

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



**Responses to Fiscal Year 2021-2022  
Performance Oversight Questions  
Workforce and Federal Programs / Paid Family Leave**

**Dr. Unique Morris-Hughes**  
Director

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

January 28, 2022  
John A. Wilson Building  
1350 Pennsylvania Avenue, NW  
Washington, DC 20004

## 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 claims approved	Number claims denied <sup>2</sup>	Number 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 Note that there were 574 claims that were withdrawn per the claimant's request, which are included in the total number of claims filed.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	7	40	Less than 10
Medical leave	DS	Less than 10	13	Less than 10
<b>Total</b>	<b>74</b>	<b>11</b>	<b>56</b>	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 chart.

Parental Leave Claim Denial Reasons	
UI Benefits Crossmatch	70
Not Employed at Time of Application	54
Existing Duplicate Claim	32

Parental Leave Claim Denial Reasons	
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
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	9	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
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>

Denial Reason (for claims filed retroactively)	Number of claims denied	Percentage of Denied Claims
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:

<b>FY2021 (Quarter/Year)</b>	<b>Count of Employers who Contributed to the UI Fund</b>	<b>Count of Employers who Contributed to PFL Fund</b>
<b>Q4/2020</b>	37,243	33,770
<b>Q1/2021</b>	37,751	31,804
<b>Q2/2021</b>	38,124	32,673
<b>Q3/2021</b>	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
  
- Healthcare Provider Information Session – at Shaw Library
  - o February 6, 2020
  - o 15 attendees

- 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 see attachment “DOES POH 2022 Q108\_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 Peysner 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**

**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 taa**

- 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:**

- a. 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.”

- b. 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”

- c. 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>1</sup>**

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<sup>1</sup> District of Columbia, WIC WIOA Policy Manual, 4.3 Quarterly Reporting page 93.

- 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” and “DOES POH 2022 Q124b\_WIOA Information.”

## **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.**

**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:** 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.