

**DEPARTMENT OF HUMAN RESOURCES**  
**FY2021-2022 Performance Oversight Questions**  
**Committee on Labor and Workforce Development**  
**Councilmember Elissa Silverman (At-Large), Chair**

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**I. Agency Priorities, Performance, and Evaluation**

1. Please discuss DCHR’s **top five priorities**.

- a. How did the agency address its top five priorities in FY2021, including the impact of and any adjustments or modifications due to COVID-19?

1. **Technology Enhancements:** In FY21, DCHR enhanced the use of technology by drafting the business requirements and testing functionality to add attachments to HR actions in PeopleSoft, which is the first step in implementing an electronic Official Personnel Folder. This is scheduled for implementation in early FY22. Implementation was delayed due to upgrades of PeopleSoft related to COVID-19. In partnership with the Office of the Chief Technology Officer (OCTO), DCHR launched a new virtual learning platform, Percipio, that provides real-time recommendations based on employee goals and interests. DCHR also pilot launched an electronic mentoring platform that is described in more detail below. In addition, DCHR made several enhancements to our call management system including adding an automated call back feature and the ability to document call notes and outcomes. DCHR also utilized technology to conduct over 40 virtual open enrollment information sessions. Finally, we created several SharePoint and Microsoft Teams sites to assist in communicating and collaborating across the HR and training communities. These enhancements provide employees with increased and/or easier

way to interact and receive information without having to leave their physical locations.

2. **Mentoring and Coaching:** In FY21, DCHR piloted the eMentorConnect Program, an electronic mentoring program, with both the Department of Public Works' (DPW) Solid Waste Management Division and Department of Housing and Community Development (DHCD). The electronic mentoring program provides an opportunity to match mentors with mentees based on common interests, areas of growth, etc. Mentees are able to select various interest areas of growth to include business communication, leadership, and strategic thinking skills. The platform provides helpful tips and guidelines for mentors and houses resources to help mentor/mentee relationships flourish. 16 employees participated in the pilot programs and have found the platform easy to use and have provided feedback as DCHR considers program expansion. DCHR also continued to coach leaders and managers bi-weekly providing an intimate forum for collective dialogue, appreciative inquiry, and peer learning amongst the MSS and leadership levels. Topics discussed include motivating employees, self-care, and resilience during difficult times. Managers have expressed appreciation for these opportunities and they not only help them to become a better manager, but only a better version of themselves. Due to COVID-19, the majority of coaching sessions are provided virtually. In addition, the number of requests received increased based on additional complexities of being a manager during a pandemic.

3. **Improving the Employee Experience:** In FY21, DCHR partnered with the Department of Insurance, Securities, and Banking to launch Financially Fit DC at Work. Financially Fit DC at Work is a one stop shop for all District employees to access their benefits and to learn about new DCHR Financial Wellness programs. It is an easy-to-use, interactive, and personalized digital tool that brings together all the benefits, services, tools, and training available to District employees and their families:

- Gain access to informative articles and videos about employee benefits, calculators, tutorials, and other resources on financial topics.
- Learn about real-world financial matters such as credit card and debt management, emergency, and college savings, investing wisely,

budgeting,  
estate planning and retirement planning basics.

DCHR continued its mental and physical wellness offerings for District employees. DCHR partnered with our healthcare and employee assistance program providers to ensure that wellness offerings were available away from the worksite, live and on-demand. Offerings included seminars, classes and workshops, with a particular focus on maintaining resilience of the workforce in the face of the ongoing pandemic and other social unrest.

4. **Career Pathways:** In FY21, published a Career Pathways issuance outlining requirements and process to ensure District graduates are first considered for entry-level positions. DCHR also trained the HR community in a series of sessions and further debriefed at a HR community meeting. DCHR also hired five apprentices and provided coaching and mentoring to the apprentices. DCHR also presented and received approval from the Apprenticeship Board for a fifth program, a Call Center apprenticeship, in partnership with the Department of Employment Services. The guidance and training provided to the HR community has resulted in greater awareness of the program and its requirements resulting in increased collaboration between DCHR and agencies to hire District graduates. Due to COVID-19, many in-person opportunities to partner with high schools and market the program were either canceled or transitioned to virtual.
  
5. **Preparing for a Season of Change:** The COVID-19 pandemic has changed the landscape of work and employee perspectives. To better prepare managers for these changes, in FY21 DCHR hosted a week-long Manager Summit entitled "From Challenge to Change." The weeklong event included over 25 different courses that addressed mental health, employee productivity, unconscious bias, emotional intelligence, mindfulness and stress relief, building motivation and increasing morale, and wellness. Over 1,200 unique managers participated during the week and provided very positive feedback. Sessions were recorded and those and the presentations were shared with all managers. Based on the success of the summit, DCHR is planning to host another summit this spring. More detailed information on the summit is included in Question 3.

- b. What are the agency's top five priorities in FY2022? Please explain how the agency expects to address these priorities in FY2022.

**Answer:**

1. **COVID-19 Response** : DCHR plays a critical role in the District's response to COVID-19 and is responsible for drafting, implementing, and ensuring compliance with policy recommendations, assisting and collaborating with OCTO on data collection, information sharing, and data analysis, providing HR legal guidance, and communicating with employees and the HR community. This work will continue into FY22 as the District's response to the pandemic continues to evolve based on science and new data.
  2. **Technology Enhancements**: DCHR will collaborate with OCTO to deploy several technology enhancements including an electronic official folder, electronic telework agreements, and Family Medical Leave Act (FMLA) tracking. DCHR and OCTO will also finalize a PeopleSoft strategic plan that outlines key PeopleSoft priorities and implementation goals.
  3. **Improving the Customer Experience**: DCHR will focus on improving the customer experience by releasing a website chat feature, creating customer videos, and enhancing our recruitment platform. In addition, DCHR will research case management systems to assist in tracking customer questions and concerns. These features will provide increased service levels, as the chat will be accessible outside of DCHR employee business hours, and assist with providing timely service.
  4. **Career Pathways**: In FY22, DCHR will expand the number of apprentices in the approved apprentice programs. In addition, **DCHR will collaborate with relevant stakeholders to create a pre-apprenticeship program.**
  5. **Strategic Recruitment**: DCHR will collaborate with agencies on strategic recruitment to include: creating and providing training on dashboards to help agencies track key hiring metrics, assisting agencies in meet internal hiring targets such as time-to-fill and District residency, and partnering to market District opportunities to a larger audience.
2. Please list each **program** or body of work operated or administered by DCHR during FY2021 and FY2022. Highlight any programs new in FY2021 or FY2022. For each program, please provide a description of the program, the

office that carries out the program, activities in FY2021 and FY2022, and any documented results of the program.

**Answer:** Please see attachment labeled “02 DCHR Activities and Programs.”

3. Please describe any **initiatives** that the DCHR implemented in FY2021 or FY2022, to date, to improve the internal operations of the agency or the interaction of the agency with external parties. Please describe the results, or expected results, of each initiative.

**Answer:**

1. **eMentoring Connect:** As mentioned in Question 1a, DCHR pilot launched an eMentoring Program with DPW and DHCD. Thus far, DCHR has received favorable feedback and enrollment sixteen (16) mentors/mentees in the program.
2. **Electronic Exit Interview Process:** DCHR instituted its own electronic exit interview process. This process is anonymous, but has the ability to send automated reminder emails to those who didn't complete the survey. The new process is streamlined and helps to facilitate receiving this important feedback.
3. **Manager's Summit:** In 2020-2021, managers experienced many challenges-from leading during a pandemic and a time of racial and political unrest to ensuring engagement and productivity while employees work remotely and serve as caretakers. To assist managers with various challenges, DCHR hosted over 170 virtual training classes and offered over 100 a wellness webinars in FY20. To further address manager needs, DCHR hosted a dedicated week, March 22-26, 2021, of manager training and wellness opportunities.

Sessions offered during the week include:

- Seasons of Change
- Preventing Digital Burn-Out
- Understanding and Unpacking Bias
- Emotional Intelligence
- Leaning In: Strategies for Inspiring and Motivating Employees
- Manager Mindfulness and Reducing Stress
- How to Use Conflict as an Opportunity
- How to Build Workplace Motivation and Morale
- Small group coaching sessions

A day dedicated to human resources included the below sessions:

- Writing Effective Position Descriptions
- How to be an Effective Workplace Leader
- Reasonable Suspicion
- Performance Management
- Interviewing Best Practices
- Understanding Employee Compensation
- Employee Training Opportunities

DCHR also partnered with the Office of Labor Relations and Collective Bargaining, the Office of Risk Management, and the Office of Disability Service to offer the below training:

- Managing in a Unionized Environment
- Incident Reporting Through ERisk
- Workers' Compensation Responsibilities
- Disability Employment and Inclusion

Approximately 1,200 attendees participated during the week. Recordings and presentation slides were included on a [dedicated website](#) and shared with all managers.

4. **Virtual Open Enrollment:** For the 2022 benefits enrollment period, DCHR conducted a virtual Open Enrollment period. The virtual posture allowed District employees working onsite and remotely the opportunity to access valuable information on the District's employee benefit offerings. Information was shared via live webinars, on-demand content, District and provider websites and videos. DCHR serviced 10,613 employees and processed 37,071 enrollment transactions during the 2022 enrollment period.
5. **Consolidated Benefits Audit Reviews:** In FY22, DCHR is creating a new team within the Benefits & Retirement Administration. This team will be tasked with ongoing audit of benefit enrollment and payment data, retirement corrections and other benefits and retirement special projects.
6. **Updated eLearning Platform:** In FY21, DCHR launched an updated eLearning platform, Percipio, that provides learning suggestions based on the goals and learning objectives identified by employees. Employees are also able to earn badges and share accomplishments on social media. Since implementation,

employees earned over 10,000 badges and over 5,000 employees accessed content.

7. **LinkedIn Partnership:** In FY21, DCHR pilot a partnership with LinkedIn that allows DCHR to post and highlight hard-to-fill positions for agencies under the Mayor's personnel authority. DCHR is also able to view LinkedIn profiles and officially contact perspective candidates to let them know about District opportunities.
8. **HR Certificate Training Videos:** In FY20, DCHR launched the HR Certificate Program which provides the HR community with the opportunity to learn fundamental District government HR topics and skills including Compensation, Benefits, Policies and Suitability. More information can be found [here](#). In FY21, eight of the courses were recorded and shared with the HR community to serve as a refresher and/or new learning opportunity for the full community.
9. **Updated Data Dashboards:** DCHR updated the Workforce Planning dashboard to include employee annual and restored leave balances. In addition, DCHR created a Fair Labor Standards Act (FLSA) dashboard and an updated recruitment dashboard to assist agencies with seeing a profile of who applies and is hired for their positions.

4. Please provide a copy of DCHR's FY2021 **performance accountability report**.

1. Please explain which performance plan strategic objectives and key performance indicators (KPIs) were met or completed in FY2021 and which were not.

**Answer:** Please see attachment labeled "04 FY21 Performance Accountability Report."

2. For any met or completed objective, also note whether they were completed by the project completion date of the objective and/or KPI and within budget. If they were not on time or within budget, please provide an explanation.

