation	onal Title	2018	2028	N	Jumeric	Percent	: 1	Exits	Transfers	Total
00-0000	Total Occup	*	3,491,804	3,783,902	2 2	292,098	8.37	14	6,495	249,427	29,210
DC-VA-MD	-WV MSA	LONG-TE	ERM OCCU	J PATION A	L PR	OJECTIO	ONS, 201	8 – 2028	(continue	d from above	2)
											,
Median Annual Wage (BLS, 2018) Education Value Work Experience Job		Job Training	,								
\$54,680											

iii. WLMI Training for the Workforce System

The OLMRP provided ongoing hands-on DCNetworks Training to workforce staff that included exploration and explanation of the Labor Market Information tools and resources available to customers. The LMI training consisted of a review of the LMI widget on the staff dashboard of DCNetworks and exploration of the Labor Market Facts and Profiles. Trainees were provided detailed explanations regarding LMI for specific areas, industries, occupations, and education levels and they had an opportunity to pull data on Advertised jobs, Labor Market Supply, Employment and Wages, and Area Demographics. The OLMRP's intention was to equip staff with the skills necessary to assist customers in making data informed decisions.

iv. Annual Economic Analysis and Other Reports

In the District's PY 2019 Plan of Work, it is stated that OLMRP will produce a statewide annual economic analysis report for the District of Columbia, as well as conduct and publish relevant economic analyses, special workforce information, or economic studies determined to be of benefit to the District's workforce development system. Most of these publications can be found on the DOES website at http://does.dc.gov/page/labor-statistics under the "Publications" section.

The following materials, publications, and presentations were provided by the DOES Office of Labor Market Research and Performance in PY 2019:

DOES Annual Report: The Department of Employment Services (DOES) Annual Report
provides analysis of Economic situation in the District of Columbia and the Greater
Washington region. The report present labor force data, income and poverty data, and DOES
services.

(https://does.dc.gov/sites/default/files/dc/sites/does/publication/attachments/DOES%20AN NUAL%20REPORT%202019%20WEB%20%28reduced%29.pdf)

- 2) District of Columbia Labor Market Indicators: This is a monthly publication providing the latest labor market data, such as employment, labor force and unemployment rates, unemployment insurance claims filed, and advertised jobs for the District of Columbia. The indicators are posted on the OLMRP website at (https://does.dc.gov/page/dc-monthly-labor-market-indicators).
- 3) Trust Fund Balance Solvency: Pursuant to Section 2112 of the Unemployment Benefits Modernization Amendment Act of 2016 (49 Stat. 946; D.C. Official Code § 51-107, the Director of the Department of Employment Services is required to consider increasing the maximum weekly benefit amount under the District of Columbia's unemployment insurance law and make a recommendation to the Mayor by September 30, 2019.

OLMRP assessed for each of the following scenarios the solvency of the District Trust Fund:

- a) Scenario 1 (worst case): Increasing up to \$444 in 2020 and assuming worst economic conditions similar to last recession;
- b) Scenario 2 (normal case): Increasing up to \$444 in 2020 and assuming normal economic conditions (average of last 25 years);
- c) Scenario 3 (best case): Increasing up to \$444 in 2020 and assuming actual economic conditions

OLMRP concluded that increasing the maximum weekly amount up to \$444 would not adversely affect the balance of the District Unemployment Compensation Trust Fund. Effective January 5, 2020, the Maximum Weekly Benefit Amount increased from \$432 to \$444 for new initial claims.

4) Top 200 Private Sector Employers in the District of Columbia: this was a report of the 2019 top 200 private sector employers in the District of Columbia by size class.

V. Ongoing Reports

- a) Support for Unemployment Insurance: To fully understand the claimants of unemployment insurance during the pandemic, Office of Labor Market Research Information (OLMRP) continue to analyze unemployment insurance data.
- b) Support for Workforce Development: To fully understand the people served by workforce development programs, Office of Labor Market Research Information (OLMRP) continue to analyze workforce development services data.

vi. Customer Consultations

In developing its PY 2019 Plan of Work, OLMRP consulted with and incorporated input from the administrators of Workforce Innovation and Opportunity Act (WIOA) and Wagner-Peyser programming, the Workforce Investment Council, Employer Services Managers, and Senior Agency Leadership.

OLMRP had several conversations with our clients through direct feedback. Our clients indicated the need for a better user-friendly website and publications. Our clients were generally satisfied with the services and products delivered. A client indicated the data we provide are used for the Washington Economic Index that George Mason University produces (https://sfullerinstitute.gmu.edu/economy-watch/).

a) Activities Undertaken to Meet Customer Needs

Overall statistics of Labor Market Research and Performance (LMRP) Customer Requests

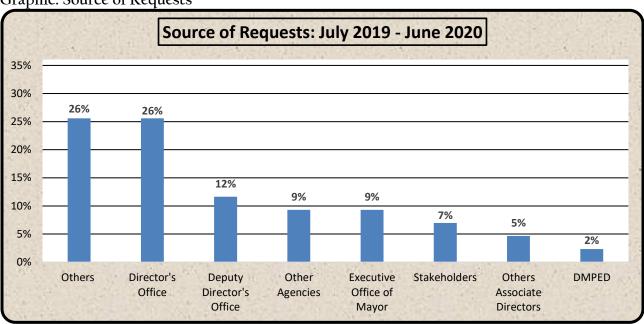
Table 1: Number and Percentage of requests by Month

July 2019 to June 2020					
Period	Number of Requests	Percentage of Total			
July -19	6	14%			
August - 19	5	12%			
September - 19	1	2%			
October - 19	5	12%			
November - 19	3	7%			
December - 19	3	7%			
January - 20	6	14%			
February - 20	6	14%			
March - 20	3	7%			
April - 20	1	2%			
May - 20	3	7%			
June -20	1	2%			
Total	43	100%			

Source: Office of Labor Market Research and Performance

♦ Most of the requests were received in July 2019 (14%), January 2020(14%), and February 2020 (14%), totaling 42%;

Graphic: Source of Requests



Source: Office of Labor Market Research and Performance

Table 2: Number and Percentage of by Source of Requests

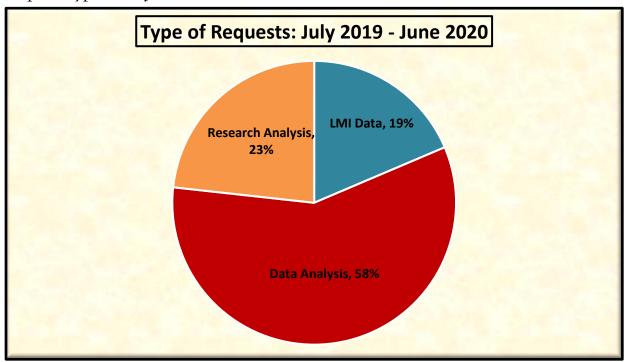
July 2019 to June 2020					
Source	Number of Requests	Percentage of Subtotal	Percentage of Total		
Internal	30	,	70%		
Director's Office	11	37%	26%		
Deputy Director's Office	5	17%	12%		
Others Associate Directors	2	7%	5%		
OPA	1	3%	2%		
Others	11	37%	26%		
External	13		30%		
Executive Office of Mayor	4	31%	9%		
Deputy Mayor of Planning and Economic Development (DMPED)	1	8%	2%		
DMGEO	0	0%	0%		
Other Agencies	4	31%	9%		

Stakeholders	3	23%	7%
Others	1	8%	2%
Total	43	10	00%

Source: Office of Labor Market Research and Performance

- ❖ 30% of requests have been received from an external sources and 70% from internal sources (DOES);
- ❖ Among the external sources, 27% are from the Stakeholders and 27% are from the DMGEO;
- ❖ Finally, 37% of internal requests are coming from both the Director's Office and 37% from Other divisions.

Graphic: Type of Requests



Source: Office of Labor Market Research and Performance

OLMRP has classified the requests in three (3) major categories depending on the required level of effort: Labor Market Information Data, Data Analysis and Research Analysis.

❖ 81% of requests required some level of data manipulation and/or analysis. This type of request required a combination of two or several data sources and a moderate level of analysis.

Examples: Monthly UI claimants, DC population by ward, and types of employment and demographics by age, gender, race etc.

❖ 19% of requests are simply labor market information data. Most of these data are available on the DOES website (http://does.dc.gov/page/labor-statistics).

Examples: DC Unemployment rate (monthly); Employment level by ward; Total number of jobs; Industries and Occupational Projections Data; Occupational Projections by education level; Total number of initial Unemployment Insurance claims, etc.

❖ 23% of request required more in depth analysis. This type of requests is research analysis with extensive data analysis and suggestion for potential policy implications.

Example: UI trust fund solvency impact.

vii. New Tools and Resources

Other than the new reports and publications listed in Section (iv) of this report, OLMRP did not create additional new tools and resources in PY 2019.

viii. Efforts to Create and Support Partnerships and Collaborations

As described in Sections (iv) and (vi), DOES OLMRP established and continued partnerships and collaborations with the Executive Office of the Mayor, Office of the Deputy Mayor for Greater Economic Opportunity, Office of the Deputy Mayor for Planning and Economic Development, Workforce Investment Council, American Job Center-DC Operations, Office of Unemployment Compensation, District of Columbia Public Schools, Office of Planning, Office of the Chief Financial Officer, Office of Information Technology, Georgetown and Golden Triangle Business Improvement Districts, Federal Reserve Bank of Boston, DC Fiscal Policy Institute, and Economic Growth DC.

ix. Activities to Leverage LMI-WI funding

- 1) OLMRP provided data and analysis to assist with the impact of an increase in the maximum benefit payment on the District's UI Trust Fund.
- 2) OLMRP provided requested labor market information to the Office of the Deputy Mayor for Planning and Economic Development.
- 3) OLMRP provided data and conducted analyses for the DOES Workforce Development Bureau, Workforce Investment Council, DC Infrastructure Academy, Division of State Initiatives, The Executive of the Mayor, and The Office of the City Administrator.
- 4) OLMRP provided data and analysis for the UI claims project.

X. Recommendations to ETA for Changes and Improvements to WIGS Requirements

The District of Columbia workforce system benefits significantly from WIGS funding provided by ETA. However, the District believes that the WIGS could enhance its impact on the state workforce system by improving alignment with WIOA programming and bolstering coordination with the American Job Center network. ETA could therefore improve the WIGS requirements by explicitly incorporating the provision of direct support and resources to the wider workforce system. For example, a mandated space in the American Job Centers for a "Labor Market Library" that addresses the data needs of customers. The "Library" would include local and national labor market information such as Top 50 Hot Jobs, Top 50 Hot Jobs without HS Diploma, Top 50 Hot Jobs with a BA Degree, Industry and Occupational Projections, various labor market analyses, and any other products that would assist in making data informed decisions.

Foreign Labor Certification Quarterly Activity Report ETA Form 9127



U.S. Department of Labor

State Name: District of Columbia Preparer Name: Donna B	Blair Fiscal`	Year: <u>2020</u>
State Name: District of Columbia Preparer Name: Donna Beautiful Report for (check one): (Q1 - Oct-Dec) (Q2 - Jan-Mar)	Q3 - Apr-Jun)	
H-2B Workload	H-2B REGULAR	H-2B SPECIAL PROCEDURES
Total number of active job orders from previous report	0	
2. Total number of new job orders received	2	
Total number of job orders processed	2	
4. Total number of SWA staff assisted intrastate referrals	0	
5. Total number of SWA staff assisted interstate referrals	0	
6. Total number of interstate job orders transmitted to other SWAs	0	
7. Total number of interstate job orders received from other SWAs	2	
8. Total number of union contacts made	0	
Total number of active job orders remaining at the end of the quarter	2	
10. List the most common deficiencies noted on job orders.		
,		
11. Provide comments or other issues noted during quarter.		
The second commence of care record assuming quantum		
H-2A Workload	H-2A REGULAR	H-2A SPECIAL
	H-2A REGULAR	H-2A SPECIAL PROCEDURES
Total number of active job orders from previous report	H-2A REGULAR	
Total number of active job orders from previous report	H-2A REGULAR	
Total number of active job orders from previous report Total number of new job orders received	H-2A REGULAR	
Total number of active job orders from previous report Total number of new job orders received Total number of job orders processed	H-2A REGULAR	
Total number of active job orders from previous report Total number of new job orders received Total number of job orders processed Total number of SWA staff assisted intrastate referrals Total number of SWA staff assisted interstate referrals Total number of interstate job orders transmitted to other SWAs	H-2A REGULAR	
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 Total number of active job orders from previous report Total number of new job orders received Total number of job orders processed Total number of SWA staff assisted intrastate referrals Total number of SWA staff assisted interstate referrals Total number of interstate job orders transmitted to other SWAs Total number of interstate job orders received from other SWAs Total number of active job orders remaining at the end of the quarter 	H-2A REGULAR	
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 Total number of active job orders from previous report Total number of new job orders received Total number of job orders processed Total number of SWA staff assisted intrastate referrals Total number of SWA staff assisted interstate referrals Total number of interstate job orders transmitted to other SWAs Total number of interstate job orders received from other SWAs Total number of active job orders remaining at the end of the quarter Total number of prevailing wage surveys completed Total number of housing inspections completed by SWA staff 	H-2A REGULAR	
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 Total number of active job orders from previous report Total number of new job orders received Total number of job orders processed Total number of SWA staff assisted intrastate referrals Total number of SWA staff assisted interstate referrals Total number of interstate job orders transmitted to other SWAs Total number of interstate job orders received from other SWAs Total number of active job orders remaining at the end of the quarter Total number of prevailing wage surveys completed Total number of employment practice surveys completed Total number of housing inspections completed by SWA staff Total number of housing inspections completed by alternative method Total number of sleeping units inspected Total capacity of sleeping units inspected Total number of housing self-certifications received from employers 	H-2A REGULAR	

Public Burden Statement

According to the Paperwork Reduction Act of 1995, no persons are required to respond to a collection of information unless such collection displays a valid OMB control number. Public reporting burden for this collection of information is estimated to average 2 hours 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. The obligation to respond to this collection is mandatory (20 CFR 653.112) Send comments regarding the burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden, to the U.S. Department of Labor, Office of Foreign Labor Certification, Room C-4312, 200 Constitution Avenue, NW, Washington, D.C. 20210, or by email to ETA.OFLC.Forms@dol.gov and reference the OMB Control Number 1205-0457. **Note:** Please do not return the completed ETA-9127 form to this address.

