

AGENCY-SPECIFIC QUESTIONS

Agency Administration

Priorities and Performance

36. **Please discuss DOES's top five priorities from FY22 and FY23 to-date, and how those priorities have been addressed. If not addressed, please discuss why.**

Response: As part of Mayor Bowser's COVID-19 economic recovery strategy, in FY22, DOES focused on getting residents back to work. This included 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 (ARPA), we strengthened and prioritized 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 invested in five key strategies to drive an inclusive jobs recovery through working in partnership with agencies across government, non-governmental partners, and the private sector.

Strategy 1: Strengthening job-seeker-employer connections through conducting over 110 hiring fairs throughout our Federal Workforce Programs Bureau, Innovation and Partnerships Bureau, and Division of State Initiatives in FY22 and FY23 to date. Additionally, the Jobs First program enabled DOES to serve 75 people with multiple barriers to employment (e.g., previous incarceration, homelessness, job cycling, mental health challenges, and substance abuse histories) and allowing them access to a job instead of going through workforce development, and we increased the training wage from \$11.00/hour to \$16.10/hour for Project Empowerment and DC Career Connections. With this, we were able to 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 the Office of Youth Programs. With this program, we served 416 youth in FY22 that did not have college credentials, specifically from our most underserved populations in the District, specifically from Wards 7 and 8, and placed youth in 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) was 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 were 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). With this program, the Division of State Initiatives took "people of promise" through community referrals, re-entry referrals, and an algorithm applied to those in the BBDC-focused neighborhoods, to provide job readiness and life skills training, cognitive behavioral therapy (CBT), and placement in subsidized and unsubsidized employment. In FY22, 22 people of promise received CBT and 88 are currently enrolled in FY23 to date.

Strategy 4: Prioritizing employer-driven trainings at the DC Infrastructure Academy (DCIA). DCIA continued to subsidize trainings in high-demand fields in the areas of Information Technology, Construction, Energy, and Transportation. With the passage of the Bipartisan Infrastructure Framework (BIF), DOES began working to plan to expand training offerings at DCIA. As a part of the Build Back Better (BBB) effort, in FY22, DOES was in the early stages of preparing the District's workforce to best leverage federal infrastructure dollars. Further, DCIA continued to partner with employers such as Pepco, DC Water, Washington Gas, and others to deliver job-specific training to DC residents. Building upon the impressive success of DCIA, DOES is prepared to expand the physical footprint of DCIA on top of current capital investments and double the number of slots available to District residents for a Green Jobs Academy. This academy – housed within DCIA – would leverage District employers and networks to ensure the local workforce is prepared for existing and forthcoming high-demand jobs in sustainable fields.

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 Earning for Learning model. In FY22 and FY23 to date, we expanded our school year internship program from serving 350 youth annually to serving 1,000 youth. Additionally, with ARPA funding, we were able to implement an Earning for Learning program again in FY22 for MBSYEP by serving 5,644 youth in the program while they additionally earned credit recovery during summer school.

What are the agency's top five priorities in FY2023?

In 2023, DOES plans to issue and begin implementing a new strategic plan entitled "Advancing our Vision Forward". Within this plan are four key focus areas/strategic priorities with some but not all of the strategic initiatives we plan to utilize to achieve these goals:

1. *Achieve Organizational Excellence* – through cultivating a culture of accountability that leads to excellence in service delivery, data proficiency and literacy, and DOES being an employer of choice in the District of Columbia.

- a. We want to ensure we are operating smart and effective systems that are effective and efficient. That is why we hope to deploy a robust and fully integrated modernized unemployment benefits and tax system and update our Office of Youth Programs management system. Further we want to develop a responsive, integrated, and effective system of records management and promote an agency-wide Data Enterprise Management system.
 - b. We will continue to strive to provide best-in-class customer service by thoroughly reviewing and updating our standard operating procedures and conduct more customer touchpoint analyses.
 - c. We will enhance workforce talent management through developing and refining a comprehensive strategy to recruit and hire qualified individuals, complete and compile best-practice research to improve the new employee onboarding experience, and align employee performance plans with agency performance plans and goals.
 - d. We will create opportunities for employee engagement, education, and empowerment by streamlining agency processes through coordinated intra-agency project management and collaboration, implementing a Data Governance Strategy that includes a method for accelerating data literacy for DOES employees and customers, and continue to conduct quarterly all staff meetings.
2. *Serve as a World-Class Labor and Workforce Agency* – through aligning service-delivery systems to ensure DOES is the premier workforce development partner for DC residents, employees and businesses.
- a. By providing high quality training, upskilling, job placement, and career development services through personalized career development services to customers through comprehensive intake, skill assessment, and case management services; identify, endorse, and track the achievement of a core set of workforce credentials that demonstrate job readiness and occupational skills, and promote opportunities for employment using the Earn and Learn model.
 - b. With creating and distributing a workforce development toolkit that will provide DC stakeholders including K-12, postsecondary students, teachers, community-based organizations, government, and other stakeholders with funding and strategic resources and connects.
 - c. Deliver social insurance programs through issuance of unemployment compensation and paid family leave benefits.
3. *Promote the District's Human Capital* – by endorsing the knowledge, skills, and abilities of our customers, District residents, and DOES employees.
- a. By providing recommendations and solutions for successful and innovate career paths through data collection from the Office of Talent and Client Services, offering trainings in high-growth target sectors of employment and other scholarships to District residents pursuing post-secondary development and career opportunities, engaging our youth-focused communities as subject matter

- experts on critical issues to drive solution implementation, identifying current labor market trend, and supporting retention through job coaching services.
- b. Align workforce and education by establishing a teacher apprenticeship program, ensuring robust career training, and partnering with DCPS, PCS, UDC, and career and technical education competency-based and dual enrollment options
 - c. Increase employee, customer, and stakeholder confidence in and satisfaction with DOES through administering employee, customer, and stakeholder engagement surveys.
 - d. Provide tailored and specialized learning and development opportunities for DOES employees through the administration of the DOES Learning Expo, the all-staff Professional Development Day, and providing skill development opportunities for our front desk, call center, and language access operations to create more positive customer experiences
4. *Create Diversity, Equity, Inclusion, and Access* – by prioritizing the pillars of diversity, equity, inclusion, and access at DOES with well-defined goals and objectives.
- a. By identifying and recommending solutions to advance racial equity within the agency through implementation of recommendations from the Racial Equity Audit.
 - b. Through using best practice research and labor market information to determine the career development needs of and job opportunities for our underserved populations by continuing to conduct research and gather labor market information to identify ways to better serve customers with barriers to employment.
 - c. With recruiting, training, and retaining a diverse workforce at DOES through quarterly DOES hiring fairs, incorporating language access training into the agency onboarding activities, and establishing an employee recognition program.
 - d. Sponsoring and supporting the Commission on Poverty through identifying and tracking clients of current and new programs who are experiencing poverty while completing intake and capturing data of incoming DOES clients, and assessing current and new programs to ensure they meet the needs of clients experiencing poverty through performance measures as an indicator or data point.