**Answer:** All objectives were met by the completion date and within budget.

3. For any objective not met or completed, please provide an explanation.

**Answer:** All objectives were met by the completion date and within budget.

5. Regarding the DCHR's FY2022 **performance plan**:

1. Please provide a copy of DCHR's FY2022 performance plan as submitted to the Office of the City Administrator.

**Answer:** Please see attachment labeled "05A FY22 Performance Plan."

2. Discuss any changes to any outcomes measurements in FY2022, including the outcomes to be measured or changes to the targets or goals of outcomes; list each specifically and explain why it was dropped, added, or changed.

**Answer:** Please see attachment labeled "05B KPI and Workload Measure Changes."

6. For all **studies, research papers, reports, evaluations, audits, analyses or any other research**, including those provided by contractors or consultants, that DCHR prepared or contracted for during FY2021 and FY2022, as of Jan. 1, 2022:

1. For any study, paper, report, or analysis that is complete, please attach a copy.
2. For any study, paper, report, or analysis still underway, please provide Report name, author(s), and purpose; expected completion date; purpose and description of contents; and contract number or grant name if the report was produced by a contractor or grantee.

**Answer:** The Transgender and Non-Binary Employment Study (also referred to as the Gender Identity Study) began in September 2021. The purpose of the initiative is to study employment data, hiring and recruitment practices, and workplace climate in District government agencies in relation to people who are transgender or non-binary. Bayne LLC was hired to conduct the study and perform an analysis of the data. The initiative is still in progress.

7. Please list and describe any **investigations, audits, or reports by outside entities** that have requested or required participation by the DCHR or any employee that were conducted during FY2021 and FY2022, as of Jan. 1, 2022, or that are ongoing. Also, please provide the url for those online or attach copies of any such document that is not online. Include any routine or ad hoc monitoring, site reviews, desk audits, or other reviews or audits by federal agencies, the Office of the Inspector General, the DC Auditor, or *any other* local or federal governmental entity.

**Answer:**

1. **Annual Financial Audits:** The following annual audits are completed by an independent third-party vendor selected by the Office of the Chief Financial Officer and are in progress for FY21. Fieldwork for FY22 typically does not begin until the third quarter of the fiscal year.

1. Comprehensive Annual Financial Report (CAFR): The annual CAFR was conducted by McConnell and Jones, LLP and examines the financial completeness and accuracy of new hire and termination actions within the District. Also examined is the technology used for recruiting and hiring employees (i.e., PeopleSoft). In FY21, the auditors completed all necessary field work and expressed verbally that all testing was complete and accurate for DCHR.

2. Retirement Plan Audit 401(a) and 457(b): F.S. Taylor & Associates completes the annual audit of the 457(b) Deferred Compensation Plan and the 401(a) Defined Contribution Pension Plan which examines the operations and assets of the plans, including verifying that employees are enrolled correctly and contributing the correct amounts.

2. **Office of the Inspector General (OIG) Benefits and Paid Family Leave Audit:** As defined in the OIG's July 2020 announcement letter (attachment labeled "07C Announcement Letter OIG No. 20-1-25MA -- Audit of DC Employee Benefits Programs"), the OIG began to "evaluate District employee's benefits controls and determine compliance with Federal and District employee benefits policies and procedure." The audit examined the period between October 1, 2019 and June 30, 2020. As part of this audit, OIG also examined employees who applied and received Paid Family Leave, the number of denied applications for this period, the number of hours used by each participant and their salary/hourly pay rate. OIG provided their recommendations and findings in an exit document dated May 13, 2021.

8. Please list all **recommendations identified by the Office of the Inspector General, DC Auditor, or other federal or local oversight entities** during FY2020, FY2021, or FY2022, as of Jan. 1, 2022 about DCHR or DC government personnel practices. Please provide an update on what actions have been taken to address each recommendation. If the recommendation has not been implemented, please explain why.

**Answer:**

1. **Retirement Plan Audit 401(a) and 457(b)**: For FY21, the auditors noted one finding related to early 401(a) contributions for a select number of employees that they sampled. To address this concern, DCHR began bi-weekly audits of personnel actions that are processed for agencies under DCHR's personnel authority over a year ago. This audit reviews 401(a) eligibility dates for new hires, rehires, and conversions to ensure associated contribution start dates are correct. In FY22, DCHR will conduct an audit of those employees who may have had prior conversion/rehire personnel actions and may have had early contributions in the past.
  
2. **Office of the Inspector General (OIG) Benefits and Paid Family Leave Audit**: DCHR responded on September 27, 2021, to OIG referencing each recommendation.
  - Identify and adopt an internal control framework to design, implement, and operate an effective internal control system to ensure PFL and other programs are administered in accordance with applicable laws and regulations.
  
  - Response: The agency is developing a framework to more effectively ensure that PFL applications are approved correctly. The framework will describe training that will focus on employee communication about PFL eligibility and the submission process as well as time entry upon approval; coordinator training on applicable laws, policies, processes; and correct time coding in PeopleSoft. In addition, the framework will describe a proposed electronic process that will assist in ensuring accuracy of approvals.
  
  - Develop a plan for FMLA coordinators to receive proper training to ensure PFL applications are approved correctly in accordance with the District laws and regulations.
  
  - Response: DCHR conducts quarterly trainings, as well as additional brown bag sessions on documentation, with the FMLA Coordinators that explain District rules, regulations, and processes. The agency will incorporate specific factual scenarios that agencies should be careful to review before approving an application. In addition, DCHR will conduct quizzes to ascertain FMLA Coordinator understanding.
  
  - Establish procedures to periodically review and update all DCHR issuances and forms relating to PFL eligibility and determinations.
  
  - Response: DCHR hosts quarterly policy review sessions with District agencies and will include PFL as a topic this fiscal year.

During the session, agencies provide feedback on the policy and any implementation challenges. DCHR will review agency feedback to make any needed changes to the PFL policy and forms.

- Establish procedures to ensure eligible employees provide proof of a qualifying event to establish eligibility occurred prior to approving PFL benefits.
- Response: In future meetings and trainings DCHR will reiterate to agencies that proof of a qualifying life event must be received prior to approving PFL, except for the birth of a child, in which case the record should be provided as soon as it is available. In addition, DCHR drafted business requirements to create an electronic employee PFL submission process in PeopleSoft. The goal is that this process will ensure consistency and provide an effective tool for employees to submit applications, agencies to review applications, and DCHR to audit applications.
- Establish procedures to ensure ineligible employees are disqualified from receiving PFL benefits.
- Response: DCHR will reiterate applicable eligibility criteria to ensure agencies do not approve ineligible employees for PFL. Creating an electronic process in PeopleSoft will improve efficiency and accuracy.
- Establish procedures to ensure employees are disallowed from using PFL in less than 1-day increments.
- Response: DCHR will reiterate to agencies that PFL may only be approved in 1-day increments. The agency is partnering with OPRS and OCTO to draft business requirements and implement a solution to only allow PFL reporting in 1-day increments. In addition, DCHR will partner with OPRS to train agency Quality Assurance Liaisons (QALs) on not approving PFL reported in less than 1-day increments.
- Establish procedures to ensure overtime work hours are excluded from premiums paid for Sunday work.
- Response: Premium pay hours should not apply when overtime is paid; with ORPS, DCHR will provide training to timekeepers and QALs on correct premium pay time entries and approvals. The agency has developed compensation and pay FAQs that are currently in the final stages of approval. These FAQs will be posted online and shared with both employees and agencies.

- Establish procedures to ensure overtime work hours are excluded from premiums paid for night work.
- Response: Premium pay hours should not apply when overtime is paid; Partnering with ORPS DCHR will provide training to timekeepers and QALs on correct premium pay time entries and approvals. The agency has developed compensation and pay FAQs that are currently in the final stages of approval. These FAQs will be posted online and shared with both employees and agencies.
- Establish procedures to ensure nonworking hours are excluded from premiums paid for night work.
- Response: With the help of OCTO and OLRCB DCHR is working to deactivate the ‘not worked’ time reporting codes in PeopleSoft. In addition, DCHR recently drafted and posted an updated night differential policy that reiterates requirements for night differential pay.
- Establish procedures to ensure nonworking hours are excluded from premiums paid for local environment pay.
- Response: This is no longer in practice for non-union employees. DCHR is working with OLRCB to discontinue this practice for union employees.
- Establish procedures to ensure employee benefits hours related to overtime pay are processed accurately.
- Response: As noted in meetings with OIG, PeopleSoft is currently programmed to compute overtime based on the current interpretation of union Collective Bargaining Agreements (CBAs), which includes all scheduled time, even when not worked, such as holidays to be counted as worked hours. Although this agreement exceeds what is required by District and Federal regulations, DCHR would need to partner with OLRCB to change this practice. We will work with OLRCB to discuss this during union negotiations to determine if changes are feasible.
- Establish procedures to ensure overtime payments are based on the regular rate of pay as established by the FLSA.
- Response: The computation of the regular rate of pay in PeopleSoft meets the requirements per the FLSA and has been otherwise

modified pursuant to lawful agreements between the District and labor unions.

- Establish procedures to ensure eligible employees are enrolled in the 401(a) Plan in a timely manner.
- Response: DCHR worked to develop a biweekly quality assurance process that reviews all personnel actions processed in the two prior weeks. This process intends to identify and correct any errors prior to payroll being processed. In addition, DCHR is collaborating with OCTO to create and run weekly audit reports to ensure payroll deductions are correctly being made for employees in the 401(a) plan. DCHR also continues to partner with OCTO to monitor HRIS changes to ensure that system enrollment logic is maintained. DCHR will review these enhancements to determine if any additional improvements are needed.
- Develop a plan to identify all 401(a) eligible employees, without a related retirement account, to establish and restore contributions.
- Response: DCHR is working with OCTO to ensure that employees in the 401(a) have the appropriate plan contributions. In addition, DCHR will develop a plan to ensure that 401(a) eligible employees have correctly funded accounts.
- Establish procedures to ensure within-grade increases are processed in a timely manner.
- Response: DCHR implemented a quality assurance process that reviews within-grade-increases (WIGI). This process reviews all personnel actions processed biweekly and identifies any WIGI errors. The report is shared with the team that processes actions to ensure that the error is corrected. The agency, along with OCTO is working to improve PeopleSoft's ability to notify agencies of any WIGI errors. DCHR will review these two improvements to determine if any changes are needed to further improve this process.
- Establish procedures to ensure promotions and demotions are processed in a timely manner.
- Response: DCHR has addressed this with the HR Community and will reiterate that promotions and demotions cannot be backdated (processed after the effective date).
- Develop procedures to require employees to annually self-certify dependents' continuing eligibility.

