

GOVERNMENT OF THE DISTRICT OF COLUMBIA  
**Department of Employment Services**



**Responses to Fiscal Year 2021-2022  
Performance Oversight Questions**

**Dr. Unique Morris-Hughes**  
Director

Before the  
Committee on Labor and Workforce Development  
Council of the District of Columbia  
The Honorable Elissa Silverman, Chairperson

February 8, 2022  
John A. Wilson Building  
1350 Pennsylvania Avenue, NW  
Washington, DC 20004

## Contents

I. Agency Priorities, Performance, and Evaluation.....	4
II. Budget and Expenditures .....	16
Budget.....	16
Expenditures .....	18
Grantmaking .....	19
Contracting.....	19
III. Technology .....	20
IV. Agency Organization and Personnel .....	24
V. Unemployment Insurance .....	26
Benefits .....	26
Employers and employer contributions .....	40
Various UI Data (Shared Work, DOL Documents, Overtime).....	42
VI. Labor Standards .....	46
Office of Wage and Hour.....	46
VII. Universal Paid Family and Medical Leave .....	66
VIII. Workforce Development.....	79
COVID Recovery.....	79
American Job Centers .....	80
Literacy and Numeracy Testing.....	81
Office of Talent and Client Services.....	83
Marketing.....	84
IX. WIOA .....	86
X. First Source .....	89
XI. Adult Training Programs .....	91
Cross-program.....	91
Infrastructure Academy .....	92
Division of State Initiatives (DSI) .....	96
Local Adult Training.....	101
Apprenticeship .....	103
XII. Office of Youth Programs: .....	107
Year-Round Youth Programs (YRY) .....	107
School Year Internship Program.....	108
MBSYEP.....	108

XIII. Agency Operations and Disputes .....	109
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## **I. Agency Priorities, Performance, and Evaluation**

- 1. Please discuss DOES's top five priorities.**
  - a. How did the agency address its top five priorities in FY2021?**
  - b. What are the agency's top five priorities in FY2022? Please explain how the agency expects to address these priorities in FY2022.**

### **Response:**

**a. Top Five Priorities in FY2021:** The agency's top five priorities for FY2021 reflected Director Morris-Hughes' Vision Forward Plan, which includes the following six goals:

*a. Promote the District's Human Capital*

DOES continued to align its service delivery systems to ensure that the agency is the premier workforce development partner for District customers and businesses. In FY2021, DOES assessed its current services, the District's resident workforce, and current and future job market needs for better alignment. Further, DOES prepared the District's workforce for upcoming tech jobs (i.e., a high-demand field). DOES also continued to provide quality job training; job placement; career development services for all D.C. job seekers, even amid the pandemic; and provided personalized career development services to customers through comprehensive intake, skill assessment, and case management services and supported employee retention through case management services.

DOES connected employers to District residents seeking jobs by determining the workforce needs of employers using the data collected by the Office of Talent and Client Services (OTCS) and focused on the in-demand jobs and careers that are central to the development of the region. We also continued to use virtual resources in FY2021 to reach, train, and connect more District residents with long-sustaining careers. In FY2022, the DC Infrastructure Academy (DCIA) and Project Empowerment are both adding hundreds more slots to reach more job-seekers in the District.

*b. Align Workforce with Education*

In FY2021, DOES aligned workforce with education by creating numerous access points to career pathways and training opportunities. Our Office of Youth Programs (OYP) continued to identify early career opportunities in addition to the Marion S. Barry Summer Youth Employment Program (MBSYEP) and continued our online workforce academy to provide job seekers alternative ways to earn credentials in high-demand fields. We generated and promoted employment opportunities that incorporate on the job training by addressing essential and occupational skills through new and innovative methods and pathways.

Our teams identified, endorsed, and tracked the achievement of a core set of workforce credentials that demonstrate job readiness and occupational skills. Our team continued its work with full implementation of virtual and hybrid programming offerings for youth. Throughout the summer, youth engaged in trainings and workshops focused on team building, public speaking, personal development, communication skills, community service, increasing employability skills, and college and career preparation. An example is the Marion Barry Youth Leadership Institute Summer Intensive Program (MBYLI SIT), which began as an eight-week training program designed to provide an immersive leadership training experience for District youth, with trainings focused on youth between the ages of 14-22 years old. Now, the program has expanded to include youth ages 22-24 years old, and includes an additional level of training called the Post-Secondary Initiative (PSI).

Over 30 youth receiving training and employment services in our Year-Round program and continued to earn a training wage and receive supportive services throughout the COVID-19 pandemic. These youth continued to receive nationally recognized credentials, work readiness training, resume review, and coaching during the public health emergency. Additionally, to ensure robust career training and technical programs were available to youth and adults, the DC Infrastructure Academy (DCIA) partnered with employers to provide industry-aligned training so applicants are better prepared to meet employers' needs. We will continue to provide a best-in-class, employer-aligned approach to building effective partnerships.

*c. Create Equity and Access*

In FY2021, DOES continued to assess current DOES services and programs to ensure that they support the career development aspirations, needs and goals of our underserved populations. DOES worked to extend service offerings to our most underserved populations by administering grants and offering incentives that support quality outcomes for diverse and minority populations, including veterans, persons experiencing homelessness, justice-involved women, returning citizens, and at-risk youth. DOES provided alternative ways for District residents to access services through online or other work hour opportunities. Our teams identified and endorsed a list of high-demand occupations (the FY2022 list is available [here](#)), including those essential to the District's economic development and recovery and those that pay a family-sustaining wage.

Further, DOES procured a vendor that specializes in auditing government data to complete an equity audit of our programing. The audit will cover color, religion, national origin, age, personal appearance, sexual orientation, gender identity or expression, and place of residence, and will address any barriers that exist within each of the aforementioned categories. Moreover, this audit will assess how DOES services District residents who utilize its trainings, in addition to the greater workforce ecosystem, which informs DOES on how it

responds to trends in employment and trainings. Further, the audit will assess participant skillsets and pathways to long-term employment, as well as how the agency reports data and how the greater workforce ecosystem receives and analyzes DOES' data.

DOES will also continue to build and maintain a diverse workforce here at the agency by creating opportunities for residents who complete our workforce programs to obtain unsubsidized employment at DOES.

*d. Achieve Excellence in Service Delivery*

In FY2021, DOES provided quality and meaningful learning and career opportunities to our customers. With more individuals becoming vaccinated, DOES began in-person trainings again. We continued to conduct regular meetings with stakeholders from the community and businesses to gain insight and feedback on current DOES services and programs, administered user surveys to assess customer needs related to job interests and training, provided meaningful job matching through D.C. Networks and case management services, and held hiring events that connected our residents to employer partners.

*e. Operate Smart and Effective Systems*

In FY2021, DOES continued to develop a responsive, integrated, and effective system of record for data management by planning and promoting the agency-wide Enterprise Data Management Program Project. This process included: the design and development of a database that will allow us to better track customer information, share information with our stakeholders, and support customer employment goals; the creation of a data governance and management plan; and a renewed commitment to using data analysis and visualization tools to promote performance-driven decision making.

DOES streamlined agency processes to make them more responsive to our residents, employers, and other stakeholders' needs. Specifically, we created a new unemployment website, [unemployment.dc.gov](https://unemployment.dc.gov), and we made further enhancements to our unemployment system to meet the ongoing demands of the pandemic (as well as ensure greater efficiency and effectiveness in the long term). Additionally, throughout the fiscal year, we reviewed, updated, and created program Standard Operating Procedures (SOPs) that are responsive to customer needs, optimized service delivery through a customer touchpoint analysis, and further cultivated a culture of accountability. We further aligned employee performance with agency goals and promoted data fluency, literacy, and capacity through intra-agency learning opportunities for all staff.

*f. Provide Best-In-Class Customer Service*

We continued to learn and implement best practices within our Office of Customer Experience (OCE) to ensure we were providing excellent customer service to each customer that calls. We utilized trainings and professional development opportunities to refresh call center staff and volunteers on new guidance from the U.S. Department of Labor to help better answer unemployment information (UI) questions. Additionally, we reopened our American Job Centers for in-person services by allowing customers to make appointments online with a new scheduling system.

We also continued creating a Culture of Excellence to provide each customer, stakeholder, and employer with a tailored and positive experience during the fiscal year. To accomplish this goal, DOES provided training to staff about enhancing the customer experience and increasing customer satisfaction, and offered skill development opportunities for our front desk, call center, and language access staff to create more positive customer experiences. OCE continued its efforts to provide a central hub center for all customer initial access points and continuously worked with program staff to ensure that the customer has the best experience and receives up-to-date and accurate information.

DOES also socialized its services and D.C. Networks to District residents and employers through a public service campaign. As new customers took advantage of our services, we conducted regular customer satisfaction surveys and used the data to drive change within the agency. We also implemented a customer service strategy that contributed to overall customer service excellence by centralizing external-facing customer service operations in the OCE; overall, we saw an increase in customer satisfaction.

**b. Top Five Priorities in FY2022:** As part of Mayor Bowser’s COVID-19 economic recovery strategy, DOES is focused on getting residents back to work. This includes driving an inclusive jobs recovery that gets residents into stable careers, responds to the immediate needs of residents, and re-imagines workforce development to cater and align education, training, and access with employer demand. Through this work, and with funds from the American Rescue Plan Act, we are strengthening and prioritizing pathways into stable careers in current and future high-demand occupations for residents hardest-hit by the pandemic. In addition to and in coordination with Director Morris-Hughes’ Vision Forward goals, we are investing in five key strategies in FY22-24 to drive an inclusive jobs recovery, and working in partnership with agencies across government, non-governmental partners, and the private sector.

*Strategy 1: **Strengthening job-seeker-employer connections*** through ongoing hiring fairs throughout our Federal Workforce Programs Bureau, Innovation and Partnerships Bureau, and Division of State Initiatives. Additionally, the Jobs First pilot will enable DOES to serve more people with multiple barriers to employment

(e.g., previous incarceration, homelessness, job cycling, mental health challenges, and substance abuse histories), and we are increasing the training wage from \$11.00/hour to \$12.50/hour for Project Empowerment and DC Career Connections. With this, we will better address the daily living needs of participants, facilitate program retention, and better lift residents into the middle class.

*Strategy 2: **Driving a surge in credentialing in high-demand, high-wage industries*** through the East of the River Career Pathways Program run by OYP. With this program, we will look to serve more youth that do not have college credentials, specifically from our most underserved populations in the District, specifically from Wards 7 and 8, and will work to target the following sectors: computer science, construction, and the creative economy.

*Strategy 3: **Expanding paid opportunities to learn at work*** through expanded On-The-Job Training, Project Empowerment, and apprenticeships. Specifically, the Project Empowerment partnership with Building Blocks DC (BBDC) is a direct response to marked increases in violent crime relating to the COVID-19 pandemic. Neighborhoods identified via BBDC suffered from pre-pandemic social vulnerability and are among those neighborhoods with the highest positive COVID-19 numbers in the District. Lincoln Heights, Marshall Heights, Twining, Hillcrest, and Historic Anacostia are among the neighborhoods with micro hotspots of gun violence (meaning they include a block that is among the one percent of city blocks responsible for approximately 42 percent of citywide violent offenses with shots fired in 2019). The Division of State Initiatives will take "people of promise" through community referrals, re-entry referrals, and an algorithm applied to those in the BBDC-focused neighborhoods in order to provide job readiness and life skills training, cognitive behavioral therapy, and placement in subsidized and unsubsidized employment.

*Strategy 4: **Prioritizing employer-driven trainings*** at DCIA. DCIA will continue to subsidize trainings in high-demand fields in the areas of Information Technology, Construction, Energy, and Transportation. With the recent passage of the Bipartisan Infrastructure Framework (BIF), DOES believes the expanded training offerings at DCIA come at the perfect time to upskill District residents for forthcoming jobs.

*Strategy 5: **Re-imagining youth pathways to post-secondary success*** with the expansion of school-year internships and youth apprenticeships, along with the expansion of MBSYEP through the Earn and Learn model.



2. **New initiatives**

- a. **Please describe any initiatives that the agency implemented in FY2021 or FY2022, as of Jan. 1, 2022, to improve the internal operations of the agency or the interaction of the agency with outside parties. Please include the date(s) of implementation and describe the results, or expected results, of each initiative.**
- b. **Please describe any initiatives that the agency implemented in FY2021 or FY2022, to improve operations of the agency specifically related to the American Rescue Plan Act (ARPA).**

**Response:**

*Initiatives that the agency implemented in FY2021 or FY2022, as of Jan. 1, 2022, to improve the internal operations of the agency or the interaction of the agency with outside parties.*

FY 2021

**Workforce and Federal Programs**

- The ***CareerPro*** Training Program with Constituent Services Worldwide (CSW) provided career visioning, career coaching, career search support, professional resume development, and LinkedIn profile development to District residents. Each participant received a career roadmap aligned with their career field of choice and listing their skills and a personally tailored professional resume, cover letter, thank you notes, and biography. CSW assisted and coached each participant through the creation of an active and verifiable LinkedIn account to gain greater web-based exposure to employers and professional networks. Participants received a maximum of 15 hours devoted to career planning, job readiness and preparing for an interview. 36 DC residents were served under this contract. 100% completed the program.
- The ***CompTIA IT Fundamental (ITF+) Credential Attainment*** Training Program with CSW provided basic IT knowledge and skills for participants interested in IT careers or exploring IT careers to find the right fit. The credential certified essential IT skills and basic knowledge needed to perform tasks commonly performed by advanced end-users and entry-level IT professionals.

**Division of State Initiatives** - DSI continued partnerships with other District agencies to increase supports and services for District residents. For instance, through an MOU with the Department of Behavioral Health, DOES enhanced onsite access to behavioral health support for participants by increasing the number of onsite clinicians from one to two. DSI also continued its collaboration with ONSE to serve and support Pathways program participants, as they cope with community violence, through comprehensive coaching, case management, and hands-on support.

DSI also worked in collaboration with OSSE to create a new opportunity for residents served by OSSE's Adult and Family Education (AFE) Integrated Education and Training (IE&T) grantees to have access to work-based learning opportunities through a partnership with DOES's Project Empowerment and DC Career Connections. Through this partnership, titled Career Up DC, students working towards earning workforce credentials through AFE IE&T programs, and who would otherwise be eligible for Project Empowerment and DC Career Connections, have an opportunity to participate in an internship experience in the industry of their area of study through co-enrollment in one of these DOES programs. This new partnership expands opportunities for District residents to gain paid on-the-job experience and become competitive for jobs in high-demand industries.

**Labor Standards Bureau:** DOES developed a Common Laborer Initiative in partnership with our internal programs. The Office of Wage-Hour (OWH) presented a creative approach to construction contractors to build a pipeline of District residents in the common laborer classification to assist First Source contractors with meeting their First Source statutory hiring requirements. Specifically, the agency identified projects that failed to meet the laborer hiring goals and connected them with our DOES workforce and training programs. This approach helps connect District residents with both potential employers and the supports the residents need to successfully maintain employment. The program creates a pathway of immediate jobs for many of the most District's vulnerable populations and aims to resolve the industry challenge of retaining common laborers. The initiative began in August 2021 with a large presentation from representatives of DOES' Division of State Initiatives, Office of First Source and the Office of Talent Client Services presented to over 15 businesses at the virtual meeting. The business community responded positively and is very supportive of the opportunity to have a pipeline of workers to ensure their compliance with the law.

#### FY 2022

##### **Workforce and Federal Programs**

- The ***Community Health Worker Credential Attainment*** Training Program with Trinity Washington University will teach participants the skills to be responsive to the neighborhoods they serve, establish relationships in their community, and advocate for equitable access to health and social services that impact quality of life. The credential will prepare participants for high-demand community health jobs.

##### **Office of Youth Programs (OYP)-**

- a. ***Virtual Host Interviews (Pre-Registration):*** Program utilized Microsoft's Virtual Bookings application to schedule virtual interviews with prospective 2022 MBSYEP host employers. These interviews began in December of 2021 for new and returning host employers. This system allowed our program staff

to vet, inform, and communicate with potential host employers earlier by creating a pre-registration process.

- b. *Centralized Systems:* Program is in the process of merging all youth programming systems into one unit. The project has an anticipated completion date of 2023. This new system will allow programs to streamline internal data for reports and analysis and enhance the user facing experience for all OYP programs.
- c. *Host Application:* The MBSYEP host application launched on January 28, 2022. Program will keep the host application open year-round, allowing host employers and trainers to register for multiple programs in our portfolio. Once the centralized systems update is complete in summer 2023, hosts will be able to visit a new one stop shop to sign up as a host employer for all OYP programs.
- d. *Parent Advisory Board Working Group:* Based on responses received from our 2021 Youth and Parent Focus groups, OYP is in the planning process of establishing a Parent Advisory Board. The expected date of implementation is late February 2022. The purpose of this Parent Advisory Board is to provide parents the opportunity to: (1) meet with key program staff; (2) become informed, discuss and brainstorm ideas; and (3) review enhancements around youth workforce. This Parent Advisory Board will also assist with beta testing new program systems and provide feedback on youth workforce ideas.
- e. *Youth Stakeholder Working Group:* Based on responses received from our 2021 Youth and Parent Focus Group sessions, OYP will establish a Youth Stakeholder Working Group. Youth will meet quarterly to discuss the state of youth workforce in the city and to provide program feedback. Youth will have the opportunity to beta test new program systems for feasibility as well as provide feedback. Youth will have the option to receive an incentive or community service for their participation. This Youth Working group is set to launch in late February 2022.
- f. *Public Health:* In response the opioid epidemic, the Mayor's Office of Volunteerism, or Serve DC, will expand their emergency preparedness training to educate MBSYEP youth on the effects of opioid abuse. Participants will receive certified Narcan training. After youth receive training, they will serve as ambassadors and provide emergency preparedness training to MBSYEP host sites. This training will occur during the 2022 MBSYEP program.

## DCIA

### *AWS Training Description*

AWS is a 12-week training program that prepares learners for careers in the cloud. Through real-world, scenario-based learning, and hands-on labs, learners gain the technical skills they need for entry-level cloud roles. AWS re/Start also focuses on building professional skills such as adaptive communication, time

management, and collaboration. The program's mission is to build a diverse pipeline of entry-level cloud talent. The DC Infrastructure Academy is proposing to serve 25 trainees in June 2022 at a projected cost of \$125,000.

### ***Cisco Training Description***

Cisco (CCNA) is a 14-16 week course that will teach networking fundamentals, automation and programmability, and IP connectivity. A CCNA certification validates that one has the requisite skills to manage today's most advanced networks. Through real-world, scenario-based learning, and hands-on labs, learners gain the technical skills they need for entry-level network engineer roles. The DC Infrastructure Academy is proposing to serve 25 trainees in June 2022 at a projected cost of \$125,000.

*Initiatives that the agency implemented in FY2021 or FY2022, to improve operations of the agency specifically related to the American Rescue Plan Act (ARPA).*

### **FY 2022**

**Federal Workforce Programs** – DOES will use ARPA funds to expand apprenticeship opportunities in the District. Specifically, with ARPA investments DOES will:

- Increase apprenticeship opportunities in the non-traditional fields while also giving much needed hands-on practical training to apprentices;
- Fund the cost of program start up for youth apprenticeships, related instruction development and administration, pre-apprenticeship training, supportive services, and placement with an employer or registered apprenticeship sponsor; and
- Scale apprenticeship opportunities within DC government agencies by funding entry level positions that are within existing apprenticeable occupations.

**Division of State Initiatives** - Using Federal funding, DSI has completed or seeks to complete the following in FY2022:

- Released Request for Applications (RFA) on January 17, 2022, for the Jobs First Initiative slated to connect 300 residents to gainful employment. DSI anticipates the award of up to two grants.
- Anticipates releasing an RFA for Cognitive Behavioral Therapy (CBT) to support residents identified as Building Blocks DC participants. CBT will be incorporated in the specialized training offered to this population, and will serve 150 BBDC participants.
- Finalizing an RFA for community-based organizations and other qualified entities to replicate the Project Empowerment model in serving residents negatively impacted by COVID-19. This opportunity will seek to serve 700 residents starting in Spring 2022.

- Increased the subsidized work experience period from six to 12 months to allow extended time for critical on the job training, while also recruiting additional employers to serve as subsidized host employment sites. DSI also increased the training wage from \$11.00/hour to \$12.50/hour.

#### **Office of Youth Programs**

- *Earn and Learn Program (MBSYEP)*: Program plans to hire temporary staff inclusive of program monitors to support with the implementation of this program.
- *East of the River Career Pathways Act*: Program plans to hire a program analyst to assist with the implementation of this program.

#### **OTCS**

- ARPA funding will be used to support existing programming. OTCS will hire a new OJT coordinator to support OJT employers in ensuring they facilitate best hiring practices.

#### **DCIA**

- The increase of \$5.9 million in Federal American Recovery Plan Act funds for FY22 will allow DCIA to hire 10 additional staff to provide support and management of expanded DCIA programs, which hope to reach up to 250 more residents than would be possible without the Federal enhancement.

### **3. New and changed programs**

- Please list and provide a description of each new program during FY2021 or FY2022.**
- Please describe any changes to existing programs (including ARPA expansions) implemented by the agency during FY2021 and FY2022**

**Response:** In addition to the response to Question 2, below are additional new and changed programs for FY2021 and FY2022.

- Please list and provide a description of each new program during FY2021 or FY2022.*  
FY2021

#### **Division of State Initiatives**

- Through Building Blocks DC, DSI is providing training services for 150 residents facilitated by Project Empowerment Staff.

## FY 2022

### **Division of State Initiatives**

- As of January 17, 2022, DSI released Request for Applications for the Jobs First Initiative slated to connect 300 residents to gainful employment. DSI anticipates the award of up to 2 grants.

### **Office of Wage-Hour**

- In response to the pandemic and the emergency paid leave requirement, OWH hired new staff to conduct COVID-19 random audits to ensure that employers are following the requirements. OWH initiated 917 COVID-19 random companywide audits and sent 2,600 Covid-19 sick leave surveys to DC employees. Through these surveys and audits, we evaluate the level of compliance with the COVID-19 sick leave requirements and issue determinations that penalize employers who are violating employees' rights.

- b. *Please describe any changes to existing programs (including ARPA expansions) implemented by the agency during FY2021 and FY2022*

### **Workforce and Federal Programs**

Programs related to ARPA in FY2022 are as follows:

- *Apprenticeship OJT* - This expansion would allow the District to increase apprenticeship opportunities in the non-traditional fields while also giving much needed hands-on practical training to apprentices.
- *Youth Apprenticeships* - To fund the cost of program start up, related instruction development and administration, pre-apprenticeship training, supportive services, and placement with an employer or registered apprenticeship sponsor.
- *DC Government Apprenticeships* - To scale apprenticeship opportunities within DC government agencies by funding entry level positions that are within existing apprenticeable occupations.

### **Division of State Initiatives**

DSI increased the subsidized work experience period from six to 12 months to allow extended time for critical on the job training and is recruiting additional employers to serve as subsidized host employment sites. DSI also increased the training wage from \$11.00 per hour to \$12.50 per hour, with plans to seek an additional \$.50 per hour increase to provide increased financial support to participants.

**Paid Family Leave Program:** As a result of the Fiscal Year 2022 Budget Support Act, the Office of Paid Family Leave (OPFL) made a number of significant program changes, including adding an entirely new leave type – prenatal leave – and expanding the number of weeks available for medical leave from two to six weeks. In addition to the benefits expansions, OPFL removed the program's waiting week; expanded the monetary base period for determining a

claimant's average weekly wage from five to 10 quarters; and updated the program's application process to allow for retroactive claims.

### **Office of Youth Programs**

*Earn and Learn:* Expanding this program to serve an additional 1,200 youth for PY 2022.

PY 2021 Service Level	PY 2022 Service Level
3,000	4,200

*OSSE, DOES and DCPS Partnership:* OSSE, DOES and DCPS will partner with Local Education Agencies to offer high-quality, summer, and academic year internship opportunities to District students that are aligned to occupations associate with their respective CTE Program Study.

- CTE AIP: An academic year internship for high school seniors (and select juniors) that are enrolled in the third or fourth level course of an approved CTE OS. Students will be paid minimum wage for time worked and will earn academic CTE course credit for the successful completion of the internship.
- CRI: Provides current high school students with paid summer internship opportunities, including CTE students whose internships are aligned to occupations associated with their respective CTE Program of Study through the (MBSYEP) Marion Barry Summer Youth Employment Program.

4. **Please provide a copy of the agency's FY2021 performance accountability report.**
- Please explain which performance plan strategic objectives and key performance indicators (KPIs) were met or completed in FY2021 and which were not?**
  - 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 explain.**
  - For any objective not met or completed, please provide an explanation.**

**Response:** The DOES FY2021 performance accountability report is not available yet. DOES will provide a final copy once available from the Office of the City Administrator.

5. **Regarding your agency's FY2022 performance plan:**
- Please provide a copy of your agency's FY2022 performance plan as submitted to the Office of the City Administrator.**
  - Describe any changes to any outcome's measurements 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.**

**Response:** The DOES FY2022 performance plan is not available yet. DOES will provide a final copy once available from the Office of the City Administrator.