37. **What are DOES's top five priorities for FY24?**

Response: In FY24, DOES plans to continue to implement its strategic plan "Advancing our Vision Forward" as outlined in question 36.

38. **Please describe any initiatives that DOES implemented in FY22 or FY23 to-date to improve internal operations of the agency or the interaction of the agency with outside parties. Please describe the results, or expected results, of each initiative.**

Response: In FY 22, The Office of Youth Programs conducted pre-host employment interviews for the Mayor Marion S. Barry Summer Youth Employment (MBSYEP) Program. These interviews were a pre-requisite for host site participation and youth placements. The goal of these interviews was to screen potential host employers for our program to increase program quality and service. These interviews gave an additional level of vetting for the program to ensure hosts who signed up for our program met all of the necessary requirements.

To improve internal operations, DOES has implemented the ARPA Recovery Team. The team consists of an ARPA Program Manager, ARPA Program Analyst, and a ARPA Fellow. By implementing the ARPA Recovery Team, we have increased communication across the agency and enhanced departmental transparency. This has reduced working in siloes agency-wide and is assuring that company-wide ARPA goals are met and everyone understands their role in contributing to them. The idea is to encourage collaboration and incentivize everyone to work together to hit ARPA metrics.

39. **Please list each new program implemented by DOES during FY22 or FY23 to-date. For each program, please provide:**
- a. A description of the program;**
 - b. The funding required to implement the program;**
 - c. The program and activity codes in the budget; and**
 - d. Any documented results of the program.**

Response:

Education and Workforce Initiatives Bureau

The Office of Training and Professional Development (OTPD) offered an inaugural agency-wide learning expo during the week of July 25, 2022, to provide additional training for staff, encourage life-long learning, and establish DOES as a learning community. The expo featured a panel of District agency executive leaders on the subject of leadership development, a panel on cultural competency featuring representatives from agencies working with under-represented and disenfranchised people, classes on Excel, quality customer service, AGILE project management, data visualization, and strategic planning. A paid portion of the expo was for Management Concepts in the amount of \$21,508. The Office of Training and Professional Development is now developing an expanded expo that will be held over a 2-week period featuring additional training opportunities in data collection, management, and reporting.

There were over 800 touchpoints during the Learning Expo. The total number does not reflect attendance to drop-in sessions with the University Partners and Health Insurance providers, and wellness activities. The following is a breakdown of attendance for some of the sessions:

Growing Into Leadership (graduates of DOES leadership programs): 118

- Cultural Awareness Panel: 126
- Advancing in Leadership Panel (District agency executive leaders): 89
- What Youth Want You To Know (Marion Barry Summer Youth Program participants)
107
- DOES Toastmasters Club-Phoenix Rising: <10 staff requested membership
- HR Q&A for Managers: 32

Staff shared feedback with the Director and OTPD staff that they found the sessions beneficial and were interested in attending future training events. Many staff also reported they were unaware of the Toastmasters’ Club and University Partners and now have had the opportunity to learn about additional training opportunities. Anonymous surveys completed after sessions showed overall satisfaction with the event with an average score of 4 out of 5. Please note, the associated budget activity codes are not available at this time.

Division of State Initiatives

DSI implemented several new programs during this time, to include:

Job Readiness Training (Project Empowerment and DC Connection “Earn & Learn”) utilizing ARPA funding and program delivery through grantees to provide job readiness and life skills training services. During workforce development programming, participants learn soft skills essential to their success, including effective communication, conflict resolution, problem solving, triggers recognition/management, team participation, emotional intelligence, and interview etiquette. Other required program components include case management support, short-term subsidized work experience and unsubsidized job placement services.

Desired Impact

- Broadened outreach and engagement of District residents in need of support as they prepare to enter or reenter the workforce.
- Increased access to job readiness and life skills training services.
- Placement in unsubsidized employment and job retention.

The funding required to implement the program was as follows (ARPA): \$35,054,264.93

FUND	AGENCY	PROGRAM	COST CENTER	PROJECT	AWARD	AMOUNT
1010190	CF0	500183	50272	200150	1000034	\$1,778,256.00
4015916	CFO	500183	50272	200150	2000097	\$1,542,290.02
4015916	CFO	500191	50272	200166	2000097	\$31,733,718.91
TOTAL						\$35,054,264.93

Job First – to provide outreach and recruitment with the objective of identifying unemployed residents that are ready and able to engage in regular full-time employment, however, facing at least one or more of the following barriers: lack of consistent work history, criminal background, substance abuse history.

Desired Impact

Office of Innovation and Partnerships

DCIA rebranded the former Washington Gas program Washington Gas program to the Energy, Construction, and Utility (ECU) program, to better reflect that the skills participants gained through this training could be used more broadly through the Energy, Construction, and Utility sectors. ECU provides construction and trades skills training to equip participants to gain access to entry-level positions in the industry. The ECU program is designed for individuals that have barriers to employment such as criminal history, education, and limited employment.

ECU launched the first cohort January 30, 2023. Their anticipated graduation date is program in mid-April 2023.

The funding required to implement the program is as follow: \$159,440.00

- Cohort 1: \$79,720.00
- Cohort 2: \$79,720.00

40. **Please explain the impact on your agency of any legislation passed or regulations adopted at the federal level during FY22 and FY23 to-date, which significantly affects agency operations.**

Response: N/A

41. **Please identify any legislative requirements that DOES has not implemented. Please explain.**

Response: N/A

Budget and Expenditures

42. **Please provide a copy of DOES's FY2023 spending plan, broken out by each of the agency's activities.**

Response: DOES is not able to provide this information in advance of the hearing.

43. **Please attach a table detailing all purchase card expenditures in FY22 and FY23 to-date, including:**
- The name of the employee;**
 - The date of purchase;**

- c. **The vendor name;**
- d. **The dollar amount expended; and**
- e. **The purpose of the expenditure.**

Response: Please see “Q43 DOES POH 2023 PCard Transactions FY22” and “Q43 DOES POH 2023 FY23 PCard Transactions”.