- Response: DCHR will research other local and state government best practices and draft any associated policy and PeopleSoft changes to accomplish this.
  - Develop a plan to coordinate with the Department of Health and neighboring jurisdictions and identify all District employees who divorce or terminate domestic partnerships but have not reported this event.
  - Response: Based on the information available to the agency, there are very few incidents of unreported divorces and similar separations. To this end, it is impractical and would be costly to develop and maintain a system to verify marital status on a large-scale basis. Instead, employees are responsible for and should be held accountable for supplying or maintaining valid information in PeopleSoft. DCHR requests that employees review and update their coverage details during the annual Open Enrollment process. DCHR will also reinforce with the District HR community to remind employees to review and update personal information whenever they experience qualifying life events.
  - Develop a plan to collect from employees' premiums paid in error by the District due to unreported changes in eligible dependents.
  - Response: With assistance from OLRCB and OPRS the agency is working to review the best way to leverage misconduct, performance management, and overpayment tools to hold agencies and employees accountable for any improper premium payments. DCHR policies apply to District employees, not contractors, whose pay would be governed by the applicable contract and enforced by the Office of Contracting and Procurement (OCP).
9. Please list all **reports or reporting** currently required of the agency in federal law, the DC Code, or municipal regulations.
- a. For each report, include
    1. The statutory code or regulatory citation;
    2. Brief description of the requirement;
    3. Any report deadlines;
    4. Most recent submission date; and
    5. A description of whether the agency is in compliance with these requirements, and if not, why not.

**Answer:** See chart on the following page.

Report <sup>1</sup>	Statute/Rule	Deadline	Last Filed	Comments
<b>Agency Performance Report (to Council)</b>	DC Code § 1-614.13	January 15		Posted annually on the City Administrator's website
<b>Agency drug policy compliance report (to City Administrator)</b>	Mayor's Order 2019-081	December 31	FY2020	Agency responses were low for FY2021 due to competing priorities due to COVID.
<b>Financial Disclosure Statement Report (to BEGA)</b>	6B DCMR § 1810	July 1, 2021	June 30, 2021	Compliant
<b>Freedom of Information Act Report (to Mayor)</b>	1 DCMR § 413	Annually	December 23, 2021	Compliant
<b>Incentive Awards Activity (to Mayor)</b>	6B DCMR § 1908.3	Annually (if any have been awarded)		FY2021 issuance delayed due to COVID priorities.
<b>Monetary Awards (to Council)</b>	6B DCMR § 1908.4	Within 30 days of execution		FY2021 issuance delayed due to COVID priorities.
<b>Residency Compliance (to Council)</b>	DC Code § 1-515.06 6B DCMR § 309	Nov. 30	April 26, 2021	FY22 report – awaiting independent agency responses.
<b>Suitability Activity (to Mayor)</b>	6B DCMR § 441	Biannually	August 30, 2021	FY22 report in progress.

b. Please attach copies of the reports required under 6B DCMR § 440 (suitability), DC Code §1-515.06(a) (Residency), and DC Code §1-608.01(b-1) (Career Pathways).

**Answer:**

1. Suitability Report. A PDF of the report for the first half of FY2021 is attached and labeled “09B 1 – Suitability Report FY21H2.” The report for the second half of FY2021 is still in progress.
2. Residency Report. The final FY2020 report, provided in April 2021, can be seen [here](#); and is attached as “09B 2 – Residency Report.” For draft data for FY2021, [click here to view this dynamic report online](#). [NOTE: Due to privacy concerns, we have redacted employee names and agencies in some sets.]

<sup>1</sup> The following reports require annual submissions, but have been delayed this year due to competing priorities, largely related to the COVID-19 pandemic and emergency response: Annual Leave Bank Accounting (6B DCMR § 1258); Government Apprenticeships (DC Code § 1-610.85); Resident District Graduate Hiring Report; Resident District Graduate Hiring Audit (DC Code § 1-608.01(b-1)(4A)(C)); Voluntary Leave Transfer Activity (DC Code § 1-612.38); Study of transgender and non-binary employment report (DC Code § 1-607.62(e)(4)); and, Career Pathways report (DC Code §1-608.01(b-1)).

10. Please attach a copy the agency's **FOIA disclosure report(s)** for FY2020 and FY2021.

**Answer:** Please see attachments labeled "10A DCHR FY 2020 FOIA Report" and "10B DCHR FY 2021 FOIA Report."

11. Please attach a **log of all FOIA requests** received in FY2021 and FY2022 with the request number, the name of the requestor, the request date, and a brief description of the information requested.

**Answer:** Please see attachment labeled "11 FOIA Log FY2021 and FY2022."

## **II. Budget and Expenditures**

### ***Budget***

12. **Budget.** Please *complete the attached table* in Excel showing your agency's budget, including Council-approved original budget, revised budget (after reprogramming, etc.), and actual expenditures, by fund source, program and activity, for FY2021 and the first quarter of FY2022. Please also include any over- or under-spending (by more than 10% of approved budget) in each program and activity. Explain the reason for any variation between the revised budget and actual expenditures for FY2021 for each program and activity code, including for under-spending, what the planned spending was for and why the expenditure did not take place.

**Answer:** Please see attachment labeled "DCHR PO Tables 2022" - Tab Q12 Budget.

13. Please provide a copy of the detailed FY2022 NPS **spending plan** for each activity and fund in DCHR's budget.

**Answer:** Please see attachment labeled "DCHR PO Tables 2022" - Tab Q13 Spend Plan.

14. Please provide the following information for all **intra-District memoranda of understanding (MOUs)** for FY2021 and FY2022 as of Jan. 1, 2022, *including anticipated MOUs* for the remainder of FY2022.

1. *Attach copies* of all intra-district MOUs.
2. Please *complete the attached table* in Excel for all MOUs, including anticipated MOUs.

**Answer:** Please see attachment labeled "DCHR PO Tables 2022" - Tab Q14 MOUs.

15. Please provide the following information for all **intra-District memoranda of agreement (MOAs)** for FY2021 and FY2022 as of Jan. 1, 2022, including anticipated MOAs for the remainder of FY2022.

1. *Attach copies* of all intra-district MOAs, other than those for overhead or logistical services, such as routine IT services or security.
2. For each MOA, including anticipated MOAs, complete the table below; add rows as necessary.

**Memoranda of Agreement, FY2021 and FY2022, including anticipated MOAs**

Description of MOA services or purpose, including name of project or initiative	Names of all agencies party to the agreement	Service period (dates)
To provide supplemental insurance coverage for participating employees	AFLAC & DCHR	10/1/2020 - 9/30/2022
To facilitate the District's High School Leadership Institute Program	DCHR, OSSE, DOES	10/1/2020 - 9/30/2022
To provide District employees with discounted access to University Programs	Catholic University of America	10/1/2020 - 9/30/2022
To provide District employees with discounted access to University Programs	Drexel University	10/1/2020 - 9/30/2022
To provide District employees with discounted access to University Programs	Southern New Hampshire University	10/1/2020 - 9/30/2022
To provide District employees with discounted access to University Programs	Strayer University	10/1/2020 - 9/30/2022
To provide District employees with discounted access to University Programs	Trinity Washington University	10/1/2020 - 9/30/2022
To provide District employees with discounted access to University Programs	University of Maryland University College	10/1/2020 - 9/30/2022
To provide District employees with discounted access to University Programs	University of Phoenix	10/1/2020 - 9/30/2022
To provide District employees with discounted access to University Programs	University of the District of Columbia	10/1/2020 - 9/30/2022
To provide District employees with discounted access to University Programs	University of the Potomac	10/1/2020 - 9/30/2022
To serve as an education partner with the Career Pathways Apprenticeship Program	Strategic Education, Inc.	10/1/2020 - 9/30/2022
To serve as an education partner with the Career Pathways Apprenticeship Program	University of the District of Columbia	10/1/2020 - 9/30/2022

16. Please complete the attached table for each **interagency reprogramming** of funds into and out of the agency for FY2021 and FY2022, as of Jan. 1, 2022, including anticipated inter-agency reprogramming for the remainder of FY2022.

1. Please attach copies of the reprogramming documents, including the Agency Fiscal Officer's request memos and the attached reprogramming chart.

2. For each reprogramming, including anticipated reprogrammings, complete the attached chart in Excel

**Answer:** There was no FY2021 & FY2022 interagency reprogramming to date.

17. Please complete the attached table for each **intra-agency reprogramming** within your agency during FY2021 and FY2022, as of Jan. 1, 2022, as well as any anticipated intra-agency reprogramming for the remainder of FY2022.

1. Please attach copies of any reprogramming documents.
2. Please include in the chart a detailed rationale for the reprogramming: why the funds were available and what they will be used for.

**Answer:** There was no FY2021 & FY2022 intra-agency reprogramming to date.

18. Please attach all **budget enhancement requests** submitted by your agency to the Mayor or Chief Financial Officer as part of the budget process for previous fiscal years of FY2020 and FY2021.

**Answer:** DCHR works with the Office of the City Administrator to develop its budget. The FY2020 and FY2021 budgets submitted by the Mayor to the Council reflects those efforts.

19. For FY2021 and FY2022, please identify any **special purpose revenue funds** maintained by, used by, or available for use by the agency. For each fund identified, provide:

1. The revenue source name and fund code;
2. A description of the program that generates the funds;
3. The dollar amount of revenue funds generated annually by each source or program;
4. The purpose or use of the funds;
5. The fund balance at the end of FY2020, the balance at the end of FY2021, the current fund balance as of Jan. 1, 2022, expected dollar amount of expenditures in FY2022, and the expected balance at the end of FY2022.

**Answer:** Please see attachment labeled "DCHR PO Tables 2022" - Tab Q19 SPR Funds.

### ***Expenditures***

20. Please list each **grant, sub-grant, or other types of payments**, such as federal payments, received by your agency in FY2021 and FY2022, as of Jan. 1, 2022.

List the following:

1. Source;
2. Purpose;
3. Timeframe;

4. Dollar amount received;
5. Amount expended; and
6. Whether the grant is a multi-year grant.

**Answer:** DCHR has not received any grants, sub-grants, or other type of federal payments.

21. Please complete the attached table in Excel with the following information on each **contract, procurement, and lease** leveraged in FY2021 and FY2022 as of Jan. 1, 2022, with a value amount of \$10,000 or more. "Leveraged" includes any contract, procurement, or lease used by the agency as a new procurement, contract extension, or contract option year execution. This also includes direct payments, if applicable.

**Answer:** Please see attachment labeled "DCHR PO Tables 2022" - Tab Q21 Contracts.

22. Please provide a list of all planned contracts, including RFPs and other solicitations for the remainder of FY2022 and include the following information:

1. If continuation of existing contract, contract number and contractor name
2. Estimated dollar amount.
3. If funds been pre-encumbered or encumbered?

**Answer:** This information has been provided in the response to Question 13 Spending Plan. Please see attachment labeled "DCHR PO Tables 2022" - Tab Q13 Spend Plan.

23. Please complete the following table with information on all **credit card, p-card, or purchase card purchases and expenditures** for FY2021 and FY2022, as of Jan. 1, 2022; add rows as necessary. Alternatively, you may attach monthly statements with this same information; however, please name the ultimate vendor and specific purpose of the purchase for any PayPal or other transaction with an indirect payment service like PayPal.

**Answer:** Please see attachment labeled "DCHR PO Tables 2022" - Tab Q23 PCard.

24. Were any protests or appeals filed with the **Contract Appeals Board** in FY2021 or FY2022 as of Jan. 1, 2022, against or involving your agency? If so, please complete the following table with information on each such protest or appeal; add rows as necessary.