## **II. Budget and Expenditures**

### **Budget**

6. **Budget. Please *complete the attached table* in Excel showing your agency's budget, including Council-approved original budget, revised budget (after reprogrammings, 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 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.**

**Response:** Please see attachment "DOES POH 2022 Q6\_Budget Performance Hearings."

7. **In FY2020 or FY2021, did the agency have any federal funds that lapsed or that had to be returned for any reason? If so, please provide a full accounting, including amounts, fund sources (e.g., grant name), grant number, whether the funds lapsed or were returned, and the reason the funds lapsed or had to be returned.**

**Response:** Please see attachment "DOES POH 2022 Q7\_Grants Lapsed Report."

8. **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.**
- Attach copies* of all intra-district MOUs, other than those for overhead or logistical services, such as routine IT services or security.**
  - For each MOU, including anticipated MOUs, complete *the attached table* in Excel.**

**Response:** For question a., please see below:

- FY21: Please see attachment "DOES POH 2022 Q8\_FY21 MOU Copies."
- FY22: Please see attachment "DOES POH 2022 Q8\_FY22 MOU Copies."

For question b., please see below:

- FY21: Please see attachment "DOES POH 2022 Q8\_FY 21 List of MOUs."
- FY22, FY22 anticipated: Please see attachment "DOES POH 2022 Q8\_FY 22 List of MOUs."



9. 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.

a. *Attach copies* of all intra-district MOAs, other than those for overhead or logistical services, such as routine IT services or security.

**Response:** Please see attachment “DOES POH 2022 Q9a\_MOAs.”

b. For each MOA, including anticipated MOAs, complete the table below:

**Response:** Please see attachment “DOES POH 2022 Q9b\_MOA Chart.”

10. Please provide the following information 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 reprogrammings for the remainder of FY2021.

a. Please *attach copies* of the reprogramming documents, including the Agency Fiscal Officer’s request memo and the AFO’s reprogramming chart.

**Response:** Please see attachment “DOES POH 2022 Q10a\_Interagency reprogramming documents.”

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

**Response:** Please see attachment “DOES POH 2022 Q10b\_Inter agency reprogramming chart” for the chart.

11. Please provide the following information for each intra-agency reprogramming *within* your agency during FY2021 and FY2022, as of Jan. 1, 2022, as well as any anticipated intra-agency reprogrammings for the remainder of FY2022.

a. Please *attach copies* of any reprogramming documents.

**Response:** Please see attachments “DOES POH 2022 Q11a\_Intra agency reprogramming documents”

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

**Response:** Please see attachment “DOES POH 2022 Q11b\_Intra agency reprogramming chart.”

12. Please *update the attached* Congressional Grant Report in Excel, showing your agency’s federal WIOA funds. The Committee entered data from the 3<sup>rd</sup> Quarter FY2021 report. This data should be updated through Jan. 1, 2022 (2<sup>nd</sup> Quarter FY2022) by updating the numbers and/or adding grant phase rows as necessary.

**Response:** Please see attachment “DOES POH 2022 Q12\_Congressional Grant Report.”

13. Please list each grant or sub-grant (omit WIOA funds listed in the Congressional Grant Report), including multi-year grants and federal grants, received by your agency in FY2021 and FY2022, as of Jan. 1, 2022. Specify distinct funding streams, where applicable. Include the following information:
- a. Source,
  - b. Purpose,
  - c. Timeframe,
  - d. Dollar amount received in each year of FY2021 and FY2022,
  - e. Amount expended in each year of FY2021 and FY2022,
  - f. Amount rolled into the following year FY2021 and FY2022 balance; and
  - g. How the grant is allocated if it is a multi-year grant, i.e., the dollar amounts to specific DOES offices or programs.

**Response:** Please see attachment “DOES POH 2022 Q13\_Grants Received.”

14. 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, FY2021, and FY2022.

**Response:** DOES works with the Office of the City Administrator to develop its annual budget. The annual budget submitted by the Mayor reflects those efforts.

## **Expenditures**

15. Please provide copies of FY2022 NPS spending plans for *each* of the Department’s activities, i.e., 1010 (Personnel), 2100 (Tax Collections), 4100 (Senior Services), etc.

**Response:** Please see attachment “DOES POH 2022 Q15\_Spend Plans.”

16. Regarding purchase cards and credit cards, 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. Alternatively, you may attach monthly statements with this same information; however, please name the ultimate vendor and specific purpose of the purchase for any Pay Pal or other transaction with an indirect payment service like Pay Pal.

**Response:** Please see attachment “DOES POH 2022 Q16\_Purchase Card Expenditures.”

## Grantmaking

17. Please *complete the attached table* in Excel with information on each grant awarded by your agency during FY2021 and FY2022 as of Jan. 1, 2022. Please include all grant solicitations anticipated for the remainder of FY2022.

**Response:** Please see attachment “DOES POH 2022 Q17 Grant Awards.” As a note, the funding listed is as of January 1, 2022.

18. Please attach copies of all grant agreements for grants awarded in FY2020, FY2021, and FY2022, as required by Department of Employment Services Grants Transparency Amendment Act of 2019, DC Code § 1–328.05 Workforce job development grant-making authority.

**Response:** Please see attachment “DOES POH 2022 Q18\_NOGA Grants.”

19. Please attach all completed “Grantee Performance Evaluations” and all completed “Monthly Status Report” forms<sup>1</sup> for all FY2020, FY2021 and FY2022 (as of Jan. 1, 2022) grantees.

**Response:** Please see attachment “DOES POH FY 2022 Q19 Evaluations.”

## Contracting

20. Please *complete the attached table* in Excel with 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. Treat Human Care Agreements as a contract—aggregating information by vendor for all task orders under the HCA, where relevant.

**Response:** Please see attachment “DOES POH 2022 Q20\_Contracts and Procurements.” As a note, there are a few columns that require a manual pulling and entry of data that is labor prohibitive, so the information is not available in the attachment. DOES can provide additional information if there are questions about specific contracts.

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<sup>1</sup> For example, see: <http://dccouncil.us/wp-content/uploads/2018/10/DOES-Attachments-9-15-UPDATED-3-13.-18pdf.pdf> (pages 102-104).

### **III. Technology**

21. For any upgrades to existing technology in FY2021 or FY2022 or new technology to be acquired during the remainder of FY2022, provide the following information:
- Describe new technology's functions or if existing technology is being upgraded and explain which functions are to be upgraded and why
  - The total anticipated cost of acquiring or upgrading the technology; delineate costs for any system that was or will be acquired or upgraded in the years FY2021 through FY2022 period
  - Contract number, or solicitation number if a contract has not yet been executed
  - Funding source (e.g., federal, local SPR)
  - Program, activity, and fund codes in the budget
  - Expenditures in FY2021
  - Anticipated expenditures in FY2022

**Response:** Please see below for descriptions for each upgrade:

#### *Unemployment Insurance Tax and Benefits Modernizations:*

The Unemployment Insurance Modernization Project is a multi-year project that began in FY19 and will run into FY23. The aim of the project is to modernize the District's unemployment insurance system and create a state-of-the-art solution to provide top-of-the-line unemployment programs and services.

The project's goals for the new systems are to:

- Improve the customer's experience;
- Improve customer service;
- Eliminate manual, labor-intensive processes;
- Increase data accuracy;
- Improve security and privacy;
- Allow real-time data sharing;
- Apply common technical standards; and
- Improve maintenance and support.

#### *Unemployment Insurance Benefits Claimant Portal*

In FY21, DOES enhanced its fraud and identity detection capabilities by updating the existing application with technologies to combat the ever-changing schemes used by UI fraudsters. We also began an effort due in FY22 to enhance the public-facing claimant portal for the Unemployment Insurance Benefits System. The portal will provide a higher level of flexibility than the existing WEBS (WEB Enabled Benefit System) platform and allow for cleaner data and additional validations to occur in the platform's front end.

By the end of FY22, the following enhancements will be completed:

1. Allowing claimants to access the environment through multiple platforms, including mobile devices and tablets that are currently not supported by WEBS.

2. Cleaner processing of payments through more robust front-end GUI validation, providing DOCS platform with data free of integrity issues.
3. More secure document uploads will be provided and triggered by the answers given by the claimant.
4. Streamlined integration of claims intake add-on modules such as OPTimum UIdentify (ID Scanning).

*PFL Tax and Benefits Ongoing Implementations:*

In FY19, DOES awarded a contract to Sagetic Solutions, LLC to develop and maintain the PFL program's tax system, and in FY21, DOES exercised Option Year 2 of the contract. Additionally, in FY21, DOES executed a contract modification to allow OPFL to change the PFL tax rate; this functionality was needed due to the FY22 BSA PFL subtitle. Lastly, at this time, DOES anticipates awarding Option Year 3 in FY22.

Subsequently, in late FY20, DOES awarded a contract to Geographic Solutions, Inc to develop and maintain the PFL program's benefits system, and in FY21, DOES exercised Option Year 1 (October 10, 2020 through October 9, 2021). Additionally, in FY21, DOES executed several contract modifications to add system functionality required as a result of the FY22 BSA PFL subtitle, including expanding medical leave from two to six weeks, eliminating the waiting week, allowing retroactive claims, and expanding the monetary base period from five to 10 quarters.

*Workers Compensation System Modernization:*

In FY19, the Workers Compensation System, which is referred to as CORE, migrated to a new infrastructure that included both hardware and operating systems to stabilize the system and to prepare for replacement. In FY21, DOES created As-Is Models depicting a comprehensive and detailed review, assessment, and document of the existing business processes associated with CORE and developed the requirements documents necessary for a successful solicitation for a replacement system. In FY22, DOES has begun to engage in market research and state demonstrations. DOES anticipates releasing a solicitation for a new system in FY22.

*Marion Barry Summer Youth Employment Program (MBSYEP):*

In FY22, DOES began the arduous task of creating comprehensive and detailed requirements to successfully replace the DOES built web application that manages the Marion Barry Summer Youth Employment Program. In addition, in FY20 and FY21, the MBSYEP application was enhanced to allow youth participants to securely upload pertinent certification documentation online through the tool instead of coming in person to one of the many job fairs or March Madness events. DOES anticipates that a solicitation will be released in late summer with an award in FY23.

*DOES Headquarters Infrastructure Refresh:*

In FY22, DOES kicked off a capital project to replace the outdated network infrastructure throughout the DOES headquarters building with newer, more modern equipment. The existing equipment has met its end of life and is no longer supported with new parts or software by any vendors. We will also use this modernization initiative to increase our wireless capabilities and address our speed and stability issues across the building to support the growing number of wireless devices used by staff and customers.

*Learning Management System:*

In FY21, DOES procured and deployed a new learning management system. This was driven by the COVID-19 pandemic, as unemployment reached unprecedented levels, resulting in a need for DOES to expand its services and staffing, focusing on virtualizing many traditionally in-person training activities to comply with the social distancing mandate. DOES has renewed its licensing and support for LMS365 for FY22.

Technology	Contract or Solicitation #	Funding Source (fed, local, cap)	Funding Source	FY2021 expenditures	FY2022 anticipated expenditures
UI Tax Implementation	CW75765	Capital	0300 0304	\$ 636,000.00	\$ 930,000.00
UI Benefits Implementation	CW90729	Capital	0041	\$ -	\$ 2,300,000.00
PFL Tax Implementation	CW67661	Capital	0041	\$ 298,800.00	\$ 750,060.00
PFL Benefits Implementation	CW76223	Capital	0041	\$ 1,278,000.00	\$ 100,200.00
Workers Comp System Modernization	CW46503	Local	0409	\$ 61,457.00	\$ 285,000.00
4058 Infrastructure	N/A	Capital	0409	\$ -	\$ 1,735,000.00
UI Benefits Claimant Portal	CW90928	Local	0409	\$ 180,340.00	\$ 1,903,060.00
MBSYEP	N/A	Capital	0409	\$ -	\$ 300,000.00

22. In FY2021, the agency stated it would complete an initial assessment of data systems by Dec. 31, 2021, and perform a data gap analysis by June 30, 2022, as part of the Enterprise Data Management Program Project. If either is not complete, please explain why and provide an expected completion date.

- Please provide a copy of the initial assessment of data systems
- Please provide a status report on progress toward the data gap analysis.

**Response:** The DataWorks Project is a multi-phase initiative to completely overhaul our data systems. The initial assessment of data systems and the data gap analysis are key parts of this process that have begun but are not yet complete. The assessment is a long-term project that was intended to cross fiscal years, and the data gap analysis is the final step of this process. The initial assessment of data systems is complete: please see attachments “DOES POH 2022 Q22a\_Data Systems Overview” and “DOES POH 2022 Q22b\_Data Systems Overview Descriptions.” Please note these assessments are confidential and should not be shared outside of the Committee. The data gap analysis is expected to be completed by June 30, 2022.

23. Please discuss why DOES programs, including unemployment insurance and job training programs, require individuals to submit pictures/copies of their Social Security Cards and identifications such as driver's licenses by unencrypted email (i.e. the claimant's/constituter's email is not encrypted), which is expressly and strongly advised against by the Social Security Administration and other experts.<sup>2</sup> For example, the unemployment insurance program requests copies of cards to verify identity,<sup>i</sup> as does DCIA<sup>ii</sup> (examples are in endnotes).
- a. What is DOES explanation for its use of this practice?
  - b. Provide a citation to and copy of any DC government or DOES policy that requires or approves of submission of Social Security numbers or cards and identifications by unencrypted email.
  - c. Provide a citation to and copy of any DC government or DOES policy that discuss how agencies should collect sensitive personal information like Social Security numbers, cards, and identifications.
  - d. Provide the number of individuals who submitted a copy of their SSN card or their full Social Security number by unencrypted email in FY2020, FY2021, or FY2022.

**Response:** In order to prevent fraud, verify eligibility, and confirm identity, DOES programs must often request personal information from District residents who are applying for unemployment insurance benefits or hoping to begin workforce training programs. In alignment with the IRS's SafeGuards Pub 1075 protecting Federal Tax Information (FTI)/Personally Identifiable Information (PII), DOES has several policies that guide staff on how to handle sensitive data. DOES's Handling Sensitive Information Policy establishes Zix as our approved solution when an email is transmitted containing sensitive data. Please see the pertinent language below:

“When email transmission is part of an approved standard operational and/or business procedure, Sensitive Information shall be encrypted when transmitted via email. If Sensitive Information must be included in an email as an attachment, the attachment must be encrypted using a FIPS 140-2 certified application, such as Zix. Merely password-protecting an attachment containing Sensitive Information will not suffice.”

The staff has been trained only to send requests for PII using the Zix system, and we will re-emphasize the importance of utilizing that method.

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<sup>2</sup> Social Security Administration, “Avoid Identity Theft: Protect Social Security Numbers,” available at <https://www.ssa.gov/phila/ProtectingSSNs.htm>; Investopedia, “10 Ways to Protect Your Social Security Number,” April 30, 2021, available at <https://www.investopedia.com/articles/personal-finance/021216/10-ways-protect-your-social-security-number.asp>; AARP, “How to Keep Your Social Security Number Secure, Especially Online,” Aug. 9, 2021, available at <https://www.aarp.org/home-family/personal-technology/info-2021/online-ssn-security-tips.html>.

**24. Virtual One-Stop (VOS)**

- a. Please detail any changes made in FY2021 or FY2022 as to which agency programs use VOS (virtual one-stop system) as the system to track data, i.e., any programs added or removed.**

**Response:** Below is a list of DOES Programs that do not use DCNetworks to track data, all other DOES Programs use VOS:

<b>Program</b>	<b>System Used to Track Data</b>
MBSYEP	People First 3
MBYLI	People First 3
Apprenticeship	DCAMS
First Source	FORRS- For First Source Agreements

**IV. Agency Organization and Personnel**

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

- a. Show for each division and subdivision:**
- The names and titles of all personnel;**
  - Include on the chart, and denote as vacant or frozen, any such positions;**
- b. Please provide a narrative explanation of any changes to the organizational chart made during FY2021 or FY2022, as of Jan. 1, 2022.**

**Response:** Please see attachment “DOES POH 2022 Q25\_Org Chart.” No changes were made to the organizational chart during FY2021 or FY2022.

**26. Please provide an Excel version of a current Schedule A (i.e., Position Funding Report) as of Jan. 1, 2022, and include the same information as was provided in response to Common Budget Questions in 2021 (for the FY2022 budget formulation).**

**Response:** Please see attachment “DOES POH 2022 Q26 Schedule A Position Funding”



27. **Regarding FTEs and FTE vacancies:**
- a. Please provide the total number of FTEs in the agency as of Jan. 1, 2022, the number of active FTEs (i.e., occupied positions), and the total number of vacant positions.
  - b. 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.

**Response:** As of January 10, 2022, there are 727 FTE's and 187 vacancies. Please see attachment "DOES POH 2022 Q27b\_Vacant Positions."

28. **Please list any new position numbers approved after October 1, 2021; the division; job title; the position number; the position's effective date (if the new hire has started); and if not hired, the date the position was publicly posted.**

**Response:** Please see attachment "DOES POH 2022 Q28\_New Positions" for new positions as of January 10, 2022.

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

**Response:** As of January 1, 2022, 393 employees, or 55% of the agency's workforce, were District residents.

30. **Please complete the following charts about the residency of new hires in FY2021 and FY2022, as of Jan. 1, 2022:**

**Response:** Please see the chart below:

**DC Residency of Employees Hired in FY2022, as of Oct 1, 2021**

<i>Position Type</i>	<i>Total Number</i>	<i>Number who are District Residents</i>	<i>Percent of total who are District Residents</i>
<b>Continuing</b>	Less than 10	Less than 10	75%
<b>Term</b>	Less than 10	0	0
<b>Temporary</b>	Less than 10	Less than 10	50%
<b>WAE</b>	0	0	0

31. **Please complete the attached table listing *all* employee trainings and professional development, including the September 23, 2021, all-staff meeting; trainings with President & Fellows of Harvard, Management Concepts, Workforce180 for Division of State Initiatives staff; and others.**

**Response:** Please see attachment "DOES POH 2022 Q31 Training Tables."

## **V. Unemployment Insurance**

### **Benefits**

**32. As of the date DOES provides its responses:**

- a. How many claimants are currently seeking back weeks or back pay (together, “back pay”) under any of the unemployment insurance programs**

**Response:** As of January 11, 2022, there are 247 claimants seeking back weeks or back pay.

- b. How many claimants has DOES determined are owed back pay?**

**Response:** DOES cannot provide a conclusive number because investigations are still ongoing, and requests are continuing to come in daily. Issues preventing back payment usually falls under one of three different categories:

- *Separation/Non-Separation issue* – In such cases where there is a Separation/Non-Separation issue, both the employer and the claimant are contacted to provide a statement pertaining to the unresolved issue(s). Since the issue require a third party contact, the employer is given an allowable time to respond, and the claimant is provided the allowable time to make a rebuttal. Delay in adjudicating an issue may be caused by the inability to reach the claimant and/or the employer, or due to conflicting information. In such cases, further investigation is necessary. Once the claims examiner has received the necessary/requested information, then a decision is be made based on the information received. This determination will not always be found in the claimant’s favor. In such cases, no payments will be issued.
- *Monetarily ineligible status* - Before claimants receive unemployment benefits, claimants must have sufficient qualifying wages, or be “monetarily eligible.” If a claimant has unreported wages, i.e., the former employer(s) have entered wages in the State ID Inquiry (SIDI)/Interstate Claim and Wage Inquiry (IBIQ) system, the claimant then must provide sufficient proof/documentation (tax forms and pay stubs) of earnings from past completed quarters.
- Those earnings will need to be reviewed and verified by our Validation Unit and/or Tax Department. Once confirmed, the wages will then need to be manually entered onto the claim. Delay of this process is contingent on whether documents are received in a timely manner from the claimant and/or whether response(s) are received from employer(s).
- *IT issues* - While either of the aforementioned issues may be resolved, if there is a system issue, that too will delay payment issuance. The vendor will need to conduct its proper investigation to determine the necessary coding requirement to resolve the issue and, thus, release the payments. The complexity of the coding discrepancy will determine the length of time for the claimant to receive due payments.

Due to the intricacies of each individual case, it is difficult to narrow down a specific timeline for a resolution per case.

**c. How much does DOES owe in back pay, taking into account unprocessed claims forms, benefit terminations where DOES is still investigating, OAH decisions, etc.?**

**Response:** DOES cannot estimate this number. Unprocessed claims forms may not result in a favorable determination, and individual weeks sought in an OAH appeal might not be eligible for payment. There is a high level of uncertainty in claims or issues that DOES is investigating, as a favorable decision might result in all, some, or only one of the weeks sought being eligible for payment. Finally, DOES cannot process an OAH decision until it becomes final. Once final, DOES reviews the claim in light of the final order.

**d. How many staff are assigned to assess issues and payment of back pay?**

**Response:** Sixteen UI staff and four Office of General Counsel staff currently support these types of issues. Throughout the pandemic, UI managers have received varying levels of staff support to help resolve cases. Since the expiration of ARPA staffing flexibility on September 6, 2021, only merit staff can be utilized to assess and resolve escalated cases.

## **Traditional UI Program**

**33. For FY2020, FY2021 and FY2022 through December 31, 2021, please complete the following tables on unemployment insurance (UI) claims.**

**Response:** Please see the table below:

**Unemployment Insurance Claims Data, FY2020-FY2022**

	<i>March 1, 2020 – September 30, 2021</i>	<i>FY2021</i>	<i>FY2022 (through December 31, 2021)</i>
<b>Number of new claims for traditional UI benefits filed in the time period specified<sup>1</sup></b>	139,444	99,637	33,734
<b>Number of UI claims approved<sup>2</sup></b>	92,478	51,679	22,210
<b>Number of UI applications determined ineligible<sup>2</sup></b>	19,966	47,958	11,533
<b>Number of claimants requesting combined wage claims</b>	4,656	666	29
<b>Number of initial determinations made within 21 days</b>	112,444	99,637	33,743

	<i>March 1, 2020 – September 30, 202</i>	<i>FY2021</i>	<i>FY2022 (through December 31, 2021)</i>
<b>Number of initial claims paid within 21 days</b>	54,500	18,363	2,501
<b>Number of initial claims paid within 60 days</b>	86,346	26,115	3,163
<b>Number of claimants receiving partial unemployment benefits (i.e., with some wages, reducing their overall weekly benefit amount) paid</b>	26,195	29,182	1,145
<b>As of the date of this response, how many claimants are seeking or awaiting back pay under this program?</b>	134 <sup>3</sup>		

<sup>1</sup> New Claims can include multiple claims for a single claimant and represents the total number of unique claims sent to the mainframe

<sup>2</sup> Approved/Ineligible does not include duplicate claims as these error out in the system.

<sup>3</sup> Due to system functionality at this time, DOES is unable to extract requested data for the requested time periods. This number reflects the pending number of claimants seeking back pay as of January 11, 2022.

## **CARES Act Programs**

### **CARES Act expanded benefit programs passed March 27, 2020**

	<b>PEUC (UI benefits exhausted and BYE after July 1, 2019, up to 13 weeks)</b>	<b>FPUC (\$600 supplement for all claimants 03/27/20- 7/31/20)</b>
<b>Number of claimants receiving benefits under the program during the time period specified</b>	52,700	125,476
<b>Number of initial claims determined ineligible</b>	738	5,878
<b>Average number of weeks of benefits paid</b>	12.27	9.28
<b>Number of claimants receiving 100% of benefits for the 13-week period</b>	42,414	965
<b>Average number of weeks between expiration of regular UI benefits and PEUC benefits beginning</b>	2.34	N/A
<b>As of the date of this response, how many claimants are seeking or awaiting back pay under this program?</b>	*43	*Less than 10

\*Due to system functionality at this time, DOES is unable to extract requested data for specific Federal Program funding source (i.e. CARES Act, CAA, ARPA). This number reflects the pending number of claimants seeking back pay as of January 11, 2022 for any federal program.

### Continued Assistance Act (CAA)

CAA (week ending January 2, 2021 - March 13, 2021)

	PEUC	FPUC (\$300 supplement)	MEUC
First week in which benefits were paid	February 23, 2021	January 11, 2021	February 22, 2021
Number of claimants applying for benefits under the program	58,277	110,148	202
Number of claims approved for the program	58,182	74,588	22
Number of claimants determined ineligible	95	35,560	126
Number of claimants ineligible due to wages in another state	Less than 10	N/A <sup>1</sup>	N/A <sup>1</sup>
Number of claimants receiving the maximum 10 weeks of benefits (\$1 or more in benefits paid, so including weeks of partial UI)	N/A <sup>2</sup>	N/A <sup>2</sup>	N/A <sup>2</sup>
As of the date of this response, how many claimants are seeking or awaiting back pay under this program?	43 <sup>3</sup>	Less than 10 <sup>3</sup>	Less than 10 <sup>3</sup>

<sup>1</sup>Both FPUC and MEUC are additional benefits based on an underlying claim and, as a result, any wage eligibility issues would have been part of the underlying claim determination not the determination for FPUC or MEUC.