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Foreign Labor Certification Quarterly Activity Report ETA Form 9127



U.S. Department of Labor

State Name: DISTRICT OF COLUMBIA Preparer Name: DONNA I	BlairFiscal`	Year: 2020
Report for (check one): (Q1 - Oct-Dec) (Q2 - Jan-Mar) _		Q4 - Jul-Sep)
H-2B Workload	H-2B REGULAR	H-2B SPECIAL PROCEDURES
Total number of active job orders from previous report	2	
2. Total number of new job orders received	1	
Total number of job orders processed	1	
4. Total number of SWA staff assisted intrastate referrals	0	
5. Total number of SWA staff assisted interstate referrals	0	
6. Total number of interstate job orders transmitted to other SWAs	0	
7. Total number of interstate job orders received from other SWAs	1	
Total number of union contacts made	0	
9. Total number of active job orders remaining at the end of the quarter	0	
10. List the most common deficiencies noted on job orders.		
11. Provide comments or other issues noted during quarter.		
H-2A Workload	H-2A REGULAR	H-2A SPECIAL PROCEDURES
Total number of active job orders from previous report	H-2A REGULAR	_
Total number of active job orders from previous report Total number of new job orders received	H-2A REGULAR	_
Total number of active job orders from previous report Total number of new job orders received Total number of job orders processed	H-2A REGULAR	_
Total number of active job orders from previous report Total number of new job orders received Total number of job orders processed Total number of SWA staff assisted intrastate referrals	H-2A REGULAR	_
Total number of active job orders from previous report Total number of new job orders received Total number of job orders processed Total number of SWA staff assisted intrastate referrals Total number of SWA staff assisted interstate referrals	H-2A REGULAR	_
Total number of active job orders from previous report Total number of new job orders received Total number of job orders processed Total number of SWA staff assisted intrastate referrals Total number of SWA staff assisted interstate referrals Total number of interstate job orders transmitted to other SWAs	H-2A REGULAR	_
Total number of active job orders from previous report Total number of new job orders received Total number of job orders processed Total number of SWA staff assisted intrastate referrals Total number of SWA staff assisted interstate referrals Total number of interstate job orders transmitted to other SWAs Total number of interstate job orders received from other SWAs	H-2A REGULAR	_
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Foreign Labor Certification Quarterly Activity Report ETA Form 9127



U.S. Department of Labor

State Name: District of Columbia Preparer Name: Donna E	Fiscal Y	_{rear:} 2020
Report for (check one): (Q1 - Oct-Dec) (Q2 - Jan-Mar) _		
H-2B Workload	H-2B REGULAR	H-2B SPECIAL PROCEDURES
Total number of active job orders from previous report	2	
2. Total number of new job orders received	0	
3. Total number of job orders processed	0	
Total number of SWA staff assisted intrastate referrals	0	
5. Total number of SWA staff assisted interstate referrals	0	
6. Total number of interstate job orders transmitted to other SWAs	0	
7. Total number of interstate job orders received from other SWAs	0	
8. Total number of union contacts made	0	
Total number of active job orders remaining at the end of the quarter	0	
10. List the most common deficiencies noted on job orders.		
11. Provide comments or other issues noted during quarter.		
		H-2A SPECIAL
H-2A Workload	H-2A REGULAR	PROCEDURES
Total number of active job orders from previous report		
Total number of new job orders received		
 Total number of new job orders received Total number of job orders processed 		
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Foreign Labor Certification Quarterly Activity Report ETA Form 9127



U.S. Department of Labor

State Name: District of Columbia Preparer Name: Donna E	Siair Fiscal \	_{Year:} 2020
Report for (check one): (Q1 - Oct-Dec) (Q2 - Jan-Mar) _		
H-2B Workload	H-2B REGULAR	H-2B SPECIAL PROCEDURES
Total number of active job orders from previous report	0	
2. Total number of new job orders received	2	
3. Total number of job orders processed	0	
Total number of SWA staff assisted intrastate referrals	0	
5. Total number of SWA staff assisted interstate referrals	0	
6. Total number of interstate job orders transmitted to other SWAs	0	
7. Total number of interstate job orders received from other SWAs	0	
8. Total number of union contacts made	0	
Total number of active job orders remaining at the end of the quarter	0	
10. List the most common deficiencies noted on job orders.		
11. Provide comments or other issues noted during quarter.		
		H-2A SPECIAL
H-2A Workload	H-2A REGULAR	
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Total number of active job orders from previous report	II ZA KLOSLAK	PROCEDURES
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Foreign Labor Certification Quarterly Activity Report ETA Form 9127



U.S. Department of Labor

State Name: District of Columbia Preparer Name: Donna B	Blair Fiscal Y	ear: <u>2021</u>
Report for (check one): (Q1 - Oct-Dec) (Q2 - Jan-Mar) _		Q4 - Jul-Sep)
H-2B Workload	H-2B REGULAR	H-2B SPECIAL PROCEDURES
Total number of active job orders from previous report		
2. Total number of new job orders received	2	
Total number of job orders processed		
4. Total number of SWA staff assisted intrastate referrals		
5. Total number of SWA staff assisted interstate referrals		
6. Total number of interstate job orders transmitted to other SWAs		
7. Total number of interstate job orders received from other SWAs		
8. Total number of union contacts made		
Total number of active job orders remaining at the end of the quarter	1	
10. List the most common deficiencies noted on job orders.		
11. Provide comments or other issues noted during quarter.		
H-2A Workload	H-2A REGULAR	H-2A SPECIAL
1 27	II-ZA REGULAR	PROCEDURES
Total number of active job orders from previous report Total number of new job orders received.		
 Total number of new job orders received Total number of job orders processed 		
Total number of SWA staff assisted intrastate referrals		
Total number of SWA staff assisted intrastate referrals Total number of SWA staff assisted interstate referrals		
Total number of own start assisted interstate reterrals Total number of interstate job orders transmitted to other SWAs		
7. Total number of interstate job orders received from other SWAs		
8. Total number of active job orders remaining at the end of the quarter		
Total number of prevailing wage surveys completed		
10. Total number of employment practice surveys completed		
11. Total number of housing inspections completed by SWA staff		
12 Total number of housing inspections completed by alternative method		
13. Total number of sleeping units inspected		
14. Total capacity of sleeping units inspected		
15. Total number of housing self-certifications received from employers		
16. List the most common deficiencies noted on job orders.		
17. Provide comments or other issues noted during quarter.		

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AUDIT REPORT OF THE ACCRUED SICK AND SAFE LEAVE ACT OF 2008

SEPTEMBER 2020





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Acronym List

ASSLA Accrued Sick and Safe Leave Act of 2008

Bayne Limited Liability Company

DC District of Columbia

DCHR Department of Human Resources

DCRA Department of Consumer and Regulatory Affairs

DOES Department of Employment Services

ESSLA Earned Sick and Safe Leave Amendment Act of 2013

OAG Office of the Attorney General

OWH Office of Wage and Hour

PTO Paid time off

SME Small and medium-sized enterprises

Introduction

The Accrued Sick and Safe Leave Act of 2008 and the Earned Sick and Safe Leave Amendment Act of 2013 enables full-time and part-time employees, who spend 50% or more of their time working in the District, to receive paid time off because of a personal medical condition, to care for ill family members, receive medical care for themselves or their family members or for issues pertaining to domestic violence or sexual abuse.

The Accrued Sick and Safe Leave Act (ASSLA) took effect in November 2008. The Earned Sick and Safe Leave Amendment Act of 2013 amended ASSLA to expand the definition of employees protected by the Act, strengthen remedies and procedures available to employees under the Act, and to establish an outreach program to inform the public about the Act.

Section 16 of ASSLA requires the District to conduct an annual audit of a sample of District businesses to determine: (1) The compliance level of businesses with the posting requirements; and (2) Whether companies are using staffing patterns to circumvent the intention of this act.

In May 2020, Bayne was contracted by the DC Department of Employment Services (DOES) to conduct a study on both compliance and the impacts of the Acts. Bayne sought to build on previous reports by adding the component of an employee perspective to this report. The previous audits focused exclusively on the perspective of business owners and principals as well as feedback from government officials.

Because the survey requires self-certification of compliance from businesses, the project team had concerns that many businesses would be hesitant to admit noncompliance with the law, even in an anonymous survey. In order to mitigate these concerns for analysis purposes, the team developed an employee survey with similar questions as the business survey, to identify issues and areas where there were significant differences between the perspectives of employees and business owners.

Furthermore, the survey was conducted during the months of May and June of 2020, in the midst of the COVID-19 pandemic. Many nonessential businesses were closed during this time-period

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or operating in a reduced capacity. This may have led to a lower number of participants than in the previous audits.

In this report, we will provide background on the law, describe the objectives and methodology of the report, and present our findings and recommendations.

Executive Summary

From May 18, 2020 to June 26, 2020, Bayne conducted a web-based survey (N=569), five (5) focus groups, four (4) semi-structured interviews with District Government officials and an interview with a representative from the security industry. The research was conducted in order to support Section 16 of the Accrued Sick and Safe Leave Act of 2008 (ASSLA) which requires the District to conduct an annual audit of a sample of District businesses to evaluate: (1) Businesses' compliance with the posting requirements; and (2) Whether companies are using staffing patterns to circumvent the intention of this act.

Additionally, the research sought to identify any impact the Acts have had on the private sector and gauge the overall effectiveness of the District's efforts to enforce compliance. The research team also selected five focus industries (Construction, Daycare, Hospitality, Janitorial & Security) for more in-depth research to evaluate whether industry-specific factors impacted compliance.

The survey included three optional demographic questions and one required eligibility question. Depending on each respondent's answers, the online survey would present employee-track questions, present business-track questions, or present a statement regarding the qualifications for participating. The employee track included 11-13 required questions depending upon a participant's response, while the business representative track included 17-19 questions.

The sampling frame consisted of owners and representatives of businesses that operated in the District during 2019 and individuals who were employed in the District during 2019. The survey was distributed via email and SMS messaging to a database of District businesses compiled from the DCRA database, the District's Certified Business Enterprise directory and DC Supply Schedule. Additional efforts to increase participation included utilizing community listservs and social media-based outreach. The survey was distributed to more than 16,000 businesses. The research team used various District-based mailing lists to contact employees.

Overall, the survey fielded 770 responses. Out of these, 53 were ineligible to complete the survey because they did not own, manage, or work for a business or organization in the District in 2019.

Another 148 participants started the survey but did not provide sufficient feedback. In sum, there were 569 completed responses.

The research team also hosted five focus groups to conduct a more thorough analysis of the five focus industries. Of the five focus groups, three industries (Daycare, Construction and Security) were selected by the DOES for further research and Bayne selected two additional industries (Hospitality and Janitorial Services) based on feedback from conversations with DOES officials.

Participants were recruited through an interest question at the end of the survey and through industry-specific outreach. The research team also decided to conduct a semi-structured interview with a representative from the security industry because none of the confirmed participants for the security industry focus group participated. The interviewee formerly owned a security company based in the District prior to relocating to Prince George's County, Maryland. They also were formerly employed at the managerial level for multiple security companies in the District. The purpose of the interview was to gain a better understanding of ASSLA compliance in the security industry and assess if there were unique challenges in the industry that impacted companies' ability to comply with the law.

The research team conducted semi-structured interviews with representatives from DOES, DCHR, OAG and DCRA. The purpose of the interviews with DOES, OAG and DCRA were to gain better understanding of the role each agency plays in enforcing the Acts, how the agencies collaborate and communicate on ASSLA-related matters and officials' perceptions on how the District is doing enforcing ASSLA and protecting the rights of District workers.

Key Findings

Survey Results

- Over 51 percent of all businesses certified that they were compliant with current ASSLA posting requirements.
- Approximately 23 percent of businesses with at least one employee stated that they did not offer any form of paid leave.

- Compliance with ASSLA requirements increases the longer businesses are in operation and the larger the size of their workforces grow.
- Businesses did not indicate that ASSLA regulations had a significant impact on employee performance or turnover.
- Over 36 percent of companies with 25-99 employees and 42 percent of companies with 100 or more employees felt ASSLA decreased their profitability compared to 15 percent of companies with less than 25 employees.
- Almost 90 percent of employee survey takers responded that their job offered leave benefits.
- Fewer than 38 percent of employee respondents stated their employers were compliant with the ASSLA poster requirements. Approximately 51 percent of business respondents indicated they were compliant.

Focus Groups

- Small businesses have a strong codependence on staff and are often less rigid on leave policies.
- Small businesses often struggle with compliance because of a lack of resources and because many are overseeing their payroll internally.
- Employees in the construction industry are much less willing to come forward to request time off for domestic violence related issues because the field is heavily male dominated.

Staff Interviews

- OAG and DOES have developed a strong working relationship in regard to enforcement of ASSLA laws.
- Overall, the District has done a sufficient job at addressing ASSLA related claims when reported by employees.
- DCRA currently has limited involvement in ASSLA enforcement and is only engaged when ordered to suspend a business license or registration by DOES for ASSLA violations.

• There is a continued effort to conduct public outreach, but agencies recognize there still needs to be more work around reaching vulnerable populations.

Recommendations

Recommendation #1: Strengthen communication efforts with business owners and employees.

Recommendation #2: Conduct an annual employee survey to gauge employee experience.

Background

The Accrued Sick and Safe Leave Act of 2008

In March 2008, the DC Council passed the Accrued Sick and Safe Leave Act of 2008 which required employers to provide paid leave to all employees who spend at least 50% of their time in the District. After going through the mandatory congressional review process and being signed by former DC Mayor Adrian Fenty, the law took effect on November 13, 2008.

The Act provided that employers must provide a certain amount of accrued paid leave to their employees based on business size:

- An employer with 100 or more employees must provide one hour of paid leave for every 37 hours worked, not to exceed seven (7) days a year;
- An employer with 25 to 99 employees must provide one hour of paid leave for every 43 hours worked, not to exceed five (5) days a year; and
- An employer with 24 or fewer employees must provide one hour of paid leave for every 87 hours worked, not to exceed three (3) days per year.

(Note: Employers are not required to have separate "sick leave" and "personal leave" policies. They can combine all leave types into one policy as long as it meets the minimum requirements specified in ASSLA.)

Under ASSLA, businesses were not required to provide paid leave to independent contractors, full-time students who work less than 24 hours per week at the college or university that they attend, healthcare workers who participate in premium pay programs, tipped restaurant employees, or employees who work less than 1,000 hours per year.

Furthermore, while employees began accruing sick leave from the first day of employment, they were not eligible to use their sick leave until after completing their first year of employment.

ASSLA allows workers to use their mandated leave to care for themselves or a family member. For the purposes of ASSLA, a family member is defined as a spouse or domestic partner, parent,

parent of a spouse, children or grandchildren, spouses of children, siblings, and the spouses of siblings.

Under ASSLA, a worker's unused sick leave is carried over from year to year, but employers are not required to pay a worker more than the maximum amount of sick leave allowed for that year, in that year.

Earned Sick and Safe Leave Amendment Act of 2013

In February 2013, the DC Council passed the Earned Sick and Safe Leave Amendment Act. The law became effective in 2014 and modified the existing law in a number of significant ways. The Act reduced the probationary period for use of sick leave from 12 months to 90 days. It also extended protection under the law to tipped restaurant wait staff and bartenders who receive tips, commissions, or other gratuities and receive a base wage that is below the D.C. minimum wage.

Furthermore, the Act extended coverage under the law to employees who worked less than 1,000 hours per year.