**Contract Appeals Board cases filed FY2020 or FY2021, as of Jan. 1, 2022**

Case number	Name of complainant	Date of complaint	Description of complaint	Disposition or Status
CAB No. D-1576 and CAB No. 1575	Quality Plan Administrators, Inc.	7/23/21	Appeal to Contract Appeals Board regarding vision services contracts CW77091 and CW38758	Currently briefed and awaiting determination by CAB (OAG representing)

**III. Agency Organization and Personnel**

25. Please provide an **organizational chart** for the agency, arranged by division and subdivision, as of Jan. 1, 2022.

1. Show for each division and subdivision:
  1. The names and titles of all personnel; and
  2. Include on the chart and denote as vacant or frozen any such positions.
2. Note on the chart the date of the information if not Jan. 1, 2022.

**Answer:** Please see attachment labeled “25 - Org Chart.”

26. Please complete the attached table in Excel with a **chart of all positions (i.e., Schedule A)** at the agency, as of January 1, 2020.

**Answer:** Please see attachment labeled "DCHR PO Tables 2022" - Tab Q26 Personnel.

27. Please list each **vacant position’s** position number and provide: (1) the date on which it became vacant and (2) the step or status of the hiring process for the position as of Jan. 1, 2022.

**Answer:**

Position Number	Date of Vacancy	Status
00033032	10/22/2021	Director’s Position – will be filled by EOM
00087380	10/9/2021	Actively Recruiting
00046651	1/1/2022	Actively Recruiting – position will be posted this week
00009300	7/31/2021	Actively Recruiting
00014865	11/19/2021	Actively Recruiting – candidate has been selected and offer will be made this week.
00091283	11/6/2021	Actively Recruiting – candidate has been selected and offer will be made this week.

28. Regarding **term and temp employees**:

1. List each term or temp employee (by position number) included in the schedule A who started in the position in FY2021 or FY2022, other than LEAP interns or Capital City Fellows, and for each, please provide a brief narrative to specify why the hire was done on a term or temp basis and not on a continuing basis.
2. For each term or temp employee (by position number) included in the schedule A, indicate the start date of the position and the expected end date; and
3. For each term employee (by position number) employed during FY2021 or FY2022 whose hire date is before FY2017, please explain why the employee is term and has not been converted to a permanent employee.

**Answer:** For FY21, each hire for a term appointment was done on that basis because they were hired for personnel services for MOU-funded positions. For FY22, all term appointments were hired for either personnel services via MOU funds, or were a part of an 18-month term fellowship. Hires in temp appointments for FY22 were done through the District Leadership Program, which only selects participants for seasonal appointments (i.e., eight months in the fall, and four months in the summer). DCHR also hired temp appointees as Compliance Monitors and Religious Accommodation Specialists for 6-month terms. These employees were hired to monitor employee’s COVID-19 vaccination statuses and review vaccination exemption requests.

29. How many and what percentage of total employees at DCHR as of Jan. 1, 2022, were **District residents**?

**Answer:** 59% (102 of 173 employees)

30. Please complete the following charts about the **residency of new hires** at DCHR in FY2021 and FY2022:

**DC Residency of Employees Hired in FY2021**

Position Type	Total Number	Number who are District Residents	Percent of total who are District residents
Continuing			
Term	5	3	60%
Temporary			

**DC Residency of Employees Hired in FY 2021, as of Jan. 1, 2022**

Position Type	Total Number	Number who are District Residents	Percent of total who are District residents
Continuing	1	1	100%
Term	10	7	70%
Temporary	31	21	68%

31. Please complete the following table regarding employees placed on **administrative leave** in FY2021 or FY2022. Specify (column 3) why the employee was placed on leave and note if the leave is a result of discipline or due to an investigation.

**Employees on Administrative Leave During FY2020 and FY2021**

Employee's job title	Reason placed on leave; specify if disciplinary or due to investigation	Length of leave	Whether employee was separated	Whether the leave was/is paid or unpaid	Their current status (as of Jan. 1, 2022).
Supervisory IT Specialist	Notice Period	13 days	Yes	Paid	Separated

32. For FY2021 and FY2022, as of Jan. 1, 2022, please complete the following table on each **employee separated** from the agency, at the agency's initiation. Add rows as necessary.

**Employees Separated from Agency, FY2021 and FY2022**

Program, Activity, and Job title	Amount of separation pay, if relevant	Number of weeks of separation pay, if relevant	The reason for the separation; specify if it was due to probation, performance, or discipline. Do not state only "separated"
HR Specialist	\$0	0	Term Ended
Supervisory IT Specialist	\$0	0	Separated
Disability Employment Specialist	\$0	0	Term Ended

33. Please provide a list of all **employee trainings** that DCHR staff participated in in FY2021 or FY2022 or planned for the remainder of FY2022. Please provide:

1. Name of training
2. Any certification to be obtained.
3. Location of training, if other than DC.
4. Cost of training
5. Name and job title of employee

**Answer:** Please see attachment labeled "DCHR PO Tables 2022" - Tab Q33 Employee Training.

**IV. The Coronavirus Pandemic**

34. Please provide for each agency, including independent agencies, the following information on **leave taken**:

- a. Number of workers taking COVID-related sick leave;

**Answer:** Please see attachment labeled “34A-COVID Sick Leave Taken.” Please note this is all COVID Sick Leave taken since the creation of the time-reporting-code.

b. Number of workers taking COVID-related paid FMLA; and

**Answer:** COVID-related paid FMLA was not tracked as a separate time-reporting-code.

c. Number of workers taking COVID-related unpaid leave FMLA

**Answer:** COVID-related paid FMLA was not tracked as a separate time-reporting-code.

35. Please provide *for each agency*:

a. The start and end dates for which COVID-related **hazard pay** (per diem) was available;

**Answer:** Per diem was provided to employees who physically reported to work between March 16 and July 25, 2020. Please note employees received a per diem, but not hazard pay. The only employees who received hazard pay are those whose positions were deemed eligible for hazard pay previously. Please see attachment labeled “35-Per Diem”

b. the number of employees who received hazard pay

**Answer:** Please see attachment labeled “35-Per Diem.”

c. the total amount of pay.

**Answer:** Please see attachment labeled “35-Per Diem.”

36. Please list all requests for **hazard pay** made by bargaining units at agencies under the personnel authority of DCHR since January 1, 2020, and indicate whether the request was granted, declined, or otherwise resolved. Please include as attachments any memorandum or other documentation issued to bargaining units to grant or decline to grant hazard pay.

Bargaining Unit Requesting Local Environmental Pay (LEP)	Status
AFGE 361 (DPW)	Denied
DC Police Union (MPD)	Deferred, LEP rules not applicable to MPD. (Denied by MPD.)
AFGE 383 (DYRS)	Denied

<b>FOP (DYRS)</b>	Denied
<b>AFSCME 2401 (CFSA)</b>	Denied
<b>AFGE 1975 (MPD)</b>	Denied

37. In **Case 21-A-09** heard by the Public Employee Relations Board (PERB), an arbitrator found that DCHR’s determination that employees in the Fraternal Order of Police union at the Department of Youth Rehabilitation Services (DYRS) who were exposed to COVID at work were not entitled to hazard pay was “arbitrary and capricious.” The arbitrator granted the affected employees retroactive hazard pay under the terms of the Compensation Unit 1 and 2 collective bargaining agreement, which covers FOP/DYRS members (The arbitrator’s decision was issued on October 29, 2020, and PERB upheld the decision in a decision issued Oct. 21, 2021.) Please describe completely each step of the process and analysis as well as information reviewed that DCHR uses to determine whether hazard pay is appropriate under collective bargaining agreements or any other rule or process.

**Answer:** Requests for hazard pay (local environmental pay) are reviewed under relevant authorities including 6-B DCMR § 1136 and its implementing guidance, DCHR Instruction No. 11B-90, *Premium Pay- Local Environment Pay*, or a union’s specific Collective Bargaining Agreement. Most commonly, DCHR assesses whether the job’s classification included the specific hazard at issue when the job was classified. If an agency wishes to request hazard pay for positions, it must submit a written request for hazard pay to DCHR with supporting documentation. DCHR also considers requests submitted by unions for efficiency and in accord with certain CBA’s. DCHR then reviews the request and any supporting documentation in accordance with the applicable authorities. DCHR may coordinate with the Office of Risk Management. For more information, please refer to [DCHR Instruction No. 11B-90](#).

38. Following the case discussed in Question 37 above, has DCHR reviewed any other previously **denied hazard pay requests** from similarly situated bargaining units covered by the Compensation Unit 1 & 2 collective bargaining agreement? Which unions and agencies? Has DCHR granted hazard pay to any other bargaining units or employees at DYRS or any other agency as a result of the PERB order?

**Answer:** Every LEP request is considered individually based on the legal authority and guidance described in the response above.

## **V. Hiring and District Residency**

### ***A. Implementation of the Pathways to District Government Careers Act***

The **Pathways to District Government Careers Amendment Act** of 2018 has three main parts. The first part, section 2(c), (DC Code § 1–608.01(b-1)) requires that District agencies solicit applications from, interview, and exclusively consider for entry-level jobs **resident District graduates** (of DC high schools) prior to considering other candidates.

39. Please provide a full **update on the implementation** of this section of the law, including any issued or planned regulations or guidance, PeopleSoft or other technological upgrades, strategies to target solicitations to this population, application form updates, communications with agencies' and their human resources officers regarding these requirements, and any other elements of implementation.

**Answer:** In the beginning of 2021, DCHR hosted several information sessions for District agency Human Resources Officers and human resources specialists to learn about the Career Pathways legislation. During the information sessions the following topics were reviewed: Career Pathways legislation, eligibility requirements, definition for entry-level positions, position posting requirements, candidate application process, appropriate educational credentials, and agency reporting requirements.

<b>DCHR Career Pathways Information Sessions</b>	<b>Date/Times</b>
<b>DCHR Career Pathway Information Session</b>	<b>January 25, 2021</b> Session I: 10:30 AM Session II: 1:00 PM
<b>DCHR Career Pathway Information Session</b>	<b>January 27, 2021</b> Session I: 10:30 AM Session II: 1:00 PM
<b>DCHR Career Pathway Information Session</b>	<b>November 10, 2021</b> Session I: 10:30 AM Session II: 1:00 PM

In February 12, 2021 DCHR released the *Career Pathways - Entry Level Jobs for Resident District Graduates (I-2021-11)*. The issuance provides an overview of the Pathways to District Government Careers Amendment Act of 2019 and provides guidance of program eligibility, candidate application process, and the process for the hiring agencies to follow. A refresher training on Career Pathways was provided to the District's human resources community during HRA meetings for the months of May 2021 and November 2021.

PeopleSoft was updated with a "District Graduate" area of consideration in FY20 and additional screening questions were added in February 2021.

40. The law requires that each subordinate agency head **submit quarterly reports** to the Mayor and Council detailing “the names of all new employees and their pay schedules, titles, and place of residence and whether, for entry-level positions, the new employee is a resident District graduate.” In 2020 performance responses, DCHR said the report PeopleSoft updates would be done in Feb. 2021 and a report submitted after that. The Council has not received any reports. Please explain why and when the reports will begin to be generated.