<sup>2</sup>None of the programs listed have a maximum benefit duration of 10 weeks.

<sup>3</sup>Due to system functionality at this time, DOES is unable to extract requested data for a specific Federal Program funding source. This number reflects the pending number of claimants seeking back pay as of January 11, 2022 for any federal program. For MEUC and FPUC, the number reflects those seeking back pay and potentially eligible for either MEUC or FPUC.

### American Rescue Plan Act (ARPA)

ARPA Programs (week ending March 14, 2021 – September 4, 2021)

	PEUC	FPUC (\$300 supplement)	MEUC
First week in which benefits were paid	April 19, 2021	March 22, 2021	March 22, 2021
Number of claimants applying for benefits under the program <sup>1</sup>	49,399	53,708	273
Number of claims approved for the program <sup>1</sup>	28,097	53,724	33
Number of claimants determined ineligible	11,495	43,359	293
Number of claimants ineligible due to wages in another state	8,937	N/A <sup>2</sup>	0
Number of initial applications received for the program specified after September 4, 2021	307	0	0

	PEUC	FPUC (\$300 supplement)	MEUC
<b>As of the date of this response, how many claimants are seeking or awaiting back pay under this program?</b>	43 <sup>3</sup>	Less than 10 <sup>3</sup>	Less than 10 <sup>3</sup>

<sup>1</sup> Individual claimants may be eligible for multiple claims (UI/PEUC/EB) and each new claim would count as a unique claim.

<sup>2</sup> Claimants do not apply for FPUC. If you receive any benefit you would receive FPUC. It would be their underlying claim that would be ineligible due to wages in another state. This is also why the FPUC numbers were difficult to get.

<sup>3</sup>Due to system functionality at this time, DOES is unable to extract requested data for specific Federal Program funding source. This number reflects the pending number of claimants seeking back pay as of January 11, 2022 for any federal program.

**34. The Continued Assistance Act (CAA) required states to establish systems for employers to notify the state if an employee did not return to work or accept an offer of suitable work (see UIPL 9-21).**

**a. When was the system established? How does an employer make a report?**

**Response:** The Refusal of Suitable work form was created, and a [link](#) to the form was posted on the Employer Self-Service Portal on January 26, 2021. Employers complete the questionnaire, sign, and submit the form on the Employer Self-service portal.

**b. How many reports did DOES receive (assuming 1 report for each claimant)?**

**Response:** DOES received 19 reports.

**c. How many reports resulted in a determination of ineligibility?**

**Response:** Each submission was reviewed. However, none of the reports resulted in a determination of ineligibility. Two were paid; six did not have any issues; five have no claim established using the provided information; and two were submissions without legitimate information.

**35. How many UI and PEUC claimants live in DC? In each ward (counting each claimant once)?**

**Response:** Based on the current address of record, there was a total of 61,383 traditional UI claimants and 25,818 PEUC claimants that lived in the District as of January 11, 2022.

Please note that ward data is a *self-selected field* within the system (i.e., based on information provided by the claimant and depends on the claimant choosing a ward). As a result, the data below does not capture 19,482 traditional UI and 6,253 PEUC claimants with DC addresses but no ward selected.

The break-down for each program by claimant selected ward is included below.

Ward	UI claimants
1	6,118
2	3,517
3	2,687
4	5,958
5	5,835
6	5,304
7	5,761
8	6,721

Ward	PEUC claimants
1	2,918
2	1,389
3	987
4	2,872
5	2,734
6	2,105
7	2,975
8	3,585

36. Please provide data regarding Pandemic Unemployment Assistance (PUA) Claims for the periods specified.

**PUA claims Jan. 26, 2020 – Sept. 30, 2020 & Oct. 1, 2020 – Sept. 30, 2021)**

	<b>FY2020 (Only for weeks of unemployment from January 26, 2020- September 30, 2020)</b>	<b>FY2021  Oct. 1, 2020- Sept. 30, 2021</b>
<b>Number of initial claims for PUA filed</b>	34,649	14,657
<b>Number of PUA claims approved</b>	18,787	6,748
<b>Number of PUA claims determined ineligible<sup>1</sup></b>	15,862	7,909
<b>Number of claimants who received PUA benefits</b>	15,829	4,338
<b>Number of PUA claimants who received a monetary redetermination</b>	15,824	3,223
<b>As of date this is completed, number of claimants awaiting a monetary redetermination for benefits originally paid during the period specified</b>	408 <sup>2</sup>	
<b>Number of PUA claimants who received \$1,200 local stimulus payment</b>	N/A	9,288
<b>Number of PUA claimants who also received EB benefits</b>	N/A	N/A
<b>Number of PUA claimants in the period specified receiving \$179 per week (i.e., not qualifying for a higher benefit amount at any point)</b>	15,235	3,527

<sup>1</sup>Claims were deemed ineligible for PUA due to different reasons (duplicate applications/claims, eligible for traditional benefit in DC or another state. etc.).

<sup>2</sup>408 claims are still being reviewed. All PUA claims are reviewed for monetary redetermination regardless of if they are requested by the claimant. Numbers are based on data from 4/24/20 to 12/22/21. DOES is only able to tell how many redeterminations remain and does not have the data to determine which fiscal year the claim represents.

37. What was the first week in which PUA benefits were paid to claimants by DOES?

**Response:** PUA benefits were first paid to claimants for the week ending April 25, 2020.

38. How many PUA claimants received benefits for unemployment between 1/27/20 - 3/27/20 (retroactive period)?

**Response:** 904 PUA claimants received benefits for unemployment between January 27, 2020 –and March 27, 2020.



39. **Out of all of the Pandemic Unemployment Assistance (PUA) claimants receiving benefits, how many live(d) in DC? In each ward? Outside DC?**

**Response:** Based on the current addresses of record as of January 11, 2022, there were a total of 13,667 PUA claimants living in the DC and a total of 6,776 PUA claimants that lived outside DC. Please note that ward data is a *self-selected field* within the system. As such this data is based on information provided by the claimant. Below is the break-down of PUA claimants who self-selected a ward:

Ward	PUA Claimants
1	1,335
2	949
3	818
4	1,911
5	1,562
6	1,146
7	1,317
8	1,542

40. **How many claimants received benefits under the lost wages assistance (LWA) program (effective 8/1/20-12/27/20)? What was the total amount disbursed? How much was disbursed from District funds?**

**Response:** As of January 11, 2022, 73,110 claimants received benefits under the LWA program. The total amount disbursed was \$123,564,267. No District funds were utilized when disbursing LWA payments.

41. **Regarding Extended Benefits (“EB,” pursuant to Federal-State Extended Unemployment Compensation Act of 1970, and the pandemic-related expansions):**

- a. **How many individuals applied for EB?**

**Response:** 16,069 individuals applied for EB.

- b. **How many were approved before March 26, 2021?**

**Response:** 12,985 individuals were approved before March 26, 2021.

- c. **How many were approved March 27, 2021, or after?**

**Response:** 1,513 individuals were approved on March 27, 2021, or after.

- d. **How many claimants qualified to receive 13 weeks or less of EB in FY21?**

**Response:** 13 claimants qualified to receive 13 weeks or less of EB in FY21.

- e. **How many claimants qualified to receive MORE THAN 13 weeks of EB in FY21?**

**Response:** 14,495 claimants qualified to receive more than 13 weeks of EB in FY21. Individuals qualified for all weeks available at the time of application.

Any individual who applied prior to July 2, 2021, when DC triggered off a High Unemployment Period, qualified for 20 weeks of EB.

**f. How many initial claims were denied or otherwise determined to be ineligible?**

**Response:** 698 EB claims were denied. The system does not create a record of individuals who were not eligible for EB.

## Overpayments

### 42. Data on overpayments (FY 2020, FY2021, and FY2022)

**Response:** Please see the chart below:

Overpayment type	FY2020	FY2021	FY2022 (through December 31, 2021)
Number of overpayments	63,004 weeks	75,374 weeks	8,319 weeks
Number of fraud overpayments <sup>1</sup>	4,909 claims	8,319 claims	55 claims
Amount to be repaid for all overpayments	\$13,902,901	\$16,036,950	\$12,570
Amount to be repaid for fraud overpayments	\$1,159,946	\$2,046,616	\$12,570
How many overpayments were due to third-party fraud <sup>2</sup> ?	0	0	0
Number of alleged overpayments totaling \$500 or less	1,774	1,836	382
How many overpayment cases were referred to the Office of Tax and Revenue (OTR) for collections in the year provided (i.e., a year or longer after the date the overpayment was incurred)?	817	1,195	13
What is the total dollar amount in overpayments, including any included penalties, referred to OTR in the year ?	\$394,727,77	\$486,461.59	\$5,638

<sup>1</sup> A fraud overpayment is defined as a claim with an overpayment of four weeks or more.

<sup>2</sup> Third-party fraud” meaning a claim submitted by someone other than the claimant on record, but in the claimant’s name (i.e., identity theft). Please note, these fraud claims are just beginning to be established and waived. As a result, number will change in the rest of 2022.

## Restitution Agreements

43. When asked in 2021 about the restitution agreement *executed* in FY2018 through FY2021, DOES said that “the District sent out 8,866 Restitution Agreements in FY2018, 12,955 in FY2019, 6,776 in FY2020, and as of January 14, 2021, 285 in FY2021.” The Committee understands that any claimant with an alleged overpayment will receive a document entitled “restitution agreement” after the 15-day appeal period is over; however, no agreement is binding on a claimant unless it has been returned signed by the claimant and countersigned by the agency.

- a. How many agreement documents were sent in each year (FY2020, FY2021, FY2022)?

**Response:** Please see below for the data broken down by year:

FY2020 – 1,156

FY2021 – 388

FY2022 – 651

- b. How many executed (returned signed by the claimant and countersigned by the agency) agreements were in place in FY2020, FY2021, FY2022?

**Response:** DOES receives less than 10 agreements per year.

- c. What is the smallest monthly payment?

**Response:** The smallest monthly payment is \$25 per month.

- d. Of restitution agreements executed in FY2019, how many claimants missed a payment in FY2020, FY2021, or FY2022?

**Response:** This information is not aggregated within the system and cannot be consolidated at this time.

44. The Restitution Agreement states, “In the event that I fail to pay any installment when due, I agree that the remaining balance shall automatically become due and payable immediately. The fact that DOES may not demand the remaining balance immediately after my failure to make any payment does not waive DOES’s right to make such demand or otherwise be construed as having waived any of obligation.”

- a. How many times did DOES seek full payment after a claimant failed to pay a single installment when due?

**Response:** DOES has multiple avenues for collecting overpayment debts. If the claimant files a new claim, but has failed to pay their debt, any benefits to which the claimant is entitled will go toward repayment of the debt until it is fully recouped. DOES also has the ability to intercept DC State and Federal taxes if the debt is over 12 months old and if the claimant is not compliant with their monthly payments.

If the debt amount is higher than \$10,000 and no effort has been made to repay the debt, civil action will be taken. DOES has not filed any new cases in 2021 or thus far in 2022.

**b. In those instances, how often was the remainder of the debt paid?**

**Response:** Not applicable, please see the response to question 44a. The remainder of the debt is usually paid the following year via tax interception.

- 45. Please provide a sample of the standard monthly billing statement sent to claimants (i.e, an actual redacted statement) who have signed a restitution agreement, which the agency stated in the 2021 performance oversight questions notified individuals of “their overpayment balance, monthly payment owed, and the potential consequences of referral for civil litigation, prosecution, tax interception, and/or deduction from any future claim filed in any state, if they fail to make arrangements to repay the overpayment.”**

**Response:** Please see attachment “DOES POH 2022 Q45\_Monthly Billing Statement.”

- 46. Please complete the table below regarding overpayment collections.**

**Response:** Please see the chart below:

**Overpayment Collections FY2020 – FY2022**

	<b>FY2020</b>	<b>FY2021</b>	<b>FY 2022 through December 31, 2021</b>
<b>Number of UI claimants with overpayments</b>	3,633	4,011	798
<b>Number of UI claimants with overpayments due to fraud</b>	620	735	10
<b>Number of claimants with overpayments due to third-party fraud</b>	0	0	0
<b>Number of UI claimants with overpayments due to benefit year earnings</b>	3,003	4,097	1,257
<b>Number of claimants whose overpayments were repaid via deductions from UI, PEUC, PUA, or EB benefits payments in the year specified.</b>	3,620	5,064	617
<b>Number of overpayments of PUA benefits</b>	256	2,550	526
<b>Number of people assessed a penalty</b>	410	700	383
<b>Total amount in penalties assessed in the year specified due to overpayments<sup>3</sup></b>	\$111,147	\$309,266	\$273,227

<sup>3</sup> DC Code section 51-119 (e)(3) says, “Beginning on October 1, 2013, at the time the Director determines an erroneous payment was made to an individual due to fraud committed by such individual, the Director shall assess a penalty on the individual in an amount of 15% of the amount of the erroneous payment. Penalties paid pursuant to this paragraph shall be deposited in the District Unemployment Fund, established by [§ 51-102](#). The penalty assessed by this paragraph shall not be deducted from any future benefits payable to claimant under this subchapter.”

	FY2020	FY2021	FY 2022 through December 31, 2021
<b>Total amount in penalties collected without filing a case in Superior Court in the year specified</b>	Unknown. The system does not distinguish whether a penalty was collected with or without filing a case.		
<b>The number of cases filed in Superior Court to recover overpayments</b>	150	4	0
<b>Amount waived in the year specified</b>	\$86,183	\$175,277	\$54,798
<b>Amount recovered in the year specified</b>	\$10,650,381	\$6,904,443.06*	\$214,928.00*

*\*Numbers are subject to change.*

### Overpayment Waivers

- 47. How many overpayments has DOES settled for less than 100% of the amount DOES alleges the claimant owed (i.e., the amount alleged to be overpaid plus any penalties or other costs)?**

**Response:** Please see below for the data for each fiscal year:

FY 2020 – 38 Unique Claimants

FY 2021 – 36 Unique Claimants

FY 2022 – 34 Unique Claimants

48. Please provide the following information regarding overpayment waiver requests.

**Response:** Please see the chart below:

**Overpayment Waiver Requests, FY2020-FY2021**

	<b>FY2021</b>	<b>FY2022, through Dec. 31, 2021</b>
<b>How many waiver requests did DOES receive in the year specified?</b>	Less than 10	N/A
<b>Overpayment requests denied because the underlying</b>	Less than 10*	N/A
<b>How many waiver requests were denied in full in the year specified?</b>	Less than 10	N/A
<b>What was the total dollar amount of overpayment funds waived by DOES in the year specified?</b>	N/A	N/A
<b>Number of waiver requests granted in part or in full in the year specified</b>	N/A	N/A
<b>Number of waiver requests by claimants not represented by an attorney</b>	Less than 10	N/A
<b>Number of waiver requests for debts of \$2,000 or less</b>	N/A	N/A
<b>Number of waiver requests for debts incurred since March 20, 2021</b>	Less than 10	N/A

*\*Less than 10 claimants withdrew and paid the full overpayment amount.*

49. Please provide any current Standard Operating Procedures (SOPs) or other written guidelines used by the agency in determining whether to *waive* an overpayment.

**Response:** DC Official Code § 51-119(d)(1) and relevant case law are used in the review of overpayment waiver requests.

50. For overpayment waiver requests granted in part or in full in FY2021 and through Dec. 31, 2021, for FY2022, please provide for each one:
- (a) Name of claimant's legal representative or lawyer, if applicable;
  - (b) Date and dollar amount of the overpayment was incurred;
  - (c) Date of the waiver request;
  - (d) Date DOES informed the claimant in writing that the waiver was granted (in part or in full); and
  - (e) Reason the Director waived the overpayment.

**Response:** No overpayment waiver requests were granted in part or in full in FY2021 and through December 31, 2021 for FY2022.

- 51. Please list the filing (docket) number for all active (pending) overpayment cases filed in DC Superior Court and for each provide:**
- a. the date the underlying debt was incurred,**
  - b. the cause of action (for ex., breach of contract, unjust enrichment, fraud, etc.),**
  - c. the amount of benefits overpaid,**
  - d. the amount of penalties sought in court,**
  - e. the total amount being sought in court; and**
  - f. the explanation for any difference between the total amount being sought (e) and the amount of benefits overpaid (c).**

**Response:** There are no pending overpayment cases filed in the DC Superior Court.

## **UI Benefits Modernization**

- 52. Regarding the UI benefits system modernization project:**
- a. When will the system go live?**
  - b. Will there be a phased launch of different functionalities?**
  - c. Please list which functions will launch in each phase and the current planned launch date for each phase.**
  - d. Please attach a copy of the current work plan and all deliverables due thus far.**

**Response:** In FY21, the District awarded a contract to Geographic Solutions, Inc to develop and maintain the Unemployment Insurance Benefits system. The system is configured using a rapid implementation and development methodology following the agile framework for the actual design and development of the solution. New components or modifications to existing components are designed, developed, and tested in an iterative manner. Cross-functional teams manage the design, coding, and testing through sprint planning meetings and daily stand-ups. Testing of the specific functional changes occurs as part of every sprint.

After completing all the sprint iterations, the new system goes through comprehensive functional regression testing by the GSI's quality assurance staff with automated scripts, testing of converted data, interface testing, performance, stress testing, and the final end-to-end regression testing the system. Then, a team of DOES subject matter experts conducts user acceptance testing (UAT) for the new system. Only upon completing all testing and a signed acceptance of the new system by the client will the site be released. DOES anticipates a release in early FY23.

For the project plan, please see attachment "DOES POH 2022 Q52\_UIBS Project Plan."

## Employers and employer contributions

### Household employers

53. Please provide the following information regarding household employers and employees in the unemployment system:

#### Household employers, quarterly filers in 2020 and 2021

	2020 (calendar year)				2021 (calendar year)			
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Number of household employers owing contributions	1,200	118	869	460	443	728	66	145
Number of household employees for whom employers made contributions	1,291	1,464	271	704	2,483	1,206	1,189	75
Total amount in contributions paid by household employers in the quarter specified	\$224,742.98	\$133,033.57	\$19,760.44	\$97,002.49	\$576,965.8	\$105,515.9	\$132,681.51	\$7,492.38

#### Household employers, annual filers FY2020, FY2021

	2020 (calendar year)				2021 (calendar year)			
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Number of household employers owing contributions	478	254	48	224	0	0	0	0
Number of household employees for whom employers made contributions	2,799	2,117	1,640	1,478	821	630	295	141



	2020 (calendar year)				2021 (calendar year)			
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
<b>Total amount in contributions paid by household employers in the quarter specified</b>	\$295,438.13	\$88,130.74	\$71,010.01	\$85,713.93	\$135,633.97	\$47,181.13	\$20,422.70	\$9,376.59

*Please note: The 2021 year reports and payments are not due until April 15, 2022.*

**54. What is the total number of all active household employers in the unemployment system (i.e., both quarterly and annual filers)?**

**Response:** Total number of active household employers in the unemployment system is 7,748.

**55. Please list the 10 most common occupations listed by household employers for their employees.**

**Response:** Please see the table below:

NAICS_CD	DESCRIPTION
814110	Private Households
624120	Services for the Elderly and Persons with Disabilities
541110	Offices of Lawyers
711510	Independent Artists, Writers, and Performers
541611	Administrative Management and General Management Consulting Services
541990	All Other Professional, Scientific, and Technical Services
624410	Child Day Care Services
541511	Custom Computer Programming Services
561720	Janitorial Services
624110	Child and Youth Services

## UI Administrative Assessment

56. Please provide a full accounting for Fund 624, the UI Administrative Assessment. Complete the following tables regarding income and spending for personnel services (PS) and non-personnel services (NPS) during recent fiscal years (FY):

**Response:** Please see attachment “DOES POH 2022 Q56\_UI Expenditures.”

57. Please discuss expected changes (increases or decreases) to Fund 624 expenditures in FY2022 or future years due to the UI Modernization project.

**Response:** The maintenance costs of the UI Tax and Benefits systems will not be significantly affected in FY 2022. Upon the completion of the UI system modernization projects, maintenance costs for the two new systems are expected to be lower than those for the existing systems. Operating costs are thus expected to see reductions beginning in FY23. However, those savings would not be available for other projects as the actual maintenance savings are still unclear and the costs of other services funded through the fund may have changed by that time.

## Various UI Data (Shared Work, DOL Documents, Overtime)

### Shared Work

58. What were the top 5 industries participating in the Shared Work program between April 1, 2020, and September 30, 2021?

**Response:** Please see the table below:

DESCRIPTION	NAICS CODE
Offices of Lawyers	541110
Full-service Restaurants	722511
Labor Unions and Similar Labor Organizations	813930
Internet Publishing and Web Search Portals	519130
Wholesale Trade Agents and Brokers	425120

**59. Please provide the following information regarding Shared Work program participation:**

**Response:** Please see the table below:

**Shared Work, FY2020-FY2022**

	<b>April 1, 2020 - September 30, 2020</b>	<b>FY 2021</b>	<b>FY2022 through December 31, 2021</b>
<b>Applications submitted</b>	68	17	Less than 10
<b>Employers that submitted applications</b>	58	14	Less than 10
<b>Initial applications approved (i.e., the first application by that employer was approved by DOES)</b>	35	Less than 10	Less than 10
<b>Applications approved (total)</b>	46	Less than 10	Less than 10
<b>Average duration of the shared work plan (proposed)</b>	N/A*	N/A*	N/A*
<b>Average actual duration of the shared work plan</b>	7 Weeks	13 Weeks	2 Weeks
<b>Shared work plans with some or all employees represented by a union</b>	Less than 10 approved employers	Less than 10 approved employers	0 approved employers
<b>Total employees covered by shared work plans</b>	349	502	31
<b>Total employees paid UI during the shared work plan</b>	336	502	Less than 10
<b>Number of reductions of hours worked by 10% to 39%</b>	23 employers	29 employers	Less than 10 employers
<b>Number of reductions of hours worked by 40% to 60%</b>	Less than 10 employers	11 Employers	Less than 10 employers

## US Department of Labor documents

### 60. Please attach copies of:

- a. any correspondence received from or sent to the US Department of Labor in FY2020 or FY2021, including ETA quarterly letters and responses, and MOUs;

**Response:** Requests for specific correspondence topics should be submitted to both DOES and the USDOL through FOIA. Please see the attachment labeled “DOES POH 2022 Q60a\_Newsletters.”

- b. most recent State Quality Service Plan for the District; and

**Response:** Please see the attachment labeled “DOES POH 2022 Q60b\_State Quality Service Plan.”

- c. any active (open) Corrective Action Plan(s) currently in place, including dates/deadlines and the status of each item.

**Response:** A copy of the Corrective Action Plan is included in the State Quality Service Plan submitted for “DOES POH 2022 Q60b\_State Quality Service Plan.”

## Overtime

61. In June 2021, Councilmember Silverman asked DC Department of Human Resources to audit the scope of overtime work in the Unemployment Compensation Office of the Department of Employment Services (DOES) (2200) to determine whether employees were being paid accurately and on time. In its response, DCHR identified five employees who had been paid the wrong amount. Additionally, employees had been paid later than the pay period during which they worked the overtime hours.

- a. How many and which employees (by grade, position number, or other identifying detail) were included in the audit the agency conducted for the period Feb. 28, 2021 – June 19, 2021? How many employees received additional wages due to errors discovered in the audit? Have the wages owed been paid?
- b. Which other programs or divisions in DOES (including outside of unemployment compensation) underwent a review to determine whether they also experienced overtime errors or delays, and what were the results?
- c. What improvements or remedial measures, if any, has DOES implemented to ensure timely and accurate overtime payments in the future?

**Response:** Please see below for responses to each of the questions:

- a. Eleven employees were included in the audit the agency conducted for the period of February 28, 2021 – June 19, 2021. Due to privacy concerns, we are not

providing the position numbers. Of the eleven employees, five received additional wages due to the audit. All wages owed have been paid.

- b. DOES, with the assistance of DCHR, conducted an agency wide review to determine if any additional overtime errors existed. DOES found an additional seven errors. The errors have been corrected and the impacted employees have been paid.
- c. DOES, with the assistance of DCHR and OCTO, has corrected all Fair Labor Standards Act coding errors to ensure that overtime standards are applied correctly. Additionally, the agency made adjustments to its internal processes to ensure overtime is approved promptly and reported and paid on the appropriate weeks.