44. **Please list each grant awarded by DOES in FY22 and FY23 to-date. For each grant, please include:**
- a. **The grant/program title and number;**
 - b. **The associated DOES office or division;**
 - c. **The award date;**
 - d. **The names of the grantees and any sub-grantees;**
 - e. **A description of the grants’ purpose;**
 - f. **Whether or not the payments are performance based;**
 - g. **The period of performance;**
 - h. **The current year of grant (base year or option year);**
 - i. **The program / activity code;**
 - j. **The source of funding;**
 - k. **The maximum / total grant amount for FY22 and FY23; and**
 - l. **The actual expenditures in FY22 and FY23 to-date.**

Response: Please see attachment “Q44 DOES POH 2023 Grant Award List”.

45. **Please attach copies of all completed Grantee Performance Evaluations and Monthly Status Report forms from Q4 FY22 and Q1 FY23**

Response: DOES was unable to provide this information in advance of the hearing.

Technology

46. **For any upgrades to existing technology in FY22 or FY23 to-date, or new technology to be acquired during the remainder of FY23, please provide the following information:**
- a. **Describe the new technology’s functions, or which functions of existing technology will be upgraded and why;**
 - b. **The total cost / anticipated cost of acquiring or upgrading the technology;**
 - c. **The total expenditures to-date (broken out by fiscal year);**
 - d. **The contract number, or solicitation number (if the contract number is not available);**
 - e. **The funding source (local, federal, or capital);**
 - f. **The program, activity, and fund codes in the budget;**

Response: Please see attachment “Q46 DOES POH 2023_ Technology” for response.

47. **Please provide an update on the DataWorks Project, including a description of the project's purpose, any key takeaways from FY22 and FY23 to-date, and any timelines for remaining work/analysis. Please also provide the Committee with a copy of the initial assessment of data systems, and the data gap analysis.**

Response: DataWorks is the multi-year project to improve, standardize, and modernize DOES data management and data use practices to ensure that we have accurate and reliable data, have readily available data that are consistently used to make well-informed decisions, and regularly release appropriate and accurate data to the public to improve transparency and confidence in DOES. The 7 main goals of the project are:

1. Establish a data literacy (governance) program
2. Perform a comprehensive data gap analysis
3. Design a data-driven architecture
4. Create a data repository for all DOES data assets
5. Develop a front-end application to the data repository for staff to easily access all workforce data and monitor program status in real-time
6. Create public data portal to help residents make more informed decisions about workforce opportunities
7. Improve inter-agency data integration

48. **Please provide a detailed description of DOES' policies for collecting and safeguarding Personally Identifiable Information (PII), and how DOES ensures internal compliance with these policies.**

Response: DOES policies concerning safeguarding PII (Personally Identifiable Information) and other sensitive information include but are not limited to Data Integrity, Confidential Data and Systems Management, Access Control, Acceptable Use of Information Systems, Handling Sensitive Information, and Information Security Training. These policies are based on security best practices and local and federal information security standards. These policies are implemented by way of a set of controls to ensure the integrity, confidentiality, and availability of the protected data. Implemented controls in place include:

Technical Controls:

- Data encryption is implemented, as appropriate, within components of information systems that transmit, process, or store sensitive data.
- Automatic application session time out after a specified amount of inactivity.
- Automatic system lockout after a specified amount of user inactivity, with authorization required before system reinstatement.
- A fraud algorithm is built into the systems, and a process is in place for investigations.
- Application and operating systems scan for vulnerabilities before putting systems into production and periodically thereafter.

Operational Controls:

- User Access to systems requires a formal authorization process, i.e., multiple layers of approvals and tracking.
- Departmental SOPs (Standard Operating Procedures) to include sensitive data handling.
- Annual user security awareness training – online FTI and PII training implemented and updated annually.
- Annual user acknowledgment of confidentiality

Physical Controls:

- Access to Secured areas in the central office utilizes proximity cards and Access logs.
- Access to the Datacenter hosting the systems is access controlled and requires approvals before any internal or external entities can visit.

Assessments and Continuous Monitoring - Security Compliance self-assessment of systems, such as DOCS, DUTAS, WEBS, NeoFraud & BARTs, are conducted every 18 months, with an attempt to cover all the security compliance requirements surrounding sensitive data, including PII, FTI, and NDNH. A Plan of Action and Milestones (POAMs) is put in place to document and track findings. In addition to the Self-assessments, the IRS conducts an independent review of the DOES systems every three years. Findings by the IRS are provided to us via a Corrective Action Plan (CAP), via which remediation activities are reported back in a timely fashion.

49. **Please list all the systems DOES uses to track program data (including the virtual one-stop system), and include which programs use each system.**

Response: Please see attachment “Q49 DOES POH 2023 Program Data Tracking”.

Personnel

50. **Please provide the total number of FTEs in DOES, the total number of occupied positions, and the total number of vacant positions.**

Response: As of February 6, 2023, DOES has a total of 979 FTEs. 773 FTEs have filled positions and there are 206 vacant positions.

51. **Please list each vacant FTE position in DOES, and provide:**
- The title of the position;**
 - The date on which the position became vacant / the total number of days the position has been vacant; and**
 - An update on the hiring status for the position.**

Response: Please see attachment “Q51 DOES POH 2023 Vacant Positions”.

52. **Please list any new position approved in FY22 and FY23 to-date and provide the hiring status for the position (please include the effective date if applicable, or the date that the position was publicly posted).**

Response: Please see attachment “Q52 DOES POH 2023 New Personnel Positions”.

53. **Please provide the total number and percentage of DOES employees (i.e., the percentage of occupied positions) that are District residents.**

Response: The total number of DOES employees who are DC residents is 413, or 53% of all DOES employees.

54. **Please provide the total number of new employees hired in FY22 and FY23 to-date, and the percentage of new employees that are District residents.**

Response:

DC Residency of Employees Hired in FY 2022 - 68 Hires

<i>Position Type</i>	<i>Total Number</i>	<i>Number who are District Residents</i>	<i>Percent of total who are District residents</i>
Continuing	21	10	48%
Term	44	29	67%
Temporary	Less than 10	Less than 10	67%
WAE	0	0	0

DC Residency of Employees Hired in FY 2023, as of Jan. 1, 2023 - 33 Hires

<i>Position Type</i>	<i>Total Number</i>	<i>Number who are District Residents</i>	<i>Percent of total who are District residents</i>
Continuing	Less than 10	Less than 10	67%
Term	27	14	52%
Temporary	0	0	0
WAE	0	0	0

55. **Please provide a list of all employee trainings and professional development opportunities offered to DOES employees in FY22 and FY23 to-date. Please include:**
- a. The name/subject of the training;**
 - b. The date of the training;**

- c. The number of attendees;
- d. Whether the training was virtual or in-person;
- e. The name of the vendor; and
- f. The total cost of the training.