**Answer:** The quarterly reports including the above-described information have been delayed due to challenges with tracking of this information in PeopleSoft, and due to hiring challenges and changes resulting from the COVID-19 pandemic. DCHR is working to start producing this report as soon as possible.

41. The law also requires that the Mayor integrate into each subordinate agency's yearly **performance objectives** the rate of success in hiring District residents and resident District graduates. DCHR's 2020 performance responses said they had included hiring of District residents in the FY2021 plans but were working with OCTO to implement District graduates in PeopleSoft; the 2021 responses said that tracking would begin in Feb. 2021. Has this been implemented for FY2022? If not, when will it be?

**Answer:** OCA included District residency targets for FY22 agency performance plans. Agencies are required to set goals for this measure which will be tracked quarterly. OCA and DCHR are working to add a goal and associated targets for District graduates.

42. The law requires that the Mayor conduct **annual audits** of each subordinate agency's personnel records to ensure that persons receiving the priority job consideration for resident District graduates submitted required proof of entitlement. Those audit reports are to be submitted annually to the Council. Last year DCHR indicated it would submit the annual audit report at the end of FY2021 after recruitment efforts began in FY2021 Q2. Please attach a copy of the report or explain why it is not complete.

**Answer:** The annual audit has been delayed due to challenges with tracking of this information in PeopleSoft and changes resulting from the COVID-19 pandemic. DCHR is working to start producing this report as soon as possible.

43. The second part of the Pathways Act requires that DCHR establish **partnerships with District high schools** to foster the hiring of more resident District graduates into District government employment. (DC Code § 1–604.02a). The specifics of the partnerships are at the discretion of DCHR.

Please provide a list of partnering high schools and an update on what activities DCHR has undertaken or plans to undertake, to establish and operate these partnerships.

Name of School	Date	Type of Engagement
<b>Ballou HS</b>	11/2020	Introduce Career Pathways Program
<b>Richard Wright PCS</b>	12/2020	Virtual Presentation on Career Pathways Program
<b>Phelps ACE PCS</b>	2/2021	In-Person Career Fair; Outcome: Event Cancelled
<b>Ballou HS</b>	3/2021	In-Person Career Fair; Outcome: Event Cancelled
<b>IDEA PCS</b>	5/2021	Requested marketing materials to be shared with IDEA students
<b>DC International PCS</b>	5/2021	Requested marketing materials to be shared with DC International PCS
<b>Maya Angelou Adult Learning Center</b>	5/2021	Requested marketing materials to be shared with Maya Angelou Adult PCS
<b>Roosevelt STAY HS</b>	6/2021	In-Person Career Fair; DCHR Career Pathways team participated
<b>DCPS College &amp; Career Program</b>	5/2021	Spoke with students to share information about DCHR's career pathways program
<b>Washington Latin PCS</b>	6/2021	DCHR contacted school to share information about DCHR's career pathways program
<b>Capital Guardian Youth Challenge Academy</b>	7/2021	DCHR contacted school to share information about DCHR's career pathways program
<b>Kipp DC</b>	7/2021	DCHR contacted school to share information about DCHR's career pathways program
<b>Richard Wright PCS</b>	11/2021	DCHR Career Pathways team invited to opening ceremony for new school.

DCHR Career Pathways teams conducted several information sessions to recruit for the MPD Cadet Program. Soon-to-be- graduating high school students across the District were invited to learn more about the MPD Cadet program. Information sessions were conducted on:

Information Session	Dates
<b>MPD Cadet Information Session (Virtual)</b>	October 7, 2020
<b>MPD Cadet Information Session (Virtual)</b>	November 30, 2020
<b>MPD Cadet Information Session (Virtual)</b>	March 24, 2021

Apprenticeship Recruitment for DCHR & DPR Information Technology Program- DCHR conducted information sessions to initiate recruitment for the DCHR & DPR Information Technology Career Pathway Program. Soon-to-be graduating seniors were invited to participate:

DCHR & DPR Information Technology Info Sessions	Date/Times
DCHR & DPR IT Career Pathway Information Session	November 9, 2021 Session I: 1:00 PM
DCHR & DHCF IT Career Pathway Information Session	November 10, 2021 Session I: 9:30 AM
DCHR & DHCF Medicaid Career Pathway Information Session	November 10, 2021 Session I: 1:00 PM

44. The final part of this law requires DCHR to work with the Department of Employment Services to establish 5 **apprenticeships across DC government**, including at least 1 in health care and 1 in IT. DCHR reported last year that four of the programs had been approved.

1. Please provide a copy of the standards for each of the approved programs.

**Answer:** Please see Attachments 44-A Information Technology Career Pathway (DPR), 44-A Call Center Representative Career Pathway, 44-A Human Resources Support Assistant Career Pathway, 44-A Information Technology Career Pathway (DHCF), 44-A Medicaid Program Support Career Pathway listed below.

**District Government Apprenticeship Programs**

**Human Resources Support Assistant Career Pathway Program** –administered and hosted by the District of Columbia Department of Human Resources (DCHR).

**Medicaid Support Assistant Career Pathway Program**- administered by the District of Columbia Department of Human Resources (DCHR), hosted by Department of Health Care Finance (DHCF).

**Information Technology Career Pathway Program**- administered by the District of Columbia Department of Human Resources (DCHR), hosted by the Department of Health Care Finance (DHCF).

**Information Technology Support Assistant Career Pathway Program** - administered by the District of Columbia Department of Human Resources (DCHR) and hosted by the Department of Parks and Recreation (DPR).

**Call Center Representative Career Pathway Program** - administered by the District of Columbia Department of Human Resources (DCHR) and hosted by the Department of Employment Services.

2. For each program, please provide the status, number of apprentices hired or to be hired, start date of apprentices, expected end date of apprentices.

**Answer:** The total number of Registered Apprenticeship programs in District government are five (5) as of December 2021. The total number of apprentices of in the District government as of December 2021 is five (three males and two females). Please see Attachment “44B Apprentice Roster” for FY21 for more information.

For the fifth program, please provide an update on plans.

**Answer:** On December 2, 2021 DCHR received approval from the District’s Apprenticeship Council for its fifth apprenticeship program, the Call Center Representative Career Pathway. DCHR and DOES hope to launch the apprenticeship program in February 2022.

45. DCHR is required to issue an annual report on the apprenticeship program starting December 1, 2020 (D.C. Code § 1–610.85(a)). Please provide a copy of the latest report. Please explain why the report was not submitted by December 1.

**Answer:** A report was drafted, and will be delivered to Council by the hearing or soon after.

46. DCHR is required to prepare a 3-year plan for the establishment of additional apprenticeship programs (D.C. Code § 1–610.85(b)). Please provide a copy of that report or if there is no report, a status on planning for additional apprenticeship programs.

**Answer:** A report was drafted and will be delivered to Council by the hearing or soon after. However, DCHR- Career Pathways Program has the following programs in development.

### **Metropolitan Police Cadet Apprenticeship Program**

The MPD Cadet Corps Apprenticeship program is a specialized program for 17- to 24-year-old Washingtonians to serve part-time as uniformed, civilian employees. As a member of the Cadet Corps Apprenticeship program, apprentices will earn a salary, while also taking college courses, and will earn up to 60 tuition-free credits toward a degree – putting them on track to enter MPD’s Police Officer Recruit Program. This apprenticeship program is a place to learn hands-on about policing, and self-awareness while attending the University of the District of Columbia Community College and earn college credits. Cadets will spend part of their time working specific job assignments for MPD while also working toward their degree.

## **Ballou STAY Program Youth Apprenticeship Program**

DCHR is designing a youth apprenticeship program for the Ballou STAY Program in the information technology career pathway focused on the information technology career pathway. The curriculum will support youth apprentices with attaining credential that support Help Desk Technician Level I (CompTIA-Fundamentals and CompTIA- A+).

In addition to program development, FY22 will be dedicated to designing the long-term system and structure to include:

- Define clear strategy and infrastructure:
  - Evaluate apprenticeship expansion capacity across District government that provides an ability to act in a more coordinated way.
  - Develop a four-year budget and funding plan for infrastructure
  - Propose additional apprenticeship programs for development in FY23 and FY 24
  - Develop a plan around the recruitment portion of the implementation plan
- Set equity targets for District apprenticeship system- adopt proven strategies for developing realistic equity targets for the number of people of color, women screened, enrolled and retained in apprenticeship programs based on apprenticeship opportunities available.

### **Proposed Actions for FY23**

- Build Infrastructure
  - Conduct outreach to potential post-secondary institutions to encourage alignment with proposed apprenticeship programs for FY24
  - Formalize apprenticeship recruitment pipeline
  - Develop implementation plan with clear goals and milestones
  - Design a web-based system for sponsor and host agencies to house compliance reporting, management of relationships with educational partners, access to recruiting pipeline and management of funding capacity

### **1. Proposed Actions for FY24**

- Rollout new apprenticeship programs
- Develop a web-based system for apprenticeship program management and monitoring

***B. Implementation of the District Government Employee Residency Amendment Act***

The **District Government Employee Residency Amendment Act** of 2018 (Law 22-315, effective May 23, 2019; D.C. Code § 1-515.01 through 515.08 and conforming amendments) will improve and strengthen requirements for and verification of District residency for District government employees.

47. Please provide a full **update and timeline for the implementation** of this law, including

1. Status and timeline of the DMV-DCHR data exchange, which had been put on hold pending DMV software upgrades.

**Answer:** DCHR is working with DMV to develop a more sustainable connection/data exchange. DCHR is using DMV's Driver Record Online Portal to fill the gap in the meantime. This portal allows DCHR to verify an employee's active license.

2. Status and timeline of any regulations or guidance still to be issued

**Answer:** DCHR has worked to implement this law and effected issuance I-2020-3, *Residency*, which outlines the strengthened requirements, and provides procedural guidance to employees on how to comply with the District's residency requirements.

48. DC Code § 515.04(b) requires the Mayor to **verify compliance** with residency requirements for hires who took preference points (as per § 515.02) or employees in positions that require DC residency (as per § 515.03). In 2021 responses, DCHR said it expanded its residency audit process to include all agencies. Please provide a copy of results from FY2021 and FY2022 audits, including which agencies were audited and numbers of employees included in such audits.

**Answer:** In FY21, DCHR reviewed all agencies under the Mayor's Authority, and requested licenses from those who may have not provided their information in FY20. We audited three independent agencies (Office of Zoning, DCPL, ABRA) and requested copies of employee's license from 20% of the population as defined in Code 1-515.04(2). Altogether, 699 people were identified for the 20% (this includes 20 from EOM). 372 (53%) responded. The agency is reviewing these responses and following up with agencies on the people who did not respond to see if further investigation is needed.

49. The report required pursuant to D.C. Code section §1-515.06(a), on FY2021 new hires' residency was not submitted to Council by the Dec. 1, 2021, deadline. Please explain why it was not submitted on time and attach a copy.

**Answer:** DCHR shifted resources to prioritize COVID-related policies and their implementation. Agencies were also prioritizing resources towards the implementation of COVID policies.

***C. Implementation of the District Government Employee Residency Research Emergency Amendment Act of 2021 (FY2022 Budget Support Act)***

50. The FY2022 Budget Support Act required DCHR to conduct a study on District government employee and applicant residency and residency-related policies, to submit to Council by Oct. 1, 2022. Please provide a status update and workplan for this project.