## **VI. Labor Standards**

### **Office of Wage and Hour**

#### **Investigations**

- 62. Please complete the following chart regarding all investigations, complaint-based and agency-initiated (including random audits and desk audits), of the Wage Payment and Collection Law (including Workplace Fraud), the Minimum Wage Revision Act, and the Sick and Safe Leave Act brought to the DOES Office of Wage and Hour (during FY2021 and FY2022 unless otherwise specified).**

**Response:** Please see the chart below

**Investigations by the Office of Wage and Hour**

		<b>Total</b>	<b>Payment and Collection of Wages DC Code § 32-1301 - 32-1312</b>	<b>Workplace Fraud. DC Code § 32-1331.01 et seq</b>	<b>Minimum Wage &amp; Overtime DC Code § 32-1001 et seq</b>	<b>Sick &amp; Safe Leave, including emergency COVID leave DC Code § 32-531.01 et seq.</b>
a	Number of open investigations as of January 1, 2022	914	59	<b>18</b>	59	778
b	Number of new investigations in FY21	1097	118	<b>45</b>	129	805
c	Number of new investigations in FY22	388	Less than 10	<b>0</b>	Less than 10	380
d.	Number of complaints filed in FY21	209	153	<b>0</b>	38	18
e.	Number of complaints filed in FY22	66	47	<b>0</b>	11	Less than 10

		<b>Total</b>	<b>Payment and Collection of Wages</b> DC Code § 32-1301 - 32-1312	<b>Workplace Fraud.</b> DC Code § 32-1331.01 et seq	<b>Minimum Wage &amp; Overtime</b> DC Code § 32-1001 et seq	<b>Sick &amp; Safe Leave, including emergency COVID leave</b> DC Code § 32-531.01 et seq.
f.	Number of investigations finding at least 1 violation by employer	27	20	<b>0</b>	Less than 10	Less than 10
g.	Number of investigations with 1 or more recordkeeping violations	10	Less than 10	<b>0</b>	Less than 10	Less than 10
h.	Number of conciliation agreements entered into by employers and employees	49	38	<b>0</b>	10	Less than 10
i.	Number of Notices of Complaint sent to employers in FY21	59	48	<b>0</b>	Less than 10	Less than 10
j.	Number of Notices of Complaint sent to employers in FY22, thus far	11	Less than 10	<b>0</b>	Less than 10	Less than 10
k.	Number of agency-initiated investigations begun in FY21	1038	70	45	121	802
l.	Number of final determinations in complaint-based investigations in FY21 <b>Note 1</b>	28	21	<b>0</b>	Less than 10	Less than 10
m.	Number of final determinations in agency-initiated investigations in FY21 <b>Note 1</b>	526	33	<b>27</b>	64	402

		<b>Total</b>	<b>Payment and Collection of Wages</b> DC Code § 32-1301 - 32-1312	<b>Workplace Fraud.</b> DC Code § 32-1331.01 et seq	<b>Minimum Wage &amp; Overtime</b> DC Code § 32-1001 et seq	<b>Sick &amp; Safe Leave, including emergency COVID leave</b> DC Code § 32-531.01 et seq.
n.	Of complaint-based investigations opened in FY2020, number of cases where employer did not respond to the notice of complaint within 20 days from the date of service	32	29	0	Less than 10	Less than 10
o.	Number of complaints without an initial determination within 60 days	33	26	0	Less than 10	Less than 10
p.	Number of complaints where one party requested a hearing at OAH because there was no initial determination within 60 days of service (i.e., not appeals)	0	0	0	0	0
q.	Number of complaint-based investigations in which the complainant's identity was kept confidential <b>Note 2</b>	0	0	0	0	0
r.	Of complaints received in FY2021, number of fact-finding conferences held by DOES <b>Note 3</b>	0	0	0	0	0
s.	Of complaints received in FY2021, number in which DOES made a final determination of <i>whether</i> alleged violations occurred	21	15	0	Less than 10	Less than 10
t.	Number of all cases in which an appeal was filed with OAH	14	Less than 10	0	Less than 10	12
u.	Number of executed conciliation agreements (i.e., final agency orders) DOES had to enforce[1] <b>Note 3</b>	Less than 10	Less than 10	0	0	0



		Total	Payment and Collection of Wages DC Code § 32-1301 - 32-1312	Workplace Fraud. DC Code § 32-1331.01 et seq	Minimum Wage & Overtime DC Code § 32-1001 et seq	Sick & Safe Leave, including emergency COVID leave DC Code § 32-531.01 et seq.
v.	Number of desk audits initiated in response to a complaint filed in FY21 <b>Note 4</b>	30	23	0	Less than 10	Less than 10
w.	Number of investigations opened prior to September 30, 2019, and remaining open <b>Note 5</b>	144	124	0	19	Less than 10

**(#l-m)Note 1:** In accordance with D.C. Official Code § 32-1308.01(c)(10)(B), OWH defines “final” determination as all claims in which an Initial Determination or Administrative Order was issued and there was no subsequent appeal.

**(#q)Note 2:** DOES received no complaints, where the complainant sought to remain anonymous. DOES initiates audits separate from the complaint process, whenever anonymity is requested or confidential non-compliance information is provided.

**(#r)Note 3:** DOES follows the administrative actions on employee complaints explained in D.C. Official Code § 32-1308.01(c)(5) which requires any respondent that denies the allegations of an employee complaint, to notify the Mayor of that decision and provide any written supporting evidence within 20 days of the date the complaint is served. The statutory administrative actions do not include fact-finding conferences.

**(#v)Note 4:** DOES defines “desk-audit” as any investigation in which a respondent submits written evidence to be reviewed by OWH.

**(#w)Note 5:** DOES notes that all investigations that were opened prior to September 30, 2019 that remain open have received Initial Determinations that were appealed to OAH or received Initial Determinations that were referred to the Office of the Attorney General (OAG) for enforcement.

**(Workplace Fraud) Note 6:** DOES did not receive any complaints alleging Workplace Fraud during FY 2021 or 2022, thus far. However, we used a strategic approach towards this enforcement that includes regular monthly and quarterly meetings with construction trade organizations and the establishment of a DOES joint investigation task force that includes the Office of Wage-Hour, Office of Workers Compensation, UI Tax Audit division and Office of Paid Family Leave Audit division. The task force obtains information pertaining to misclassification on various DC construction worksites and coordinates site visits or program specific investigations to determine compliance with applicable District laws, including Workplace Fraud.

**63. What were the ten industries about which the most complaints were received in FY2020? In FY2021?**

**Response:** The industries about which the most complaints were received for FY2020 and FY2021 were:

1. Professional and business services,
2. Leisure and hospitality,
3. Education and health,
4. Construction,
5. Trade, transportation, and utilities,
6. Financial activities,
7. Information,
8. Healthcare and social assistance,
9. Security, and
10. Daycare.

The list was the same in FY2020 and FY2021.

**64. How many on-site investigations did OWH conduct in each year for FY2019, FY2020, and FY2021?**

**Response:** OWH conducted:

- 400 on-site investigations in FY2019
- 157 on-site investigations in FY2020
- 96 on-site investigations in FY2021

The on-going pandemic impacted the ability of OWH to safely conduct on-site investigations.

65. For any complaint-based investigations opened on or before September 30, 2019, please explain for each claim:

- a. The number of complainants;
- b. The reason or reasons why the complaint has not been resolved; and
- c. The agency's plan to resolve or otherwise dispose of the complaint.

**Response:** Please see below for each subquestion:

a. *Please see the table below for the number of complainants:*

	Total	Payment and Collection of Wages DC Code § 32-1301 - 32-1312	Minimum Wage & Overtime DC Code § 32-1001 et seq	Sick & Safe Leave, including emergency COVID leave DC Code § 32-531.01 et seq.
Number of investigations opened prior to September 30, 2019	344	214	119	11

b. *The reason or reasons why the complaint has not been resolved*

(Note 5 Question 62) DOES notes that all investigations that were opened prior to September 30, 2019 that remain open have received Initial Determinations that were appealed to OAH or received Initial Determinations that were referred to OAG for enforcement. Some investigations remain open to collect outstanding payments for claimants.

c. *The agency's plan to resolve or otherwise dispose of the complaint.*

DOES will use a process server to perfect service on District employers. DOES will continue to work with OAG and other District agencies to enforce its Initial Determinations.

## Emergency COVID Sick Leave

66. Describe how DOES responded to employer questions about emergency and temporary legislation creating COVID-specific sick leave obligations (i.e., the temporary requirement in DC Code § 32-531.02a (a)(1) for certain employers to provide such leave beginning April 10, 2020, and most recently reauthorized in section 105 of B24-140, the Coronavirus Support Temp (omnibus) bill).

**Response:** The OWH received inquiries about the law and provided general guidance as to its applicability. To further assist employers, OWH created a new online portal, and employers were given individual employer ID numbers to access this portal and upload the requested documents. Employers were also allowed to mail hard copies of the requested documents. Using these documents, DOES determined whether the employer

was required to provide the statutorily required leave and notified the employer of its determination.

**67. How many investigations did DOES initiate to investigate compliance with the COVID-specific sick leave provisions in FY 2021? How many in the first quarter of FY 2022?**

**Response:** Please see below:

- DOES initiated 917 audits in FY 2021
- DOES initiated 354 audits in the first quarter of FY 2022

**68. How does DOES view its effectiveness in enforcing the COVID Sick Leave protections? What are the measures and outcomes?**

**Response:** DOES found that by sending out initial audit notices to District employers, DOES gauged how employers were providing leave to employees. Equipped with this information, DOES provided employers with targeted messaging advising them of the statutory requirement to provide the COVID Sick Leave.

In addition, the audit notices revealed that, due to the pandemic, a lot of District employers had to close their businesses due to pandemic-related strain.

DOES conducted multiple audits that are still in progress. DOES actively worked with District employers to review their payrolls, specifically focused on the use of leave, employee data, and the company policies regarding leave.

In FY21, OWH initiated 917 companywide audits to ensure D.C. employers were compliant with emergency COVID leave statutes enacted under Sick and Safe, in compliance with D.C. Official Code §32-531.01 et seq. This involves the request of documents from the 917 randomly selected District employers.

DOES requested (1) employee rosters for all employees that worked and received pay during the audit period, January 1, 2020 – December, 31 2020, (2) a copy of the employers' sick leave policy and (3) the contact information for a company representative.

So far, 454 employers have responded with all or part of the information DOES requested. As part of the ongoing investigation, DOES sent out surveys to the employees whose information was provided and has received 444 responses thus far. These responses would be used to determine if the employer violated the COVID Sick Leave Act.

## Retaliation

69. How many complaints investigated during FY21 and FY22 involved an allegation of retaliation by an employer?
- Out of those cases, how many of the complainants were contacted by DOES within 10 business days of DOES learning of their complaint?
  - How many of these complaints received a final determination?

**Response:** For FY21, 28 complaints investigated involved allegations of retaliation by an employer. For FY22, six complaints investigated involved allegations of retaliation by an employer

*a. Out of those cases, how many of the complainants were contacted by DOES within 10 business days of DOES learning of their complaint?*

Twelve of the 34 total cases in FY21 and FY22 involving allegations of retaliation were contacted within 10 business days after learning of the complaint.

*b. How many of these complaints received a final determination?*

Four of these complaints received a final determination.

## Complaints

70. Several DOES complaint [forms](#) still require the individual filling out the form to agree to the following: “I AUTHORIZE THE DOES OFFICE OF WAGE-HOUR TO RELEASE ANY AND ALL INFORMATION CONTAINED IN MY COMPLAINT FILE TO MY EMPLOYER, TO INVESTIGATE MY CLAIM, AND TAKE ANY ACTION DEEMED NECESSARY TO RESOLVE THE CLAIM.” In its responses to 2021 questions submitted to the agency, DOES stated that “if an individual wishes to make a confidential report, that is a different process that can be made by calling the Office of Wage-Hour with specific questions at 202-671-1880” or via email to [owh.ask@dc.gov](mailto:owh.ask@dc.gov).
- How many such calls did OWH receive in FY2020? FY2021? FY2022?
  - Of the calls reported in subpart (a) how many resulted in complaints being filed?
  - How many staff members are trained to receive and respond to such calls?
  - Please indicate where this procedure is detailed in the SOPs (and, if the SOPs are not provided, please summarize the guidance provided there)
  - How many complaints were closed because a complainant did not consent to their identity being disclosed to the employer?
  - How many emails were sent to [OWH.ASK@dc.gov](mailto:OWH.ASK@dc.gov) in FY21? In FY2022, thus far?
  - How many employees respond to these emails?
  - Where do the SOPs detail how to respond to emails to [OWH.ASK@dc.gov](mailto:OWH.ASK@dc.gov)?

**Response:** Please see below to each of the questions:

*a. How many such calls did OWH receive in FY2020? FY2021? FY2022?*

DOES is not legally required to maintain call data on any confidential noncompliance complaints and, as a result, callers requesting anonymity or providing confidential noncompliance information are not counted or tracked by DOES.

DOES includes the noted disclosure on every claim form to inform the complainant that their information may be shared with the employer, pursuant to D.C. Official Code 32-1308.01.

*b. Of the calls reported in subpart (a) how many resulted in complaints being filed*  
Callers requesting anonymity or providing confidential noncompliance information are not counted or tracked by DOES.

*c. How many staff members are trained to receive and respond to such calls?*

All staff are trained by DOES to receive and respond to calls requesting anonymity or providing confidential noncompliance information, as a part of their duties as compliance specialists.

*d. Please indicate where this procedure is detailed in the SOPs (and, if the SOPs are not provided, please summarize the guidance provided there)*

The SOP states, in pertinent part, that the authority for the following claims is based on D.C. Official Code § 32-1306(a)(1), which states in relevant part “... by conducting sua sponte and complaint-initiated investigations into whether violations have occurred.” Also, OWH shall utilize the underlying investigation methods to keep confidential the name and other identifying information of the employee or other person reporting a violation pursuant to the same Code section.

i. Companywide Audits or OWH Initiated Claims

1. This is derived directly from D.C. Official Code § 32-1306(a)(1).

ii. Living Wage Audits

iii. Tip Portal Audits

iv. COVID-19 Emergency Sick Leave Audits

As multiple or compelling inquiries about a single employer are submitted to OWH, Compliance Specialists on the Companywide Audit team will send a notice to the employer requesting its employee roster to include names, addresses, and phone numbers of its employees. A survey questioning the occurrence of wage-theft issues will be drafted and mailed to the employees. This is a preliminary step (1) to gather information from employees; (2) to confirm the Employers’ practice regarding Wage-Theft statutes; and (3) to determine the accuracy or validity of employee records.

*e. How many complaints were closed because a complainant did not consent to their identity being disclosed to the employer?*

None.

*f. How many emails were sent to [OWH.ASK@dc.gov](mailto:OWH.ASK@dc.gov) in FY21? In FY2022, thus far?*  
FY 2021 - between 10/01/2020 through 9/30/2021 - 2,579  
FY 2022 - between 10/01/2021 as of 1/21/2022 - 761  
Note, this may also include multiple emails from the same party.

*g. How many employees respond to these emails?*  
All 32 OWH staff respond to the emails sent to [OWH.ASK@dc.gov](mailto:OWH.ASK@dc.gov).

*h. Where do the SOPs detail how to respond to emails to [OWH.ASK@dc.gov](mailto:OWH.ASK@dc.gov)?*  
Please see the response to Question 70(d).

71. **The following questions reference the DOES complaint form for alleging retaliation, available at:**  
**[https://does.dc.gov/sites/default/files/dc/sites/does/page\\_content/attachments/OWH\\_RFORM\\_fillable.pdf](https://does.dc.gov/sites/default/files/dc/sites/does/page_content/attachments/OWH_RFORM_fillable.pdf). Last year, DOES provided a copy of the updated version of this form labeled "OWH\_RForm Rev 01/21" but that updated document is not available online. When will the revised form be available online? If it is already online, please provide the web address where it's available. According to the agency's responses to last year's question 61, DOES sends a document called the "Request for Additional Information"<sup>4</sup> to a complainant when it needs further details about a particular complaint.**

**Response:** Form OWH RForm Rev 01/21 is available online at:  
**<https://does.dc.gov/sites/default/files/dc/sites/does/publication/attachments/2021%20OWH%20Complaint%20Form%20-%20RET%20-SPA.pdf>.**

Compliance Specialists are encouraged to request additional information from the complainant when the claim form does not clearly explain the retaliation claim or when there are no documents provided with the claim form that provide evidence of the work relationship. D.C. Official Code 32-1308.01 is the written guidance provided to investigators. Investigators are provided a template for writing letters to request additional information and a written roadmap that can be provided to the complainant to explain why DOES may request additional information.

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<sup>4</sup> The form reads as follows: "REQUEST FOR ADDITIONAL INFORMATION Claim Number: 18-XX-##  
Claimant Name Address Washington, DC 20000 Dear Claimant Name: In connection with an investigation of COMPANY to determine compliance with the District of Columbia wage and hour laws, it is necessary to secure additional information about your employment with the company. Our records indicate that you filed a claim on DATE but have failed to provide supporting documents. Failure to provide the requested documents within seven (7) days of receipt of this notice, or by no later than DATE, will result in your claim being closed. Sincerely, Your Name Your Name Wage-Hour Compliance Specialist"

72. Please explain how the investigation proceeds when:
- a. The complainant does not respond;
  - b. The complainant does not have documents or other evidence requested; and
  - c. The complainant provides some but not all of the requested documents.

**Response:**

- a. *The complainant does not respond;*

OWH makes multiple attempts to try to reach the complainant through all known contact information. For example, if a complainant does not respond to our initial request, we follow up with a letter requesting additional information along with an email and a phone call. If the complainant still has not responded, they will be sent a case closure letter. The complainant will have to refile a claim if the case is closed out.

- b. *The complainant does not have documents or other evidence requested; and*

By law, D.C. Official Code 32-1308.01, OWH is required to have certain information to proceed with a claim. If the claimant does not have the required information, we can turn the investigation into sua sponte, which we have done on many occasions.

- c. *The complainant provides some but not all of the requested documents.*

Please see the response to Question 72(b).

73. In its response to last year's question 61, DOES said, "DOES makes a note of when the complainant is contacted by the compliance specialist for discussion or validation of the claim in order to determine if it is sufficient to initiate an investigation. This occurred 365 times in FY2019 and 288 times in FY2020;" later DOES said, "DOES keeps a record showing whether the compliance specialist was able to validate the claim by contacting the complainant prior to continuing the investigation with a Notice of Claim being sent to the respondent. This occurred 193 times in FY2019 and 137 times in FY2020."

- a. Please explain the difference between "when a complainant is contacted for discussion or validation" and "whether the compliance specialist was able to validate the claim".
- b. How do these numbers relate to each other (for ex., does one number include the other)? What methods are used to obtain this information (for ex., email, telephone, letter)?
- c. Please explain what it means to "validate the claim" and the legal authority for this requirement, if any.

**Response:**

- a. *Please explain the difference between "when a complainant is contacted for discussion or validation" and "whether the compliance specialist was able to validate the claim".*

When DOES receives a complaint, the assigned Compliance Specialist reaches out to the complainant to validate the claim by requesting sufficient information



to support the claim. This could be documentation such as paystubs, timesheets, company policy handbooks, etc., depending on the allegation made by the complaint.

After these documents are received, DOES analyzes them with reference to the claim being filed and then determines if there is a valid claim to be considered or if the information provided is sufficient to proceed with further investigations. If the complainants respond with sufficient documents for validation of the claim, DOES reaches out with a notice of claim, which is sent to the employer.

*b. How do these numbers relate to each other (for ex., does one number include the other)? What methods are used to obtain this information (for ex., email, telephone, letter)?*

After claim assignment to a Compliance Specialist, the investigative process begins with the collection of evidence from the complainant. The Compliance Specialist shall:

- a. Review claim file to determine that it is a valid claim. All claims must meet the criteria in D.C. Official Code § 32-1308.01(a) &(b).
- b. Call the Complainant for further clarification of facts.
- c. Send a letter requesting additional information needed to validate the claim. This includes a one to two-week deadline, depending on the amount of information requested and difficulty of obtaining the requested information.
- d. If the information is not received by the deadline stated in the letter, the process of administratively closing the case starts.
- e. If sufficient information is received to support the claim and meets the requirements of D.C. Official Code § 32-1308.01, then OWH proceeds to the next step, “Notification and Investigation Process.”

*c. Please explain what it means to “validate the claim” and the legal authority for this requirement, if any.*

After claim assignment to a Compliance Specialist, the investigative process begins with the collection of evidence from the complainant. The Compliance Specialist shall:

- Review the claim file to determine that it is a valid claim. All claims must meet the criteria in D.C. Official Code § 32-1308.01(a) &(b).
- Call the Complainant for further clarification of facts.
- Send a letter requesting additional information needed to validate the claim. This includes a one to two-week deadline, depending on the amount of information requested and difficulty of obtaining the requested information.
- If the information is not received by the deadline stated in the letter, the process of administratively closing the case starts.
- If sufficient information is received to support the claim and meets the requirements of D.C. Official Code § 32-1308.01, then OWH proceeds to the next step, “Notification and Investigation Process.”

74. Please discuss employer deadline extensions:
- How often does OWH extend the statutory deadline (i.e., 20 days from date of service) for an employer to respond to a Notice of Complaint?
  - Must the employer demonstrate good cause in order to be granted an extension? If so, what constitutes good cause? How long of an extension may be granted?
  - If the agency does not require a showing of good cause, how does the agency determine whether to grant an extension or not?
  - Provide an example of where the agency found good cause to extend the statutory deadline for an employer to respond to a complaint.

**Response:** DOES follows the administrative procedures in D.C. Official Code § 32-1308.01, which states and does not provide extensions to the 20-day statutory deadline: “(3) Within 20 days of the date the complaint and written notice are served, the respondent shall:

- Admit that the allegations in the complaint are true and pay to complainant any unpaid wages or compensation and liquidated damages owed and pay to the Mayor any fine or penalty assessed; or
- Deny the allegations in the complaint and request that the agency make an initial determination regarding the allegations in the complaint.”

75. How many initial or final determinations have been challenged by employers because they alleged that service of a complaint on them was not proper, since FY19?

**Response:** DOES does not track this information. These complaints typically arise in the Office of Administrative Hearings

76. Please complete the following table about workplace-wide violations. A “workplace-wide violation” is a situation where an employer failed to comply with the law’s requirements and therefore the rights of all or a substantial portion of the employer’s employees were violated.

Please see below:

Statute	Number of employers found to have workplace-wide violations:		Total number of employees experiencing workplace-wide violations:	
	FY2021	FY2022	FY2021	FY2022
<b>Wage Payment</b>	19	Less than 10	19	Less than 10
<b>Workplace Fraud</b>	Please refer to Note 6 of Question 62	Please refer to Note 6 of Question 62	Please refer to Note 6 of Question 62	0

Statute	Number of employers found to have workplace-wide violations:		Total number of employees experiencing workplace-wide violations:	
	FY2021	FY2022	FY2021	FY2022
<b>Minimum Wage &amp; Overtime</b>	Less than 10	0	Less than 10	Less than 10
<b>Sick &amp; Safe Leave</b>	Less than 10	Less than 10	Less than 10	Less than 10
<b>COVID Sick Leave</b>	<i>Please see “Note” below.</i> Investigation on-going.	<i>Please see “Note” below.</i> Investigation on-going.	<i>Please see “Note” below.</i> Investigation on-going.	<i>Please see “Note” below.</i> Investigation on-going.

*Note:*

*In FY21, OWH initiated 917 companywide audits to ensure D.C. employers were compliant with emergency COVID leave statutes enacted under Sick & Safe, in compliance with D.C Code §32-531.01 et seq. This involves the request of documents from the 917 randomly selected employers, which is submitted via <https://webapps.does.dc.gov/owh>. The companies are requested to submit the following information.*

*Employee rosters of all employees who worked and received pay during the audit period January 1, 2020 – December, 31 2020 (company employee roster included names, hire dates, address, email, phone number, and total number of hours worked for the above period).*

*A copy of the companies’ sick leave policies and contact information for a company representative to follow up with.*

*So far, 454 employers have responded with all or part of the information DOES have requested.*

*As part of the ongoing investigation, DOES has sent out surveys to the employees whose information has been provided and has so far received 444 responses. These responses would be used to determine if the employer has allegedly violated the COVID sick leave Act.*

**77. How many of the employers found to have workplace-wide violations reported in the question immediately preceding this one were identified through an agency-initiated investigations (i.e., not initiated by a complaint)?**

**Response:** In FY21, DOES had a total of 1,019 companywide agency-initiated investigations, with 917 regarding employer compliance with the COVID Sick Leave Act and 102 regarding compliance with all other workplace-wide Acts. Our investigations are still ongoing for the Covid sick leave audits. (*Please see “Note” in the response to Question 76).*

78. Please estimate (using percentages and totaling 100%) how common each of these situations was in FY 2020. OWH requested additional information from the Claimant necessary to<sup>5</sup>:
- (A) Amend a charge deemed insufficient;
  - (B) Cure technical defects or omissions;
  - (C) Clarify or amplify allegations; or
  - (D) Ensure that any violations related to or arising out of the subject matter set forth or attempted to be set forth in the original charge are adequately alleged in the complaint.

**Response:** DOES does not track this information using the categories above. As of January 7, 2022, 313 letters were sent to employees requesting additional information, which is the first contact made to the employee.

### **Tipped Workers**

79. Regarding the quarterly wage reports as required by DC Code § 32–1009.01:
- a. What is the status of the improvements DOES is making to the internet-based portal where employers, including hotel employers, and third-party payroll businesses are required to submit quarterly wage reports? Include the contractor's name, contract number, timeline for the project, phases of functionality release and associated functions, and any other information.
  - b. How many employers submitted reports in each quarter of FY2021?
  - c. How many reports were submitted for each quarter in FY2021 via each method:
    - a. hard copy (physically mailed or dropped off);
    - b. emailed or otherwise transmitted to the agency but not via the portal; and
    - c. electronically via portal?