Response: Please see attachment "Q55 DOES POH 2023 _OTPD Trainings"

56. **What training deficiencies, if any, did DOES identify during FY22 and FY23 to-date?**

Response: While not a deficiency per se, during FY22 and FY23 to date, DOES identified a need for increased trainings in the use of technology. In response, training opportunities were provided in Excel, data visualization tools, Agile project management, and navigating VOS. Additional software and data management tool training has been scheduled for the remainder of FY23 and will be included in the FY2023 DOES Learning Expo and beyond.

Marion Barry Summer Youth Employment Program (MBSYEP or SYEP)

98. **Please list all employers who signed up to host participants for the Summer Youth Employment Program in FY22 (including those who hosted no participants), and include the following information:**

- a. The sector (i.e., non-profit, public school, local agency, etc.);
- b. The name of the employer;
- c. The number of placement opportunities;
- d. The number of youths assigned;
- e. The number of unsubsidized youths who were placed;
- f. A brief description of the job duties; and
- g. The dollar amount of any Human Care Agreement (please indicate N/A if there was no human care agreement).

Response: Please see attachment "Q98 DOES POH 2023 _OYP Employers". HCA agreements are collected per organization not per role. All HCA agreements are on the final page of the attachment.

99. **For the Summer Youth Employment Program in FY22, please provide the following information broken out by age (14, 15, 16, 17, 18, 19, 20, 21, 22, 23, 24, and total):**

- a. The number of applicants;
- b. The number of applicants determined to be eligible;
- c. The number of certified applicants;
- d. The number of certified 22-24 year old applicants not enrolled in a school, that have less than an associate's degree;
- e. The total number of applicants certified via OSSE;
- f. The number of participants who started working;
- g. The number of participants who were paid in pay period one;
- h. The number of participants who were paid in pay period two;

- i. The number of participants who were paid in pay period three;
- j. The number of participants who were paid in pay period four;
- k. The number of participants who were paid in pay period five;
- l. The number of participants who were paid in pay period six;
- m. The number of participants who were TANF-eligible;
- n. The number of participants placed via other District agencies;
- o. The number of participants who received soft skills training during the program;
- p. The number of participants who completed soft skills training during the program;
- q. The number of participants provided with individual case management via DOES case managers during the program; and
- r. The number of participants who have participated in SYEP in previous years.
- s. Please also include any other relevant data at your discretion.

Response: Please see attachment “Q99 DOES POH 2023_SYEP”.

Year-Round Youth Programs (YRY)

100. **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 FY22 and FY23 to-date, please provide the types of training provided to this population, the names of training providers, and the number of youths served by each provider.**

Response: Please see attachment "Q100 DOES POH 2023_OYP".

School Year Internship Program (SYIP)

101. Please list all employers who signed up to host participants for the School Year Internship Program in FY22 (including those who signed up but hosted no participants), and include the following information:
- a. The sector (i.e., non-profit, public school, local agency);
 - b. The employer name;
 - c. The number of placement opportunities;
 - d. The number of youths assigned;
 - e. The number of unsubsidized placements in the SYIP; and
 - f. A brief description of the job duties.

Response: Please see the attachment entitled "Q100 DOES POH 2023_OYP". In FY22, we did not track the number of youth assigned for each employer site but will ensure this is tracked moving forward.

102. **For the School Year Internship Program in FY22, please provide the following information broken out by age (14, 15, 16, 17, 18, 19, 20, 21, and total):**
- a. The number of applicants;
 - b. The number of applicants determined to be eligible;

- c. **The number of participants who started working;**
- d. **The number of participants who are TANF-eligible;**
- e. **The number of participants placed via other District agencies;**
- f. **The number of participants who received soft skills training during the program; and**
- g. **The number of participants provided with individual case management from DOES during the program.**
- h. **Please also include any other relevant data at your discretion.**

Response: Please see attachment “Q102 DOES POH 2023_OYP”. We do not collect number of participants placed via other District agencies but will ensure this is tracked moving forward.

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

Response: Approximately 264 youth were placed at the same host site.

104. **Please provide an update on the transition from Summer Internship Program to the School Year Internship Program. Has DOES encountered any challenges during the transition?**

Response: The Office of Youth Programs has not encountered any challenges in transitioning youth from the School Year Internship Program (SYIP) to the Marion S. Barry Summer Youth Employment Program (MBSYEP) and vice versa. Towards the end of MBSYEP in 2022, youth that were interested were able to apply and transition to SYIP. Also, prior to and during the SYIP application period, we went to high schools to inform participants about the program and allow them to sign up for the program. Youth who were previously certified for MBSYEP did not have to resubmit documents which alleviated duplicative efforts to certify youth for staff and eliminated barriers for youth where they did not have to submit documents twice.

Seniors

114. **Please provide a list of all local and federal projects and/or grants under the Senior Community Service Employment Program (SCSEP) (i.e., Back to Work 50+, D.C. State Older Workers Demonstration Project, Senior Workforce Advance + Program, etc.). For each, please include:**
- a. **A description of the program;**
 - b. **The grant type;**
 - c. **The grant period of performance;**
 - d. **The total grant award in FY21, FY22, and FY23 to-date;**
 - e. **The total grant expenditures in FY21, FY22, and FY23 to-date;**

Response: The Senior Community Service Employment Program (SCSEP) is administered by the United States Department of Labor and offers individuals who are 55 and older and have family income of no more than 125% of the federal poverty level subsidized part-time training. SCSEP helps older Americans get back into or remain active in the workforce. The period of performance for this grant is 12 months from July 1st to June 30th. SCSEP is a part-time community service and work-based training program where participants gain career skills through on-the-job training in community-based organizations in identified growth industries. Participants are placed in a wide variety of non-profit and public facilities, referred to as Host Agencies. Examples of Host Agencies include day-care centers, senior centers, schools, hospitals, and government agencies. SCSEP staff actively engage and coordinate with Host Agencies to help participants transition into secure permanent unsubsidized employment. SCSEP also works with the business community to identify employers who are interested in hiring qualified, trained mature workers. In order to be eligible for the District of Columbia Department of Employment Services Senior Community Service Employment Program the individual must meet the following requirements:

- DC residents 55 years of age or older
- Income less than 125% of the federal poverty level
- Be eligible to work in the US and have the mental and physical capacity to perform training-related activities for at least twenty (20) hours per week
- Unemployed, not job-ready, and have low employment prospects

During PY21 (July 1st, 2021, to June 30th, 2022) DOES SCSEP served 39 participants. Overall, our participants have provided 19,948 (YTD) Community Service subsidized training hours to ten (10) local non-profit and government agency host training sites. The negotiated Employment 2nd Quarter After Exit performance target of 33% was exceeded with 66.7% of the exiters reporting unsubsidized wages six months after exiting the program.