**Answer:** Please see attachment “50-Residency Research Workplan”. DCHR is actively working on the PeopleSoft data analysis section of the project.

***1. Study of Transgender and non-binary employment***

51. D.C. Code § 1–607.62, passed as part of the Budget Support Act of 2020 requires a study of transgender and non-binary employment in DC government. Please provide a copy of the workplan and timeline for implementation of this study.

**Answer:** The submission of this report has been delayed due to competing priorities, largely related to the COVID-19 pandemic and emergency response.

***E. Training and internship***

52. Please provide a summary of activities in FY2021 and FY2022 regarding the **High School Internship Program** or similar program, including number of participants, agencies where they interned, how DCHR tracks and measures outcomes of the program, and results for such measurements.

**Answer:** DCHR recruited twenty-five (25) youth for the In-School Youth Program in FY2021. After the vetting process, seventeen (17) youth participated in a three (3) day virtual orientation that featured professional development courses and leadership conversations modified for the interns. Additionally, we featured presentations from selected high performers within DCHR and Alum of our Leadership programs.

The internship experience was both challenging and successful for both Interns and Host Agencies as all engaged virtually while working and mastering the art of communicating in the new normal.

DCHR facilitated the In-School Youth Leadership Program in collaboration with host agencies to include DC Health, Serve DC, the Department of **Consumer and Regulatory Affairs**, Office of Planning, Department of Youth Rehabilitation

Services, Department of Forensic Sciences, DISB, and the Board of Ethics and Government Accountability . .

The FY21 In-School Youth Leadership Intern Program served the following and offered the following virtual professional development seminars:

- Nine (9) high school students
- Eight (8) college students
- Thirteen (13) Interns successfully completed the program in June
- Seven (7) successfully transitioned to the MBSYEP (Summer FY21)
- Facilitated DCHR Leadership and Alumni Panel
- Writing for Effective Communication workshops
- Strategic Communication and Thinking/Communicating for Success in Leadership and Business

A number of host agencies are excited to reengage the FY22 In-School Youth Leadership Program and serve as collaborative partners to support our interns. DCHR plans to launch the FY22 In-School Youth Leadership Program in February 2022 and serve up to twenty (20) interns across the High School and College levels offering a robust professional development training schedule and engaging bi-weekly facilitation of critical conversations around navigating the pre-college/post-high school transition, preparing for entering the work environment, and strategically balancing building professional reputation and networks through meaningful work experiences in the District.

#### ***E. Data and study on DC resident hiring and employees***

53. D.C. Code § 1–515.06a, passed as part of the Budget Support Act of 2021 requires a study of District government applicants’ and employees’ residency and residency-related policies. Please provide a status update on this work, as well as a timeline for completion. Attach any associated materials that are not online or the urls for any materials that are online.

**Answer:** DCHR submitted the FY21 report to Council on April 26, 2021 and a copy can be found [here](#). DCHR is currently awaiting information from independent agencies to finalize the FY22 report.

54. What efforts, if any, has DCHR undertaken to **increase hiring of District residents** into District government employment in FY2021 and what are the agency’s plans in FY2022? Have the efforts been successful? Why or why not?

**Answer:** In FY21, through continuous monitoring and engagement with agencies, DCHR consciously worked to ensure agencies hired District residents. Some efforts include:

- DCHR hosted virtual hiring events that targeted District residents,
- performed target recruitment of Term employees at agencies who were District residents and identified employment opportunities that met their skillsets, where feasible,
- partnered with agencies on their District residents only hiring events such as the Office of Latino Affairs and DOES to identify applicants who were District residents,
- met with agency leaders to discuss District residency hiring and specific candidates that may have the needed skillsets for agency postings, and
- DCHR's Recruitment and Staffing division consistently partnered with Center for Learning and Development division to hire District residents according to Career Pathways Recruitment Requirements, which support hiring District residents for entry level positions.

Although agencies have the right to identify candidates that possess the requisite skills, knowledge, behaviors, and abilities that are conducive to the needs of their agencies, DCHR requires agencies to justify the hiring selection of non-DC residents when a DC resident applied to a job vacancy, but was not selected for that vacancy.

Overall, these efforts have been successful, but in FY22 DCHR will focus on the above methods, but also work with agencies to provide additional tools and support so they can more easily review District residency data for applicants and new hires. Additionally, DCHR will perform an analysis to identify which and how many agencies requested non-resident hiring approvals in FY21. Based on this data, and in a targeted approach, DCHR will set up consultations with these agencies to help identify strategize best practices/strategies to help increase their District resident hiring selections. In addition, DCHR will review current job marketing strategies to enhance District resident knowledge of District opportunities and the benefits of working for the District.

55. For data as of Jan. 1, 2022, please *complete the attached table* in Excel with the following information for each District government agency, including independent agencies and instrumentalities: the current total number of all employees within the agency, the number of **employees residing in DC** within the agency, the percentage of employees residing in DC among all employees, and the number and percentage of DC residents within each of the following groups. Please also provide totals across DC government for the following groups. Finally, please note any agencies that don't use PeopleSoft and/or otherwise show residency data that may be erroneous and explain why that is:

- Group 1 Career Service, Competitive positions Grades 9 or below;
- Group 2 Career Service, Non-Competitive (term or temporary) positions Grades 9 or below;

- Group 3 Career Service, Competitive positions, Grades 10 and above;
- Group 4 Career Service, Non-Competitive (term or temporary) positions Grades 10 and above;
- Group 5 Management and Supervisory Service positions;
- Group 6 Legal Service positions;
- Group 7 Excepted Service positions;
- Group 8 Executive Service positions; and
- Group 9 Educational Service positions

**Answer:** Please see Attachment “55-DC Residency by Agency.”

56. Please provide the following information regarding applications and hiring related to **residency preference points** in FY2021 and separately in FY2022, as of Jan. 1, 2022. Please provide the data for each agency, including independent agencies and instrumentalities

1. Total number of applicants to open positions;
2. Number of applicants who were District residents;
3. Number of applicants who were considered “qualified” and were District residents;
4. Number of applicants who claimed residency preference points in their applications;
5. Number of applicants who claimed residency preference points and were “qualified;”
6. Total number of new hires
7. Number of new hires who were District residents;
8. Number of new hires who received residency preference points;
9. Percentage of applicants who were District residents
10. Percentage of new hires who were District residents;
11. Percentage of new hires who were District residents and received preference points;
12. Number of entry-level job openings (as defined by the Pathways to District Government Careers Act);
13. Number of applicants who applied as a resident District graduate for an entry-level job;
14. Number of entry level job hires who were resident District graduates;
15. Number of entry level job hires who were District residents;
16. Percentage of applicants for an entry-level job who applied as a resident District graduate;
17. Percentage of entry level job hires who were resident District graduates
18. Percentage of entry level job hires who were District residents

**Answer:** Please see Attachment “56-Preference Points.”

## VI. Employment and Work Conditions

57. DCHR has determined that some employees have been over- and under-charged premiums for both **short-term and long-term disability insurance** over a period of years. Please provide the following information:

1. Please lay out a plan for complete correction of this problem, including timing of notification to affected employees; the status of recovering this money from Standard insurance company; and whether and when refunds will be provided to employees who overpaid.

**Answer:** DCHR has taken appropriate steps to correct the overpayment issue moving forward., including coordination with OCTO PeopleSoft team to update PeopleSoft system calculations for Short-Term and Long-Term Disability insurance premiums to calculate correctly, effective January 6, 2019.

DCHR has established a benefits audit team, selected a manager, realigned two staff members and hired two external hires to ensure the premiums charged for all benefits align with what is contracted. The agency is also working with OCTO to determine additional safeguards to be created in Peoplesoft to prevent similar issues in the future.

DCHR continues to work with OCP to determine the appropriate mode for recovering the overpayments from Standard. DCHR has provided OCP with the finalized data and calculation methodology to be presented to Standard. DCHR is currently awaiting OCP and the Mayor's Office of Legal Counsel to reengage with Standard to negotiate a resolution of this issue.

The District may have to cover the cost of the refunds before the District reaches a resolution with Standard. DCHR will work to engage the appropriate partner agencies, including the Office of the Chief Financial Officer (OCFO) to determine how the cost of refunds could be covered and refunds distributed.

As we make further progress on our resolution with Standard we will have a better idea of timing for notifying and refunding employees. Please note, these issues cross multiple contracts and thus our resolution of this issue may be similarly broken down by contract period.

Notification of employees will occur as soon as a determination is made regarding recovery of overpayments and whether the District will cover the refund costs.

2. Please provide a detailed breakdown of affected employees: the number of current employees overcharged and the number undercharged, and the number of past employees overcharged and the number undercharged.

**Answer:** DCHR has identified 18,093 current and former employees who may be impacted by these STD/LTD overpayment/underpayment errors. DCHR estimates that a total of 4,614 employees had aggregated balances that resulted in underpayments and 13,479 employees had aggregated overpayment balances. Please note that in some cases employees may have experienced both overpayments and underpayments and that some of the aggregated balances for individual employees were as small as one cent.

3. Please provide the following on the dollar amount of erroneous premiums: for each year, the total money overpaid to Standard, the total money underpaid, the average per-person annual dollar amount that employees overpaid, and the average per person underpaid.

**Answer:** For the Short-Term Disability Insurance error, DCHR estimates that employees have overpaid a total of \$3,846,037.78 between 2007 and 2018. For the Long-Term Disability insurance error, DCHR estimates that employees have overpaid a total of \$3,739,194.10 for the same period. For the Short-Term Disability Insurance error, DCHR estimates that employees have underpaid a total of \$552,920.26 between 2007 and 2018. For the Long-Term Disability insurance error, DCHR estimates that employees have underpaid a total of \$369,916.79 for the same period. The aggregate of errors across both programs has resulted in a total of \$7,585,231.88 in overpayments. Similarly, the aggregate of errors across both programs has resulted in a total of \$922,837.04 in underpayments.

4. Will any employees be required or requested to pay for underpaid premiums?

**Answer:** At this time, no decision has been made regarding whether employees will be required or requested to pay for underpaid premiums. We are, however, currently considering ways to avoid doing this as we work to resolve this issue.

58. For FY2021 and FY2022, as of Jan. 1, 2022, please attach a searchable chart in Excel with the following information on **complaints or grievances filed** or reported to DCHR regarding the District government’s hiring process and hiring practices, work conditions, or any other matter (involving the actions of other agencies).

1. Please include the employing/hiring agency of the complainant, the type of complaint filed, whether the complainant was an employee or applicant, the date of complaint filing, the nature of the allegations alleged (e.g. hiring process, discrimination, sexual harassment, etc.), any steps taken to resolve the case and by whom/which agency, and the status of the case as of Jan. 1, 2022.

**Answer:** Please see attachment labeled “58 Complaints and Grievances, FY21 and FY22.”

59. Please describe any accomplishments of the DCHR sexual harassment coordinator from the position's inception in FY2020.