COVID-19 Response Supplemental Emergency Amendment Act of 2020

On April 10, 2020, the District of Columbia enacted the COVID-19 Response Supplemental Emergency Amendment Act of 2020. The emergency act temporarily amended the Accrued Sick and Safe Leave Act of 2008 ("ASSLA") to require employers with between 50-499 employees to provide paid declared emergency leave ("DOE Paid Leave") for any reason allowed by the federal Families First Coronavirus Response Act ("FFCRA").

However, as emergency legislation, this amendment is temporary unless made permanent by the DC Council. Furthermore, this report specifically focuses on the calendar year 2019 timeframe, so these amendments were not in effect during the study period.

Objectives & Additional Research Questions

The primary purpose of this study is to comply with Section 16 of ASSLA that requires an audit of a sample of DC Businesses to determine compliance with posting requirements and if companies are utilizing staffing patterns to circumvent the intention of this act. The two primary objectives of this report are to:

- 1. Gauge the compliance level of DC-based businesses with the requirement to post a notice advising employees about ASSLA.
- 2. Determine if businesses are using staffing patterns to circumvent the intent of the law.

Additionally, this study seeks to accomplish the following secondary objectives:

- 1. Assess the economic impact of ASSLA on the private sector.
- 2. Determine whether the Department of Employment Services and other agencies are adequately protecting workers' rights and enforcing ASSLA's provisions.
- Provide additional insights about compliance in 5 focus industries (Construction, Daycare, Hospitality, Janitorial & Security)

Finally, the study seeks to answer two additional research questions:

- 1. Are small businesses more likely to be non-compliant with the law than their larger counterparts?
- 2. Are there significant differences between employees and employer perspectives of the law and compliance levels in the District?

Methodology

In order to achieve the objectives and answer the research questions mentioned in the previous section, Bayne used a multi-faceted approach to collect information. These sources included:

- A web-based survey for both DC businesses and employees
- Five (5) focus groups with businesses
- Semi-structured interviews with District officials
- Semi-structured interview with a representative from the security industry

Bayne developed a short, web-based survey that included both questions for employees and business owners or executives. The survey included three (3) optional demographic questions that captured racial identity, gender identity and age. Respondents were then required to self-certify as an owner or manager of a District based business in 2019 or that they were employed for more than 90 days in the District in 2019. Participants that asserted that neither condition applied to them were routed to a disqualification page and not allowed to continue the survey.

Participants who self-certified as employees were then asked 11 required questions and two (2) follow-up questions that gathered information about their employment, pay, allotted leave, knowledge of their rights and compliance of their employer. These questions were only asked if the previous question received a specific response.

Participants who self-certified as business owners or representatives were then asked 17 required questions and two (2) follow-up questions that gathered information about their business, knowledge of the law and compliance with the law. The follow-up questions were only asked if the previous question received a specific response.

Business owners were also asked if they were interested in participating in a focus group; if they stated yes, then they were asked to provide contact information for follow-up.

The survey was initially distributed through email and text messages. DOES provided a spreadsheet that contained approximately 14,000 valid email addresses and 10,000 phone numbers. Each contact received email invitations on Mondays and Thursdays of each week

between May 17, 2020 and June 19, 2020. A corresponding text message was also sent twice weekly to those business contacts whose primary number was connected to a mobile device.

The research team also completed 1,000 reminder phone calls to businesses in order to encourage their participation.

As a final effort to boost responses to the survey, the research team used social media networks, Facebook and LinkedIn to reach business owners and solicit their input in the survey. The research team reached out to employees working in the District to take the survey via email, social media and community listservs.

The research team also conducted five (5) focus groups to conduct a more thorough analysis of our focus industries. Three of the focus industries (Daycare, Construction and Security) were selected by DOES for further research and Bayne selected two additional industries (Hospitality and Janitorial Services) based on feedback from conversations with DOES officials.

The focus groups' questions were developed based on the purpose of the study, feedback from the survey and insights from conversations with DOES Staff. Each focus group was conducted using a combination of predetermined questions as well as opportunity for free-flowing, open discussion.

Participants were recruited and identified through two methods. Survey participants who identified themselves as business owners or managers were asked if they were interested and willing to participate in a focus group. Furthermore, companies were recruited from the DC Department of Small & Local Business Development (DSLBD) Certified Business Enterprise (CBE) database utilizing specific NIGP (National Institute of Government Purchasing) codes. Businesses that responded to the initial option were then given a chance to sign-up for their industry's respective focus group session.

The research team also decided to conduct a semi-structured interview with a representative from the security industry due to a lack of confirmed participants taking part in the focus group. The interviewee formerly owned a security company based in the District prior to relocating to Prince George's County, Maryland. This participant was previously employed at the managerial level

for multiple security companies in the District. The purpose of the interview was to gain a better understanding of ASSLA compliance in the industry and if there were unique challenges in the industry that impacted companies' ability to comply with the law.

The research team conducted semi-structured interviews with representatives from DOES, DCHR, OAG and DCRA. The purpose of the interviews with DOES, OAG and DCRA were to gain better understanding of the role each agency plays in enforcing the Acts, how the agencies collaborate and communicate on ASSLA related matters and the perception of officials on how the District is doing enforcing ASSLA and protecting the rights of District workers.

Survey Results

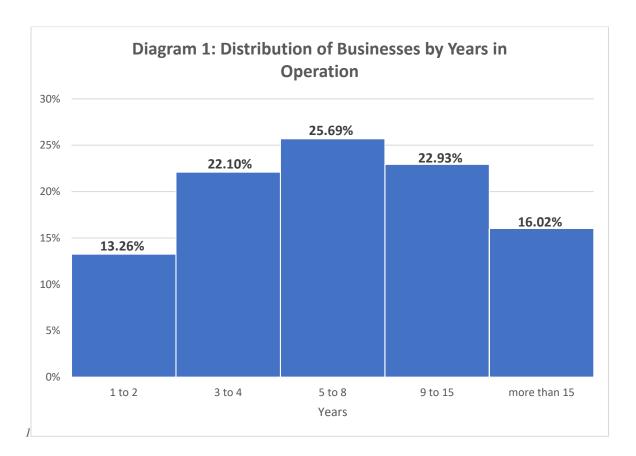
This section of the report offers the results of the business and employee tracks of the online survey. The surveys were designed to address Objectives 1 and 2 as well as answer pertinent research questions. Some survey results have been suppressed. 2019 is the relevant timeframe for topics covered in the survey.

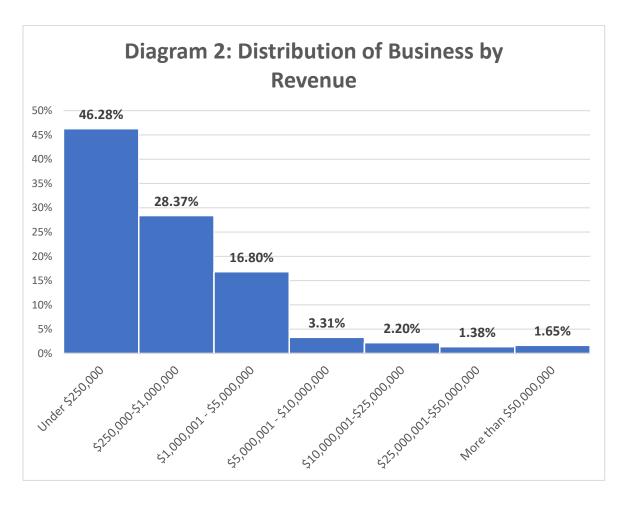
Business Perspective

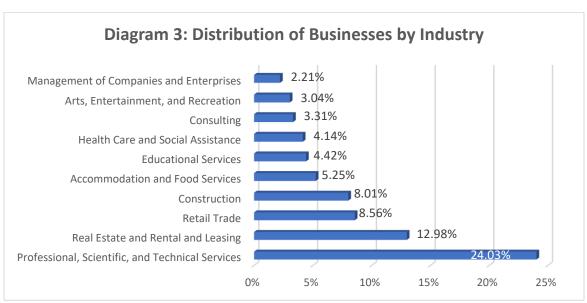
The sample size for business owners and operators is 363. The following analysis uses self-reported data from DC-based businesses to evaluate business compliance with the requirements of ASSLA/ESSLA and the perceived economic impact of these regulations.

Business characteristics including the number of employees, the number of years of operation, and revenue were used to develop a profile for the businesses reflected in the sample. Most businesses in the sample are relatively small in terms of number of employees, with most having fewer than 24 employees. Just 1.93 percent of businesses surveyed had 100 or more employees. Roughly one quarter of all businesses surveyed (25.69 percent) had been operating 5 to 8 years as of the end of 2019 while the "9 to 15 years" category registered 22.93 percent (Diagram 1). Together, these categories account for approximately half of all business respondents. Diagram 2 shows the distribution of businesses by revenue. The most concentrated revenue band is the "Under \$250,000" category, representing 46.28 percent of the sample. More business respondents operated in the *Professional, Scientific, and Technical Services* industry than any other industry represented in the business track (Diagram 3). Overall, the typical business respondent is a small business in the Service sector that has been operating between 5 and 15 years.

Business Characteristics







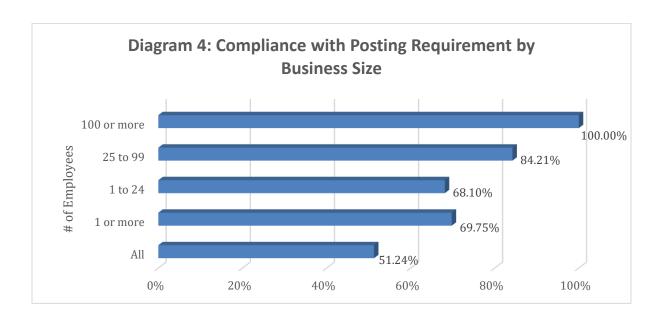
Compliance with ASSLA/ESSLA

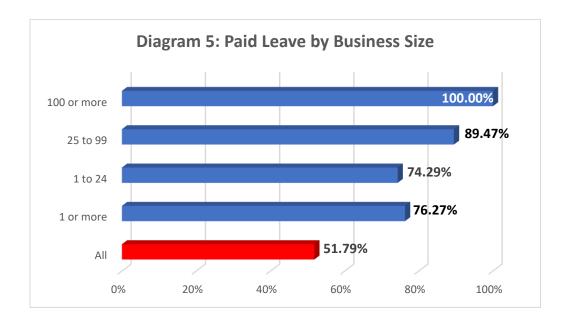
Existing research suggests that approximately 60 percent of businesses were compliant with the requirement to post ASSLA/ESSLA provisions in the workplace (Pg. 13, 2017 Audit Report of the Accrued Sick and Safe Leave Act of 2008). Based on responses from business owners and operators, 51.24 percent of all businesses surveyed were compliant with the posting requirement. Compliance for businesses with at least one employee was 69.75 percent. Diagram 4 shows how compliance varies across each business size category. For the sample that was surveyed, compliance increases in tandem with the size of the business. Among business respondents who indicated they were not compliant with the posting requirement (48.76 percent), when asked if they contacted D.C. Government to obtain a poster or to learn about ASSLA/ESSLA, 98.87 percent responded "No." Three survey responses account for the vast majority of explanations offered by business respondents, when asked why they never contacted DC Government to obtain a poster or to learn about ASSLA/ESSLA- "Not necessary" (56.57 percent), "Unfamiliar with ASSLA" (16 percent), and "Did not know it was possible" (12 percent).

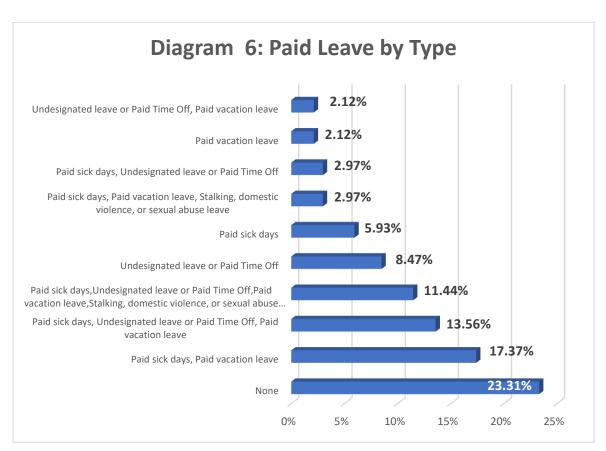
In addition to measuring compliance with the posting requirement, this research also sought to understand whether businesses engaged in efforts to circumvent ASSLA/ESSLA provisions by failing to make paid leave available to employees, by making changes to existing benefits, or by implementing plans to offset certain perceived impacts from ASSLA/ESSLA. Feedback from the business track suggests that the availability of paid leave increases as the number of employees a company employs increases (Diagram 5). Diagram 6 displays the top ten leave types among businesses with at least one employee. Among this subset of businesses, 16.10 percent made changes to the leave policy.

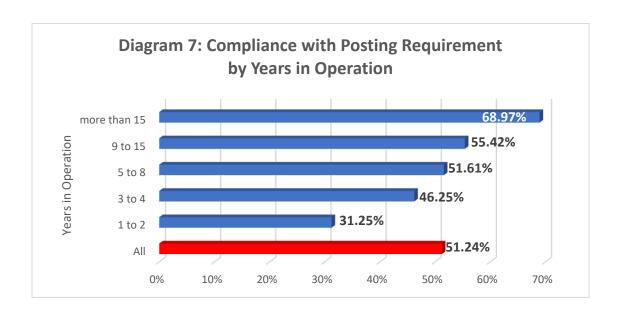
In addition to business size, the research also considered the number of years in operation. As Diagram 7 shows, compliance with the posting requirements increases as the number of years in operation increases. The "1 to 2 years" category registers 31.25 percent compared to the "more than 15" category, which registers 68.97 percent compliance. The research suggests a similar trend regarding leave benefits. As Diagram 8 shows, leave benefits were also more prevalent as the number of years in operation increased.

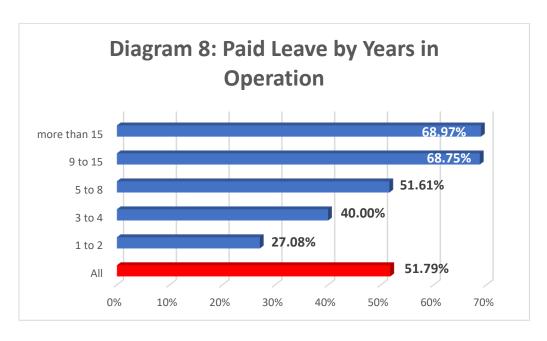
This research also explored compliance by industry. DOES identified five industries that may have been particularly sensitive to fluctuations in the broader economy- Daycare, Construction, Hospitality, Security, and Janitorial Services. For the purposes of this research, these industries are referred to as focus industries. Survey results showed that businesses that operated in focus industries provided leave benefits at a rate that was 10.12 percent less than business respondents overall (Diagram 9). Within the focus group, no business respondents representing the Janitorial Services and Security industries indicated that they provided leave benefits. Note, businesses representing the focus group industries account for a relatively small portion of overall business respondents (9.92 percent).