In June 2020, the United States Department of Labor (USDOL) awarded the District of Columbia Department of Employment Services (DOES) a grant to develop an Older Workers Demonstration program, known as Senior Workforce Advanced (+) Program (SWAP). The intent of the funding was to develop innovative approaches to improve the service delivery, training, and employment outcomes of eligible individuals 55 years or older. The anticipated duration of the award was 18-months with a funding amount of \$889,286.00.

The SWAP program was originally committed to serve thirty (30) individuals in two (2) cohorts of 10-20 participants for up 9-12 months. The goal of the program was that at least 40% of the participants who exited after completing the program would be employed in an unsubsidized job after completion.

During the funding period, DOES SWAP served a total of thirty-eight (38) participants, twenty-seven (27) of which successfully completed the program. Of those who completed the program, sixteen (16), or 59% of the participants, gained unsubsidized employment. Of the eleven (11) participants who did not complete the program, three (3) obtained employment. All thirty (30) participants who completed the orientation section of the program, were

placed in a meaningful work experience opportunity with our internal host agency, DOES CNC (Customer Navigation Center), where they had the opportunity to learn the ins and outs of teleworking and be able to boost their resumes during a critical time in the country.

DOES SWAP successfully served as a temporary program to DC Residents and proceeded with its official termination on February 11, 2022.

115. **Please provide a detailed narrative update on the Senior Community Service Employment Program, including the total number of recipients served each fiscal year, and any leftover funds.**

Response: Please reference the above response from question 114 for an update on the Senior Community Service Employment Program.

116. **Does the agency track the number of seniors who apply for DOES programs in any given fiscal year? Does the agency track how many of those seniors successfully complete DOES programs?**

Response: All Senior participants are registered in the agency's system of record, Virtual One Stop (VOS). The VOS data system allows the agency to track the experience of seniors who come to our American Job Centers. Additionally, the federally funded Senior Community Service Employment Program (SCSEP) utilizes the Grantee Performance Management System (GPMS) to track services provided to seniors in the program and completion rates among participants.

117. **Please provide a list of all senior-oriented DOES programs/projects/grants (not including the Senior Community Service Employment Program). For each, please include:**
- a. **The mission and goals of the program;**
 - b. **How the program has met or is meeting its goals in FY22 and FY23 to date in serving District residents;**
 - c. **The number of participants who entered the program in FY20, FY21, FY22, and FY23 to-date;**
 - d. **The number of participants who completed the program in FY20, FY21, FY22, and FY23, to-date; and**
 - e. **Any documented results of the program (such as the number of participants who gained employment through the program, or any other relevant outcome metric).**

Response: N/A. The Senior Community Service Employment Program (SCSEP) is the only DOES program specifically oriented toward seniors. Please reference DOES' response to Q114 for additional information.

118. **In detail, please explain how each senior-oriented program/project/grant under DOES performs effective outreach to seniors and senior communities.**

Response: SCSEP responds to community requests to attend senior symposiums, community events, job fairs, resource events, and hiring events. Staff have attended Councilmember White's Senior Town Halls and presented at ANC and church meetings oriented toward seniors. The AJC Workforce On Wheels team also shares information about the program. Staff also share information regarding slot availability with our host agencies and community partners.

119. **Please discuss how the agency reaches seniors not connected to the Internet for their awareness and participation.**

Response: The methods discussed in question 118, above, allow DOES to reach seniors not connected to the internet for their awareness and participation.

Additionally, for seniors already enrolled in our programming, DOES works to ensure that internet access is not a barrier to participation. For example, during the pandemic, seniors who did not have internet were contacted by telephone and DOES created a telephone conference line for job club programming. In addition to finding immediate alternatives to stay connected and retain participants, DOES also helped SCSEP participants gain internet access through enrollment in the District's free WIFI programs, such as the Xfinity Access program.

120. **Please provide details on how DOES conducts oversight and review of agency programs aimed at seniors throughout the year.**

Response: DOES conducts oversight at several levels. Program Leadership and management frequently conduct internal reviews to ensure program performance as well as data quality and integrity. The Bureau of Compliance and Independent Auditing (BCIA) conducts periodic reviews of the SCSEP program.

Benefits – Unemployment Insurance

125. **According to DOES, the purpose of the Unemployment Insurance Program is to pay benefits to the worker seeking employment who is unemployed through no fault of their own and to help the worker find suitable employment.**
- a. **What is DOES's timeline for processing applications?**

Response: Generally, it can take up to 21 days to get a claim payment out to an applicant who is qualified and approved to receive Unemployment Compensation.

b. Typically, how many weeks does it take the agency to help the unemployment insurance claimant find employment?

Response: This is not data captured currently by UI.

c. What is the current process for claimants to apply for unemployment insurance?

Response: Currently, all UI applications are completed and submitted online. Claimants can visit their nearest American Job Center or DC Public Library if they need computer and/or internet access.

d. After claimants apply for unemployment insurance, please detail DOES's following steps in processing the unemployment insurance claim.

Response: Please refer to attachment "Q125 DOES POH 2023_UI Claims Process". This attachment is a high-level flow chart showing the process of a UI claim. Note that each claim is unique, and this chart does not include all possible activities a claims examiner may perform on any given claim.

e. What challenges does DOES confront in processing claims? After identifying such, what are the agency's plans to rectify such challenges?

Response: UI Staff are inundated with manual system processes which can delay the issuance of benefits to claimants. Backdating, refiling claims, and investigating wages in an alternate base period are multi-step processes that also rely on system batch processing. As this happens once a day in the evening, it can take multiple days to complete these actions for a single claim. Additionally, the District's current mainframe system is extremely difficult to modify and takes many resource hours of coding to change.