**Answer:** With the hiring of the first ever Sexual Harassment Officer (SHO) Program Coordinator in 2020, DCHR engaged with and gathered information from all District SHOs throughout 2020 in order to learn about specific areas in which they may need support. The SHOs have since used the SHO Program Coordinator as a resource whenever they need assistance or have questions, and since 2020 the SHO Program Coordinator has met with nearly every subordinate agency's SHO at least once to provide direct engagement. Throughout 2020 and 2021, the SHO Program Coordinator has also engaged with SHOs periodically to update the online list of District government SHOs.

In early 2020, the SHO Program Coordinator rolled out a suite of "brown bag trainings" to encourage knowledge sharing and increase the skillset of the District's SHOs. These interactive, hour-long trainings focus on specific topics relevant to the investigative work of a SHO. In 2020, the brown bag trainings covered: "Interview Challenges", "The Dos and Don'ts of Writing an Investigative Report", and "Conducting Investigations in a Virtual Setting". In 2021, the brown bag training topics included:

- "Weingarten Rights and Union Representation" (Feb. 2021; 66 participants)
- "Responding to and Managing Challenging Witnesses & Situations" (May 2021; 57 participants)
- "Assessing Credibility" (Oct. 2021; 34 participants)

Finally, in both December 7, 2020 and December 13, 2021, the SHO Program Coordinator hosted the annual SHO Investigations Training. The 2021 training was held virtually and had 95 participants in attendance. Partnering with OHR as well as senior and supervisory level investigators from agencies such as MPD and OIG, DCHR's annual training provides a robust day of training to SHOs District-wide on such topics as interview techniques, confidentiality, and privacy, gathering and assessing evidence, and drafting effective investigation reports. In FY2022, we will use the feedback received from SHOs regarding past trainings and continue to provide SHOs with instructive trainings to equip them with the necessary tools to successfully receive sexual harassment complaints, conduct investigations and prepare investigative reports.

60. Please provide a full accounting and status update of the **tax withholding errors** in employee paychecks that DCHR discovered in 2017.

1. Provide a full status update on what has been accomplished and what more there is to do to fully resolve this issue, including refund checks issued to employees, any funds DC owes or paid to the federal government, and any other information.

**Answer:** DCHR is working with corresponding federal partners to resolve the crediting of employees' records who underpaid FICA.

2. Attach a copy of any KPMG or other actuary/forensic accounting or similar report (in whatever format it is available, including Power Point) analyzing the problem or making recommendations.

**Answer:** DCHR did not receive a report from KPMG in FY21.

3. Provide details on the number of affected employees, past and present, and status of rectifying their tax payments.

**Answer:** As of January 1, 2021, DCHR is aware of 2,116 active and inactive employees with errors. The majority of employees with tax over-payments have received refunds, if they consented to receive a refund. DCHR is collaborating with relevant federal partners to rectify the tax records of the employees who underpaid taxes.

4. What is the status of work with the IRS or other federal agencies to resolve the crediting of employees' records who underpaid FICA? Attach a copy of any agreement with the IRS.

**Answer:** DCHR has had conversations with the IRS, but the IRS has not issued an agreement.

## **VII. DCHR Operations**

61. Please provide a list of all issuances or other HR guidance issued in FY2021 and FY2022 and a url link to each.

1. [I-2020-23, COVID Sick Leave \(May Revision\)](#)
2. [I-2020-24, Extension of Restrictions on Classification Actions](#)
3. [I-2020-25, Inauguration Day 2021– Compensation and Time Off Considerations](#)
4. [I-2020-26, Use or Lose \(2020\)](#)
5. [I-2020-27, Agency Realignment](#)
6. [I-2020-28, COVID-19 - Social Distancing Guidelines for Government Employees \(December Update\)](#)
7. [I-2020-29, Electronic District Personnel Manual \(E-DPM 2020 Update\)](#)
8. [I-2020-30, Human Resources Guidance for the COVID-19 Emergency \(December Update\)](#)
9. [I-2020-31, COVID-19 Leave Restoration \(December Update\)](#)
10. [I-2021-1, District Curfew – January 6, 2021](#)
11. [I-2021-2, Administrative Leave for COVID-19 Vaccinations](#)
12. [I-2021-3, Random Drug and Alcohol Testing for Safety-sensitive Employees](#)
13. [I-2021-4, Immigration Reform and Control Act: Form I-9, Employment Eligibility Verification](#)
14. [I-2021-5, Travel and Training](#)
15. [I-2021-6, Working More Than One Job](#)
16. [I-2021-7, Marijuana and District Government Employees](#)
17. [I-2021-8, Discipline \(2020 Update\)](#)
18. [I-2021-9, Severe Weather and Declared Emergencies](#)
19. [I-2021-10, Overtime](#)
20. [I-2021-11, Career Pathways – Entry Level Jobs for Resident District Graduates](#)
21. [I-2021-12, Positions Subject to Enhanced Suitability](#)
22. [I-2021-13, Fitness for Duty Assessments](#)
23. [I-2021-14, Personal & Emergency Contact Information](#)
24. [I-2021-15, Details](#)
25. [I-2021-16, Uniformed Fire and Police Probationary Periods \(Variance\)](#)
26. [I-2021-17, Enforced Leave](#)
27. [I-2021-18, Human Resources Guidance for the COVID-19 Emergency \(June 2021 Update\)](#)
28. [I-2021-19, Legal Public Holidays 2021- Juneteenth](#)
29. [I-2021-20, Classification Position Reviews and Desk Audits](#)
30. [I-2021-21, District Government Furloughs](#)
31. [I-2021-22, Compressed, Flexible and Telework Schedules](#)
32. [I-2021-23, COVID HR Guidance \(Face Covering and Telework Update\)](#)
33. [I-2021-24, Medical Coverage for Temporary Employees \(2021\)](#)
34. [I-2021-25, Positions Subject to Enhanced Suitability \(2021 Amendment\)](#)
35. [I-2021-26, Agency Sponsored Work Visas](#)
36. [I-2021-27, COVID HR Guidance – Face Covering Update \(July 30, 2021\)](#)
37. [I-2021-28, COVID-19 Vaccination Requirements](#)
38. [I-2021-29, COVID HR Guidance – August Update](#)
39. [I-2021-30, On-Call Premium Pay](#)
40. [I-2021-31, Reasonable Accommodation of Religious Observances or Practices](#)
41. [I-2021-32, Night Differential Premium Pay \(2021 Update\)](#)
42. [I-2021-33, Probationary Periods](#)
43. [I-2021-34, Recruitment and Retention Incentives](#)
44. [I-2021-35, HR Audits for Fiscal Year 2022](#)
45. [I-2021-36, COVID Leave Restoration \(2021\)](#)
46. [I-2021-37, Use or Lose \(2021\)](#)
47. [I-2021-38, Suspension of Position Classification Actions \(FY 2022\)](#)
48. [I-2021-39, Legal Public Holidays \(2022\)](#)
49. [I-2021-40, Thanksgiving 2021 \(Day After Closure\)](#)
50. [I-2021-41, Grievance Process \(2021 Update\)](#)
51. [I-2021-42, COVID HR Guidance November 2021 Mask Update](#)
52. [I-2021-43, COVID HR Guidance – December 2021 Mask Update](#)

62. Please provide a list of all planned regulations, regulatory updates, or guidance documents to be issued in FY2022, including the specific topic(s) as well as the e-dpm chapter and relevant section numbers.

**Answer:** Priorities for FY2022:

1. Incentive Awards. Publish new regulations for requesting and processing incentive awards by reworking Chapter 19, Incentive Awards, and Chapter 9 § 912, and publish a new issuance for guidance on the updated incentive awards procedure and process.
2. CMPA Omnibus Bill. The bill is largely completed but requires development of additional supplementary materials. DCHR will collaborate with the Office of the Attorney General and the Office of the City Administrator finalize revisions and seek to introduce the bill to the counsel in FY2022.
3. Safety-sensitive Regulations. DCHR will amend Chapter 4 (Suitability), and make other conforming amendments to Chapter 8 (Police Fire, and Emergency Medical Services Employees), and Chapter 11 (Classification and Compensation), to reflect legislative changes relating to safety-sensitive employees resulting from the Medical Marijuana Patient Protection Amendment Act. We will release a complementary issuance outlining the updated policy.
4. COVID-19. DCHR will continue to develop and provide guidance for COVID-related policies and procedures as needed.
5. Physical and Mental Qualifications (Chapter 20 Rulemaking). DCHR will release amended rules that adds subsection 2001.2 to the chapter that will authorize the Director of DCHR to set vaccination qualification standards for applicants to, and members of uniformed positions in the Fire and Emergency Medical Services and Metropolitan Police Department. These rules will also amend § 2004 to clarify the Director's authority to establish physical and mental qualification requirements necessary to perform a specific job or class of jobs in the District government.

63. For FY2021 and FY2022, to date, please provide the Committee with a list of upgrades to the PeopleSoft system.

1. For each upgrade project, please include a brief explanation of the upgrade and its purpose including which functionalities were or will be changed and how; the date when the upgrade began; the date that the upgrade was completed or the expected date of completion (whichever is applicable), if there is a contract, the contract number and contractor name state if OCTO is performing the work; and the expenditures (total

expected and actual so far). If an upgrade has been delayed, please state the reason for the delay.

**Answer:** The below PeopleSoft enhancements were completed in FY21 and thus far in FY22.

- Leave Tracking- automated workflows for tracking voluntary leave transfer. Implemented November 2021
- Annual Leave Rollover- automated rollover of any annual hours over 240 to automatically convert to restored leave. Implemented in January 2021 and will be again in January 2022.
- Emergency/Essential Tile- updates paper-based process to allow essential/emergency employees to acknowledge designation on an annual basis.
- Name Change Workflow-automated workflow that ensures that employee names are accurately and quickly changed in PeopleSoft once requested.
- eLearning Upgrade- upgrade to enhanced eLearning platform that includes a larger eLearning content, digital badging, and other enhancements. Platform integrates nightly with PeopleSoft to ensure employees receive credit for online training and new employees have access to the platform. Implemented in May 2021.
- COVID-19 Tile and Administrator Page- employee self-service tile that allows employees to designate and upload a copy of their vaccine card as well as weekly test results, if employee is not vaccinated. Corresponding administrator page allows system administrators to record notes and check-off if the record has been verified as in compliance. Implemented originally in May 2021 with multiple upgrades occurring.
- Time-off Awards- uploading of eight-hour time-off awards for employees who are vaccinated. Implemented in July 2021 and uploading occurs on a routine basis.
- COLAs- cost-of-living increases, updating of associated salary schedules, and corresponding retro payments. Base rate change implemented in September 2021 and retro payments made between November 2021 and January 2022.
- Reconciliation Reports- report that compares employee and District health benefit eligibility with the payment amounts sent to vendors. Allows for a more thorough and expedited audit of employee health benefits. Implemented in March 2021.
- WGI Enhancements- update to assist in ensuring that within-grade-increases (WGI) are processed accurately. Enhancement added a “ineligible for WGI” category for employees at the Step 10 and improved flagging when WGI is not processed. Implemented in July 2021.