**Response:** Please see below

- a. *Status of the improvements DOES is making to the internet-based portal*

A contractor, Sagitec, has been selected for the project.

Timeline for project: January 17, 2022 begins the inception phase with a project completion date of Fall 2022.

- b. *How many employers submitted reports in each quarter of FY2021?*

- Q1FY21 (QE 12.31.2020) – 500
- Q2FY21 (QE 03.31.2021) – 517
- Q3FY21 (QE 06.30.2021) – 483
- Q4FY21 (QE 09.30.2021) – 405

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<sup>5</sup> § 32–1308.01(b)(3).

c. How many reports were submitted for each quarter in FY2021 via each method:

- Q1FY21 (QE 12.31.2020) – 397 tip portal / 103 manual = 500
- Q2FY21 (QE 03.31.2021) – 360 tip portal / 157 manual = 517
- Q3FY21 (QE 06.30.2021) – 395 tip portal / 88 manual = 483
- Q4FY21 (QE 09.30.2021) – 405 tip portal / the manual data is not yet available.

Note: Manual reports are those that DOES has received as a hard copy.

**80. In last year's performance responses, the agency had not yet determined the following information for FY2020 (all four quarters); therefore, please provide for each quarter in FY2020:**

- types and number of violations found;
- number of affected employees;
- and penalties imposed by DOES.

**Response:** The agency is conducting an analysis of this data and preparing notices to the employers. DOES expects to have a completed analysis by Spring of 2022. Through our initial analysis, we have identified data, however, we need to conduct further analysis and provide employers with the opportunity to respond based on the requirements in the D.C. Code.

## Penalties and relief

**81. What was the total amount of money DOES determined was owed and actually recovered in the categories below?**

**Response:** Please see table below:

**Penalties and relief unpaid to DOES**

Statute	FY2020 Total relief owed to workers but remaining unpaid	FY2020 Penalties owed to DOES but remaining unpaid	FY2021 Total relief owed to workers	FY2021 Total relief owed to workers but remainin g unpaid	FY2021 Penalties payable to DOES	FY2021 Penalties payable to DOES but remaining unpaid
<b>Wage Payment</b>	\$885,815.80	\$983,150.00	\$116,588.64	\$84,585.44	\$266,975.00	\$257,350.00
<b>Workplace Fraud</b>	Please refer to Note 6 of Question 62	Please refer to Note 6 of Question 62	Please refer to Note 6 of Question 62	Please refer to Note 6 of Question 62		
<b>Minimum Wage &amp; Overtime</b>	\$231,815.07	\$153,150.00	\$6,651.50	\$900.00	\$23,600.00	\$18,850.00

Statute	FY2020 Total relief owed to workers but remaining unpaid	FY2020 Penalties owed to DOES but remaining unpaid	FY2021 Total relief owed to workers	FY2021 Total relief owed to workers but remainin g unpaid	FY2021 Penalties payable to DOES	FY2021 Penalties payable to DOES but remaining unpaid
<b>Sick &amp; Safe Leave</b>	\$2,544.00	\$3,000.00	\$3,952	\$0.00	\$5,275.00	\$0.00
<b>COVID Sick Leave</b>	<i>Please see "Note" in Question 76.</i>					

*\*Total relief payable to workers should include any restitution, liquidated damages, compensatory damages, punitive damages, and other money payable to workers.*

## Settlement Agreements

- 82. Please provide for FY20, the total number of settlement agreements DOES entered into with employers to resolve complaints/ investigations (i.e. no individual employee is a party) involving one or more violations of:**
- a. Wage Payment & Workplace Fraud;**
  - b. Minimum Wage & Overtime Law;**
  - c. Sick & Safe Leave Law;**
  - d. COVID sick Leave Law; and**
  - e. Other.**

**Response:** Please see responses below:

- a. Wage Payment & Workplace Fraud: 17
- b. Minimum Wage & Overtime Law: Less than 10
- c. Sick & Safe Leave Law: 0
- d. COVID sick Leave Law: 0
- e. Other: 0

- 83. Please provide for FY20, the total number of settlement agreements entered into between employers and complainants facilitated by DOES to resolve complaints/investigations involving one or more violations of:**
- a. Wage Payment;**
  - b. Workplace Fraud;**
  - c. Minimum Wage & Overtime Law;**
  - d. Sick & Safe Leave Law;**
  - e. COVID sick Leave Law; and**
  - f. Other.**

**Response:** Please see below for the total numbers:

- Wage Payment: 20
- Workplace Fraud: See Question 62, Note 6
- Minimum Wage & Overtime Law: Less than 10

- Sick & Safe Leave Law: 0
- COVID sick Leave Law: 0
- Other. 0

- 84. For ten random wage-hour cases resolved via settlement, including both complaint-based and agency-initiated investigations, during FY2021, please provide the agreements or the following information:**
- a. The date the settlement agreement was executed;**
  - b. The date of complaint(s) underlying the settlement agreement or, if the investigation was initiated without a complaint, the date the employer was notified of the investigation;**
  - c. Alleged violations that the settlement purports to resolve (whether or not the employer admits the allegations);**
  - d. Number of employees covered by the settlement agreement;**
  - e. Total money payable to employees under the settlement agreement;**
  - f. Deadline(s) for required payment(s);**
  - g. Whether full payment was received by the deadline (if passed) or at all; and**
  - h. Any other required action the employer agreed to, such as employer agrees to provide additional sick days to workers, comply with other District laws, etc.**

**Response:** Please see attachment “DOES POH FY 2022 Q84\_Random Settlements.”

## **Reports**

- 85. Please list by date and attach all reports completed by DOES pursuant to the following laws, and if not available for each time period since the law’s effective date, explain why:**
- 1. DC Code section 32–1007.01 (effective Aug. 19, 2016), Biannual report regarding audits or inspections under the Minimum Wage law.**
  - 2. DC Code section 32-1009.01 (effective March 11, 2014), Quarterly report to the Secretary of the Council with compliance data collected based on random reporting audits of quarterly tipped wage reports submitted by employers to DOES.**

**Response:**

- a. For Biannual reports regarding claims and audits under the minimum wage law, DOES is currently in the review process to submit reports for the following fiscal years.
  - 12 months ending 9/30/2018
  - 12 months ending 9/30/2019
  - 12 months ending 9/30/2020
  - 12 months ending 9/30/2021
- b. For Quarterly Tip Wage Reports, DOES has previously submitted all quarters from Fiscal Year 2018 through the 2nd quarter of Fiscal Year 2020:
  - Q1 FY18 (3 months ending 12.31.2017)
  - Q2 FY18 (3 months ending 03.31.2018)
  - Q3 FY18 (3 months ending 06.30.2018)
  - Q4 FY18 (3 months ending 09.30.2018)

- Q1 FY19 (3 months ending 12.31.2018)
- Q2 FY19 (3 months ending 03.31.2019)
- Q3 FY19 (3 months ending 06.30.2019)
- Q4 FY19 (3 months ending 09.30.2019)
- Q1 FY20 (3 months ending 12.31.2019)
- Q2 FY20 (3 months ending 03.31.2020)

DOES is currently in the review process for the last two quarters of Fiscal Year 2020:

- Q3 FY20 (3 months ending 06.30.2020)
- Q4 FY20 (3 months ending 09.30.2020)

Please see published reports at <https://lims.dccouncil.us/Legislation/RC24-0041>.

## Wage Theft Prevention Fund

86. Complete the table below detailing revenue into the Wage Theft Prevention Fund.

**Response:** Please see the table below:

**Wage Theft Prevention Fund Revenue FY2021 and FY2022**

	Total revenue FY2021	Total revenue in FY2022, as of Jan. 1, 2022
<b>Wage Theft Prevention Clarification Act</b>	\$87,550.99	\$10,300.00
<b>Minimum Wage Revision Act</b>	\$10,724.00	\$10,000.00
<b>Accrued Sick and Safe Leave Act</b>	\$5,275.00	\$3,500.00
<b>Living Wage Act</b>	\$1,800.00	0
<b>Other (describe)</b>	N/A	N/A
<b>Total</b>	\$105,349.99	\$23,800.00



## Standard Operating Procedures

87. In response to the Committee’s requests for the 2020 and 2021 oversight hearings, seeking “manuals, handbooks, and reference materials that form the “standard operating procedures” (SOP) of the OWH,” DOES stated that these were being updated and required LS Bureau and General Counsel approval before sharing with the Committee.
- f. Please provide as much of the updated materials as has been approved to date;
  - g. for materials still pending approval, list the names of the documents to be provided and their review status and planned completion dates.
  - h. Provide the dates and times of all employee trainings regarding the SOPs during FY2020, FY2021, and FY2022 to date, specifying the format of the training and number of attendees.
  - i. Please provide as much of the updated materials as has been approved to date;

**Response:** DOES SOPs are internal deliberative documents and as a result cannot be provided. There are no remaining materials pending approval, and all staff are trained on SOPs through weekly training.

## **VII. Universal Paid Family and Medical Leave**

### **Data: claimants**

- 88. Please complete the following table with information on claims filed from inception July 1, 2020, through Jan. 1, 2022.**

**Response:** Please see the below chart:

Type of leave	Number of claims filed <sup>1</sup>	Number of claims approved	Number of claims denied <sup>2</sup>	Number of claims pending	Percent of claims determinations issued more than 10 business days after filing <sup>3</sup>	Average number days from determination to first payment made <sup>4</sup>
Family leave	1238	894	238	24	21%	8
Parental leave	11802	10718	643	150	6%	11
Medical leave	4576	3195	1010	170	21%	7
<b>All leave types</b>	<b>17616</b>	<b>14807</b>	<b>1891</b>	<b>344</b>	<b>11%</b>	<b>10</b>

<sup>1</sup> Note that there were 574 claims that were withdrawn per the claimant's request, which are included in the total number of claims filed.

<sup>2</sup> Note that denied claims include claims that are in a monetarily ineligible status.

<sup>3</sup> Note that some claims are allowed to remain pending longer than ten business days in order to accommodate claimants who need more time to obtain and provide documentation to DOES.

<sup>4</sup> Note that payments are not issued until the Tuesday after the first week during which there is a payable day of leave. This means that claimants who choose to file in advance of their planned leave and have requested dates that start in the future will not receive a payment until after their first scheduled date of leave, which could be many weeks in the future. These payments affect the average measurement requested here because the payment will appear to be long after DOES' determination but will still be within one week of the first date of leave.

- 89. How many claims were filed for reasons related to COVID/coronavirus, by leave type (family, medical)?**

**Response:** 238 COVID related claims were filed. Please see the below chart for leave type.

Type of Leave	Total Claims	Approved Claims	Denied Claims	Pending Claims	Monetarily Ineligible
Family Leave	48	26	14	Less than 10	Less than 10
Medical Leave	190	79	81	DS	Less than 10
<b>Total</b>	<b>238</b>	<b>105</b>	<b>95</b>	<b>DS</b>	Less than 10

*Note: DS indicates complimentary data suppression.*

90. Please provide the following information on claim denials.

- a. How many of the claim denials were due to lacking “current employment,” for each type of leave (parental, medical, family) in each year FY2020 through FY2022?

**Response:** 74 claims were denied, due to the claimant lacking current employment. Please see the below chart for leave type.

Denied due to lacking current employment				
Type of leave	Number of claims denied	FY20 (7/1/2020-9/30/2020)	FY21 (10/1/2020-9/30/2021)	FY22 (10/1/2021-1/1/2022)
Family leave	Less than 10	Less than 10	Less than 10	Less than 10
Parental leave	54	Less than 10	40	Less than 10
Medical leave	DS	Less than 10	13	Less than 10
<b>Total</b>	74	11	56	Less than 10

*Note: DS indicates complimentary data suppression.*

- b. What are the top 5 most common reasons for a claim to be denied for each family, parental, and medical qualifying leave event categories? Please include the number of claims denied for each of these reasons since July 1, 2020.

**Response:** Please see the below charts.

Parental Leave Claim Denial Reasons	
UI Benefits Crossmatch	70
Not Employed at Time of Application	54
Existing Duplicate Claim	32
Incomplete Documentation	22
Exigent Circumstance Not Valid	17

Medical Leave Claim Denial Reasons	
Medical Eligibility Review	333
Request for Additional Medical Documentation	160
Incomplete Medical Certification	63
Serious Health Condition Not Established	61
2-Week Benefit Exhaustion	53

Family Leave Claim Denial Reasons	
Medical Eligibility Review	54
Request for Additional Medical Documentation	27

Providing Care not Supported by Medical Certification	13
Incomplete Medical Certification	12
6-Week Benefit Exhaustion	10

- c. **What are the top 5 most common reasons for claim denials cumulatively across all applications for paid leave benefits (July 1, 2020 - Jan 1, 2022)?**

**Response:** Please see the below chart.

Cumulative Denial Reasons	
Medical Eligibility Review	387
Request for Additional Medical Documentation	188
UI Benefits Crossmatch	92
Incomplete Medical Certification	75
Serious Health Condition Not Established	66

91. **For each fiscal year FY2020-FY2022, how many initial claim denial determinations were later overturned? How many by internal DOES adjudication processes? How many by OAH?**

**Response:** As part of the Office of Paid Family Leave's (OPFL's) internal reconsideration process, claimants can provide additional documentation that was not available/submitted at the time of the first application. When an internal reconsideration results in a different decision than the original determination, this does not necessarily mean the program's initial decision was incorrect, rather it is often based on the additional documentation submitted and subsequently considered by the agency.

From July 2020 to December 2021, 549 claimants filed an internal reconsideration with OPFL. Out of those 549, 328 were reversed in the claimant's favor.

During that same time period, less than 10 of the 25 appeals filed with OAH were reversed.

Please see the below charts for quarterly data.

**Internal Reconsiderations:**

Quarter	Received*	Reversed	Affirmed
Q3 2020	74	37	23
Q4 2020	90	53	33
Q1 2021	93	56	35
Q2 2021	95	60	37

Quarter	Received*	Reversed	Affirmed
Q3 2021	96	58	33
Q4 2021	101	64	44
Q3 2020 – Q4 2021	549	328	205

*\*Total received will not add up to the total reversed and affirmed, as there are pending claims that have not reached a resolution at the end of each month.*

#### Office of Administrative Hearing Appeals:

Quarter	Received*	Reversed	Affirmed
Q3 2020	Less than 10	Less than 10	Less than 10
Q4 2020	Less than 10	Less than 10	Less than 10
Q1 2021	Less than 10	Less than 10	Less than 10
Q2 2021	Less than 10	Less than 10	Less than 10
Q3 2021	11	Less than 10	Less than 10
Q4 2021	Less than 10	Less than 10	Less than 10
Q3 2020 – Q4 2021	25	Less than 10	16

*\*Total received will not add up to the total reversed and affirmed, as there are pending claims that have not reached a resolution at the end of each month.*

92. Please complete the following table with information on benefits paid on claims through Jan. 1, 2022, except where noted.

**Response:** Please see the below chart.

#### Benefits Paid and Weeks of Leave

Type of leave	Number claims paid	Total benefits paid (\$)	Number claimants paid maximum \$1,000 per week benefits <sup>1</sup>	Average weekly benefit amount	Percentage of paid claims that utilized maximum number of weeks of leave to which employee was eligible <sup>2</sup>	Average number of weeks of leave taken	Number of claims for only 1 week of benefits
Family caregiving leave	899	\$2,748,986	207	\$641	Less than 5%	3.6	63
Parental leave	10,079	\$59,975,381	4203	\$787	92.99%	6.7	190
Medical leave 7/1/20-9/30/21 (dates of filing, 2 weeks max.)	2,432	\$3,531,973	682	\$628	Less than 5%	1.8	130

Type of leave	Number claims paid	Total benefits paid (\$)	Number claimants paid maximum \$1,000 per week benefits <sup>1</sup>	Average weekly benefit amount	Percentage of paid claims that utilized maximum number of weeks of leave to which employee was eligible <sup>2</sup>	Average number of weeks of leave taken	Number of claims for only 1 week of benefits
Medical leave 10/1/21-1/1/22 (dates of filing, 6 weeks max.)	801	\$2,394,956	138	\$736	Less than 5%	4.1	27
Pre-natal leave	N/A	N/A	N/A	N/A	N/A	N/A	N/A

<sup>1</sup>Note that on October 1, 2021, the maximum weekly benefit amount increased to \$1,009. The table reports the number of claimants with an approved claim with a weekly benefit amount of at least \$1,000.

<sup>2</sup>Eligibility for medical and family leave is based not only on the maximum leave entitlement allowed according to the statute, but also on the medical necessity and supporting documentation for each claim. The data reported here provide the percent of claims that received the maximum leave entitlement established by statute, not the maximum leave to which the claimant was eligible, which is always 100 percent.

**93. Please complete the *attached table* with demographic information on claims filed from July 1, 2020, through Jan. 1, 2022.**

**Response:** Please see attachment “DOES POH 2022 Q93\_PFL Demographic Info.”

**94. How many claims have been filed for retroactive benefits? Please delineate by claim type (medical, family, etc.). How many such claims were denied? For what reasons?**

**Response:** 3,703 claims were filed for retroactive benefits, defined as claims filed after the first payable date. Of those 3,703 claims, 548 were denied. Please see the below charts for additional information.

Type of leave	Number of claims filed for retroactive benefits	Denied
Family leave	322	52
Parental leave	1724	116
Medical leave	1657	380
<b>Total</b>	<b>3703</b>	<b>548</b>

<b>Denial Reason (for claims filed retroactively)</b>	<b>Number of claims denied</b>	<b>Percentage of Denied Claims</b>
Benefit week exhaustion	23	Less than 5%
Exigent circumstance not established or valid	137	25.00%
Existing duplicate claim	10	Less than 5%
Failed automatic ID verification (Lexis Nexis)	13	Less than 5%
Health care provider ID invalid after examiner investigation	Less than 10	Less than 5%
Leave occurred before program implementation	Less than 10	Less than 5%
Medical eligibility review	Less than 10	Less than 5%
Not employed at time of application	23	Less than 5%
Amendment to leave days	Less than 10	Less than 5%
Parental event outside of 1-year window	Less than 10	Less than 5%
Supporting documentation missing, incomplete or invalid	151	27.55%
Receiving long-term disability	Less than 10	Less than 5%
Serious health condition not established	126	Less than 5%
UI benefits crossmatch	31	5.66%
<b>Total</b>	<b>548</b>	<b>100%</b>

95. **How many claimants had a monetary readjustment for claims filed after Oct. 1, 2021, due to the 10-quarter monetary base period allowed under the Universal Paid Leave Amendment Act of 2021 (in the FY2022 Budget Support Act), § 32–541.01(1)?**

**Response:** Approximately 1,900 claims were filed between October 1 and November 18, 2021. For these claims, OPFL executed a data change request to apply the 10-quarter look back period. Claimants who would have received a higher benefit amount due to the 10-quarter look back are receiving supplemental payments. DOES does not have the number that received a readjustment at this time.

All claims filed on or after November 19, 2021 automatically had the 10-quarter look back period applied.

## Businesses and Taxes

- 96. How many businesses requested tax relief of some sort (a waiver, delay in payment, or other) in FY2021 or FY2022? For how many employees? How many businesses received relief? For how many employees? What were the reasons that relief was requested, and reasons relief was granted?**

**Response:** During FY2021, OPFL did not receive any formal request for relief from paying the Paid Family Leave tax. However, pursuant to 7 DCMR § 3404 (Collection Procedures), DOES has the authority to waive tax penalties and to enter into payment agreements with an employer to help retire delinquent debt. Such an accommodation could be considered tax relief.

To that end, OPFL received 1,156 administrative appeal requests from 709 employers during FY2021. These employers were requesting an abatement of late penalty charges that were assessed on their account. Of the total, OPFL granted 279 administrative appeals. As a note, an employer can submit an appeal request for multiple quarters, and the circumstance for each appeal is considered separately. As a result, the number of administrative appeals received is larger than the number of employers.

To date in FY2022, OPFL has received 515 administrative appeal requests from 385 employers requesting an abatement of late penalty charges. Of the total, OPFL has granted 95 administrative appeals.

Additionally, in FY2021, OPFL authorized 257 payment agreements. OPFL has yet to authorize any payment agreements in FY2022.

- 97. How many businesses claimed employee exemptions in FY2021 or FY2022? For how many employees? How many businesses received an exemption? For how many employees? How many exemption requests were related to remote work that occurred or is occurring since the start of the COVID pandemic?**

**Response:** Individual employees can be “excepted” from the PFL tax on the basis that an employee’s wages are correctly reported to the District for UI tax purposes but the employee’s work location does not meet the requirements of the PFL law for PFL coverage. If an exception request is approved, the PFL tax need not be paid based on the employee’s wages for that quarter.

In FY21, OPFL granted exceptions to two employers covering 180 employees. To date in FY22, one employer exception request has been granted, covering 177 employees. COVID-19 has not caused a change in employer behavior with regard to the number of employee exception requests submitted to DOES. OPFL has only received one formal exception request related to remote work. This request was formally denied, per applicable regulations.



98. **How many businesses were assessed penalties for failure to pay in FY2021 or FY2022? Please provide total amount assessed, total amount collected, total amount outstanding. Please also state if the data provided includes businesses that appealed and received a waiver.**

**Response:** Please see the table below, which excludes FY22 because the first tax payment for FY22 is due January 31, 2022.

Number of businesses assessed penalties	8,128
Penalties assessed	\$2,081,656
Total amount collected	\$1,336,920
Total outstanding	\$744,736

99. **How many good cause waivers were issued in FY2021 or FY2022, to how many businesses and what were the average and total dollar amounts of the original assessed contribution that were waived?**

**Response:** DOES has the authority to waive any penalties that have been assessed pursuant to 7 DCMR § 3404.9 for employers' failure to report or pay contributions in a timely manner, if it determines that the employers' actions were supported by good cause.

In FY21, 279 good cause waivers were issued to 246 employers. The average waiver amount in FY21 was \$157; the total waived was \$44,027. To date in FY22, 95 good cause waivers were issued to 92 employers. The average waiver amount so far for FY2022 is \$118; the total waived to date is \$11,294.

100. **In each year FY2021 and FY2022, how many District employers contributed to the Unemployment Compensation fund and how many contributed to the paid leave fund? What are the reasons for any difference between those numbers?**

**Response:** Please see the chart below:

	Count of Employers who Contributed to the UI Fund	Count of Employers who Contributed to PFL Fund
FY2021 (Quarter/Year)		
Q4/2020	37,243	33,770
Q1/2021	37,751	31,804
Q2/2021	38,124	32,673
Q3/2021	38,526	31,340

*Sources: The District Unemployment Tax Accounting System (DUTAS) and the Employer Self-Service Portal (ESSP)*

One of the reasons for the difference between the Unemployment Compensation Fund contribution numbers and the PFL Fund contribution numbers stems from the fact that UI and PFL extract and report data from different systems of record. The UI Program system of record is the District Unemployment Tax Accounting System (DUTAS), and the PFL Program utilizes the Employer Self Service Portal (ESSP) as their system of record. As such, the two different systems of records have different reporting processes, as the UI program reports figures based on federal regulations, whereas PFL reports figures based on local regulations. However, DOES cannot speculate on employers' tax practices.

**101. How many self-employed individuals have opted into the paid leave program since July 1, 2019? How many self-employed individuals have since opted out? How many self-employed individuals are currently paying taxes into the paid leave fund as of January 1, 2022?**

**Response:** The total number of self-employed individual (SEI) registrations from the start of tax collection on July 1, 2019 to date is 139. Of those 139 SEIs, 20 did not qualify for admission into the program. Five SEIs opted-out. No SEIs have been removed.

As of January 1, 2022, 114 SEIs are paying into the Fund.

## **IT system**

**102. Please provide copies of all task orders or new contracts awarded to any contractor for PFL information technology system work in FY2021 or FY2022.**

**Response:** Please see below for the information:

**A. Sagitec Solutions, LLC – PFL Tax System / ESSP**

In FY21, DOES exercised Option Year 2 (2/21/21 - 2/20/22) of its contract with Sagitec Solutions to develop and maintain the PFL tax system. Additionally, in FY21 DOES executed a contract modification to allow for OPFL to change the PFL tax rate; this functionality was needed as a result of the FY22 BSA PFL subtitle.

For FY21 contract documents, please see attachment “DOES POH 2022 Q102a\_Sagitec.”

**B. Geographic Solutions, Inc. - PFL Benefits Administration System / PFLBAS**

In FY21, DOES exercised Option Year 1 (10/10/2020 - 10/9/2021) of its contract with Geographic Solutions, Inc to develop and maintain the PFL benefits system. Additionally, in FY21 and FY22, DOES executed several modifications to the contract to add system functionality required by the FY22 BSA PFL subtitle, including expanding medical leave from two to six weeks, eliminating the waiting week, allowing retroactive claims, and expanding the monetary base

period from five to 10 quarters. In FY22, DOES exercised Option Year 2 (10/10/2021 - 10/9/2022) of the contract.