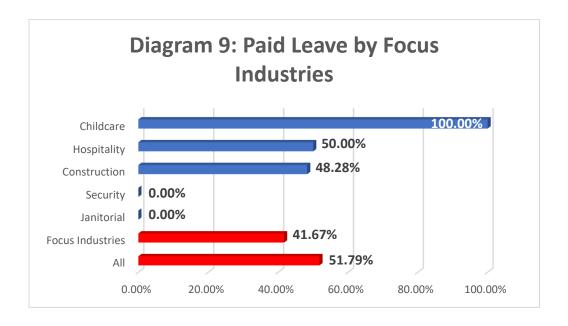










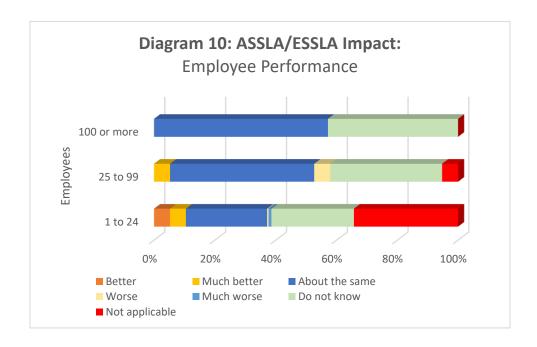


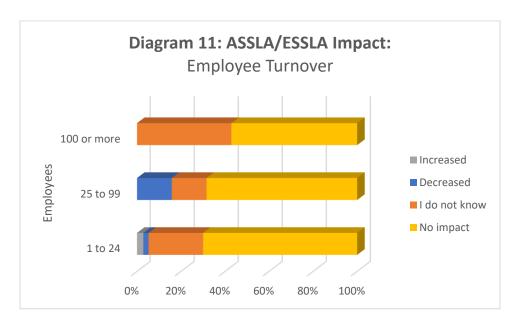
Economic Impact

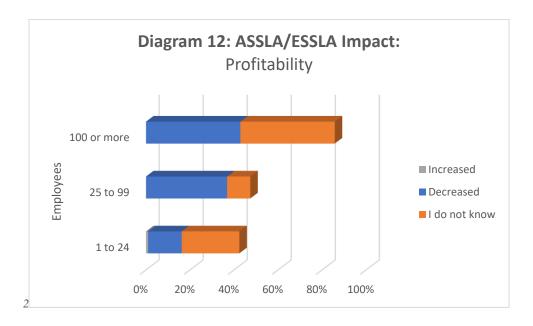
This research sought to gauge any economic impact ASSLA/ESSLA may exert on the DC labor market by asking business respondents five questions (See Appendix). These questions gauged the perceived impact ASSLA/ESSLA had on employee performance, employee turnover, and profitability as well as what measures (if any) businesses implemented to adjust.

Businesses responding to this survey did not suggest that ASSLA/ESSLA had a significant impact on employee performance. A combined 10.48 percent of business respondents with 1 to 24 employees responded that ASSLA/ESSLA led to either better or much better employee performance (Diagram 10). Among businesses employing 25 to 99 staff, 5.26 percent stated that employee performance was much better because of ASSLA/ESSLA. Overwhelmingly, businesses included in the survey noted that ASSLA/ESSLA had either no impact or that they did not know what impact the regulations had on employee turnover (Diagram 11). Within the "25 to 99" category, 15.79 percent of respondents commented that ASSLA/ESSLA contributed to a decrease in employee turnover. As business size increased, greater percentages of respondents noted that ASSLA/ESSLA reduced profits (Diagram 12). Intuitively, larger businesses, having more employees, may be more vulnerable to regulatory compliance that stipulates increased provisions for workers. Assuming businesses are unable to compensate in other areas (e.g., increasing prices of goods and services, reducing cost of goods sold, reducing

tax liability), they may incur profit reductions. When asked if measures were implemented to offset potential adverse impact, 4.96 percent of all business respondents answered affirmatively.





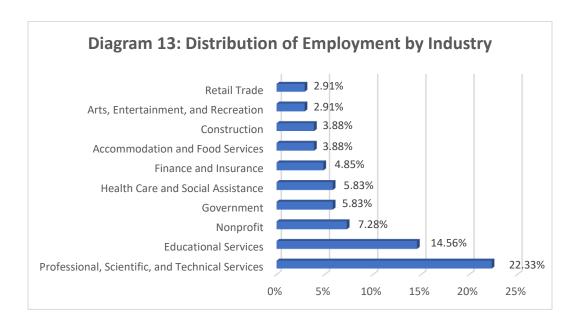


Employee Perspective

The sample size for employees is 206. The following analysis consists of self-reported data from individuals who were employed in DC in 2019. This information is used to further evaluate business compliance with the requirements of ASSLA/ESSLA.

Employee Profile

Data from the employee survey were compared to data from the business survey. Employee perspective was included as an experimental control to treat misreporting that may occur in the business survey. More survey takers worked in the Professional, Scientific, and Technical Services industry than any other industry included in the survey (Diagram 13). The typical respondent was employed in the Service sector.



Compliance with ASSLA/ESSLA

When asked if ASSLA/ESSLA provisions were displayed in a prominent location at the workplace, 60.19 percent of employee respondents responded affirmatively. This figure is 8.95 percent higher than the 51.24 percent compliance rate reported by business respondents. In the business survey, 51.79 percent of all businesses surveyed responded that they provide paid leave benefits. This percentage decreased slightly to 50 percent for business respondents associated with a focus industry. Feedback from service-oriented businesses was in-line, coming in at 49.82 percent. In the employee survey, 89.81 percent of all employees surveyed responded that their jobs offer leave benefits, compared to 87.50 percent for respondents who indicated they were employed in one of the focus industries and 90.21 percent for respondents who worked in the service sector. (Note: the employee track did not capture responses from individuals employed in two of the five focus industries (Hospitality and Janitorial Services)). The Bureau of Labor Statistics' (BLS) annual release *Employee Benefits in the United States* tracks employees' access to paid leave by industry. Due to the level of aggregation at which this data is made

Audit Report: 2019 Accrued Sick and Safe Leave Act Study

¹BLS https://www.bls.gov/news.release/pdf/ebs2.pdf

available, some industries are not available for comparison. Table 1 provides an excerpt from the 2019 BLS data that compares *All Workers* and *Service Occupations*. The BLS data shows that workers in service-related industries have less access to leave benefits when compared to workers across all industries, which is in line with the results of the survey used for this research.

The employee survey track also included questions that focused on wage theft and whether it was prevalent among those who took the survey. Less than 1 percent of respondents reported that they performed work for which they were not compensated. Also, when asked if they received itemized wage statements/pay stubs each time they are paid, 90.78 percent responded affirmatively. In summation, data generated from the employee survey suggests that compliance with posting ASSLA/ESSLA provisions may be lower than businesses reported. While data was found that could be interpreted to suggest that wage theft may have occurred, it does not appear to be wide scale.

OWH (Office of Wage and Hour) receives claims from employees seeking payment for a range of compensation and paid leave discrepancies. Analysis of claims filed with OWH during 2019 led to similar findings. Of all the sick leave claims received by OWH during 2019, a relatively small portion, 8.94 percent, were valid where the employers involved were found to be in violation of ASSLA (OWH). This data is in line with the research findings.

Table 1

	Paid Sick	Paid	Paid
	Leave	Vacation	Holidays
All Workers	73%	79%	79%
Service Occupations	58%	60%	56%

Employee Benefits in the United States (2019), BLS.

Focus Groups

Overview

There were five (5) Focus Group discussions (FDG) conducted with 22 business representatives over a span of one week. These participants represented five (5) industries in Washington, DC. The industries were 1) Professional Services, 2) Daycare, 3) Hospitality, 4) Janitorial and 5) Construction. There was also a security industry focus group scheduled but the participants failed to show. Initially, six to 11 participants signed up to join a focus group, but ultimately only three to six individuals participated in the focus groups. The discussions revealed key findings and trends across industries as it relates to ASSLA/ESSLA knowledge, implementation, and impacts to SMEs. All owners and administrators who participated stated that they support compliance with the ASSLA/ESSLA (Acts). The applied process and application are what they believe has been ineffective. This is because they feel the responsible agencies did not consider industry needs nor understand the challenges surrounding compliance faced by SMEs. The overall findings revealed that the majority of participants were not knowledgeable about ASSLA/ESSLA. If they were aware of the Acts, it was minimal except for 25 percent of the participants. Janitorial, followed by Daycare groups, were the most ill-informed of the Acts. Of the Janitorial group, 100 percent were CBE's and no one was knowledgeable about the Acts. In many cases, the focus group was the first time they had heard about it. Most small companies handle their own Human Resources (HR) and Payroll services. Only about 20 percent of the respondents stated that they have an outside service provider to support part or all of these services. Only responders that were above 25 employees had a separate department or individual contractor or third-party organization handle payroll. The majority of participants believed that the District typically provides mixed messaging, are unresponsive and/or provide delayed responses. In addition, respective websites are challenging to navigate. Most participants stated that D.C. agency websites need to improve the language, organization, and directions provided on these sites to support clarity, understanding, and navigation by individuals from diverse backgrounds. As of now, agency websites are not user friendly. In addition, if email communication was provided by these agencies, it typically was redundant and excessive. In conclusion, participants recommended tools, resources, and processes to improve policy

communication to small businesses and support services to better alleviate challenges faced by business owners and administrators.

Introduction

Our goal in conducting the focus groups was to gather honest personal insights from business owners about their thoughts about ASSLA and the subject of paid leave overall. Additionally, these focus groups were intentionally crafted with exploratory questions to understand varying perspectives based on differing conditions. This study is centered on better understanding the viewpoints of a sample representative group of owners and administrative staff to support the Acts future application, impact, and possible amendments.

Methodology

Five (5) focus group discussions (FDG) were conducted over a period of one (1) week: Wednesday, Thursday, Friday, and Saturday of June 17-20, 2020 with a participant group of three to six people per group totaling 22 participants. The primary challenge faced was the size of the sample group. After researching and promoting industry specific businesses to participate, we hoped for a turnout of six to eight individual owners. Each group initially received RSVPs for six to 11participants per group. We provided reminder emails and phone calls to those who signed up. A mix of solo owners, founders, directors, attorneys, and administrative staffers attended these sessions. The majority of the participants were employers or administrators who employed or worked at companies with one to 24 employees, with two (2) administrators who worked at a company of 25 to 99 employees and one (1) administrator who worked at a company with 100 or more employees.

Initially, participants were identified through two mechanisms 1) those who responded within the survey, stating availability and interest to take part in a focus group follow-up and 2) advertising and direct outreach to business owners who were listed as DC CBEs and members of various DC industry organizations.

Dates and times varied to ensure we could offer morning, mid-day, evening, and afternoon options for participants to take part. Our team utilized Zoom meetings to host these sessions. All

sessions were recorded, and information was captured through two to three transcribers during the sessions. Participants were made aware that the sessions were being recorded and transcribers were on the call. They were also ensured that this process was confidential, and no individual or business names would be included in the report.

The FDG was undertaken to 1) assess the knowledge level of business owners and employees 2) assess the Acts impact on businesses and 3) assess ways DC agencies can better serve owners as they attempt to comply with laws in the future.

Each session was facilitated through a series of questions which focused on understanding the following elements. See Appendix A for the questions utilized during the focus groups.

Part I: Foundations of the Business

Each session started with the facilitator reviewing introductions. Each participant was asked to introduce themselves. This was done to set the baseline and understand the role the participant held in the company, the customer base they served, and the services/products that the company offers. In addition, we asked participants to share the scope and size of the company, i.e. number of employees (full time, part time, 1099, etc.) and the flow of business seasons. They also shared HR and payroll setup and structure, especially who and how oversight and compliance is handled. Lastly, the facilitator asked participants to describe their company's performance in 2019, to learn where they were in their business growth prior to COVID-19.

Part II: Assessing knowledge and understanding of ASSLA/ESSLA

In this section of the conversation, we asked participants to share with us what they knew about ASSLA and the succeeding ESSLA, how they learned about it, and what they understand or do not understand. The facilitator also highlighted two requirements that would spark conversation and could present challenges as points of discussion. In the first, we asked how and if participants were posting the required signage and where. In the second, we highlighted the following statement to assess if and where this statement presented challenges and learning opportunities.

Statement: Companies operating in DC are required to offer employees paid leave for work absences associated with domestic violence or abuse in accordance with the Accrued Sick and Safe Leave Act of 2008 (ASSLA) and Earned Sick and Safe Leave Amendment Act of 2013 (ESSLA).

Part III: Enforcement and Impact

Part three explored participants' level of confidence and knowledge of the Acts and their ability to implement and adhere to the Acts. We broke down the Acts into the original ASSLA and the amended ESSLA to ensure they understand the new amendments and assess for impacts. To ensure they understood the general premise of the changes, the facilitator read them a statement that provided insights from ESSLA. Lastly, we asked participants to share the effects of ASSLA/ESSLA on their employees, business, turnover and profitability.

Statement: While the amendments do not alter the amount of leave to which an employee is entitled under the Act, the Earned Sick and Safe Leave Amendment Act of 2013 does make significant changes to leave accrual, access and retention, strengthens the Act's anti-retaliation provisions, increases enforcement mechanisms and penalties, including a private right of action, creates new recordkeeping requirements, and extends its coverage to tipped and temporary employees. As such, employers should review and revise their paid leave policies as necessary to comply with these new leave requirements.

To conclude the section, the facilitator asked participants to share their experiences with the different agencies, especially DOES and DCRA. The goal is to understand where and who they were engaging with as well as how the experience made them feel. In addition, we asked about the communication flow and access to information online or over calls with these agencies' staff. Lastly, the facilitator sought out recommendations to improve communication of the Acts and processes through tools, support services, and other methods to address the challenges participants identified.

Key Findings

There are a variety of findings that were consistent throughout the focus groups. These findings are the themes, challenges, and areas which most uniformly presented themselves across industries and participants. In addition, we highlighted industry specific points that were commonly agreed upon by participants in that group. The following are the reflections, beliefs, feelings, and recommendations of participants as it relates to the Acts and compliance.

Small Business and Employee Co-dependence

Most small businesses are extremely reliant on their staff. They have invested the time, energy, and financial resources to ensure the individuals hired as full-time or part-time staff are there to stay. They do not have the resources that large companies have to absorb team loss because they generally lack bandwidth to identify, hire, onboard, and re-invest quickly into someone new. In addition, the relationship between business owners and employees is extremely codependent and more intimate, with many teams operating like family businesses. This is typically unlike larger corporations who have the resources to quickly fill new roles, as well as the financial reserves and processes to absorb loss. The loss of one employee for a small business puts a great deal of pressure on the rest of the team and creates loss for the overall organization which is felt immediately. Except for the administrator in the company that employs more than 100 individuals, all participants stated that they worked with each employee to access their leave or take time away as needed to the best of their ability. Therefore, they are less rigid in the administration, application, and reporting of leave overall. In many cases, they provided above and beyond what was required by law and provided flexibility and support as new situations arise.