Since July 2021, DOES has seen substantially higher numbers of fraud reports and an increase in potential identity theft cases. The increase in UI fraud that arose during the pandemic necessitates ID verification to resolve or clear backlogged issues. Even though claims volumes have lowered, bot and fraud activity has increased. Moreover, fraud has become more sophisticated and more difficult to detect and remediate. DOES, like other state UI programs, added fraud prevention functionality. This has created a patchwork of fraud prevention and identification measures in our legacy benefits system, which involve manual identification of patterns by DOES staff and ad-hoc support from our vendors.

The efforts the District has undertaken to modernize the UI system will mitigate these challenges. The UI Modernization project is focused on improving the core functionality of our claims processing systems. Furthermore, DOES recently implemented a Smartsheet tracker to automate workflows between various units and to streamline communication to claimants.

126. Detail the types of unemployment insurance benefits claimants may receive, and the eligibility requirements of each benefit.

Response: Currently, claimants are eligible for Traditional UI. Please see attachment “Q126 DOES POH 2023_UI Benefits” for more detail.

127. **Upon approval, how do claimants retrieve their benefits? Please be detailed, whether claimants must complete forms, appear in person, etc.**

Response: Claims approved for payment will be sent to the claimant’s preferred payment method. During an initial claim filing application, claimants can input direct deposit information. If the individual does not provide direct deposit information, they will receive a US ReliaCard where benefits will be loaded. Claimants can later change their payment method.

COVID Recovery

128. **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 FY2022 and FY2023, as of Jan. 1, 2023?**

Response: UI does not collect the requested data and these activities do not fall within the scope of work provided by UI.

129. **Please provide copies of communications sent to UI or PUA claimants regarding services available at DOES for reemployment in FY2022 and FY 2023, as of Jan. 1, 2023.**

Response: Please see attachment “Q129 DOES POH 2023_UI Communications”.

Traditional Unemployment Insurance (UI) Programs

130. **Please describe the types of traditional UI programs offered to claimants.**

Response: Regular UI is available to all eligible claimants who lost their job through no fault of their own. It is not available for independent contractors, gig workers, or self-employed individuals. The amount of money an individual receives as their weekly benefit is based on the highest amount of money earned in one quarter during the base period. All claimants can receive a standard 26 weeks of benefits. The maximum weekly benefit amount in D.C. is \$444.

The following claims are also Regular UI programs:

- Unemployment Compensation for Federal Employees (UCFE), for individuals who their employer was the Federal Government
- Unemployment Compensation for Ex-servicemembers (UCX), for individuals who their employer was the US military
- Combined Wage Claim (CWC), for an individual with employment and wages in more than one state combines his/her wages to establish a CWC under the law of a single state to qualify for benefits

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

Response:

FY 22: 6,787

FY 23: 1,739

	FY22	FY23**
Ward	DC Claims Count*	DC Claims Count*
1	490	146
2	313	114
3	370	105
4	612	198
5	762	221
6	542	172
7	689	214
8	747	218

*Ward data is self-reported by claimants and will not add up to the total DC residents paid, which is pulled by mailing address.

** Data from 10/1/22 to 2/14/23.

132. Please complete the table below on unemployment insurance claims.**Unemployment Insurance Claims Data¹**

	FY 2022	FY 2023 (through Feb 6, 2023)
Number of new claims for traditional UI benefits filed in the time period specified	63,508	7,739
Number of staff assigned to assess issues and payment of back pay.	8	8
Number of UI claims approved ²	42,400	6,018
Number of unprocessed claims ³	61,122	45,665
Number of open and ongoing investigations	304	244
Number of UI applications determined ineligible	21,108	1,721
Number of claimants requesting combined wage claims	222 total	102 total
Number of initial determinations made within 21 days	63,508	7,739
Number of initial claims paid within 21 days	6,348	1,544
Number of initial claims paid within 60 days	7,691	1,934
Number of claimants receiving partial unemployment benefits (i.e., with some	2,018	465

wages, reducing their overall weekly benefit amount) paid		
As of the date of this response, how many claimants are seeking or awaiting back pay under this program? ⁴	Not Tracked	1,362
Number of claimants receiving benefits under the program during the time period specified	18,330	5,487
Number of initial claims determined ineligible	21,108 Claimant cannot submit multiple UI applications	1,721 Claimant cannot submit multiple UI applications
Average number of weeks of benefits paid	10.06	9.88
Number of claimants receiving 100% of benefits for the 13-week period	N/A claimants are eligible for up to 26 weeks of benefits	N/A claimants are eligible for up to 26 weeks of benefits

¹ Represents all regular UI claims

² Approved claim is a monetarily eligible claim. May or may not have issues on the claim which if resolved against the claimant would prevent payment.

³ This represents the backlog from onset of the pandemic which includes a high number of pandemic-related UI fraud

⁴ This number represents all requests. Because of how the data is currently tracked this number will contain duplicates and individuals that are ineligible for back pay.

133. How many claimants received benefits under the lost wages assistance (LWA) program in FY 2022? What was the total amount disbursed? How much was disbursed from District funds?

Response: Lost Wages Assistance (LWA) was a federal FEMA program that provides an additional payment on top of weekly unemployment benefits for those who were eligible. Benefits were available only for the weeks ending August 1, 2020 through September 5, 2020. In FY 2022, 201 claimants received retroactive payments totaling \$232,365. As of March 31, 2022, the District was no longer able to make retroactive LWA payments per FEMA close out grant procedures. No District funds were used to disburse payment for LWA claims.

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

f. How many individuals applied for EB?

Response:

FY21: 24,932

FY22: 1,273

g. How many were approved during FY 2021 and FY 2022?

Response:

FY21: 23,608

FY22: 807

135. How many claimants qualified to receive 13 weeks or less of EB in FY 2022?

Response: None. Under DC Code the District, EB was only extended through the period of full federal funding. As such, the District EB triggered “off” on August 21, 2021, and the last payable period ended with week ending September 11, 2021.

136. How many claimants qualified to receive MORE THAN 13 weeks of EB in FY 2022?

Response: None.

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

Response: See response in chart for question 132.