Base Year: October 10, 2019 – October 9, 2020	\$2,167,500
Option Year 1: October 10, 2020 – October 9, 2021	\$1,000,200
Option Year 2: October 10, 2021 – October 9, 2022	\$1,000,200
Contract Mod 003: Change orders	\$26,117
Contract Mod 004: Change orders	\$14,260
Contract Mod 005: BSA	\$192,975
Contract Mod 007: BSA	\$44,660

For the reference contract documents, please see attachment “DOES POH 2022 Q102b\_Geographic Solutions.”

C. Promesa Consulting Group, Inc. - Independent Verification and Validation Services

In FY21, DOES exercised the remaining performance period of Option Year 1 (8/19/21 - 2/19/22) of its contract with Promesa Consulting Group, Inc. for independent verification and validation services on the PFL Benefits Administration System.

For the August 2021 modification, please see attachment “DOES POH 2022 Q102c\_Promesa.”

## Outreach and education

- 103. Please provide a list of worker-oriented public education paid leave promotional engagement events (in-person or online) the agency conducted from January 1, 2020, through January 1, 2022. How many attendees or viewers participated in each event? (Event examples: in-person presentation or tabling, webinar discussion, social media ‘live’ event)**

**Response:** OPFL's main public engagement event is the bi-weekly webinar, which provides a complete PFL program overview and is geared toward potential claimants and the employer community. In addition to the presentation provided, PFL team members take questions from attendees as well. Targeted webinars have been performed quarterly for audiences such as employers, healthcare providers, self-employed Individuals, Spanish speakers, and persons with disabilities. Over 2,000 people have attended PFL webinars in the last two years.

OPFL has also hosted information sessions for organizations such as the DC Bar Pro Bono Association, the Male Caregivers Advocacy Support Group, Ward 8 Health Council, the DC Coalition of Disability Service Providers, and multiple ANCs.

OPFL has tabled at events hosted by Bridge Point Healthcare, H Street Festival, Community of Hope, Mary's Center, Ward 8 Health Council, and Unity Healthcare. Through these engagements, OPFL has reached more than 5,000 District workers.

Digital outreach activities include the program's Baby Shower in the fall of 2020, the NBC Fitness Expo on March 20, 2021, the PFL Benefits One Year Anniversary event on July 1, 2021, and the Mayor's Maternal & Infant Health Summit in September 2021. The Google ad campaign, which ran June through September of 2021, had over 3 million impressions.

For more information on public engagement events, please see "DOES POH 2022 Q103\_PFL Events."

- 104. Please provide a list of worker-oriented public education paid leave promotional materials disseminated to the District public, e.g., mailers, targeted emails other than newsletters, inserts in other DC government mailings, flyers created for tabling, etc. Who were these materials sent or distributed to, how many people were reached by each promotional resource, and what was the amount expended on each type of promotional resource?**

**Response:** OPFL distributed more than 17,000 promotional and informational materials through 50 District partners in all eight wards to educate District workers about PFL benefits. Distributed materials included mailers to over 3,600 District residents, informational rack cards, one-pagers and flyers, tote bags, facemask, pens, and hand sanitizers.

Our partners included Community of Hope, Bread for the City, Martha's Table, Bridgepoint Healthcare, Unity Healthcare, Mary's Center, Mayor's Office of Latino Affairs (MOLA), Capital Area Food Bank, Mamatoto Village, Greater DC Diaper Bank, H Street Festival, Ward 8 Health Council, Centronia, and many others.

OPFL paid LINK Strategic Partners \$76,000 for promotional resources and distributions, including designing, printing, and purchasing branded marketing materials and strategically disseminating the materials to District workers.

For more information on distribution events and a sampling of key promotional materials, please see "DOES POH 2022 Q104a\_PFL Distribution" and "DOES POH 2022 Q104b\_PFL Materials."

- 105. Please provide a list of medical-professional oriented paid leave awareness events (in-person or virtual) conducted from January 1, 2020, through January 1, 2022. How many attendees or viewers participated in each event?**

**Response:** Please see below for a list of events:

**Healthcare worker Awareness 2020**

- Unity Healthcare Staff Training
  - o Thursday, March 5, 2020
  - o Staff Training at Minnesota Avenue
  - o 42 attendees
- 3. Healthcare Provider Information Session – at Shaw Library
  - o February 6, 2020
  - o 15 attendees
- 4. DC Hospital Association Virtual Information Session
  - o June 1, 2020
  - o 20 attendees
- Ward 8 Health Council Virtual Meeting
  - o June 10, 2020
  - o 62 attendees
- Unity Healthcare Information Session
  - o July 15, 2020
  - o 6 attendees
- PFL Webinar (healthcare providers)
  - o October 22, 2020
  - o 7 attendees

**Healthcare worker Awareness 2021**

- Medical Providers Webinar
  - o March 4, 2021
  - o 7 attendees
- Webinar for Healthcare Providers
  - o April 15, 2021
  - o 5 attendees

## Contracts

- 106. Please provide copies of all task orders and deliverables for the following contracts, including option years:**
- a. Metropolitan Strategies and Solutions for \$941,500 for “data analytics and business transformation services” (CW81839).**
  - b. The Georgetown Firm for \$190,000 per year (FY19, 20, 21) for “organizational change management” (CW73095)**
  - c. DigiDocs for \$856,912 in the base year (CW82053) for “all service continuous process improvement.”**

**Response:** Copies of the contracts and associated task orders are attached as “DOES POH 2022 Q106a\_Metropolitan Strategies and Solutions,” “DOES POH 2022 Q106b\_Georgetown Firm,” and “DOES POH 2022 Q106c\_Digidoc.” Deliverables from these contracts are deliberative.

## **VIII. Workforce Development**

### **COVID Recovery**

- 107. Please specify how many unemployment insurance (UI) and pandemic unemployment assistance (PUA) claimants returned to work, enrolled in training services, participated in reemployment services at DOES, and describe the services they received in FY2021 and FY2022, as of Jan. 1, 2022?**

**Response:** A data pull to determine how many UI and PUA claimants have returned to work is extremely resource intensive and, as a result, this data is not available at this time. Please see attachment “DOES POH 2022 Q107\_UI and PUA Training Services” for the other requested additional information. Please note, there are two tables for each fiscal year. One table shows the Wagner-Peyser Services to claimants and the other shows WIOA Services to claimants.

- 108. Please provide copies of communications sent to UI or PUA claimants regarding services available at DOES for reemployment in FY2021 and FY 2022, as of Jan. 1, 2022.**

**Response:** Please refer to Question 60a attachment “DOES POH 2022 60a\_Newsletters.”

- 109. How many District residents participated in the Federal WIOA dislocated worker services? Please specify how many participated in online training, received a certificate or occupational credential, and the number of individuals that secured unsubsidized employment.**

**Response:** Please see the chart below:

<b>DISLOCATED WORKER DATA</b>							
	<b>Total Active</b>	<b>New Enrollments</b>	<b>Enrolled in OST*</b>	<b>Enrolled in OJT**</b>	<b>Enrolled in Distance Learning (Online)</b>	<b>Obtained Credential</b>	<b>Obtained Employment</b>
FY2021	287	95	Less than 10	10	Less than 10	23	56
FY2022 (10/1/21 - 1/1/22)	202	19	0	0	0	Less than 10	Less than 10

\*Occupational Skills Training (OST) may be online, in-person, or hybrid based on the provider and program

\*\*On-the-job-training (OJT)

## American Job Centers

- 110. Please fill in the attached table in Excel regarding customers served at the American Job Centers in FY2021 and FY2022, as of Jan 1, 2022.**

**Response:** Please see attachment “DOES POH 2022 Q110\_American Job Centers.” Since physical visits were limited due to the COVID-19 pandemic, most customers utilized the self service internet options, rather than visiting an AJC in person. The total number of unique self-service internet customers in FY2021 was 96,095 and in FY2022 year to date was 29,619. The total number of unique Wagner Peyser customers in FY2021 was 109,742 and the total number in FY2022 year to date was 32,877.

- 111. Referrals to adult education providers**
- a. Please list all programs, training providers, or educational providers to which AJCs refer DOES customers for adult education services in FY2021 and FY2022, as of Jan. 1, 2022,**

**Response:** Please see below.

AJCs referred DOES customers for adult education services in FY 2021 and FY 2022, as of January 1, 2022, to the following programs and providers:

Academy of Hope Public Charter,  
Briya Public Charter School,  
Catholic Charities of the Archdiocese of Washington,  
Congress Heights Community Training and Development Corporation,  
Four Walls Career and Technical Educations Center,  
Latin American Youth Center,  
Opportunities Industrialization Center – DC,  
So Others Might Eat,  
YouthBuild Public Charter School, and  
YMCA National Capital Region.

- b. Provide the number of referrals to each program or training provider of those who took the CASAS at an AJC in FY2021 or FY2022, as of Jan. 1, 2022, and scored less than an eighth grade in math or reading level.**

**Response:** DOES does not have the data on these referrals. These referrals must be requested from OSSE, which manages the Data Vault system and contracts with the providers.



**112. Please provide the number of referrals (not necessarily enrollees) in FY2021 and in FY2022, made by American Job Centers to programs that:**

**a. Are listed on the Eligible Training Provider List (ETPL):**

**Response:** Please see below for the data by fiscal year:

- i. FY2021: 35
- ii. FY2022: 12

**b. Are not listed on the ETPL:**

**Response:** Please see below for the data by fiscal year:

- i. FY2021: 109
- ii. FY2022: 0

**c. Are a DOES non-ETPL program:**

**Response:** Please see below for the data by fiscal year:

- i. FY2021: 54
- ii. FY2022: 27

DOES customers elect their preferred service provider, from the available options provided, in the chosen occupation. Thus, all referrals are based on customer preference.

Additionally, the Workforce and Federal Programs Division sends monthly email blasts to all users who self-identified as unemployed in the DOES system of record, DCNetworks.org. The email blasts are sent to over 100,000 residents each month, informing them of training and employment opportunities.

## **Literacy and Numeracy Testing**

**113. Please *complete the attached table in Excel* with information about results of CASAS and other literacy and numeracy tests of customers in FY2021.**

**Response:** Please see attachment “DOES POH 2022 Q113\_CASAS.”

114. For digital literacy services and distributed devices for each DOES program in FY2021, FY2022, as of Jan.1, 2022, please list the following:
- Name of program distributing devices
  - Type, e.g. laptop, chromebook, hotspot, tablet
  - Number of devices issued per type
  - Terms: Loan or given without expectation of return

**Response:** Please see the below information.

*DC Infrastructure Academy:*

- Name of Programs distributing devices
  - Pepco**
  - Information Technology**
  - CDL**
- Type, e.g. laptop, chromebook, hotspot, tablet
  - Laptops**
- Number of devices issued per type
  - Pepco – 31 Laptops**
  - Information Technology – 12 Laptops**
  - CDL – 12 Laptops**
- Terms: Loan or given without expectation of return
  - Laptops were given as loaners; participants are expected to return laptops upon program completion**

*Division of State Initiatives*

- Name of Program distributing devices
  - DSI**
  - Digital Literacy Grants**
- Type, e.g. laptop, chromebook, hotspot, tablet
  - Laptop**
  - Wireless hotspot**
- Number of devices issued per type
  - 90 laptops**
  - 90 wireless hotspots**
  - 367 laptops distributed via Digital Literacy Grants without expectation of return**
- Terms: Loan or given without expectation of return
  - DSI laptops were given as loaners**
  - Digital Literacy Grants laptops are given without expectation of return (Digital Literacy programs began distributing laptops in FY21)**

*Office of Youth Programs*

- Name of Program distributing devices
  - **2021 Marion Barry Summer Youth Employment Program (MBSYEP)**
  - **2021 Year-Round Programs**
  - **2021 Marion Barry Youth Leadership Institute (MBYLI)**
- Type, e.g. laptop, chromebook, hotspot, tablet
  - **Chromebooks**
- Number of devices issued per type
  - **27 (2021 MBSYEP)**
  - **Less than 10 (2021 Year-Round Programs)**
- Terms: Loan or given without expectation of return
  - **OYP Laptops were given as loaners**

**Office of Talent and Client Services**

- 115. In FY 2021 the agency anticipated completion of Standard Operating Procedures for the Office of Talent & Client Services and On-the-Job Training unit by the end of April 2021. Please attach copies of the completed SOPs or explain the status of their development and planned completion date.**

**Response:** DOES Standard Operating Procedures (SOPs) are deliberative documents. The Office of Talent and Client Services SOPs are in review and DOES anticipates completion by Summer 2022.

- 116. Please complete the following table on Office of Talent & Client Services job candidate referrals for FY2021-2022. Please delineate referrals related to First Source projects and name the project.**

**Response:** DOES is still pulling this data and will have a response for the hearing.

Note: Regarding other First Source employers, hiring is tracked by the Office of First Source Compliance. For information on referrals by First Source project, please see question 128. For additional context, when First Source employers reach out to OTCS, the employers may be hiring for positions on multiple sites/projects, some of which may not be First Source projects. The candidates are referred for all available opportunities, and many times the candidates work between various active projects.

## Marketing

- 117. Please list all marketing campaigns in FY2021 to inform the public of DOES workforce development services or programs. What methods of communication were utilized? What were the actual number of people reached by each campaign? How were the methods for communication measured for success?**

**Response:** DOES aggressively marketed our workforce development services and programs on our social media platforms. In 2021, our social media posts received over 153,000 impressions and over 6,500 engagements. Please see attachment “DOES POH 2022 Q117a\_2021 Workforce SM Report” for more details. In addition, individual programs have engaged in the following marketing campaigns:

### *Workforce Development:*

The Workforce & Federal Programs Division has utilized the following marketing campaigns:

- Monthly email: An email notification was sent on the 15th of every month, advertising available training and employment opportunities, targeting DCNetworks.org users who self-identified as unemployed. This communication provided information on available virtual workshops, trainings, and other available offerings. See attached sample labeled “DOES POH 2022 Q60a\_Newsletters.”
- Metro Bus Stop Ads: The Apprenticeship State Expansion Grant released bus stop ads in Ward 7 & 8 from May 2021 - July 2021, at the following bus stops: Benning Rd E/O 34TH St, Benning Rd SE / East Capitol St, NE, SB Minnesota Ave / Benning Rd NE, MLK Jr. Ave SE/ Pecan St, Minnesota Ave, SE/ 19th St SE.
- Twitter: Using Twitter, DOES sends tweets advertising American Job Center “Workforce Wednesday” Workshops conducted Wednesdays for District residents to learn more about connecting to DOES training and employment opportunities.

### *Division of State Initiatives*

- Hiring events: DSI helped facilitate an Amazon onsite hiring event to connect job-ready participants with unsubsidized job employment during November 2021, and 42 job seekers participated. DSI also marketed its program to WMATA and conducting onsite hiring event during December 2021, where 63 job seekers participated, and virtually on January 11, 2022 for 42 job-seekers. Furthermore, DSI marketed its program to DC United and conducted a virtual hiring event during January 2022, where 41 job-seekers participated.
- Partnerships: DSI collaborates with local organizations including Bread for the City, Capitol Area Food Bank, UPO and others. DSI also issued an RFA seeking grantees to do community outreach, and issued a grant to the National Association for the Advancement of Returning Citizens (NAARC) which resulted in District residents being referred to both DSI and American Job Center services.

- DSI participated in Building Blocks DC and ONSE outreach events to distribute program information and enroll participants during summer of 2021, and distributed program information during a Mayoral event to curb gun violence held in November of 2021.
- Social media: Additional marketing is done using multiple platforms including Facebook, Instagram, LinkedIn, and YouTube. Strategic email campaigns have also been used to drive traffic to registration links and informational sites. This strategy has helped increased event registration for both PE and DCCC customers.
- Networking: DSI participated in and marketed its program during Greater Washington DC Business Networking Event held on October 21, 2021 with local business owners in attendance. DSI also conducted host worksite forum to enhance employer partnerships and increase placement opportunities during November of 2021, with eight employers scheduled and four in attendance (next forum scheduled for February to engage additional employers).

*Office of Talent and Client Services*

Please see attachment “DOES POH 2022 Q117\_OTCS Marketing Campaigns FY21” for the OTCS marketing campaigns.

*DC Infrastructure Academy*

DCIA has participated in Facebook marketing as well as Pepco Ads, facilitated by Pepco.

- 118. Was the mobile unit Workforce on Wheels deployed in FY2021 or FY2022, as of Jan. 1, 2022? If so, provide a list of dates, locations, reasons for deployment, number of residents served at each location, and the type of service provided.**

**Response:** Yes, the Workforce on Wheels (WOW) team and unit were deployed during this time. Please see attachment “DOES POH 2022 Q118 WOW Deployment Report” for the deployments of the WOW team at events throughout the District and whether the event was tabling only or involved the mobile unit. The most common reason for deployment is an event request.

## **IX. WIOA**

- 119. Please attach copies of all Federal grant agreements for all WIOA grants awarded to your agency in FY2021, and FY2022.**

**Response:** Please see attachment “DOES POH Q119\_WIOA Grant Agreements.”

- 120. Please *complete the attached Excel sheet* with data on WIOA performance (common measures) for each funding stream in Titles I and III and for each quarter in PY2019, PY2020, and PY2021. Please complete each cell, including n (number) and percentage rate for each measure, except where indicated.**
- a. For each program that had any quarter with outcomes that were less than 100% of the negotiated goal outcome, list such programs/funding streams and explain the reasons for the low outcomes.**
  - b. What steps did DOES take in FY2021 or FY2022 to increase results in any WIOA funded program? Please provide a detailed description.**

**Response:** Please see attachment “DOES POH 2022 Q120\_WIOA Common Measures.” Regarding the quarterly outcomes, it is important to note that not all goals are expected to be at 100% of the target for the quarter, as they are annual measures tracked quarterly. There are several driving factors including: length of training, dates for pulling data for the measure, and if the measure is an annual measure. The measure is driven by the participants ability to obtain the credentials which was severely impacted by COVID. Many training providers shut down completely, participants prioritize employment over completing training, and credentialing bodies were limited in their capacity to test residents as several have an in-person requirement and a backlog. The credential attainment performance measure exit timeframe is the same as the Employment Rate 4<sup>th</sup> Quarter After Exit exit timeframe. The table will show that quarters where the credential attainment rates were lower than the targets, the Employment Rate-4<sup>th</sup> Quarter After Exit measures exceeded the targets. The data supports the explanation of participants prioritizing employment over training.

Regarding DOES steps to increase results, DOES informs the public of available WIOA training opportunities on the 15th of the month. These communications are sent to over 100,000 residents that self attest to being unemployed. DOES conducts required follow up with participants in an attempt to re-engage them in the system and potential get them back on track in training. DOES also released several grant programs that successfully reengaged WIOA participants and allowed them to obtain a short duration in demand credential.

121. Please *attach copies* of the following WIOA reports submitted to U.S. DOL:
- Annual Performance Reports [ETA 9169](#) (WIOA Annual Report Tables & Narrative) for PY2020, if different than the report required in the previous question.

**Response:** Please see attachment “DOES POH 2022 Q121a\_PY20 Annual 9169 Certified Reports.”

- Annual State Performance Report Narrative for titles I and III for PY2020.

**Response:** Please see attachment “DOES POH 2022 Q121b\_DOES PY2020 WIOA Annual Narrative Report”

- ETA 9173 (program reports) submitted for each funding stream and for each quarter in PY2020 and PY2021 quarters 1 and 2.

**Response:** Please see attachment “DOES POH 2022 Q121c\_PY20 Qtr 1-Qtr 4 and PY21 Qtr 1.” The PY21 Qtr 2 – 9173 Certified Report will not be completed until February 14, 2022.

122. D.C. Law 22-95 (D.C. Code § 32–1603(i)(1)(2)) states that DOES (the WIA administrative entity) shall disburse Federal WIOA funds upon the direction of the local workforce investment board (the WIC). Given the lack of direction, although it’s required (See [20 CFR 683.120\(a\)\(1\)](#)), how does DOES determine disbursements?

**Response:** The guidance in the cited section of the CFR is not related to the District, but rather is related to states with multiple local areas. The District, as a designated single state entity, complies with 20 CFR § 679.270.

Pursuant to Mayor’s Order 2018-076 and [D.C. Code § 32–1603.01](#), disbursements are determined as follows:

- Each WIOA federal grant award outlines the allowable target population, services to be provided, and guidance on both direct and indirect costs.
- All cost allocations strictly follow the guidance provided in WIOA (2 CFR 200.413) ([https://www.ecfr.gov/current/title-2/subtitle-A/chapter-II/part-200#se2.1.200\\_14](https://www.ecfr.gov/current/title-2/subtitle-A/chapter-II/part-200#se2.1.200_14))
- The Governors (Mayors) reserve is allocated between both the designated State Agency and the Workforce Board based on the functions outlined in WIOA and the Mayors Order.
- DOES allows providers that have gone through the WIC’s process for Eligible Training Providers to compete for Federal Adult/Dislocated Worker training funding. The WIC is developing a formal process for youth. However, DOES allows the WIC the opportunity to review and provide input on Federal Out of School Youth procurement documents prior to posting.

123. Please provide copies of any specific oversight or monitoring that the US Department of Labor (USDOL) conducted in FY2020, FY2021, or FY2022 of WIOA implementation or use of WIOA funds by the Department of Employment Services (DOES).
- a. Please describe any ad hoc or routine desk audits, desk reviews, site audits, site reviews, or other monitoring conducted by USDOL, or meetings held between USDOL and DOES;
  - b. Attach copies of any reports submitted by DOES to USDOL, including any corrective action plans;
  - c. *Attach copies of any* document produced as a result of this monitoring;
  - d. Include copies of the “quarterly letters” sent quarterly by USDOL to DOES; and
  - e. Include copies of the DOES Quarterly Status Reports (QSR) for FY2020-FY2022, which are to be submitted to the WIC on the thirtieth date after the quarter ends, as stated in the WIC WIOA Policy Manual.<sup>6</sup>
  - f. List any recommendations to DOES from USDOL and provide an update on what actions have been taken to address each recommendation.

**Response:** Oversight and/or monitoring conducted by the U.S. Department of Labor is deliberative. DOES and the WIC continue to partner to ensure that the District is compliant with responsibilities under WIOA.

124. WIOA requires that the Governor (the Mayor, in the District) reserve up to 15 percent of Title I funds for statewide activities (See [20 CFR 683.120\(b\)](#)). Please delineate for each fiscal year PY2019 through PY2021 the total available funds; the total expenditures from the governor’s reserve; and any programs, initiatives, contracts, or grants the funds were used for. Also, for each year PY2019-PY2021, provide names of any recipients and for each recipient, the amount of funding provided, and the services provided.

**Response:** Please see the attachments “DOES POH 2022 Q124a\_WIOA Information Part 1” and “DOES POH 2022 Q124b\_WIOA Information Part 2.”

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<sup>6</sup> District of Columbia, WIC WIOA Policy Manual, 4.3 Quarterly Reporting page 93.



## **X. First Source**

**125. Please describe any changes or improvements made in FY2021 or FY2022, as of Jan. 1, 2022, to improve implementation of the First Source law, both on the agreement/hiring side and on the enforcement side. Please include IT, staffing, procedures, policies, or other matters.**

**Response:**

DOES made the following improvements in FY2020 and FY2021:

- As previously mentioned, DOES developed a Common Laborer Initiative in partnership with our internal programs. The Office of Wage-Hour (OWH) presented a creative approach to construction contractors to build a pipeline of District residents in the common laborer classification to assist First Source contractors with meeting their First Source statutory hiring requirements. Specifically, the agency identified projects that failed to meet the laborer hiring goals and connected them with our DOES workforce and training programs. This approach helps connect District residents with both potential employers and the supports the residents need to successfully maintain employment. The program creates a pathway of immediate jobs for many of the most District's vulnerable populations and aims to resolve the industry challenge of retaining common laborers. The initiative began in August 2021 with a large presentation from representatives of DOES' Division of State Initiatives, Office of First Source and the Office of Talent Client Services presented to over 15 businesses at the virtual meeting. The business community responded positively and is very supportive of the opportunity to have a pipeline of workers to ensure their compliance with the law.
- DOES conducted a First Source Virtual Conference with over 200 employers in attendance. DOES hosted the conference to increase awareness of First Source legal requirements, agreement requirements, new FORRS upgrades, LCPtracker enhancements, and DOES resources for recruitment, referral, and placement of qualified District residents. In addition, we provided an overview of best practices from a Developer, General Contractor, and Subcontractor perspective. The First Source conference was well received by the business community, and they continue to request additional trainings. In which we plan to have a third annual First Source conference in 2022.
- DOES conducted a targeted First Source train-the-trainer webinar with the contracting agencies, both construction and non-construction. These educational webinars ensured contracting agencies are aware of the First Source Agreement process and Agreement requirements.
- In coordination with the Office of Apprenticeship, DOES launched the Pre-apprenticeship Workforce Intermediary Initiative focusing on training D.C. residents in high-demand occupations. In addition to the Agency regular meetings with the WIC, as the project outcomes are materialized the Agency will provide reports and briefing on its status. Cohort 1, Three completed the training, one gainful employed,

one decided to return to school, and third participant is in the process of being hired. Cohort 2 will have 6 participants and will begin on February 7, 2022.