SMEs Lack Resources

A majority of participants stated that they already feel overwhelmed by all the regulations, compliances, and updates they must keep up with from the city. In many cases, due to a lack of staff and financial resources, owners and administrators cannot always stay at the forefront of new information. This puts a great deal of pressure on small business owners and companies to add to an already large and exhaustive list of compliance. In some cases, the owner is also the HR and payroll manager, legal representative, and accountant for the firm, essentially, wearing

many hats while still delivering the services and products that the company offers. In some cases, another senior level staffer managed HR and Payroll, but these individuals also handled other components of the organization, thus minimizing their capacity to fully understand legal components or keeping track with new orders. A majority of the organizations lacked fully established HR departments or Payroll services.

Participant: "Any organization that is looking to put policy changes in place, they need to understand the business and the impact they're having on the business. Even just trying to meet it could put them out of business. It will certainly discourage people from going into business, too, which is not good. The regulations should never put the businesses in these situations."

Participant: "There is a lot of burden put on smaller businesses. We have to comply with stuff just like a larger company does. The per capita employee costs are much higher for us. It is a lot of burden to receive a complaint and get our attorneys, take the time to respond, etc. The understanding should be across the board for all government agencies."

District Government Interviews

Four interviews were conducted over the span of two weeks, running from June 22 - July 1, 2020. Participants were given the opportunity to request any time during business hours and day of the work week to conduct their interview.

Participants were identified through a list provided by DOES. Our team utilized Zoom meetings to host these sessions. All sessions were recorded, and information was captured through a transcriber during the sessions. Participants were made aware that the sessions were being recorded and a transcriber was on the call.

Questions were provided prior to the interview to allow for adequate preparation. These questions can be found in Appendix C. Although following the same themes, the questions varied slightly by agency. The questions focused on understanding the following elements:

- 1. Foundation of agencies' work with ASSLA.
- 2. Intergovernmental collaboration around ASSLA.
- 3. ASSLA Enforcement Processes.

Key Findings

The following themes were found to be the most prevalent across the four interviews conducted. Each theme is supplemented by quotes and summarized responses from participants. The following are the reflections and understandings of particular agency viewpoints as it relates to the Acts and overall processes.

How Agencies Oversee ASSLA

Each agency interviewed has a different relationship with ASSLA. Foundationally, DOES is responsible for the enforcement of all District sick and safe leave laws. Everyone at the Office of Wage and Hour staff is able to investigate an ASSLA claim. There are individuals who have spent more time doing so, but there is no specific division. There is an audit team which

Audit Report: 2019 Accrued Sick and Safe Leave Act Study

investigates sick leave claims when company-wide audits are required, a team that will do a more in-depth review when there is a claim, and a team that conducts random audits.

Beyond investigation, OAG affirmatively enforces ASSLA through litigation, both lawsuits and investigations. OAG also holds subpoena authority. In the same vein, they work proactively to promote ASSLA compliance through outreach to educate DC residents on their ASSLA rights, such as in the form of Know Your Rights community presentations. OAG has independent authority to enforce DC wage laws as granted by council early in 2017.

DCHR does not oversee ASSLA requirements but is responsible for ensuring DC Government practices are compliant. The District Government has its own governmental statutes contained in the Electronic-District Personnel Manual that utilizes a more robust sick leave program than ASSLA. However, a few years ago the District of Columbia updated its policy to include intermittent employees and include them under ASSLA regulations.

Working with Businesses and Employees

Participants noted that smaller employers are often more likely to have violations. Oftentimes, there is confusion around the ASSLA requirements. Industries that typically have the most violations are daycare and restaurants. For DOES, this means that these are the individuals that are the lowest paid and the most vulnerable. Recognizing the potential for vulnerability, DOES allows individuals to submit a claim anonymously, while states such as Maryland do not allow for such anonymity. When filing a claim, individuals can also indicate whether or not that company has a paid-time-off policy. If there is an indication that they do not, a full investigation is conducted, including visiting the employer, making sure the employer has all the appropriate forms and posters, and reviewing payroll records on the spot to see if paid-time-off is being provided.

Working with Other Agencies

DOES and OAG have the closest relationship in regard to ASSLA enforcement and violation referrals. While DOES has the authority to investigate and resolve complaints that it receives,

they must refer cases to OAG for enforcement when the employer fails to comply. In this manner, OAG reports that their working relationship with DOES is effective.

OAG notes that they do not often interface with DCRA for any ASSLA related matters.

DOES representative: "We do what we call public engagement strategy; we work alongside our sister agencies when we have an issue. We inform agencies if they have a claim against one of their constituents. We coordinate with them, particularly OAG, to ensure they are clear on our enforcement strategies. We also work with DCHR to make sure they are aware of any changes to the law. We have a liaison with that office. We work with DCRA to make sure that small businesses are aware of the laws; DSLBD to make sure CBE businesses are aware."

Referring Violations

DOES completes the initial phases of investigation and then refers to OAG for enforcement once the determination is made. OAG is the city's lawyer, so when DOES pursue a claim, they have to inform them. OAG can work independently of DOES. The representative cited that there is not a concrete order of operations, because technically OAG does not have to report to DOES, but it is helpful to ask DOES whether they have seen similar cases. OAG gets cases through direct claims, referrals from DOES, and State Attorney General cases across the country.

Protecting Workers' Rights

One way that all agencies highlighted that they connect with employees is through public outreach strategies. DOES launched a public education campaign where two to three community-based organizations were tasked with reaching over 500 employees and 500 employers to educate them on wage laws. They have also run campaigns via Metro ads, Latinx newspapers, and other popular platforms that can reach vulnerable communities. The agency has also utilized social media for outreach purposes.

OAG has garnered both local and national attention for settlements they have secured in the past few years but they noted that they should implement a more proactive engagement strategy to mitigate issues beforehand.

Challenges Faced

Agencies recognized that there is a lot of work left to be done around educating residents and protecting vulnerable populations. Underreporting of violations amongst immigrant workers is a big concern. OAG has noticed that industries with high turnover rates are much more susceptible to violations.

OAG representative: "If the industry has high turnover, the employer thinks they can get away with more. Construction and hospitality, those are the big ones. They are particularly vulnerable to ASSLA violations when the employment is short-term. There is a chilling effect on reporting, too. We hope that in the wake of the pandemic, paid sick leave is brought to the forefront which will incentivize employers to comply and employees to report."

Recommendations

The following recommendations have been made as a result of the study to enhance compliance and mitigate challenges as addressed in the above findings. While these recommendations are not a "cure-all" for compliance related issues, we ultimately believe they will help the agency better uphold the spirit and the intent of the law and help close the information gap.

Recommendation #1: Strengthen communication efforts with business owners and employees.

While the agency does currently conduct public education campaigns and has made robust guidance available on their website, there remains an information gap with both small business owners and employees about the District's requirements. The research team believes that the agency would benefit from bolstering their communication efforts through traditional and nontraditional avenues.

Furthermore, the agency could dedicate staff members as business liaisons whose primary roles are to reach out to businesses and ensure that they are aware of the requirements of the law and answer any questions. They should primarily focus on small businesses that may be in the process of hiring their first employees. They could also concentrate on outreach with more vulnerable populations identified here as well.

Recommendation #2: Conduct an annual employee survey to gauge employee experience.

As noted in the introduction, previous audits relied on employer self-certifications and agency administrative data to determine compliance levels in the District. One risk of this approach is that businesses that are noncompliant may be hesitant to admit their noncompliance in a survey funded by the agency.

As a counter to this bias, we believe the agency would benefit from annually surveying a sample of employees in the District about the compliance of their employers. This approach will also allow the agency to identify potential problem industries and focus additional resources on compliance checks and outreach.

Further Research Needed

The survey allowed both business representatives and employees to self-certify that they were eligible to participate. The research team did not have a way to verify that respondents did in fact meet one of the two requirements for participation in the survey. While we believe that this survey iteration and report can serve as a strong base upon which future efforts are expanded, it should be noted that the current method does leave at least some risk of selection bias and sampling error. Survey data is also subject to misreporting error.

The research team was only able to gather limited insights into the focus industries. It was particularly difficult to establish contact with businesses in the security industry. Operators within this industry may be more prone to ASSLA violations due to the nature of the industry. Outreach for this research also did not produce employee feedback for two of the five focus industries- Hospitality and Janitorial Services. DOES may consider conducting a supplemental study in order to gather more extensive feedback about the focus industries.

This research gauged compliance with the Act's leave requirements by identifying businesses that failed to provide leave altogether. Through the business survey track, 51.24 percent of business respondents indicated that they provided leave benefits. ASSLA guidelines also stipulate the amount of paid leave that should accrue based on the number of employees a business maintains. It is possible that a higher percentage of businesses would not be compliant if this was factored. Further research is needed in order to evaluate businesses' compliance with the Act's leave accrual guidelines.

An improvement over existing research is that both tracks of the survey asked respondents three optional questions about ethnic identity, gender, and income/revenue. This data can be beneficial in informing future policy initiatives. Demographics deliver descriptive characteristics about the structure of a population. These population descriptors can be applied to a welfare analysis to identify labor market participants who gain from policies like ASSLA/ESSLA and those who do not benefit. Survey respondents showed a strong willingness to provide demographic information. When asked "With which racial and ethnic group do you identify", the response rate across all business respondents was 96.69 percent. Survey respondents for the employee track,

having a 96.12 percent response rate, showed similar willingness to respond. When asked to select the gender to which they most closely identify, 98.62 percent of all business respondents provided feedback. This compares to a 96.12 percent response rate for the same question among employee respondents. When asked to provide their business' 2019 annual revenue 100 percent of business respondents provided feedback. Employee survey takers followed suit with a 100 percent response rate for this question.

Appendices

Appendix A: Survey Questions and Responses

1. With which racial and ethnic group do you identify?		
	Response Percent	Response Count
American Indian or Alaska Native	0.68%	5
Hispanic, Latino, or Spanish origin	4.08%	30
White	47.21%	347
Asian	9.25%	68
Middle Eastern or North African	1.09%	8
Black, African American	30.20%	222
Native Hawaiian or Other Pacific Islander	0.14%	1
Another race or ethnicity not listed above	0.95%	7
African	1.50%	11
Caribbean	1.22%	9
Other (Please specify)	3.67%	27

2. To which gender identity do you most identify?		
	Response Percent	Response Count
Female	54.04%	401
Male	43.13%	320
Transgender Female	0.27%	2
Transgender Male	0.00%	0
Gender Variant/Non-Conforming	0.40%	3
Not Listed	0.40%	3
Prefer Not to Answer	1.75%	13

3. Which statement best describes you		
	Response Percent	Response Count
I was employed in the District of Columbia for more than 90 days in 2019	29.09%	224
I own or manage a business or organization that was operational in the District of Columbia for more than 90 days in 2019	64.03%	493
Neither of the Above	6.88%	53

Employee Track

1. How many employees did your employer have?		
	Response Percent	Response Count
1 - 24	36.18%	55
25 - 99	17.11%	26
100 or more	46.05%	70

2. Which of these describes your personal income for 2019?		
	Response Percent	Response Count
\$0	0.97%	2
\$1 to \$9,999	3.86%	8
\$10,000 to \$24,999	5.80%	12
\$25,000 to 49,999	9.18%	19
\$50,000 to 74,999	14.49%	30
\$75,000 to 99,999	22.71%	47
\$100,000 to 149,999	24.64%	51
\$150,000 or more	18.36%	38

3. Did your compensation include tips?

	Response Percent	Response Count
Yes	2.90%	6
No	97.10%	201

4. Are you aware that District law requires tipped employees to receive standard pay of at least \$4.45/hour?		
	Response Percent	Response Count
Yes	60.87%	126
No	39.13%	81

5. Did you get paid in cash?		
	Response Percent	Response Count
Yes	1.93%	4
No	98.07%	203

6. How frequently did you get paid?		
	Response Percent	Response Count
Daily	1.45%	3
Weekly	6.28%	13
Bi-weekly/every two weeks	66.67%	138
Monthly	11.11%	23
Other (Please specify)	14.49%	30

7. Did you receive a statement that includes itemized wage statements/pay stubs each time you get paid?		
	Response Percent	Response Count
Yes	90.34%	187
No	9.66%	20

8. During 2019, did you perform work that you were not paid for?		
	Response Percent	Response Count
Yes	6.76%	14
No	93.24%	193

9. During 2019, did you experience any of the following? (select all that apply)		
	Response Percent	Response Count
I worked overtime and either was not paid at all or was not paid the correct amount.	42.86%	6
I was asked to start work early or stay at work late and was either not paid at all or was not paid the correct amount.	35.71%	5
I was an employee but paid as an independent contractor.	0.00%	0
My employer docked my salary or benefits without cause.	0.00%	0
Other (Please specify)	42.86%	6

10. Are you aware that companies operating in D.C. are required to offer employees paid leave for work absences associated with domestic violence or abuse in accordance with the Accrued Sick and Safe Leave Act of 2008 (ASSLA) and Earned Sick and Safe Leave Amendment Act of 2013 (ESSLA)?		
	Response Percent	Response Count
Yes	67.15%	139
No	32.85%	68

11. Were the requirements of ASSLA/ESSLA posted at your worksite?		
	Response Percent	Response Count
Yes	59.90%	124
No	40.10%	83

12. Did your job offer paid leave?		
	Response Percent	Response Count
Yes	89.37%	185
No	10.63%	22

Business Questions

	Response Percent	Response Count
Agriculture	0.00%	0
Mining	0.00%	0
Utilities	0.55%	2
Construction	7.95%	29
Manufacturing	0.82%	3
Wholesale Trade	0.55%	2
Retail Trade	8.22%	30
Transportation and Warehousing	1.10%	4
Information	1.10%	4
Finance and Insurance	0.55%	2
Real Estate and Rental and Leasing	12.88%	47
Professional, Scientific, and Technical Services	23.84%	87
Management of Companies and Enterprises	2.19%	8
Administrative and Support and Waste Management	0.55%	2
Educational Services	4.38%	16
Health Care and Social Assistance	4.11%	15
Arts, Entertainment, and Recreation	3.01%	11
Accommodation and Food Services	5.21%	19
Other (Please specify)	23.01%	84

2. How many years has your company operated in D.C.?

365 Responses

3. How many employees are currently on your business's payroll?		
	Response Percent	Response Count
0	34.52%	126
1 - 24	58.08%	212
25 - 99	5.21%	19
100 or more	2.19%	8

4. What was the annual revenue for your business in 2019?		
	Response Percent	Response Count
Under \$250,000	46.58%	170
\$250,000-\$1,000,000	28.22%	103
\$1,000,001 - \$5,000,000	16.71%	61
\$5,000,001 - \$10,000,000	3.29%	12
\$10,000,001-\$25,000,000	2.19%	8
\$25,000,001-\$50,000,000	1.37%	5
More than \$50,000,000	1.64%	6

5. Did any of your employees earn tips?		
	Response Percent	Response Count
Yes	7.67%	28
No	92.33%	337

6. Were you aware that District law requires tipped employees to receive standard pay of at least \$4.45/hour		
	Response Percent	Response Count
Yes	68.77%	251
No	31.23%	114

7. Did you employ dedicated human resources personnel or use a third-party benefits administrator?		
	Response Percent	Response Count
Yes	23.01%	84
No	76.99%	281

8. Were you aware that companies operating in D.C. are required to offer employees paid leave for work absences associated with domestic violence or abuse in accordance with the D.C. Accrued Sick and Safe Leave Act of 2008 (ASSLA)?