- Medical Marijuana Updates- update to the medical marijuana employee self-service tile that facilitates employees annual verification and updated language based on legislation passed.
- eRecruit Updates- added a disclaimer for applicants that provides additional guidance on applying for jobs and how/when to reach out for additional technical support. Implemented October 2021.
- Pathways Screening Level- allows recruiters to see if candidates selected that they are District residents and high school, GED, or equivalent graduates. Implemented in February 2021.
- People Update manager (PUM) Update-OCTO upgraded to PUM Image 37 in January 2021. This also ensures that functionality is working as needed and enhancements can be implemented.
- PeopleTools- OCTO also upgraded PeopleTools from 8.57 to 8.58.
- With PeopleTools you can:
  - Develop new applications or customize existing applications.
    - Administer applications that you have deployed within your organization.
    - Provide decision support and reporting functionality to decision makers.
    - Integrate PeopleSoft applications with other PeopleSoft applications or third party applications.
    - Upgrade and update your applications as part of system lifecycle management.

Because of the PeopleTools upgrade, PeopleSoft also has the ability to attach documents in additional modules which will help with the implementation of electronic official personnel folders.

2. For implementation of Section 2(c) of the Pathways to District Government Careers Amendment Act of 2018, which requires that District agencies solicit applications from, interview, and exclusively consider for entry-level jobs resident District graduates (of DC high schools) prior to considering other candidates, please provide the status of updating the screening question and associated recruiter screens planned for FY2021.

**Answer:** A specific area of consideration entitled “District Graduate” was added in PeopleSoft during FY20. The needed screening questions and associated recruiter screens were updated in February 2021.

64. Please discuss DCHR’s efforts and outcomes to reduce “time-to-fill.”  
 Additionally, for the time-to-fill dashboard updated in in FY2020, please provide the link to such dashboard (if it is viewable by Council) or attach copies of the information contained in it

**Answer:** DCHR has undertaken several efforts to reduce time-to-fill which include:

- Proactively meeting with agencies to discuss future hiring needs,
- Providing additional temporary hiring assistance when agencies experience large hiring volumes,
- Performing audits to identify when agency job time-to-fill is increasing
- Reminding agencies about the importance of time-to-fill at HR community meetings including reminders to complete the entire hiring process in PeopleSoft,
- Encouraging agencies to fill vacancies during hiring events that reduce time-to-fill, and
- Asking agencies which vacancies are "open until filled" based on hiring needs as this impacts time-to-fill.

Additionally, see please see “64-Time-to-Fill Dashboard.”

**VIII. Complaints and Disputes**

65. Please list in chronological order any ***grievances filed by labor unions*** against DCHR or any employee of DCHR in FY2021, or FY2022, as of Jan. 1, 2022. Include on the list any earlier grievance that is still pending in any forum. Also include any grievances filed by unions that involves a current employee of the agency related to a matter that arose at previous District government employment of the employee at another agency. For each grievance:

1. Provide the union name and local number, a brief description of the matter, and the current status.
2. Describe the response to each complaint or grievance and any change to agency policies or procedures as a result.
3. For any complaint or grievance that was resolved in FY2021 or FY2022, as of Jan. 1, 2022, describe the resolution or outcome.

**Answer:**

Union Name & Local	Description	Status	Response	Resolution
<b>Fraternal Order of Police/District of Columbia Department of Youth Rehabilitation Services Labor</b>	Dispute between FOP and DYRS & DCHR regarding local environmental pay (for alleged COVID-19 exposure); DYRS formally sent to DCHR on 6/17/2020.	PERB Case No. 21-A-09	DCHR denied request because the positions submitted for consideration did not qualify for environmental premium because potential exposure to COVID-19 could be mitigated with the proper use of personal protective equipment (PPE) and other preventative measures and because the hazardous duties have been accounted for in the classification and compensation of the position.	6/24/21: Arbitration award sustaining FOP grievance 10/21/21: PERB upheld award

66. Please list in chronological order any other (non-union) **grievances or complaints against or regarding DCHR or any of its personnel, filed by any District government employee**, that were filed or pending in FY2021 or FY2022. Include complaints filed in any forum, including with other District agencies; complaints on any matter, including human resources, personnel, sexual harassment, financial, or other matters; and complaints filed against a current agency employee related to their employment at the agency, or related to any previous employment at another District agency. Include on the list any earlier grievance that is still pending in any forum, including review by another District agency. For each grievance or complaint:
1. Provide the agency name and office of the complainant at the time the matter occurred.
  2. Provide the name of the forum or agency to which the complaint was filed.
  3. Provide the name of the forum or agency to which a complaint was referred by the original, receiving forum or agency.
  4. Specify if the complaint concerns a direct colleague or supervisor of the complainant.
  5. Provide a brief description of the matter and the current status.
  6. Describe the response to the complaint or grievance, including any disciplinary action taken, employees transferred to a different role, or any changes to agency policies or procedures.
  7. For any complaint or grievance that was resolved in FY2021 or FY2022, to date, describe the resolution or outcome.

**Answer:**

Agency/ Office of Complainant	Forum	Colleague or Supervisor?	Description	Current Status	Response	Outcome
<b>DCHR</b>	OHR Docket Nos. 18-158-P(CN) and 20-134-DC(CN)	Supervisor	Sexual harassment/ discrimination/ retaliation (2 charges filed)	OHR investigation pending on one charge; OHR finding of probable cause on 1 of 2 claims in other charge	DCHR disagrees with the merits of the complaint; responded in position statements and to production requests	Pending; conciliation on one charge is next step

<sup>2</sup> DCHR defers to OLRCB with regards to the existence to any other labor grievances.

<b>DCHR and DCRA</b>	PERB Case No. 21-U-13	N/A	Alleged agencies' refusal to bargain	Dismissed for lack of standing	N/A (dismissed by PERB without briefing)	Closed 3/31/21
<b>DCHR/DBH</b>	OHR Docket No. 2021-CBX-827	N/A	Challenging ineligibility determination made by DCHR/DBH, pursuant to the Criminal Background Checks for the Protection of Children Act	DCHR received the charge on 12/23/21	DCHR currently investigating	Pending

67. Please list in chronological order all **administrative grievances or complaints filed by parties outside District government against DCHR** regarding services provided by or actions of the agency or any employee of the agency in FY2021 or FY2022, as of Jan. 1, 2022. Include on the chronological list any earlier grievance that is still pending in any forum.

1. Describe the complainant (e.g. [Program name] customer)
2. For each grievance or complaint, give a brief description of the matter as well as the current status.
3. Please describe the process utilized to respond to the complaint or grievance and any changes to agency policies or procedures as a result.
4. For any complaints or grievances that were resolved in FY2021 or FY2022, to date, describe the resolution.

**Answer:**

Complainant	Description	Current Status	Process	Resolution
<b>Quality Plan Administrators, Inc.</b> (see Question 24 above)	Appeal to Contract Appeals Board regarding vision services contracts CW77091 and CW38758	Pending before CAB as CAB No. D-1576 and CAB No. 1575	Currently briefed and awaiting determination by CAB (OAG representing)	N/A

68. Please list all **lawsuits** that name or are concerned with DCHR, any division, or employee of the agency (related to the employee’s work), which are pending or which concluded in FY2021 or FY2022, to date.

1. Provide the case name, court where claim was filed, case docket number (for ex., 2017 CA 007722 P(MPA)), current status of case, and a description of all causes of action, counts, and/or allegations in the filed complaint.
2. Attach a copy of each complaint and any response filed by the agency or its legal representative.

**Answer:** Please see Attachment 68A Garner Barry Complaint, 68B McFarland Complaint 68C Lucas 2d Am Complaint, 68D Butler Truesdale Notice of Appeal, 68E Lea Complaint listed below.

Case Name	Court	Docket No.	Current Status	Description
<i>Barry v. DCHR</i>	D.C. Superior Court	2019 CA 007261 P(MPA)	Closed: Order upheld DCHR decision 4/9/21; on 12/12/21, Court denied plaintiff’s motion for reconsideration	Ms. Barry alleged she should be classified as a Grade 9-11 Program Analyst instead of a Parking Enforcement Officer
<i>McFarland v. DCHR/DCRA</i>	D.C. Superior Court	2019 CA008298 P(MPA)	Complaint filed 12/18/2019; briefing complete; hearing set for March 2022	Mr. McFarland sought to overturn DCHR’s classification of his position as a Grade 9 in a lawsuit filed in 2017; Mr. McFarland filed a second lawsuit to challenge the agency’s decision on remand from 2017 CA 007722 P(MPA)
<i>Lucas v. District of Columbia, et. al.</i>	U.S. D.D.C.	1:13-cv-00143-JDB	Pending; in November 2021 the Court stayed briefing pending probate action following Plaintiff’s death	Mr. Lucas alleges he is owed additional retirement benefits
<i>Butler-Truesdale v. DCHR and DHCD</i>	D.C. Court of Appeals	20-CV-0581	Pending (briefing complete as of August 2021)	Ms. Butler-Truesdale appealed the Superior Court’s finding in 2020 CA 000450 P(MPA) that her position was properly classified
<i>Lea v. DC, et al.</i>	D.C. Superior Court	2020 CA 003987 B	Complaint filed 12/18/2020; currently in discovery	Ms. Lea alleges that she was offered a position which was improperly revoked.

69. Please list all **settlements**, including from the Settlements and Judgments Fund entered into by DCHR or by the District on behalf of the agency in FY2018, FY2020, FY2021 or FY2022, to date, including those authorized by D.C. Code

§ 2-402(a)(3), which requires the Mayor to pay certain settlements from agency operating budgets if the settlement is less than \$10,000 or results from an incident or allegation within two years of the filing date. For each settlement, provide:

- a. The parties' names;
- b. The date the underlying claim was filed with the agency/District government;
- c. The date the settlement was executed;
- d. The amount of the settlement and time period over which it was/will be paid;
- e. Non-financial terms required of the agency, such as rescission of discipline, waiver of future claims, etc.;
- f. If related to litigation, court where claim was initially filed, case docket number, and a description of the allegations; or
- g. If unrelated to litigation, please describe the underlying dispute (e.g. administrative complaint related to sexual harassment, etc.).

**Answer:**

Parties' name	Date claim filed	Date of settlement	Amount of settlement and time period of payment	Non-financial terms	Court, docket # and description	If unrelated to litigation, underlying dispute
<b>Mills-Pherigo vs. DCHR</b>	12/14/2016	12/8/2017	\$75,000; payment within 30 business days of employee's delivery of W-9 form and withdrawal notice	Replace reference to termination with voluntary resignation in employee's records; neutral reference.	Office of Employee Appeals, OEA Matter No. J-0018-17; Employee challenged her termination from DCHR due to her failure to satisfactorily complete a Performance Improvement Plan and due to a neglect of duty charge.	
<b>T. Miller</b>	11/2017	12/11/2017	\$38,447	Allow employee to resign, remove all info about employee's pending termination from		While facing a pending termination, employee filed complaint with an EEO counselor alleging discrimination based on race, age, personal appearance, family

				employee records, and provide neutral reference		responsibilities, disability and retaliation.
<b>D. Carter v. DBH, DCHR, et al.</b>	1/2020	6/17/2020	\$2,500 (attorney fees); access to funds in 401(a) retirement account		U.S. D.D.C., Carter v. District of Columbia Dep't of Behavioral Health, et al., No. 1:19-cv-03838-EGS; Former employee alleged denial of access to vested retirement funds	