- OFSC made improvements to the First Source Online Registration and Reporting System (FORRS) and LCPtracker to enhance monitoring features and support First Source reporting, as required under D.C. Official Code § 219.03 For additional information on the enhancements, please see attachment “DOES POH 2022 Q125\_FORRS Enhancements.”
- OFSC conducted Standard Operating Procedure trainings with staff regarding the First Source penalty process. DOES also conducted cross-training of First Source and Wage-Hour staff on the First Source penalty process.

- 126. Please list the First Source beneficiaries that entered into a special hiring agreement with DOES during FY2021 or FY2022 through Jan. 1, 2022. Please provide copies of the special hiring agreements.**

**Response:** Please see attachment “DOES POH 2022 Q126\_Beneficiary Name of Special Agreements.”

For copies of the special hiring agreements, please see attachment “DOES POH 2022 Q126\_Special Hiring Agreements.”

- 127. Please provide the number of new residents added to the First Source registry each month in FY2021 and FY2022.**

**Response:** Please see attachment “DOES POH 2022 Q127\_New DCNetworks Registrations.”

- 128. Please *complete the two attached tables*, “First Source 51% and First Source Hours Requirements Template,” regarding agreements active during FY2022, as of Jan. 1, 2022.**

**Response:** Please see attachments “DOES POH 2022 Q128a\_51 Percent Hiring Projects,” “DOES POH 2022 Q128b\_Hours Requirements,” “DOES POH 2022 Q128c\_OTCS Referrals FY21-22.”

- 129. Please *complete the attached tables*, “First Source Penalties Template,” for any project or contractors for which penalties have been issued during FY2021 and FY2022 as of Jan. 1, 2022.**

**Response:** Please see attachment “DOES POH 2022 Q129 Penalties Assessed and Alternative Plan's Spreadsheet.”

- 130. Has the First Source System (FORRS) received upgrades to support communication with VOS for the purpose of reporting District resident hires by project?**

**Response:** While communication between FORRS and VOS was not part of the recent FORRS upgrades, the Office of Talent and Client Services (OTCS) and the Office of First Source Compliance (OFSC) do work together to track First Source hires by project and are actively engaged with one another to increase First Source hiring.

- 131. The First Source law directs DOES to review industry-specific hiring rates and determine the appropriateness of existing hiring rates and report to Council at least every 3 years.<sup>7</sup> The DOES Director stated the updates would be completed by the end of FY2018.<sup>8</sup> Please provide an update on revisions to hiring rates and expected pushback. If no revisions are intended, please provide an explanation.**

**Response:** In 2019, DOES conducted an analysis of the appropriateness of existing hiring goals and percentages and determined that the existing goals were appropriate. DOES will conduct and have another analysis completed by the end of Spring 2022.

## **XI. Adult Training Programs**

### **Cross-program**

- 132. Please *complete the attached Excel table* regarding Project Empowerment, DC Career Connections, DC Infrastructure Academy (DCIA), and Local Adult Training program outcomes. Please add additional rows for any Project Empowerment 12-month expansion, Building Blocks, DCIA and/or Local Adult programs not listed, but do not aggregate outcomes data for employment or retention data across multiple sub-programs (that is, *each row* should have outcomes data; each subprogram, like DCIA’s IT program should have that subprogram’s employment rate, retention rate, etc.)**

**Response:** Please see attachment “DOES POH 2022 Q132\_Training Program Outcomes.”

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<sup>7</sup> DC Code §2–219.03 (1A)(I) and (1B)(A)

<sup>8</sup> Public Oversight Roundtable, Committee on Labor and Workforce Development, June 21, 2018, available at: [http://dc.granicus.com/MediaPlayer.php?view\\_id=&clip\\_id=4580&caption\\_id=9388706](http://dc.granicus.com/MediaPlayer.php?view_id=&clip_id=4580&caption_id=9388706)

## Infrastructure Academy

**133. DCIA received an increase of \$5.9 million in federal American Recovery Plan Act (ARPA) funds in FY2022.**

- a. Please describe how the programs were modified or expanded because of this increase, including for each subprogram of work, the number of additional trainees to be served.**

**Response:** The increase of \$5.9 million in Federal American Recovery Plan Act funds for FY22 will allow DCIA to hire 10 additional staff. Please note, that the ARPA funding has not yet been fully cleared for use, as of January 14, 2022.

Participants will have the following program offerings:

<b>Program Offering</b>	<b>Participants Without enhancement</b>	<b>Participants With Enhancement</b>
Quick Path – PEPCO	50	75 (4 cohorts)
Quick Path – Solar Works	25	120 (3 cohorts)
Quick Path – Washington Gas	40	55 (2 cohorts)
Quick Path to Information Technology (CompTIA A+)	80	180 (8 cohorts)
Quick Path to Transportation (CDL Class B)	40	60 (3 cohorts)
<b>Total</b>	<b>235</b>	<b>493</b>

- b. Please complete the following table to outline the FY2022 occupational skills training plan and activity to date for the Infrastructure Academy. Add rows as necessary.

**Response:** Please see the chart below:

FY2022 DCIA Occupational Skills Training Plan								
Occupation of training (e.g., IT help desk, solar, gas fitting)	# of trainees planned for FY2022	# of trainees to date (Jan. 1, 2022)	Proposed Start Date of Training*	Tentative End Date of Training*	Name of expected certificates	Goal for # of completers placed into jobs	Name of training Provider (if known)	Virtual Live, In-Person, Virtual Prerecorded
Solar Works	30	22	October 4, 2021	December 17, 2021	OSHA 10 & Flagger	30	Grid Alternatives	In-person
CompTIA A+	25	32	October 18, 2021	February 25, 2022	CompTIA A+	25	OIC	In-person/Virtual
CDL	21	18	October 18, 2021	January 28, 2022	Class B	21	Toni Thomas	In-person/Virtual
CompTIA A+	20	20	November 1, 2021	March 22 <sup>nd</sup> 2022	CompTIA A+	20	Byteback	In-Person/Virtual
Washington Gas	22	16	November 29, 2021	February 16, 2022	OSHA 30	22	CNI	In-Person/Virtual
Solar Works	27	18	December 6, 2021	January 28, 2022	OSHA 10 & Flagger	27	Grid Alternatives	In-person
Pepco	30	24	December 6, 2021	March 11, 2022	OSHA 10 & Flagger	30	Pepco	Virtual/In-person
CompTIA A+	25	N/A	January 10, 2022	April 29, 2022	CompTIA A+	25	CC Prep	In-Person/Virtual
CDL	21	N/A	February 14, 2022	May 27, 2022	Class B	21	Toni Thomas	In-Person/Virtual
Pepco	30	N/A	February 28, 2022	May 27, 2022	OSHA 10 & Flagger	30	Pepco	TBD
Solar Works	30	N/A	March 21, 2022	May 13, 2022	OSHA 10 & Flagger	30	Grid Alternatives	TBD
CompTIA A+	20	N/A	April 18, 2022	August 19, 2022	CompTIA A+	20	OIC	TBD
CompTIA A+	20	N/A	April 25, 2022	August 26, 2022	CompTIA A+	20	Byteback	TBD
Washington Gas	23	N/A	May 9, 2022	July 29, 2022	OSHA 30	23	CNI	TBD
Pepco	30	N/A	May 9, 2022	August 5, 2022	OSHA 10 & Flagger	30	Pepco	TBD
CompTIA A+	20	N/A	May 23, 2022	August 12, 2022	CompTIA A+	20	CC Prep	TBD
CDL	21	N/A	June 13, 2022	September 23, 2022	Class B	21	Toni Thomas	TBD
AWS	25	N/A	June 13, 2022	September 30, 2022	AWS	25	TBD	TBD
Cisco	25	N/A	July 11, 2022	September 30, 2022	Network Administrator	25	TBD	TBD
<b>TOTAL</b>	<b>465</b>	<b>150</b>				<b>465</b>		

\* Dates are subject to change.

134. Please provide an update on the Infrastructure Academy capital project.
- Provide a status update and a workplan and timeline for the project.
  - When will the Infrastructure Academy occupy the Spingarn location?
  - What services will be provided at the Spingarn location?
  - Will Reunion Square be the East of the River location? If so, when will the Infrastructure Academy open at Reunion Square?
  - What services will be provided at the East of the River location?
  - Will transportation between Spingarn and the East of the River location be provided at no cost to participants? If so, please describe the method of transportation support (i.e., public transit fare, DOES shuttle, etc.)

**Response:** Please see below for responses on each of the points:

- The project is currently in the design phase, with the Architecture/Engineering (AE) selection process is underway and an award is expected by 2/28/2022. Solicitation for the construction manager at risk (CMAR), the contractor responsible for building out DCIA, is expected to be issued by the end of calendar year 2022. Programming and Design work will commence towards the end of this year and run through 2022. Early construction work (Haz-mat abatement and selective demo) is expected to begin towards the end of 2022. Construction is expected to begin early in January 2023.
- The approximate date of occupancy at the Spingarn location has been set for summer FY2024.
- The Spingarn location will provide the Quick Path to Construction, Quick Path to Energy (Pepco; Line Mechanic Technician, Solar Works DC; Commercial Solar Installer, Washington Gas), Quick Path to Safety (OSHA 10, OSHA 30, First Aide & CPR, and Flagger), and Quick Path to Transportation (Automotive Technician, and Commercial Driver's License - CDL). The location will offer onsite classroom instruction with practical demonstration experience labs, utility services training, a student learning center, food services, outreach and support services, and a health and wellness training center.
- Yes, the Reunion location is the East of the River location and is scheduled to open in summer 2024.
- The Reunion location will provide Information Technology (Comp TIA A+, Cisco and AWS) and Hospitality training. The location will offer onsite classroom instruction with labs, a student learning center, food services, and outreach and support services.
- DOES has provided transportation for DCIA participants in the past via the VOW transportation company. DOES will consider extending the service for FY23 and FY24, subject to funding availability, to DCIA locations and will also consider other modes of transporting its participants to both locations when final budgets

are approved and the agency understands the feasibility of transporting each participant between its locations.

**135. Please provide an update on the establishment of DCIA Industry Advisory Committees, as required by DC Infrastructure Academy Employer Engagement Amendment Act of 2020.**

- a. **Provide a list of committees and each committee's members.**
- b. **Provide a copy of the 2020 and 2021 committees' written recommendations provided to DCIA as required by DC Code §32-247 and due Dec. 15 each year.**
- c. **If selection of committees, members, and recommendations have not been completed, please provide an explanation, and expected date of completion.**

**Response:** Please see below for each requested point:

- a. *Please see below for a table of Committee membership.*

<b>DCIA Advisory Committee Members FY2021</b>		
<b>Utilities/Infrastructure</b>	<b>Construction</b>	<b>Information Technology</b>
Steven Himmelfarb – <b>Washington Gas</b>	Sharada Strasmore – <b>DDOT</b>	Victor Holt – <b>V-Tech Solutions</b>
Pedro Alfonso – <b>Dynamic Concepts</b>	Tony Staynings – <b>Potomac Job Corps Center</b>	David Cooper – <b>Iviry</b>
Lakeesha Carr – <b>Washington Gas</b>	Robert Willis – <b>Potomac Job Corps Center</b>	
Linda Fennell – <b>DC Water</b>		
Illana Bowen – <b>Exelon</b>		
KellyAnn-Curtis – <b>Pepco</b>		

Due to a restructuring of Potomac Job Corps Center, the Construction Committee was reduced in size and has one committee member (see updated member list below). DCIA has reached out to other partner companies to fill the slots that Potomac Job Corps Center once filled.

<b>DCIA Advisory Committee Members (Current)</b>		
<b>Utilities/Infrastructure</b>	<b>Construction</b>	<b>Information Technology</b>
Steven Himmelfarb – <b>Washington Gas</b>	Sharada Strasmore – <b>DDOT</b>	Victor Holt – <b>V-Tech Solutions</b>
Pedro Alfonso – <b>Dynamic Concepts</b>		David Cooper – <b>Iviry</b>
Lakeesha Carr – <b>Washington Gas</b>		
Linda Fennell – <b>DC Water</b>		
Illana Bowen – <b>Exelon</b>		
KellyAnn-Curtis – <b>Pepco</b>		

- b. The written recommendations are not yet available.
- c. DCIA is in the process of working with each committee to obtain their recommendations and looks to furnish the recommendations by Spring of 2022.

## **Division of State Initiatives (DSI)**

**136. How were Project Empowerment and DC Career Connections programs modified due to the ARPA funding increase? Specifically, what adaptations are being made to recruit additional participants, teach more job readiness training (JRT) cohorts, provide trauma informed care, increase employment placements, and provide additional GED or occupational training?**

**Response:** Prior to receiving the supplemental ARPA funding, which has not yet been fully cleared for use, DSI has taken several steps, including leveraging local networks and non-profits. As of January 18, 2022, DSI released Request for Applications (RFA) for the Jobs First initiative, slated to connect 300 residents to gainful employment. DSI anticipates the award of up to two grants. DSI also anticipates releasing an RFA for Cognitive Behavioral Therapy (CBT) to support residents identified as Building Blocks DC participants. CBT will be incorporated in the specialized training offered to this population and will seek to serve 150 Building Blocks DC referred participants. DSI is also finalizing an RFA for community-based organizations and other qualified entities to replicate the Project Empowerment model in serving residents negatively impacted by COVID-19. This opportunity will seek to serve 700 residents.

DSI added an additional Job Readiness Training (JRT) class and facilitator to engage the first class of Building Block DC participants (seven cohorts completed). Following successful completion of JRT, a significant number of these Building Blocks DC participants were offered positions with the Department of Public Works (DPW) as part of their leaf season hires. “Win-win” partnerships, like what DSI has with DPW and other public and private organizations, open up training and employment opportunities for residents in a number of occupational areas and provide employers with opportunities to meet their talent needs. Furthermore, DSI increased the number of trainers from three to five to support anticipated increases in Earn and Learn participation.

DSI is conducting ongoing staff recruitment. To date, DSI hired a Workforce Development Manager, Job Development Manager, two Intake Specialists, and a Payroll Specialist, with additional recruitment planned.

DSI continued partnerships with other District agencies. For instance, through an MOU with DBH, DOES enhanced onsite access to behavioral health support for participants by increasing the number of onsite clinicians from one to two. DSI continued its collaboration with ONSE to serve and support Pathways program participants, as they cope with community violence, with comprehensive coaching, case management, and hands-on support.



Lastly, DSI has sought to improve its core model. DSI increased the subsidized work experience period from six to 12 months to allow extended time for critical on the job training and is recruiting additional employers to serve as subsidized host employment sites. DSI also increased the training wage from \$11.00 per hour to \$12.50 per hour, with plans to seek an additional \$.50 per hour increase to provide increased financial support to participants.

- 137. Please complete the table below showing enrollment data on the number of Project Empowerment and DC Career Connections at the start of FY2022 and newly enrolled participants in FY2022 Q1.**

**Response:** Please see the chart below:

<b>Project Empowerment &amp; Career Connections Participants</b>		
	<b>Project Empowerment</b>	<b>Career Connections</b>
FY2021 participants active in FY2022	245	51
October	80	10
November	113	12
December	51	Less than 10

*Note: DOES saw a significant decrease in FY22 enrollment due to the COVID-19 Omicron spike in December 2021.*

138. Please complete the tables below showing disaggregated data on the numbers of Project Empowerment and DC Career Connections participants enrolled in GED or occupational skills training (OST) in FY2021.

**Response:** Please see below:

**Project Empowerment Training, FY2021**

1	2	3	4	5	6	7	8
GED/OST Provider	Number enrolled in GED classes	Number that obtained GED	Number (out of column 2) that achieved employment	Number that enrolled in occupational skills training (OST) classes	Number that completed OST classes	Number that earned industry-recognized credential	Number (out of column 5) that also achieved employment
1st CDL Training Center of NOVA	N/A	N/A	N/A	Less than 10	Less than 10	Less than 10	Less than 10
DC Central Kitchen	N/A	N/A	N/A	Less than 10	Less than 10	Less than 10	Less than 10
Georgetown Pivot Program	N/A	N/A	N/A	11	10	n/a; program does not yield credential	Less than 10*
DCIA/Quick path to Energy (PEPCO)	N/A	N/A	N/A	22	19	Less than 10	11
Total:				38	34	14	22

*\*The Georgetown Pivot Program data reflects employment and entrepreneurship opportunities.*

- OST – Participants are historically interested in employment opportunities. This historical preference was deepened by the pandemic.
- Certifications - 11 participants were enrolled in the Georgetown Pivot program. This program does not yield an industry-recognized credential, but yields an incubation or employment opportunity. DSI is particularly proud of the 22 of 34 participants who achieved employment after completing OST classes.
- GED - The District was under a State of Emergency until July 25, 2021. Prior to and after the State of Emergency, participants continued their historical preference for employment opportunities and, as a result, no Project Empowerment participants enrolled in GED programming.

### Career Connections Training, FY2021

1	2	3	4	5	6	7	8
GED/OST Provider	Number enrolled in GED classes	Number that obtained a GED	Number (out of column 2) that achieved employment	Number that enrolled in OST classes	Number that completed OST classes	Number that earned industry-recognized credential	Number (out of column 5) that also achieved employment
Maya Angelou (GED)	Less than 10	Less than 10	Less than 10	N/A	N/A	N/A	N/A
Latin American Youth Center-LAYC*	N/A	N/A	N/A	Less than 10	Less than 10	Less than 10	Less than 10
Run Hope Work	N/A	N/A	N/A	Less than 10	Less than 10	Less than 10	Less than 10
DCIA/Quick Path to Energy (PEPCO)	N/A	N/A	N/A	Less than 10	Less than 10	Less than 10	Less than 10
<b>Total</b>	Less than 10	Less than 10	Less than 10	16	Less than 10	Less than 10	Less than 10

- 139. Please complete the attached table for all subsidized Work Experience (WEX) sites (host employers) that hosted TEP or DCCC participants during FY2021. Please denote all WEX sites that have an executed Human Care Agreement and provide a copy of the agreement.**

**Response:** Please see attachment “DOES POH 2022 Q139\_DSIWEX.” Host sites do not receive Human Care Agreements.

- 140. Please describe the orientation, program participation support, soft skills support and coaching provided to employer hosts and clients during the work experience phase of Project Empowerment and Career Connections.**

**Response:** In serving residents facing barriers as they work to secure employment, programs under the DSI umbrella provide critical services and supports that include the following :

**Program Orientation**

Residents identified as meeting program eligibility requirements are required to attend an orientation session during which they learn about services offered and expectations associated with participation. During the monthly two-hour sessions, DSI staff interact with prospective candidates, advise of COVID-19 protocols, and inform candidates of drug screening protocols. At the completion of the orientation session, candidates are given an appointment time for their intake appointment.

### Participant Support

Case management services are a critical component of programming. DSI staff provide individualized counseling and guidance as participants move through each program component in preparation for placement (both subsidized and unsubsidized). With a team of professionals responsible for assessing progress throughout a participant's time with DSI, participants receive the support they need to address challenges and move forward. The DSI team of professionals includes Intake Specialists, Case Managers, Program Facilitators, Job Developers, Job Coaches, Professional Development Coordinators, and Retention Specialists.

DSI team members also work in partnership with public and private service providers in connecting participants to critical supportive services, including but not limited to transportation assistance, behavioral health intervention, clothing, food resources, day care, housing, and substance use recovery.

### Soft Skills Support

PE/DCCC begins with a three-week period of job readiness/life skills training, which promotes development of soft skills essential to personal growth and success on the job. During job readiness training, a range of topics are covered through facilitator instruction, interactive exercises, open discussion, group and individual presentations, and role-playing.

Topics covered include attitudes and beliefs, perceptions, self-esteem, personal responsibility, anger management, comfort zones, self-esteem, body language impact, problem solving, communication styles, emotional intelligence, financial literacy, and interview skill development.

### Coaching---Participants and Host Worksites

During the subsidized work experience phase of the program, Job Coaches provide on-the-job coaching services to WEX participants and forge close and collaborative relationships with worksite staff to support skill advancement.

On a biweekly basis, coaches monitor assigned participants at their worksites, document interactions with participants and employers, and offer guidance to WEX worksite personnel on roles and responsibilities under the formal worksite agreements. If worksite issues are identified, coaching staff meet with worksite staff to identify problem areas, develop solutions, and serve as an intermediary in resolving disputes. As participants move through the WEX period (now up to 12 months), Job Coaches monitor readiness for unsubsidized employment and work closely with worksite and job development staff to identify potential opportunities.

## Local Adult Training

141. Please provide a detailed plan of FY2021 and FY2022 Local Adult Training activity. Please identify the type of activity, provider of the activity, occupational focus, projected number of people to train, if services will be provided by an external party, and if by grant or contract.

**Response:** Please see the below detailed information.

### Local Adult Training FY 21

- Can I Live (\$89,500) (Grant)
  - o The **Entrepreneurship Grant Credential Attainment** Program provided first-generation, under-resourced entrepreneurs with a full year of support, including a 12-week intense classroom experience, business planning, and coaching; as well as marketing tools, networking opportunities, and a chance to win capital seed investment to launch their new start-up.
  - o 13 DC residents were served under this grant. 100% received their Business Licenses.
- Constituent Services Worldwide, CSW (\$32,410) (Contract)
  - o The **CareerPro** Training Program provided career visioning, career coaching, career search support, professional resume development, and LinkedIn profile development. Each participant received a career roadmap aligned with their career field of choice and listing their skills and a personally tailored professional resume, cover letter, thank you notes, and biography. CSW assisted and coached each participant through the creation of an active and verifiable LinkedIn account to gain greater web-based exposure to employers and professional networks. Participants received a maximum of 15 hours devoted to career planning, job readiness and preparing for an interview.
  - o 36 DC residents were served under this contract. 100% completed the program.
- Constituent Services Worldwide, CSW (\$33,650.10) (Contract)
  - o The **Work Readiness Credential Attainment** Training Program provided entry-level work readiness training credentials to support career readiness for entry-level employment.
  - o 33 DC residents were served under this contract and received a certificate of completed. 22 of them received an industry recognized credential such as Six Sigma or Certified Guest Service Credential.
- Constituent Services Worldwide, CSW (\$21,330) (Contract)
  - o The **CompTIA IT Fundamental (ITF+) Credential Attainment** Training Program provided basic IT knowledge and skills for participants interested in IT careers or exploring IT careers to find the right fit. The credential certified essential IT skills and basic knowledge needed to perform tasks commonly performed by advanced end-users and entry-level IT professionals.

- o 9 DC residents were served under this Contract. 100% of them completed the program. 2 DC residents received an industry recognized credential.
- Washington Literacy (\$34,999.60) (Grant)
  - o The ***OAIT/MBSYEP Pre-Apprenticeship*** Training Program provided 100 slots for pre-apprenticeship that led and exposed participants to registered apprenticeship opportunities for underrepresented youth (in-school and out-of-school) ages 18-24 and inclusive opportunities for differently abled individuals (individuals possessing physical or mental conditions that limit movements, senses, or activities).
- CSA Metropolitan Washington (\$118,365) (Contract)
  - o The ***OAIT Pre-Apprenticeship*** Training Program prepared 35 participants to enter and succeed in a registered apprenticeship program. The program provided work-based job training that was designed to meet the current and future needs of the construction and information technology industries. Participants received an industry recognized national credential along with classroom related instruction.
- Think Workforce Grant (\$54,000) (Grant)
  - o The ***Think Workforce Grant*** Training Program provided innovative workforce development programs to provide job placement services for adult DC residents with intellectual disabilities.
  - o 15 DC residents were served under this grant, 15 DC residents completed these programs. 6 individuals with intellectual disabilities obtained jobs through these programs.

#### Local Adult Training FY 22

- Trinity Washington University (\$59,364.32) (MOA)
  - o The ***Community Health Worker Credential Attainment*** Training Program will teach participants the skills to be responsive to the neighborhoods they serve, establish relationships in their community, and advocate for equitable access to health and social services that impact quality of life. The credential will prepare participants for high-demand community health jobs.
  - o 8 served in cohort 1 (2 withdrew after semester 1)
  - o 8 to be served in cohort 2
- Grant in Progress (\$89,159)
  - o The ***Workforce Intermediary Credential Attainment*** Training Program will provide participants with training and instruction to attain an industry-recognized credential that will prepare them for entry-level employment.
  - o Grant is in process; no DC residents have been enrolled yet as provider is scheduling classes for February of 2022.

## Apprenticeship

**142. For FY2021, and FY2022 as of Jan. 1, 2022, please fill in the *attached table* “Apprenticeship Program Data.”**

**Response:** Please see attachment “DOES POH 2022 Q142\_Apprenticeship Data.”

**143. The Office of Apprenticeship, Information and Training (OAIT) received an increase of nearly \$8 million ARPA funds in FY2022.**

**Response:**

**a. Please describe how the program is being modified or expanded because of this increase.**

**Response:** In FY20, to address an identified racial and gender gap in attaining and maintaining Construction Apprenticeships, DOES launched a new Apprenticeship initiative seeking to increase access to construction apprenticeship opportunities for women and youth. To further address the need to create, implement, and infuse diversity, equity, and inclusion into the workplace as the economy repairs itself, other areas of focus included youth apprenticeship, non-traditional and government apprenticeship, and on the job training reimbursement programs. The \$6 million in NPS ARPA funds will be critical to expand and create opportunities to support 313 residents through these programs.