Response Percent Count

Yes 68.22% 249

No 31.78% 116

9. How did your company obtain information about ASSLA/ESSLA? (Select all that apply)		
	Response Percent	Response Count
Social media	21.69%	54
Community event	4.42%	11
Webinar	12.45%	31
A D.C. Government website	54.22%	135
ASSLA ad	4.82%	12
Other (Please specify)	22.49%	56

^{10.} Did you post requirements of ASSLA and the D.C. Earned Sick and Safe Leave Amendment Act of 2013 (ESSLA) in a prominent location where all employees

can see it?		
	Response Percent	Response Count
Yes	50.96%	186
No	49.04%	179

11. Have you ever contacted D.C. Government to obtain a poster or to learn about ASSLA/ESSLA?		
	Response Percent	Response Count
Yes	1.12%	2
No	98.88%	177

12. Why not?			
	Response Percent	Response Count	
Not necessary	56.42%	101	
Did not know it was possible	11.73%	21	
Unfamiliar with ASSLA	16.20%	29	
Other (Please specify)	15.64%	28	

13. Which of the following benefits did you offer to some or all of your employees? (Select all that apply)		
	Response Percent	Response Count
Paid sick days	42.03%	153
Undesignated leave or Paid Time Off (PTO)	29.12%	106
Paid vacation leave	37.64%	137
Stalking, domestic violence, or sexual abuse leave	12.91%	47
None of the above	36.26%	132
Other (Please specify)	19.78%	72

14. In 2019, how often was it necessary for your company to dock an employee's wages or benefits (or make any similar reduction)?			
	Response Respo Percent Cour		
0	92.86%	338	
1 - 5	6.32%	23	
6 - 10	0.55%	2	
11 - 15	0.27%	1	
16 or more	0.00%	0	

15. Did you make changes to your business's leave policy in 2019?				
Response Response Percent Count				
Yes	10.71%	39		
No	89.29%	325		

16. How do you believe the requirements of ASSLA/ESSLA have impacted employee performance?		
	Response Percent	Response Count
Much better	4.12%	15
Better	4.40%	16
About the same	19.51%	71
Worse	0.82%	3
Much worse	0.82%	3
Do not know	23.08%	84
Not applicable	47.25%	172

17. What impact has ASSLA/ESSLA had on your business's employee turnover?		
	Response Percent	Response Count
Increased	1.92%	7

Decreased	2.47%	9
No impact	76.10%	277
I do not know	19.51%	71

18. What impact has ASSLA/ESSLA had on your business's profitability?		
÷		Response Count
Increased	0.55%	2
Decreased	12.64%	
No impact	65.66%	239
I do not know	21.15%	77

19. Has your business put measures in place to offset any negative impact ASSLA/ESSLA may have?				
Response Response Percent Cour				
Yes	4.95%	18		
No	95.05%	346		

20. What measures have you put in place to offset any negative impact ASSLA/ESSLA may have on your business?		
	Response Percent	Response Count
Reduced vacation time accrual	0.00%	0
Converted Paid Vacation Time Paid Time Off or Paid Sick Days	11.11%	2
Combination of the above	22.22%	4
None of the above	55.56%	10
Do not know/Do not remember	5.56%	1

Appendix B: Focus Group Questions

Focus Group Questions

- 1. How would you describe your 2019 year in business?
- 2. How do you manage your HR personnel and matters?
 - a. How are you structured as a business? (in terms of number of staffers, type of staffers, busy season, etc.)
- 3. How well versed are you about ASSLA/ESSLA?

Statement: Companies operating in D.C. are required to offer employees paid leave for work absences associated with domestic violence or abuse in accordance with the Accrued Sick and Safe Leave Act of 2008 (ASSLA) and Earned Sick and Safe Leave Amendment Act of 2013 (ESSLA).

- 4. Where are you posting ASSLA/ESSLA signs and requirements?
- 5. Are you aware of any changes made to ASSLA/ESSLA?

Statement: While the amendments do not alter the amount of leave to which an employee is entitled under the Act, the Earned Sick and Safe Leave Amendment Act of 2013 does make significant changes to leave accrual, access and retention, strengthens the Act's anti-retaliation provisions, increases enforcement mechanisms and penalties, including a private right of action, creates new recordkeeping requirements, and extends its coverage to tipped and temporary employees. As such, employers should review and revise their paid leave policies as necessary to comply with these new leave requirements.

- 6. Do you feel prepared and informed enough to enforce ASSLA/ESSLA?
- 7. How has ASSLA/ESSLA affected your employees? Your business?
- 8. How has it affected your turnover and profitability?

Agencies and Recommendations:

9. Have you ever reached out to the DC government regarding support for ASSLA/ESSLA? What happened? Which agency?

- 10. What resources, tools, or additional information would you like made available to better prepare and support your business in utilizing and enforcing ASSLA/ESSLA?
- 11. How can these resources be most effectively communicated to you? How can it be improved?

Appendix C: Interview Questions

Office of Attorney General

- 1. What role does your office play in overseeing ASSLA as it relates to the law?
- 2. Give me an example of a recent case. Who was involved?
- 3. How does your agency work together with other agencies in enforcing the law and staying in compliance?
- 4. How do you overall feel like you're doing enforcing the law?
- 5. Are there any industries that have more problems than others? What are the challenges? How can they be improved?
- 6. Describe the support you have received from DOES.
- 7. OAG has successfully secured a number of settlements in the past few years against companies who committed wage theft, were all of these cases referred through DOES?
- 8. If someone reaches out to OAG first with an allegation of an ASSLA violation, does OAG begin an independent investigation or do you immediately notify DOES.
- 9. Is DCRA or DOES involved in any part of the litigation process or settlement negotiations?

DC Department of Employment Services

- 1. What role does your office play in overseeing ASSLA as it relates to the law?
- 2. Give me an example of a recent case. Who was involved?
- 3. How does your agency work together with other agencies in enforcing the law and staying in compliance?
- 4. Can you walk us through the process of receiving a complaint and determining what actions and next steps to take?
- 5. How do you overall feel like you're doing enforcing the law?
- 6. In what ways do you engage and educate the business community?
- 7. What measures are in place for the District to protect worker's rights? Do you feel the District has succeeded in meeting this goal?

- 8. Are there any industries that have more problems than others? What are the challenges? How can they be improved?
- 9. Describe the support you have received from agency partners?
- 10. At what point, do you refer a case to OAG for litigation if you believe that a case of wage theft has occurred?
- 11. What role does DCRA play in enforcing ASSLA?
- 12. Who makes the final decision to suspend a business license over noncompliance, DCRA or DOES?
- 13. Does DOES/OWH have to attest to the fact that a business has remediated all problems prior to DCRA issuing a new or reinstating a business license for a company found in violation of?

DC Human Resources

- 1. How does ASSLA affect District Government employees?
- 2. Give me an example of a recent case. Who was involved?
- 3. How do you overall feel like the District is doing enforcing the law?
- 4. What measures are in place for the District to protect worker's rights? Do you feel the District has succeeded in meeting this goal?

DC Department of Consumer and Regulatory Affairs

- 1. What role does your office play in overseeing ASSLA as it relates to the law?
- 2. Give me an example of a recent case. Who was involved?
- 3. How does your agency work together with other agencies in enforcing the law and staying in compliance?
- 4. How do you overall feel like you're doing enforcing the law?
- 5. What measures are in place for the District to protect worker's rights? Do you feel the District has succeeded in meeting this goal?
- 6. Are there any industries that have more problems than others? What are the challenges? How can they be improved?

- 7. Does DCRA ever initiate any investigation into wage theft or are all cases referred from DOES?
- 8. If DCRA suspends a business license for ASSLA violations, what is the process for reinstatement of their license?
- 9. Who makes the final determination of whether or not a company has remediated all issues and can have its business license reinstated?

Department of Employment Services Bureau of Compliance and Independent Auditing (BCIA) Office of Compliance and Independent Monitoring External Audits Fiscal Year 2020 (FY20) - FY21 (through Jan. 1, 2021)

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Report Name (Link)	Author	Status	Program Description
Annual A-133 Single Audit https://search.usa.gov/search?utf8=%E2%9C%93&affiliate=dc_ocfo&query=A-133+audit	BDO	Complete	Government of the District of Columbia – Schedule of Expenditures of Federal Awards and Reports Required by the UNIFORM Guidance for Year Ended 09/30/2020
FY2019 Comprehensive Annual Financial Report (CAFR)	SB & CO	Complete	Comprehensive Annual financial
https://cfo.dc.gov/page/comprehensive-annual-financial-report-cafr-2019			Audit
FY2020 Comprehensive Annual Financial Audit (CAFR)	MJ, LLP	Complete	Comprehensive Annual financial
https://cfo.dc.gov/page/comprehensive-annual-financial-report-cafr-2020_			Audit
Financial Statements with Independent Auditor's Report (Administrative Fund)	F.S. Taylor	Complete	Workers' Compensation Program
See "DOES POH 2021 Q136" attachment for a copy of this report.	& Associates,		Special Fund
	P.C.		
Financial Statements with Independent Auditor's Report (Trust Fund)	F.S. Taylor	Complete	Workers' Compensation Program
See "DOES POH 2021 Q136" attachment for a copy of this report.	& Associate		Special Fund
	P.C.		
Department of Employment Services: DOES Can Improve Tracking and Reporting for Project Empowerment Program Performance Outcomes	OIG	Complete	Project Empowerment
http://app.oig.dc.gov/news/view2.asp?url=release10%2FOIG+No%2E+19%2D1%2D23CF+%2D%2D+Final+Report+on+DOES+Project+Empowerme			
nt%2Epdf&mode=release&archived=0&month=00000&agency=45			
Department of Employment Services: Evaluation of the District's Paid Family Leave Benefits Administration System	OIG	Complete	Paid Family Leave
lem:http://app.oig.dc.gov/news/view2.asp?url=release10%2FOIG+Close+Out+Letter+%2D%2D+Evaluation+of+the+District+Paid+Family+Leave+Benefits and the properties of the			
+Administration+System%2Epdf&mode=release&archived=0&month=00000&agency=45			

Requester Name	Request Description	Request Date	Responsive Documents
Law Enforcement	Wage Request	10/1/2019	
Law Enforcement	Wage Request	10/1/2019	
Law Enforcement	Wage Request	10/1/2019	
Law Enforcement	Wage Request	1/12/2021	
Law Enforcement	Wage Request	1/5/2021	
Law Enforcement	Wage Request	1/5/2021	
Law Enforcement	Wage Request	1/13/2021	
Law Enforcement	Wage Request	1/14/2021	
Law Enforcement	Wage Request	1/15/2021	
Law Enforcement	Wage Request	1/5/2021	
Law Enforcement	Wage Request	1/6/2021	
Law Enforcement	Wage Request	1/8/2021	
Ayele, Michael	Vague Statements and Declarations about federal and	1/10/2021	
Goodley, James	State governments Various Construction Projects data request	1/11/2021	
Law Enforcement	Wage Request	12/23/2020	
Law Enforcement	Wage Request	12/29/2020	
Law Enforcement	Wage Request	12/30/2020	
Law Enforcement	Wage Request	12/30/2020	
Law Enforcement	Wage Request	12/30/2020	
Law Enforcement	Wage Request	1/5/2021	
Law Enforcement	Wage Request	12/15/2020	
Waver, Donald	Line Hotel Data Request	12/16/2020	
Aquil, Supreme	Contracting Document Request	12/16/2020	N
Law Enforcement	Wage Request	12/17/2020	
Law Enforcement	Wage Request	12/18/2020	
Law Enforcement	Wage Request	12/23/2020	
Law Enforcement	Wage Request	12/7/2020	
Law Enforcement	Wage Request	12/7/2020	
Law Enforcement	Wage Request	12/7/2020	
Law Enforcement	Wage Request	12/7/2020	
Law Enforcement	Wage Request	12/7/2020	
Law Enforcement	Wage Request	12/15/2020	
Watts, Lindsay	UI Overpayment Data Request	12/1/2020	С
Law Enforcement	Wage Request	12/3/2020	
Cessna, Kathryn, Esq.	UI Claimant File	12/4/2020	
Law Enforcement	Wage Request	12/8/2020	
Law Enforcement	Wage Request	12/9/2020	
Holley, Doris	Personnel Data Request	12/10/2020	N
Law Enforcement	Wage Request	11/23/2020	
Holley, Doris	Organizational Charts Request	11/23/2020	
Holley, Doris	Contractor Data Request	11/24/2020	
Law Enforcement	Wage Request	11/18/2020	
Law Enforcement	Wage Request	11/25/2020	
Law Enforcement	Wage Request	11/18/2020	
Ayele, Michael	Vague Statements and Declarations about federal and	11/16/2020	

Requester Name	Request Description	Request Date	Responsive Documents
Law Enforcement	Wage Request	11/17/2020	
Law Enforcement	Wage Request	11/17/2020	
Law Enforcement	Wage Request	11/18/2020	
michelin, claudine	UI Claimant File	11/18/2020	
Law Enforcement	Wage Request	11/20/2020	
Law Enforcement	Wage Request	10/29/2020	
Glover, Brian	Personnel Staffing UI Call Centers	10/29/2020	С
Law Enforcement	Wage Request	11/4/2020	
Law Enforcement	Wage Request	11/6/2020	
Law Enforcement	Wage Request	11/10/2020	
Abdelhady, Hdeel	Workers' Compensation file	11/12/2020	
Law Enforcement	Wage Request	10/26/2020	
Law Enforcement	Wage Request	10/26/2020	
Law Enforcement	Wage Request	10/27/2020	
Law Enforcement	Wage Request	10/27/2020	
Law Enforcement	Wage Request	10/27/2020	
Law Enforcement	Wage Request	10/27/2020	
Law Enforcement	Wage Request	10/20/2020	
Law Enforcement	Wage Request	10/21/2020	
Law Enforcement	Wage Request	10/21/2020	
Law Enforcement	Wage Request	10/21/2020	
Law Enforcement	Wage Request	10/26/2020	
Law Enforcement	Wage Request	10/26/2020	
Law Enforcement	Wage Request	10/19/2020	
Law Enforcement	Wage Request	10/19/2020	
Law Enforcement	Wage Request	10/19/2020	
Law Enforcement	Wage Request	10/19/2020	
Law Enforcement	Wage Request	10/19/2020	
Law Enforcement	Wage Request	10/20/2020	
Law Enforcement	Wage Request	10/13/2020	
Law Enforcement	Wage Request	10/13/2020	
Law Enforcement	Wage Request	10/13/2020	
Law Enforcement	Wage Request	10/13/2020	
Moss, Brad	Contracting Document Request	10/16/2020	N
Law Enforcement	Wage Request	10/16/2020	
Law Enforcement	Wage Request	10/5/2020	
Law Enforcement	Wage Request	10/9/2020	
Law Enforcement	Wage Request	10/9/2020	
Law Enforcement	Wage Request	10/9/2020	
Ayele, Michael	Vague Statements and Declarations about federal and	10/12/2020	
Law Enforcement	state governments Wage Request	10/13/2020	
Ayele, Michael	Vague Statements and Declarations about federal and	10/7/2020	
Law Enforcement	state governments Wage Request	10/7/2020	
Law Enforcement	Wage Request	10/7/2020	
Law Enforcement	Wage Request	10/7/2020	