Overpayments

138. Please complete the chart below:

Response:

	FY 2021	FY2022	FY 2023 (as of 2/14/23)
Number of overpayments	119,431 weeks	8,309 weeks	520 weeks
Number of fraud overpayments	3,182	1,166	70
Amount to be repaid for all overpayments	\$20,419,465	\$3,145,564	\$159,636
Amount to be repaid for fraud overpayments	\$5,371,014	\$512,785	\$19,892
How many overpayments were due to third-party fraud? ¹	Data Unavailable	Data Unavailable	Data Unavailable
Number of alleged overpayments totaling \$500 or less ²	Data Unavailable	Data Unavailable	5,480
How many overpayment cases were referred to the Office of Tax and Revenue (OTR) for collections in the year provided	1,195	2,130	57
What is the total dollar amount in overpayments	\$486,461.59	\$ 1,581,083.95	\$ 51,118.43

and penalties, referred to OTR in the year?			
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¹Third-party fraud” meaning a claim submitted by someone other than the claimant on record, but in the claimant’s name (i.e., identity theft). These cases are referred to the OIG for investigation.

² Data provided for claimant with balance less than \$500. Overpayment data will change based on recovery or establishment of overpayment..

139. Please complete the chart below:

	FY 2021	FY 2022	FY 2023 (as of 12/31/22)
Number of unemployment insurance (UI) claimants with overpayments	4,011	2,203	208
Number of UI claimants with overpayments due to fraud	735	137	6
Number of claimants with overpayments due to third-party fraud ¹	Data Unavailable	Data Unavailable	Data Unavailable
Number of people assessed with a penalty	700	3,810	342
Total amount in penalties assessed in the year specified due to overpayments	\$309,266	\$900,380.00	\$115,953.00
Total amount in penalties collected without filing a case in Superior Court in the year specified ²	Data Unavailable	\$118,214.00	\$7,049.00
The number of cases filed in Superior Court to recover overpayments	4	0	0
Amount recovered in the year specified	\$6,904,443.06	\$ 10,403,270.00	\$564,882.00

¹Third-party fraud” meaning a claim submitted by someone other than the claimant on record, but in the claimant’s name (i.e., identity theft). These cases are referred to the OIG for investigation.

² The system does not distinguish if a penalty was collected with or without filing a case.

Benefits – Universal Paid Family and Medical Leave

Data: claimants

140. Please complete the following table with information on claims filed from inception July 1, 2020, through Jan. 1, 2023.

Response: The following table presents claims information from FY22 only. For data from prior years, please see <https://dccouncil.gov/wp-content/uploads/2022/02/DOES-FY22-POH-Perfrmance-Questions-Responses-only.pdf> (pg. 66). Due to time limitations, data are limited to the following:

Type of leave	Number of claims filed	Number of claims approved	Percent of claims determinations issued more than 10 business days after filing
Family leave	1117	827	30.8%
Parental leave	8434	7684	8.8%
Medical leave	4859	3634	33.8%
Prenatal leave	572	388	27.5%
All leave types	14982	12533	19.8%

Please note that reporting the average number of days after a determination to the first payment (as requested in the Committee’s original chart which DOES has removed) would present skewed results because 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 after the claim has been approved.

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

Response: The following information presents claims information from FY22, only.

- Medical leave claims received with COVID diagnosis code: 243
- Family leave claims received with COVID diagnosis code: 41

142. **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 FY2023?**

Response: In FY22, 203 claims were denied due to the reason of the claimant’s not being employed by a covered employer at time of application.

- 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: DOES is unable to provide this information in advance of the hearing.

- 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, 2023)?**

Response: DOES is unable to provide this information in advance of the hearing.

143. **For each fiscal year FY2020-FY2023, 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. Since July 2020, OPFL received 1,081 internal reconsideration requests. Of those, OPFL’s Appeals Division affirmed 335, reversed 686, and are currently reviewing 60. Also, since July 2020, there have been 45 OAH appeal requests. Of those, as of 09/30/2022, 31 of OPFL’s decisions were affirmed, eight (8) were overturned, three (3) are pending a final order, and 3 are pending a hearing.

For additional quarterly data on FY20-FY21, please see <https://dccouncil.gov/wp-content/uploads/2022/02/DOES-FY22-POH-Perfrmance-Questions-Responses-only.pdf> (pages 68-69).

144. **Please complete the following table with information on benefits paid on**

claims through Jan. 1, 2023, except where noted.

Response: The following table presents claims information from FY22 only. For data from prior years, please see <https://dccouncil.gov/wp-content/uploads/2022/02/DOES-FY22-POH-Perfrmance-Questions-Responses-only.pdf> (pg. 69 of 117). Due to time limitations, data are limited to the following.

Benefits Paid and Weeks of Leave

Type of leave	Number claims paid	Total benefits paid (\$)	Average number of weeks of leave taken
Family caregiving leave	827	\$3.0 million	3.7
Parental leave	7684	\$47.5 million	6.8
Medical leave	3634	\$13.0 million	4.2
Pre-natal leave	388	\$0.4 million	1.4

145. **Please attach a table with demographic information on claims filed from July 1, 2020, through Jan. 1, 2023.**

Response: The following table presents claims information from FY22 only. For data from prior years, please see page 70: <https://dccouncil.gov/wp-content/uploads/2022/02/DOES-FY22-POH-Perfrmance-Questions-Responses-only.pdf>; and https://dccouncil.gov/wp-content/uploads/2022/02/DOES-FY22-POH-Performance-Oversight-Qs-Attachments-only-2_Part5.pdf (See page 204 of 581).

Total number of claims filed (FY22): 14,982

Claims filed by race – FY22				
Black	White	No answer	Asian	2+ races

41.7%	37.6%	10.9%	7.3%	2.6%
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Claims filed by gender – FY22		
Male	Female	Other
30.4%	69.4%	0.3%

Claims filed by ethnicity – FY22	
Non-Hispanic	Hispanic
88.7%	11.3%

146. **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: In FY22, 8,702 claims were filed with a first requested leave date before the claim file date.

147. **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: All claims filed during the window of eligibility for a 10-quarter monetary base period were automatically adjudicated using 10 quarters. 14,647 claims were filed during this period and were adjudicated using a 10-quarter base period.

Businesses and Taxes

148. **How many businesses requested tax relief of some sort (a waiver, delay in payment, or other) in FY2022 or FY2023? 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: Under applicable regulations OPFL is authorized to grant tax relief only under a limited set of circumstances. Such circumstances include granting a waiver for late payment penalties authorizing an installment payment agreement which defers tax payments over time.

Number of employees:

Penalty waivers and installment payment agreements impact the employer (taxpayer) account only. The number of employees is simply not germane to the discussion of tax

relief as only a covered employer is responsible for paying the PFL tax. Granting a waiver does impact an employee's wage records or impact their ability to collect benefits.

Reasons for relief:

Penalty waiver: Relief was granted based on a showing of an employer's good faith effort to pay the tax on time.