**b. Which industries that traditionally do not provide apprenticeship are included in OAIT plans for FY2022? Who are the sponsors?**

**Response:** DOES will focus on apprenticeships in all high-demand industries. Specifically, regarding non-traditional apprenticeships, DOES will focus on IT, Hospitality, Allied Health, and any other high-demand occupation presented by a sponsor and approved by the DC Apprenticeship Council. Apprenticeship sponsors may be any employer interested in developing the required standard agreements to present to the DC Apprenticeship Council. DOES recruits apprenticeship sponsors through business community events, social platforms, and public print advertising.

**c. Please describe the coordination between the Youth Apprenticeship programs and OSSE Career and Technical Education programs.**

**Response:** DOES works closely with DCPS (including DCPS Career Bridge Programs) and DC Public Charter Schools (DCPCS) to execute Youth Apprenticeship Programming. In FY21, OAIT coordinated with schools, such as Luke C. Moore High School, Thurgood Marshall Academy, and IDEA Public Charter School, while partnering with Registered Apprenticeship Sponsors to offer six-month electrical training opportunities to high school juniors for full-time Apprenticeship Placement at the conclusion of the In-School Youth Apprenticeship Program. Office of Apprenticeship, Information and Training (OAIT) and the Youth Apprenticeship

Advisory Committee (YAAC) will be working together to connect the healthcare apprenticeship programs with participating DCPS and public charter schools that offer healthcare Career and Technical Education (CTE) programs that will connect those students to registered apprenticeships in the healthcare industry during FY 22-23.

**d. Will any funds be used to subsidize employers' apprentice wages?**

**Response:** Yes, DOES ARPA funding for OAIT will support On-the-Job Training Apprenticeship Reimbursement Initiatives and expansion of the Government Apprenticeship Program. Both programs support Registered Apprenticeship Programs in the hiring of new apprentices and include wage support and/or reimbursement.

**144. Please provide in a table the following apprenticeship data for each active sponsor for DC in FY2021:**

- a. Sponsor name**
- b. Registered or unregistered**
- c. Sponsor industry**
- d. Occupation of apprenticeship**
- e. Number of total apprentices**
- f. Number of District resident apprentices**

**Response:** Please see attachment "DOES POH 2022 Q144\_FY 2021 Apprenticeship Sponsors."

**145. Please explain the reduction of active apprentices from 9,996 in FY2020 to 5,848 in FY2021.**

**Response:** In the FY2020 POH questions responses, DOES noted that OAIT had been enhancing its database infrastructure by undergoing multiple rounds of data cleaning on old data from the last several decades. The process of data cleaning resulted in the decline of active apprentices and a corresponding increase in completion and cancellation. Data cleaning has had similar effect on the number of active registered programs.

Additionally, the COVID-19 pandemic has also had an adverse effect on the FY 20-21 apprenticeship recruitment and program approvals. When compared with previously submitted data, the number of both active programs and currently enrolled apprentices in FY2020 and FY2021 shows lower but correct figures due to the combination of data cleaning and the adverse effects of COVID-19.



146. **Please provide a list of all information technology registered apprenticeships and a description of enforcement practices pursuant to D.C. Official Code §32–1431, which states, "All prime contractors and subcontractors who contract with the District of Columbia government to perform construction, renovation work, or information technology work with a single contract, or cumulative contracts, of at least \$500,000, let within a 12-month period shall be required to register an apprenticeship program with the District of Columbia Apprenticeship Council."**

**Response:** Data from previous years do not categorize all sponsors by industry. In FY 2021, the below-listed Information Technology (IT) sponsors were approved by the District of Columbia Apprenticeship Council, with the assistance of DOES:

1. Kastle Systems International, LLC;
2. Enlightened, Inc.;
3. Limbic System, Inc.;
4. Setty & Associates International, PPLC;
5. BuildWithin, Inc.;
6. Kastle Systems; and
7. DC Department of Human Resources, DCHR.

Upon receiving First Source alerts about new contractual awards, OAIT verifies whether the award meets the \$500,000.00 threshold and has an apprentice-able occupation that would meet statutory registration requirements. Based on the findings, OAIT guides and supports employers to develop a registered apprenticeship program (RAP). Various attempts are made to ensure that all companies remain in compliance. Failure to comply may lead to monetary fines. As a company complies with RAP requirements, all programs are subject to standard monitoring (quality assurance, compliance reviews, etc.).

**147. Please describe any activities, plans, or initiatives to expand apprenticeship to non-traditional industries (e.g., healthcare, IT, etc.).**

**Response:**

**Response:** OAIT has been expanding its apprenticeship program offerings via various initiatives and programs. Through the creation of the Apprenticeship Portal ([www.apprenticeship.dc.gov](http://www.apprenticeship.dc.gov)), Career Edge Apprenticeship Modules, Career Pathways Initiative, and the Apprenticeship State Expansion and Building State Capacity Grant, apprenticeship efforts have been more focused on non-traditional programs in the areas of healthcare, hospitality, IT and more.

In FY21, OAIT continued its efforts to ensure that the apprenticeship portfolio remains inclusive of all non-traditional industries. FY21 saw the creation of 52 new apprenticeship programs with non-traditional partners such as: BuildWithin, Department of Human Resources, Department of Parks and Recreation, CitiWorks DC, Forrest Hills of DC Nursing Home, and MedCerts to name a few. These included eight nontraditional pathways (medical coder, medical assistant, human resources assistant, administrative assistant, information technology and more). In FY22, OAIT developed a campaign to promote apprenticeship program creation through Diversity Equity and Inclusion/Apprenticeship OJT initiative, host industry-specific information sessions and its regular quarterly sponsor meetings. These sponsor meetings engage traditional and nontraditional programs while sharing best practices with future and interested business community partners in the development of their programs, standards and participation in ongoing apprenticeship efforts.

For more information on the expansion of traditional and non-traditional industry apprenticeships for youth, please see question 143c.

## **XII. Office of Youth Programs:**

- 148. Please provide a copy of the Department of Employment Services annual reports on year-round youth programs funding and participation numbers as required by D.C. Law 23-149 §2103 (D.C. Official Code §32-772) and due December 15, 2020, and Dec. 15, 2021. If the reports are not complete, please provide the data required by the law in your response here. Also, explain the reason for delay and the expected date of completion of the final report.**

**Response:** The reports are currently in draft and will be submitted soon.

- 149. Please list all MOUs that DOES has for youth services with DCPS, charter schools, DCHR or any other agency. Please provide a description of each program and the number of students served, disaggregated by program, grade, and ward. Please ensure that copies of the MOUs are included in the attachment to Question 8.**

**Response:** Please see attachment “DOES POH 2022 Q149\_Youth Services MOUs.”

### **Year-Round Youth Programs (YRY)**

- 150. The East End and Opportunity Youth Careers Amendment Act of 2019 mandates at least 66% of the Year-Round Youth local funds must be spent on in-school youth who reside or attend a public or charter school in Ward 7 or 8. For FY2021 and FY2022, please provide the types of training provided to this population, names of training providers, and number of youth served by each provider.**

**Response:** Please see the table below:

Service Provider	Service Level	Training
Captivate	25	Financial Literacy Remedial Tutoring & Professional Development
DCHR	30	Internship Work Experience Career & Job Search Techniques
School Year Internship (Wards 7 & 8)	112	Internship Work Experience Career, Financial Literacy, Career and Job Search
Totals	167	

## School Year Internship Program

151. Please *complete the attached Excel table* with data on the School Year Internship Program hosts (D.C. Law 23-407; D.C. Official Code § 32-242(a)(2A)). Please list all employers who signed up to host participants in the FY2021 or FY2022 program, including those who hosted no participants, and associated information

**Response:** Please see attachment “DOES POH 2022 Q151a\_SYIP 2021” and “DOES POH 2022 Q151b\_SYIP 2022.”

152. Please *complete the attached Excel table* on the School Year Internship Program applicant and participant information for FY2021 and FY2022.

**Response:** Please see attachments “DOES POH 2022 Q152a SYIP Info 2021” and “DOES POH 2022 Q152b SYIP Info 2022.”

153. How many School Year Internship Program participants were placed at the same host site as their 2020 or 2021 MBSYEP placement?

**Response:** Approximately 240 youth were placed at the same host site.

154. Please describe how DOES will modify the School Year Internship Program for FY2023 and onward to ensure students are placed with host sites by September 15th, as required by D.C. Official Code §32-242(a)(2A)(C).

**Response:** Program staff will work with 2022 MBSYEP host sites to ensure a seamless transition from Summer to SYIP. Program dates will be adjusted to meet the required deadline.

## MBSYEP

155. Please *complete the attached Excel table* listing all employers who signed up to host participants in the 2021 program, including those who hosted no participants, and associated metrics. For any metrics that the Department doesn’t capture, please explain why.

**Response:** Please see attachment “DOES POH 2022 Q155\_MBSYEP Hosts.” Please note that the descriptions of job duties are provided by host sites.

156. Please *complete the attached Excel table* regarding 2021 applicant and participant information. *Note: many of the metrics are not captured (at all or consistently) in the annual reports.*

**Response:** Please see attachment “DOES POH FY 2022 Q156 Applicant & Participant info.”

### **XIII. Agency Operations and Disputes**

157. Please provide a list of all studies, research papers, reports, evaluations, and analyses, including contractors' or consultants' reports, that the agency prepared or commissioned during FY2021 or FY2022, as of Jan. 1, 2022, including all reports prepared by the Office of Program and Provider Monitoring, as well as all appendices (personally identifiable information should be redacted).

**Response:** While the agency does perform internal monitoring activities through the Office of Program and Provider Monitoring, they are intended for internal management consumption only and to be utilized by agency programs. Please reference question 94 for WIOA reports submitted to the US Department of Labor (USDOL).

List of studies, research papers, reports, evaluations, and analyses listed below:

Office	Report Name
Office of Workers' Compensation	Audit Report FY2020 OWC Financial Statement – Administration Fund
Office of Workers' Compensation	Audit Report FY2020 OWC Financial Statement – Special Fund
Office of Workers' Compensation	Semi-Annual Compliance Report – Jan-June 2021
Office of Workers' Compensation	Semi Annual Compliance Report – July-December 2020
Office of Workers' Compensation	Tipped Wage Report: Fiscal Year 2019, Quarters 2-4 and Fiscal Year 2020, Quarters 1-2
Office of Workers' Compensation	Fiscal Year 2020 Annual report
Office of Paid Family Leave	Quarter 4 Fiscal Year 2021 Report
Office of Paid Family Leave	Quarter 3 Fiscal Year 2021 Report
Office of Paid Family Leave	Quarter 2 Fiscal Year 2021 Report
Office of Paid Family Leave	Annual Financial Management Report Fiscal Year 2020
Office of Apprenticeship, Information and Training	Youth Apprenticeship Advisory Committee 2020 Report
Office of Youth Programs	2020 MSBSYEP Independent Evaluation
Office of Wage Hour	Audit Report: 2020 Accrued Sick and Safe Leave Act Study

158. Please attach a copy if the study, research paper, report, evaluation, or analysis is complete. For each study, paper, report, or analysis, still underway, please include:
- i. Report name, author(s),
  - ii. Description or purpose;
  - iii. Source of funding (program and activity codes); and

**Response:** For completed reports, see attachment “DOES POH 2022 Q158\_Reports.” For reports that are underway outside of the agency, please see below:

Office of Youth Programs

- FY21 - Year-Round Youth Program, Barrows Consulting Group, LLC
  - Description: Program Evaluation Report
  - Source Funding Code: Program 48300, Activity Local Funds 100
  - Analysis still underway.

Office of Wage Hour:

- 2020 ASSLA study
  - Description: In 2021, Bayne Limited Liability Company, through a contract with the Office of Wage-Hour, developed the 2020 ASSLA study, in accordance with D.C. Official Code § 32–531.15. They conducted surveys, focus groups, and interviews with District Government officials and target industries to conduct an annual audit of a sample of District businesses to evaluate (1) businesses’ compliance with the posting requirements, and (2) whether companies are using staffing patterns to circumvent the intention of ASSLA, the Earned Sick and Safe Leave Amendment Act of 2013 (ESSLA) or the COVID-19 Emergency Response Act of 2020 (the COVID-19 Emergency Act) (collectively, the Acts).
    - Additionally, the research sought to identify any impact the Acts have had on the private sector and gauge the overall effectiveness of the District’s efforts to enforce compliance.
  - Source Funding Code: Program 32000, Activity 41
  - This analysis is still underway.

DC Infrastructure Academy:

- Annual Report
  - Description: report detailing DCIA’s efforts in FY21
  - Source Funding Code: Program 4260 Infrastructure Academy, Activity Local Funds 100
  - Analysis still underway

159. Please list and describe any investigations, audits, or reports by outside entities that involve the agency or any employee that were conducted during FY2021 or FY2022, as of Jan. 1, 2022, or that are ongoing. *Attach copies* of any such document. Include any routine or ad hoc monitoring, site reviews, desk audits, or other reviews or audits by federal agencies (such as the U.S. Department of Labor Employment and Training Administration or DOL’s Inspector General), the District of Columbia Inspector General, Board of Ethics and Government Accountability, the DC Auditor, or *any other* local or federal governmental entity.

**Response:** The following investigations are still pending from FY2019:

- An unemployment insurance claimant filed a complaint with the USDOL Civil Rights Center alleging a failure to provide reasonable accommodation. This complaint is pending.
- DOES was contacted by the District of Columbia Office of the Inspector General (OIG) regarding an investigation into a DOES employee. The OIG investigation is ongoing.
- DOES was contacted by OIG with regard to an ongoing investigation that resulted from a FY2017 DOES referral of a case to OIG.

Oversight and/or monitoring conducted by the U.S. Department of Labor are deliberative.

Please see below for a list of independent audits:

Report Name	Author	Status	Program Description
Annual A-133 Single Audit <a href="https://cfo.dc.gov/sites/default/files/dc/sites/ocfo/publication/attachments/DC%20Government%20-%20UG%20S20%20091421.pdf">https://cfo.dc.gov/sites/default/files/dc/sites/ocfo/publication/attachments/DC%20Government%20-%20UG%20S20%20091421.pdf</a>	BDO	Complete	Government of the District of Columbia – Schedule of Expenditures of Federal Awards and Reports Required by the UNIFORM Guidance for Year Ended 09/30/2021
Audit Report FY2020 OWC Financial Statement – Administration Fund (Please see question 158)	F.S. Taylor & Associates, P.C.	Complete	District of Columbia’s Workers’ Compensation Program
Audit Report FY2020 OWC Financial Statement – Special Fund (Please see question 158)	F.S. Taylor & Associates, P.C.	Complete	District of Columbia’s Workers’ Compensation Program

160. List all FOIA requests received in FY2021 and FY2022, as of Jan. 1, 2022, with the request number (for ex., 2018- FOIA-00345), the name of the requestor, brief description of the documents requested, and note if no responsive documents were found.

**Response:** Please see attachment “DOES POH 2022 Q160\_DOES FY21 Annual FOIA Report.”

161. Please list all settlements entered into by DOES or by the District on behalf of the agency in FY2018, FY2020, FY2021, or FY2022, as of Jan. 1, 2022, 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:
- The parties' names;
  - The date the underlying claim was filed with the agency/District government;
  - The date the settlement was executed;
  - The amount of the settlement and time period over which it was/will be paid;
  - Non-financial terms required of the agency, such as rescission of discipline, waiver of claims, etc.;
  - If related to litigation, court where claim was initially filed, case docket number, and a description of the allegations; or
  - If unrelated to litigation, please describe the allegation(s) or issue warranting investigation (e.g., administrative complaint related to sexual harassment, etc.).

**Response:** Director Morris-Hughes took over the agency in March of 2018 and, as a result, is unable to provide information on settlements prior to that date.

In FY2019, DOES entered into the following settlements:

- The Office of the Attorney General (OAG), on behalf of DOES, resolved a civil case involving a participant.
- OAG, on behalf of DOES, resolved a civil case, where a plaintiff alleged injury, while at DOES.
- DOES resolved a wage theft complaint with a contractor.

In FY2020, DOES entered into the following settlements:

- OAG, on behalf of DOES, resolved a civil case alleging discrimination.
- OAG, on behalf of DOES, resolved a civil case where plaintiff alleged that he was denied a promotion in 2016 based on discrimination.
- The Office of Labor Relations and Collective Bargaining (OLRCB, on behalf of DOES, resolved an appeal of a 2019 adverse action to the Public Employee Relations Board through a negotiated settlement.

In FY2021, DOES entered into the following settlements:

- OAG, on behalf of DOES, resolved 3 District of Columbia Court of Appeals of unemployment insurance claimants.
- DOES entered into 12 settlement agreements with claimants with unemployment insurance overpayments to resolve civil actions that were pending before the DCSC.



162. Please list in chronological order any grievances filed *by labor unions* against the agency or any of its employees in FY20, FY21, or FY2022, as of Jan. 1, 2022, including any opened before FY2021 that is unresolved. Also include any grievances filed by unions about a current employee of the agency that is related to a matter that arose at previous District government employment of the employee at another agency. For each grievance:
- Identify the union name and number, briefly describe the matter, and provide the current status.
  - Describe the agency response to each and any resulting changes to agency policies or procedures.
  - For any resolved in FY2021 or FY2022, as of Jan. 1, 2022, describe the resolution.

**Response:** DOES has no record of any grievances filed by labor unions against the agency or any of its employees in FY20, FY21 or FY2022, as of January 1, 2022.

163. Please list in chronological order any other (non-union) grievances or complaints against or regarding the agency 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 to 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 to any previous employment at another District agency. Include on the list any earlier complaint that is still pending in any forum, including review by another District agency. For each grievance or complaint:
- a. Provide the agency name and office of the complainant at the time the matter occurred.
  - b. Provide the name of the forum or agency to which the complaint was filed.
  - c. Specify if the complaint concerns a colleague or supervisor.
  - d. Provide a brief description of the matter and the current status.
  - e. Describe the response to the complaint or grievance, including any disciplinary action taken and any changes to agency policies or procedures
  - f. For any complaint or grievance that was resolved in FY2021 or FY2022, as of Jan. 1, 2022, describe the resolution or outcome.

**Response:** Please see below:

- In FY2019, an employee filed a complaint with OEA regarding an adverse action. The complaint is currently pending.
- In FY2019, an external applicant filed two grievances against DOES due to non-selection of two positions. The grievances were transferred to DCHR.
- In FY2020, an employee filed a complaint with the Office of Human Rights (OHR) alleging a failure to provide a reasonable accommodation. The case is still pending.
- In FY2020, an employee filed a complaint with the Office of Human Rights (OHR) alleging that he was forced to resign based on discrimination. The case is still pending.

- In FY2020, an employee filed a complaint through DOES and a grievance through DCHR against their supervisor alleging hostile work environment. DOES concluded the allegations were unsubstantiated. DCHR denied the grievance.
- In FY2021, an employee filed a complaint against their supervisor alleging improper government issued access. DOES concluded the allegations were unsubstantiated.
- In FY2021, an employee filed a complaint against their supervisor alleging retaliation. The complaint is currently pending.

**164. Please list in chronological order all administrative grievances or complaints filed by parties outside District government against the agency 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.**

- c. Describe the complainant (e.g. [Program name] customer)**
- d. For each grievance or complaint, give a brief description of the matter as well as the current status.**
- e. Please describe the process utilized to respond to the complaint or grievances and any changes to agency policies or procedures as a result.**
- f. For any complaints or grievances that were resolved in FY2021 or FY2022, as of Jan. 1, 2022, describe the resolution.**

**Response:** Please see below:

- In FY2019, an unemployment insurance claimant filed a complaint with the USDOL Civil Rights Center alleging a failure to provide reasonable accommodation. This complaint is pending.
- In FY2020, an unemployment insurance claimant appealed an OAH order affirming a DOES disqualification to the District of Columbia Court of Appeals. OAG handled the case. The case was dismissed by the plaintiff on July 13, 2020.
- In FY2020, an unemployment insurance claimant filed suit in the DCSC seeking allegedly due/overdue unemployment insurance benefits. OAG handled the case. The case was dismissed by the plaintiff on November 15, 2020.
- In FY2020, an unemployment insurance claimant filed suit in the DCSC seeking allegedly due/overdue unemployment insurance benefits. OAG is handling the case.
- In FY2020, a FOIA requester filed suit in DCSC challenging the redaction of statutorily exempted information. OAG handled the case. The case was resolved via court order on May 24, 2021.
- In FY2021, an unemployment insurance claimant filed suit in the DCSC seeking allegedly due/overdue unemployment insurance benefits. OAG handled the case. The case was dismissed.
- In FY2021, an unemployment insurance claimant filed suit in the DCSC seeking allegedly due/overdue unemployment insurance benefits. OAG handled the case. The case was dismissed.
- In FY2021, an applicant filed a complaint alleging violation of District hiring practices with OHR. The case is pending.

- In FY2022, OAG received a defense verdict from a jury in a 2018 case filed in the United States District Court for the District of Columbia (USDC), where 4 independent contractors alleged that they were misclassified and terminated in violation of Title VII.
- In FY2022, Legal Aid filed a civil action in the USDC alleging that 4 unemployment insurance claimants are due or overdue for unemployment insurance benefits. The case is pending.
- In FY2022, a former employee filed a civil action in the DCSC alleging that overtime wages are owed. The case is pending.

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## **ENDNOTES**

<sup>i</sup> **Example 1** of DOES request for copy of Social Security card to be submitted by unencrypted email: Copy of email sent to constituent Nov. 14, 2021

**From:** [name, name] (DOES) <[email] >

**Sent:** Sunday, November 14, 2021 9:34 AM

**To:** [name, email]>

**Subject:** D.C. UNEMPLOYMENT COMPENSATION CLAIM: A REQUEST FOR IDENTITY DOCUMENTATION.

### **D.C. DEPARTMENT OF EMPLOYMENT SERVICES**

#### **CENTRAL ADJUDICATION BRANCH**

**4058 MINNESOTA AVE., NE**

**WASHINGTON, D.C. 20019**

### **REQUEST FOR IDENTITY DOCUMENTATION**

<b>IMPORTANT INFORMATION – DEADLINE FOR SUBMISSION OF IDENTITY DOCUMENTS: 11-17-2021 BY 9AM</b>
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Greetings [name],

The Department of Employment Services (DOES) has received your initial application for Unemployment Compensation Benefits. When you filed your claim an identity issue was created. You are required to prove your identity in order to receive benefits. Under D.C. Official Code, Title § 51-109(1), all individuals applying for unemployment benefits must provide verifiable identity documents upon request of the Agency. **Failure to provide your identity documents by the deadline will result in a**

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**"Failure to Report" determination, thus holding you ineligible for the receipt of benefits.**

To verify your identity, you must provide clear images/copies of the original documents via email. Submit your valid Government-Issued Photo I.D. and Social Security Card. **THE DEADLINE FOR SUBMISSION OF YOUR IDENTITY DOCUMENTS IS WEDNESDAY, NOVEMBER 17, 2021, by 9AM Please be advised that this deadline will not be extended.**

**Please provide your identity documents via email to**  
**[name.name]@dc.gov**

**CC: DOESUI.Verification@DC.gov**

**When emailing your identity documents, please provide the following information as the subject line: Identity Documents, the last 4 digits of your social security number and your legal first and last name**

[Name,] Supervisor - AJC  
D.C. Department of Employment Services  
4058 Minnesota Ave NE | Suite 4300  
Washington, DC 20019  
Direct: (202) 603-2419  
[\[name.name\]@dc.gov](mailto:[name.name]@dc.gov) | [www.does.dc.gov](http://www.does.dc.gov)

ii **Example 2** of DOES request for copy of Social Security card to be submitted by unencrypted email: Copy of Email from DCIA to potential applicant.

**From:** "DC Infrastructure Academy (DOES)" <[DCIA@dc.gov](mailto:DCIA@dc.gov)>  
**Date:** Tuesday, October 26, 2021, at 2:20 PM  
**Subject:** DCIA Application & Next Steps!

Greetings!

**\*\*\*Please do not share or forward**

Thank You for Attending the DCIA Information session!

To apply to the DC Infrastructure Academy, please **COMPLETE** and **SUBMIT** the DCIA Program Application attached. Be sure that no blanks are left unfilled.

**Please note: Incomplete applications will not be processed and will be returned via email.**

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Once you have completed the DCIA application, you will save a copy of your DCIA application to your device. **Then you will email your SAVED DCIA application as an attachment along with your DC ID/Driver's license and social security card to [dcia@dc.gov](mailto:dcia@dc.gov).**

**Please make your program of interest the subject of your email or include in the body of your email response with your application.**

**Important: If you have not done so, please be sure to register at [www.dcnetworks.org](http://www.dcnetworks.org)**

Kind Regards,

*The DCIA Team  
2330 Pomeroy Rd SE  
Washington, DC 20020*