Requester Name	Request Description	Request Date	Responsive Documents
Law Enforcement	Wage Request	10/7/2020	
Law Enforcement	Wage Request	10/7/2020	
Law Enforcement	Wage Request	10/5/2020	
Law Enforcement	Wage Request	10/5/2020	
Law Enforcement	Wage Request	10/5/2020	
Law Enforcement	Wage Request	10/5/2020	
Law Enforcement	Wage Request	10/5/2020	
Law Enforcement	Wage Request	10/5/2020	
Law Enforcement	Wage Request	9/30/2020	
Moss, Brad	Contracting Document Request	9/30/2020	N
Law Enforcement	Wage Request	10/5/2020	
Law Enforcement	Wage Request	10/5/2020	
Law Enforcement	Wage Request	10/5/2020	
Law Enforcement	Wage Request	10/5/2020	
Law Enforcement	Wage Request	9/24/2020	
Law Enforcement	Wage Request	9/24/2020	
Law Enforcement	Wage Request	9/25/2020	
Law Enforcement	Wage Request	9/28/2020	
Law Enforcement	Wage Request	9/29/2020	
Law Enforcement	Wage Request	9/29/2020	
Law Enforcement	Wage Request	9/11/2020	
Law Enforcement	Wage Request	9/15/2020	
Law Enforcement	Wage Request	9/15/2020	
Law Enforcement	Wage Request	9/16/2020	
Law Enforcement	Wage Request	9/16/2020	
Law Enforcement	Wage Request	9/24/2020	
Irwin, Brittany	Contracting Document Request	8/28/2020	
Law Enforcement	Wage Request	8/31/2020	
Law Enforcement	Wage Request	8/31/2020	
Law Enforcement	Wage Request	9/2/2020	
Abdelhady, Hdeel	Workers' Compensation file, processes, forms,	9/8/2020	N
Law Enforcement	procedures Wage Request	9/9/2020	IN .
Law Enforcement	Wage Request	8/24/2020	
Law Enforcement	Wage Request	8/25/2020	
Law Enforcement	Wage Request	8/26/2020	
Law Enforcement	Wage Request	8/26/2020	
Law Enforcement	Wage Request	8/26/2020	
Law Enforcement	Wage Request	8/26/2020	
Law Enforcement	Wage Request	8/17/2020	
Law Enforcement	Wage Request	8/17/2020	
Law Enforcement	Wage Request	8/17/2020	
Law Enforcement	Wage Request	8/18/2020	
Law Enforcement		8/19/2020	
	Wage Request		
Law Enforcement	Wage Request	8/20/2020	
Law Enforcement	Wage Request	8/13/2020	

Requester Name	Request Description	Request Date	Responsive Documents
Law Enforcement	Wage Request	8/13/2020	
Ayele, Michael	Vague Statements and Declarations about federal and	8/14/2020	
Law Enforcement	state governments Wage Request	8/14/2020	
Law Enforcement	Wage Request	8/17/2020	
Law Enforcement	Wage Request	7/31/2020	
Law Enforcement	Wage Request	8/6/2020	
Law Enforcement	Wage Request	8/7/2020	
Law Enforcement	Wage Request	8/7/2020	
Law Enforcement	Wage Request	8/7/2020	
Law Enforcement	Wage Request	8/11/2020	
Law Enforcement	Wage Request	7/29/2020	
Law Enforcement	Wage Request	7/29/2020	
Legal Group, Bosson	UI Claimant File	7/29/2020	
Rosen, Jeremy	UI Data Request	7/30/2020	С
Law Enforcement	Wage Request	7/31/2020	
Law Enforcement	Wage Request	7/31/2020	
Law Enforcement	Wage Request	7/22/2020	
Law Enforcement	Wage Request	7/22/2020	
Law Enforcement	Wage Request	7/22/2020	
Ayele, Michael	Vague Statements and Declarations about federal and	7/24/2020	
Law Enforcement	state governments Wage Request	7/24/2020	
Law Enforcement	Wage Request	07/27/2020	
Raven, Erika	UI Claimant File	7/16/2020	
Law Enforcement	Wage Request	7/17/2020	
Law Enforcement	Wage Request	7/17/2020	
Law Enforcement	Wage Request	7/20/2020	
Law Enforcement	Wage Request	7/21/2020	
Law Enforcement	Wage Request	7/10/2020	
Law Enforcement	Wage Request	7/14/2020	
Law Enforcement	Wage Request	7/14/2020	
Law Enforcement	Wage Request	7/15/2020	
Law Enforcement	Wage Request	7/15/2020	
Fleischer, Jodie	Copies of all COVID-related workplace safety reports	7/15/2020	С
Law Enforcement	Wage Request	7/7/2020	
Law Enforcement	Wage Request	7/7/2020	
Handley, Matthew	Request for Certified Payrolls for Projects	7/8/2020	N
Law Enforcement	Wage Request	7/9/2020	
Law Enforcement	Wage Request	7/9/2020	
Law Enforcement	Wage Request	7/9/2020	
Law Enforcement	Wage Request	6/26/2020	
Law Enforcement	Wage Request	6/29/2020	
Law Enforcement	Wage Request	7/2/2020	
Law Enforcement	Wage Request	7/2/2020	
Law Enforcement	Wage Request	7/6/2020	
Law Enforcement	Wage Request	6/11/2020	

Requester Name	Request Description	Request Date	Responsive Documents
Law Enforcement	Wage Request	6/18/2020	
MacFarlane, Scott	Request for WARN Notices	6/19/2020	С
Law Enforcement	Wage Request	6/22/2020	
Law Enforcement	Wage Request	6/22/2020	
Law Enforcement	Wage Request	6/22/2020	
Law Enforcement	Wage Request	6/3/2020	
Law Enforcement	Wage Request	6/3/2020	
Law Enforcement	Wage Request	6/8/2020	
Law Enforcement	Wage Request	6/9/2020	
Law Enforcement	Wage Request	6/10/2020	
Law Enforcement	Wage Request	6/10/2020	
Law Enforcement	Wage Request	6/2/2020	
Law Enforcement	Wage Request	6/3/2020	
Law Enforcement	Wage Request	6/3/2020	
Law Enforcement	Wage Request	6/3/2020	
Law Enforcement	Wage Request	6/3/2020	
Law Enforcement	Wage Request	6/3/2020	
Law Enforcement	Wage Request	5/20/2020	
Law Enforcement	Wage Request	5/26/2020	
Law Enforcement	Wage Request	5/27/2020	
Law Enforcement	Wage Request	5/27/2020	
Law Enforcement	Wage Request	6/2/2020	
Law Enforcement	Wage Request	6/2/2020	
Law Enforcement	Wage Request	5/13/2020	
Law Enforcement	Wage Request	5/13/2020	
Law Enforcement	Wage Request	5/14/2020	
Law Enforcement	Wage Request	5/14/2020	
McLaughlin, Grant	UI Claimant File	5/15/2020	
Law Enforcement	Wage Request	5/15/2020	
Law Enforcement	Wage Request	5/7/2020	
Law Enforcement	Wage Request	5/8/2020	
Law Enforcement	Wage Request	5/11/2020	
Law Enforcement	Wage Request	5/12/2020	
Law Enforcement	Wage Request	5/12/2020	
Law Enforcement	Wage Request	5/12/2020	
Law Enforcement	Wage Request	4/24/2020	
Law Enforcement	Wage Request	4/28/2020	
Law Enforcement	Wage Request	4/28/2020	
Law Enforcement	Wage Request	4/29/2020	
MacGillis, Alec	Contracting Document Request	5/4/2020	N
Law Enforcement	Wage Request	5/6/2020	
Law Enforcement	Wage Request	4/21/2020	
Law Enforcement	Wage Request	4/15/2020	
Law Enforcement	Wage Request	4/15/2020	
Law Enforcement	Wage Request	4/15/2020	

Requester Name	Request Description	Request Date	Responsive Documents
Law Enforcement	Wage Request	4/15/2020	
Law Enforcement	Wage Request	4/24/2020	
Law Enforcement	Wage Request	4/13/2020	
Law Enforcement	Wage Request	3/26/2020	
Baca, Nathan	Email Search Request	4/16/2020	N
Fraidin, Matthew	UI Claim Data Request	4/16/2020	С
Law Enforcement	Wage Request	4/20/2020	
Law Enforcement	Wage Request	4/20/2020	
Law Enforcement	Wage Request	4/1/2020	
Law Enforcement	Wage Request	4/2/2020	
Law Enforcement	Wage Request	4/3/2020	
Law Enforcement	Wage Request	4/7/2020	
Law Enforcement	Wage Request	4/8/2020	
Law Enforcement	Wage Request	4/9/2020	
Law Enforcement	Wage Request	3/23/2020	
Law Enforcement	Wage Request	3/23/2020	
Law Enforcement	Wage Request	3/24/2020	
Ayele, Michael	Vague Statements and Declarations about federal and	3/30/2020	
Law Enforcement	state governments Wage Request	3/31/2020	
Law Enforcement	Wage Request	3/31/2020	
Law Enforcement	Wage Request	3/16/2020	
Law Enforcement	Wage Request	3/16/2020	
Law Enforcement	Wage Request	3/18/2020	
Goel, Piyush	Apprenticeship Standards Request	3/20/2020	С
Ayele, Michael	Vague Statements and Declarations about federal and	3/21/2020	
Law Enforcement	state governments Wage Request	3/23/2020	
Law Enforcement	Wage Request	3/11/2020	
Law Enforcement	Wage Request	3/11/2020	
Law Enforcement	Wage Request	3/12/2020	
Law Enforcement	Wage Request	3/12/2020	
Law Enforcement	Wage Request	3/16/2020	
Law Enforcement	Wage Request	3/16/2020	
Law Enforcement	Wage Request	3/10/2020	
Law Enforcement	Wage Request	3/10/2020	
Law Enforcement	Wage Request	3/10/2020	
Law Enforcement	Wage Request	3/10/2020	
Law Enforcement	Wage Request	3/11/2020	
Law Enforcement	Wage Request	3/11/2020	
Law Enforcement	Wage Request	3/6/2020	
Law Enforcement	Wage Request	3/6/2020	
Law Enforcement	Wage Request	3/6/2020	
Law Enforcement	Wage Request	3/10/2020	
Law Enforcement	Wage Request	3/10/2020	
Law Enforcement	Wage Request	3/10/2020	
Law Enforcement	Wage Request	3/5/2020	

Requester Name	Request Description	Request Date	Responsive Documents
Law Enforcement	Wage Request	3/5/2020	
Law Enforcement	Proof Credit	3/5/2020	
Law Enforcement	Proof of Credit	3/5/2020	
Law Enforcement	Wage Request	3/6/2020	
Law Enforcement	Wage Request	3/5/2020	
Law Enforcement	Wage Request	3/5/2020	
Law Enforcement	Wage Request	3/5/2020	
Law Enforcement	Wage Request	3/5/2020	
Law Enforcement	Wage Request	3/5/2020	
Law Enforcement	Wage Request	3/4/2020	
Law Enforcement	Wage Request	3/4/2020	
Law Enforcement	Wage Request	3/4/2020	
Law Enforcement	Wage Request	3/4/2020	
Raker, Katherine	Workers' Compensation file	3/3/2020	
Law Enforcement	Wage Request	3/4/2020	
Law Enforcement	Wage Request	3/2/2020	
Law Enforcement	Wage Request	3/2/2020	
Law Enforcement	Wage Request	3/3/2020	
Law Enforcement	Wage Request	3/3/2020	
Law Enforcement	Wage Request	3/2/2020	
Law Enforcement	Proof of Credit	3/4/2020	
Law Enforcement	Wage Request	2/26/2020	
Law Enforcement	Wage Request	2/28/2020	
Portnov, Daniel	Line Hotel-correspondence and emails	2/17/2020	
Law Enforcement	Wage Request	3/2/2020	
Law Enforcement	Wage Request	2/28/2020	
Law Enforcement	Wage Request	2/28/2020	
Law Enforcement	Wage Request	2/28/2020	
Law Enforcement	Wage Request	2/24/2020	
Law Enforcement	Wage Request	2/28/2020	
Law Enforcement	Wage Request	2/26/2020	
Law Enforcement	Wage Request	2/27/2020	
Law Enforcement	Proof of Credit	2/26/2020	
Law Enforcement	Wage Request	2/24/2020	
Law Enforcement	Wage Request	2/27/2020	
Law Enforcement	Wage Request	2/27/2020	
Law Enforcement	Wage Request	2/27/2020	
Law Enforcement	Wage Request	2/27/2020	
Law Enforcement	Wage Request	2/28/2020	
Law Enforcement	Wage Request	2/21/2020	
Law Enforcement	Wage Request	2/26/2020	
Law Enforcement	Wage Request	2/25/2020	
Law Enforcement	Wage Request	2/25/2020	
Law Enforcement	Wage Request	2/24/2020	
Law Enforcement	Wage Request	2/24/2020	

Requester Name	Request Description	Request Date	Responsive Documents
Law Enforcement	Wage Request	2/25/2020	
Law Enforcement	Wage Request	2/25/2020	
Law Enforcement	Wage Request	2/25/2020	
Law Enforcement	Wage Request	2/26/2020	
Law Enforcement	Wage Request	2/26/2020	
Law Enforcement	Wage Request	2/24/2020	
Law Enforcement	Wage Request	2/21/2020	
Law Enforcement	Wage Request	2/21/2020	
Law Enforcement	Wage Request	2/21/2020	
Law Enforcement	Wage Request	2/24/2020	
Law Enforcement	Wage Request	2/24/2020	
Law Enforcement	Wage Request	2/25/2020	
Bangs, Christopher	Tipped Wage Reports	2/19/2020	
Law Enforcement	Wage Request	2/19/2020	
Law Enforcement	Wage Request	2/19/2020	
Nesta, Adrian	Wage Theft Complaint Data	2/19/2020	С
Law Enforcement	Wage Request	2/19/2020	
Law Enforcement	Wage Request	2/19/2020	
Law Enforcement	Wage Request	2/14/2020	
Law Enforcement	Wage Request	2/13/2020	
Bangs, Christopher	Q1 2019 & Q2 2019 Tipped Wage Reports	2/18/2020	
Bangs, Christopher	Q4 2019 Tipped Wage Reporting	2/18/2020	
Law Enforcement	Wage Request	2/19/2020	
Law Enforcement	Wage Request	2/19/2020	
Law Enforcement	Wage Request	2/10/2020	
Law Enforcement	Wage Request	2/11/2020	
Law Enforcement	Wage Request	2/12/2020	
Law Enforcement	Wage Request	2/14/2020	
Law Enforcement	Wage Request	2/14/2020	
Law Enforcement	Wage Request	2/14/2020	
Law Enforcement	Wage Request	2/5/2020	
Law Enforcement	Wage Request	2/6/2020	
Law Enforcement	Wage Request	2/7/2020	
Law Enforcement	Wage Request	2/7/2020	
Law Enforcement	Wage Request	2/7/2020	
Law Enforcement	Wage Request	2/7/2020	
Law Enforcement	Wage Request	2/5/2020	
Law Enforcement	Wage Request	2/5/2020	
Law Enforcement	Wage Request	2/5/2020	
Law Enforcement	Wage Request	2/5/2020	
Law Enforcement	Wage Request	2/6/2020	
Falcon, Elizabeth	Tipped Wage Reports	2/4/2020	
Law Enforcement	Wage Request	1/30/2020	
Law Enforcement	Wage Request	1/31/2020	
Law Enforcement	Wage Request	1/31/2020	

Requester Name	Request Description	Request Date	Responsive Documents
Law Enforcement	Wage Request	1/31/2020	
Law Enforcement	Wage Request	2/4/2020	
Law Enforcement	Wage Request	2/4/2020	
Schwenk, Katya	Contract Data Request	1/29/2020	N
Law Enforcement	Wage Request	1/30/2020	
Law Enforcement	Wage Request	1/30/2020	
Law Enforcement	Wage Request	1/30/2020	
Law Enforcement	Wage Request	1/30/2020	
Law Enforcement	Wage Request	1/30/2020	
Law Enforcement	Wage Request	1/28/2020	
Law Enforcement	Wage Request	1/28/2020	
Law Enforcement	Wage Request	1/24/2020	
Law Enforcement	Wage Request	1/29/2020	
Law Enforcement	Wage Request	1/29/2020	
Law Enforcement	Wage Request	1/29/2020	
Law Enforcement	Wage Request	1/23/2020	
Law Enforcement	Wage Request	1/24/2020	
Law Enforcement	Wage Request	1/22/2020	
Law Enforcement	Wage Request	1/24/2020	
Lockard, Michelle	request for Personnel records	1/23/2020	
Ayele, Michael	Vague Statements and Declarations about federal and	1/28/2020	
Law Enforcement	State governments Wage Request	1/22/2020	
Law Enforcement	Wage Request	1/23/2020	
Law Enforcement	Wage Request	1/23/2020	
Law Enforcement	Wage Request	1/23/2020	
Law Enforcement	Wage Request	1/23/2020	
Law Enforcement	Wage Request	1/22/2020	
Law Enforcement	Wage Request	1/17/2020	
Law Enforcement	Wage Request	1/17/2020	
Law Enforcement	Wage Request	1/17/2020	
Law Enforcement	Wage Request	1/21/2020	
Law Enforcement	Wage Request	1/21/2020	
Law Enforcement	Wage Request	1/21/2020	
Law Enforcement	Wage Request	1/16/2020	
Law Enforcement	Wage Request	1/16/2020	
Law Enforcement	Wage Request	1/16/2020	
Law Enforcement	Wage Request	1/16/2020	
Law Enforcement	Wage Request	1/16/2020	
Law Enforcement	Wage Request	1/16/2020	
Law Enforcement	Wage Request	1/10/2020	
Law Enforcement	Wage Request	1/14/2020	
Law Enforcement	Wage Request	1/14/2020	
Law Enforcement	Wage Request	1/14/2020	
Law Enforcement	Wage Request	1/14/2020	
Law Enforcement	Wage Request	1/16/2020	

Requester Name	Request Description	Request Date	Responsive Documents
Law Enforcement	Wage Request	1/14/2020	
Law Enforcement	Wage Request	1/14/2020	
Law Enforcement	Wage Request	1/14/2020	
Law Enforcement	Wage Request	1/9/2020	
Law Enforcement	Wage Request	1/13/2020	
Law Enforcement	Wage Request	1/13/2020	
Law Enforcement	Wage Request	1/8/2020	
Law Enforcement	Wage Request	1/13/2020	
Law Enforcement	Wage Request	1/13/2020	
Law Enforcement	Wage Request	1/14/2020	
Law Enforcement	Wage Request	1/14/2020	
Law Enforcement	Wage Request	1/14/2020	
Law Enforcement	Wage Request	1/10/2020	
Law Enforcement	Wage Request	1/10/2020	
Law Enforcement	Wage Request	1/10/2020	
Law Enforcement	Wage Request	1/10/2020	
Law Enforcement	Wage Request	1/8/2020	
Law Enforcement	Wage Request	1/8/2020	
Law Enforcement	Wage Request	1/8/2020	
Law Enforcement	Wage Request	1/7/2020	
Law Enforcement	Wage Request	1/9/2020	
Law Enforcement	Wage Request	1/9/2020	
Law Enforcement	Wage Request	1/9/2020	
Law Enforcement	Wage Request	1/9/2020	
Law Enforcement	Wage Request	1/7/2020	
Law Enforcement	Wage Request	1/6/2020	
Law Enforcement	Wage Request	12/31/2019	
Law Enforcement	Wage Request	1/6/2020	
Law Enforcement	Wage Request	1/7/2020	
Law Enforcement	Wage Request	1/7/2020	
Law Enforcement	Wage Request	1/7/2020	
Law Enforcement	Wage Request	1/7/2020	
Law Enforcement	Wage Request	1/7/2020	
Law Enforcement	Wage Request	1/7/2020	
Law Enforcement	Wage Request	1/6/2020	
Law Enforcement	Wage Request	1/6/2020	
Law Enforcement	Wage Request	12/31/2019	
Law Enforcement	Wage Request	1/3/2020	
Law Enforcement	Wage Request	1/3/2020	
Law Enforcement	Wage Request	1/3/2020	
BRATTLI, OYSTEIN	Contracting Document Request	1/4/2020	N
Bangs, Christopher	Q3 2019 Tipped Wage Report	1/7/2020	
Law Enforcement	Wage Request	12/30/2019	
Law Enforcement	Wage Request	12/30/2019	
Law Enforcement	Wage Request	12/30/2019	

Requester Name	Request Description	Request Date	Responsive Documents
Law Enforcement	Wage Request	12/30/2019	
Law Enforcement	Wage Request	12/30/2019	
Law Enforcement	Wage Request	12/30/2019	
Law Enforcement	Wage Request	12/18/2019	
Law Enforcement	Wage Request	12/18/2019	
Law Enforcement	Wage Request	12/24/2019	
Law Enforcement	Wage Request	12/24/2019	
Law Enforcement	Wage Request	12/27/2019	
Law Enforcement	Wage Request	12/27/2019	
Law Enforcement	Wage Request	12/17/2019	
Law Enforcement	Wage Request	12/17/2019	
Law Enforcement	Wage Request	12/17/2019	
Law Enforcement	Wage Request	12/17/2019	
Law Enforcement	Wage Request	12/18/2019	
Law Enforcement	Wage Request	12/18/2019	
Law Enforcement	Wage Request	12/13/2019	
Law Enforcement	Proof of Credit	12/16/2019	
Law Enforcement	Proof of Credit	12/16/2019	
Santos, Rose	Contracting Document Request	12/17/2019	N
Law Enforcement	Wage Request	12/17/2019	
Law Enforcement	Wage Request	12/17/2019	
Carrington, Madeline	Program File for Participant	12/12/2019	
Law Enforcement	Wage Request	12/12/2019	
Law Enforcement	Wage Request	12/12/2019	
Law Enforcement	Wage Request	12/13/2019	
Law Enforcement	Wage Request	12/13/2019	
Law Enforcement	Wage Request	12/13/2019	
Law Enforcement	Wage Request	12/10/2019	
Law Enforcement	Wage Request	12/10/2019	
Law Enforcement	Wage Request	12/11/2019	
Law Enforcement	Wage Request	12/11/2019	
Law Enforcement	Wage Request	12/11/2019	
Law Enforcement	Wage Request	12/12/2019	
Law Enforcement	Wage Request	12/10/2019	
Law Enforcement	Wage Request	12/9/2019	
Law Enforcement	Wage Request	12/10/2019	
Law Enforcement	Wage Request	12/9/2019	
Law Enforcement	Wage Request	12/9/2019	
Santos, Rose	Contracting Document Request	12/10/2019	N
Law Enforcement	Wage Request	12/5/2019	
Law Enforcement	Wage Request	12/3/2019	
Law Enforcement	Wage Request	12/4/2019	
Law Enforcement	Wage Request	12/5/2019	
Law Enforcement	Wage Request	12/5/2019	
Law Enforcement	Wage Request	12/5/2019	

Requester Name	Request Description	Request Date	Responsive Documents
Law Enforcement	Wage Request	12/2/2019	
Law Enforcement	Wage Request	12/2/2019	
Law Enforcement	Wage Request	12/3/2019	
Law Enforcement	Wage Request	12/4/2019	
Law Enforcement	Wage Request	12/4/2019	
Law Enforcement	Wage Request	12/3/2019	
Law Enforcement	Wage Request	11/22/2019	
Law Enforcement	Wage Request	11/21/2019	
Law Enforcement	Wage Request	11/21/2019	
Law Enforcement	Wage Request	11/25/2019	
Law Enforcement	Wage Request	11/25/2019	
Law Enforcement	Wage Request	11/26/2019	
Law Enforcement	Wage Request	11/20/2019	
Law Enforcement	Wage Request	11/21/2019	
Thompson, Steve	Request for UC-30 database	11/21/2019	N
Bangs, Christopher	Tipped Wage Reports	11/21/2019	
Law Enforcement	Wage Request	11/22/2019	
Law Enforcement	Wage Request	11/22/2019	
Law Enforcement	Wage Request	11/19/2019	
Law Enforcement	Wage Request	11/19/2019	
Nesta, Adrian	Wage Theft Complaint Data	11/19/2019	
Law Enforcement	Wage Request	11/19/2019	
Brown, Willie	Applicant Records	11/20/2019	
Markovitz, Brian, Esq	Claimant file	11/21/2019	
MacDonald, Melanie	Unusual Incident Report	11/14/2019	
Law Enforcement	Wage Request	11/15/2019	
Thompson, Steve	Request for all UC-30s submitted by the Center for	11/15/2019	N
Law Enforcement	Global Policy Solutions. Wage Request	11/18/2019	
Law Enforcement	Wage Request	11/18/2019	
Law Enforcement	Wage Request	11/8/2019	
Thompson, Steve	Request for all UC-30s submitted by Global Policy	11/13/2019	N
Law Enforcement	Solutions LLC. Wage Request	11/14/2019	
Law Enforcement	Wage Request	11/14/2019	
Law Enforcement	Wage Request	11/13/2019	
Law Enforcement	Wage Request	11/14/2019	
Law Enforcement	Wage Request	11/6/2019	
Hess, Hannah, Paralegal	UI Claimant File	11/6/2019	
Law Enforcement	Wage Request	11/7/2019	
Law Enforcement	Wage Request	11/8/2019	
Law Enforcement	Wage Request	11/8/2019	
Law Enforcement	Wage Request	11/8/2019	
Law Enforcement	Wage Request	11/1/2019	
Law Enforcement	Wage Request	11/5/2019	
Law Enforcement	Wage Request	11/5/2019	
Law Enforcement	Wage Request	11/5/2019	

Requester Name	Request Description	Request Date	Responsive Documents
Law Enforcement	Wage Request	11/5/2019	
Law Enforcement	Wage Request	11/5/2019	
Law Enforcement	Wage Request	10/30/2019	
Law Enforcement	Wage Request	10/30/2019	
Peoples, Charles, Esquire	Workers' Compensation file	10/31/2019	
Law Enforcement	Wage Request	10/30/2019	
Law Enforcement	Wage Request	10/31/2019	
Law Enforcement	Wage Request	11/1/2019	
Law Enforcement	Wage Request	10/28/2019	
Law Enforcement	Wage Request	10/29/2019	
Law Enforcement	Wage Request	10/30/2019	
Law Enforcement	Wage Request	10/30/2019	
Hess, Hannah, Paralegal	UI Claimant File	10/30/2019	
Law Enforcement	Wage Request	10/31/2019	
Law Enforcement	Wage Request	10/24/2019	
Law Enforcement	Wage Request	10/25/2019	
Law Enforcement	Wage Request	10/25/2019	
Law Enforcement	Wage Request	10/25/2019	
Law Enforcement	Wage Request	10/28/2019	
Law Enforcement	Wage Request	10/28/2019	
Law Enforcement	Wage Request	10/22/2019	
Law Enforcement	Wage Request	10/22/2019	
Law Enforcement	Wage Request	10/23/2019	
Law Enforcement	Wage Request	10/23/2019	
Law Enforcement	Wage Request	10/22/2019	
Law Enforcement	Wage Request	10/22/2019	
Law Enforcement	Wage Request	10/15/2019	
Law Enforcement	Wage Request	10/17/2019	
Law Enforcement	Wage Request	10/21/2019	
Law Enforcement	Wage Request	10/21/2019	
Funk, LeAnne	Current list of all Department of Employment Services	10/21/2019	N
Law Enforcement	employees Wage Request	10/22/2019	14
Law Enforcement	Wage Request	10/7/2019	
Law Enforcement	Wage Request	10/7/2019	
Law Enforcement	Wage Request	10/7/2019	
Law Enforcement	Wage Request	10/7/2019	
Law Enforcement	Wage Request	10/9/2019	
Law Enforcement	Wage Request	10/10/2019	
Law Enforcement	Wage Request	10/7/2019	
Law Enforcement	Wage Request	10/7/2019	
Law Enforcement	Wage Request	10/7/2019	
Law Enforcement	Wage Request	10/7/2019	
Law Enforcement	Wage Request	10/7/2019	
Law Enforcement	Wage Request	10/7/2019	
Law Enforcement	Wage Request	10/7/2019	
Law Lindicellielli	waye nequest	10/2/2019	

Requester Name	Request Description	Request Date	Responsive Documents
Law Enforcement	Wage Request	10/3/2019	
Law Enforcement	Wage Request	10/3/2019	
CUKER, MARK	Contracting Document Request	10/5/2019	N
Fritz-Mauer, Matthew	I seek basic data regarding core aspects of the Office of Wage-Hour's work. Please see attached document.	10/7/2019	N