Installment Payment Plan: Employers primarily request an installment payment agreement due to financial hardship. OPFL grants installment payment agreements in instances where the employer demonstrates its ability to service its debt if the payments were spread over a longer time period.

FY2022:

- **Waivers for Late Payment Penalty:** In FY2022 OPFL received a waiver request from 1682 employers. Of those requests, 436 penalty waivers were approved. The total dollar value of waived penalties is approximately \$52,000.
- **Installment Payment Plan Agreement:** In FY2022 OPFL received payment plan requests from 27 employers and granted requests to all 27 employers.

149. How many businesses claimed employee exemptions in FY2022 or FY2023? 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: Employers can be “exempted” from the PFL tax because of their employer type (religious institution, government agency, etc.), but individual employees can be “excepted” from the PFL tax. Exceptions occur on an individual-employee basis in order to comply with statutory requirements that define a covered employee differently from the definition used by the Unemployment Insurance program. The data provided here report employee “exceptions.”

An employee exception request is a situation where a covered employer requests exception from the PFL tax on the basis that an employee’s wages are correctly reported to the District for the purposes of the UI tax by following longstanding employment localization rules 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 is not paid based on the employee’s wages for that quarter.

With respect to FY2022, OPFL received and granted 174 employee exception requests. COVID-19 has not caused a change in behavior with respect to the number of exceptions claimed. The total volume of employee exception requests has remained relatively steady.

150. How many businesses were assessed penalties for failure to pay in FY2022 or FY2023? 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.

FY22 – Penalty Assessments	
Number of businesses assessed penalties	9,911

Penalties assessed	\$2,163,654
Total amount collected	\$925,878
Total outstanding	\$1,237,776

151. **How many good cause waivers were issued in FY2022 or FY2023, to how many businesses and what were the average and total dollar amounts of the original assessed contribution that were waived?**

Response: DOES OPFL has an appeal process for resolving taxpayer disputes over PFL tax matters. Taxpayers submit evidence of compliance or otherwise provide a good cause explanation for their non-compliance. PFL then conducts a review of the evidence submitted and issues a determination.

For the PFL tax period FY2022, our office approved 436 appeals based on a good cause defense. The penalty amount waived in these 436 cases was approximately \$52,000 total, or an average of \$119 per appeal.

152. **In each year FY2022 and FY2023, 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?**

FY2022 (Calendar Quarter/Year)	Count of Employers who Contributed to the UI Fund	Count of Employers who Contributed to PFL Fund
Q4/2021	17,290	32,947
Q1/2022	31,021	32,566
Q2/2022	20,167	32,639
Q3/2022	17,216	32,997

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

UI contributions peak in the first quarter of any given year as employer contributions are assessed on a tax base that is capped at \$9,000 in wages per employee. Employers have no UI tax obligations after the tax on the first \$9,000 in wages is reached. This is why the number of contributing employers for UI peaks in the first quarter and trails off thereafter. PFL tax contributions, in contrast, are not capped. The flat PFL tax rate is applied to all wages reported by an employer throughout a year. PFL therefore has a less variable count of contributing employers throughout the year.

153. **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, 2023?

Response: In FY22, 40 self-employed individuals (SEIs) opted into the PFL program, while 14 SEIs opted out.

As of October 31, 2022, the due date for fiscal year Q4/2022 tax contributions, 73 SEIs made a PFL tax contribution for that quarter.

IT System

154. **Please provide copies of all task orders or new contracts awarded to any contractor for PFL information technology system work in FY2022 or FY2023.**

Response: See attachment “Q154 DOES POH 2023 PFL Contracts Awarded Geographic Solutions”; “Q154 DOES POH 2023 PFL Contracts Awarded Promesa”; and “Q154 DOES POH 2203 PFL Contracts Awarded Sagitec”.

Outreach and Education

155. **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, 2023. How many attendees or viewers participated in each event? (Event examples: in-person presentation or tabling, webinar discussion, social media ‘live’ event)**

Response: The following table presents claims information from FY22 only. For data from prior years, please see <https://dccouncil.gov/wp-content/uploads/2022/02/DOES-FY22-POH-Perfrmance-Questions-Responses-only.pdf>

Date	Event Name	Partner	Ward	Reach
March 2022	Doctor's Day	Howard University Hospital, Mary's Center, GWU Hospital	2	500 Doctors
May 2022	DC Babyshower	MamaToto village, Greater DC Diaper Bank, Healthy Babies Project, Warner Wellness Institute, Capitol Hill Pregnancy Center, Emerson Clinical Reseach Institute, Delta Health and Wellness Consulting, The Family Place, Far SE Family Strengthening Collaborative, East River Family Strengthening Collaboratie	Citywide	1100+ Families

May 2022	The Momfrence	District MotherHued	Citywide	500+ Momfrence Attendees
June 2022	Parents on The Pier	March for Moms	6	100+ attendees
June 2022	DC Pride Festival	Capital Pride Alliance	6	700+ Attendees
June 2022	Zip Trip: Union Market	Fox 5	5	100+ attendees
June 2022	The Sisterhood Supper	WANDA	8	100 attendees
August 2022	Resources To The Block: Savannah Terrace	Ward 8 Health Council & Office of Trayon White	8	70+ families
September 2022	Adam's Morgan Day	Adam's Morgan Community Committee	1	100+ attendees
September 2022	Maternal & Infant Health Summit	DC Mayor's Office	2	300+ attendees
September 2022	H Street Festival	H Street Festival Committee	5	2,000+ attendees
September 2022	Fiesta DC	Fiesta DC Committee	2	2,000+ attendees
October 2022	Walk Against Breast Cancer	Making Strides	Citywide	2,500+ attendees
October 2022	Hilton Resource Fair	Hilton Hotels		50 attendees
October 2022	Father's Rights and Resource Fair	Mayor's Office	Citywide	10 attendees
November 2022	Thanksgiving Giveaways	Far South East Family Strengthening Collaborative	7,8	160 Families
November 2022	Thanksgiving Giveaways	East River Family Strengthening Collaborative	5,6,7	150 Families
November 2022	Ward 8 Thanksgiving Giveaway	Office of Trayon White	8	2,500 Families
December 2022	Lupus Seminar	Proximity Health Solutions	8	40+ attendees

156. **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:

EMAIL BLASTS		
Date	Partner	Ward
May 2022	Capitol Hill Pregnancy Center	5
February 2022	Doulas of Capitol Hill	5
April 2022	Warner Wellness Institute	2
May 2022	East River Family Strengthening Collaborative	5,6,7
May 2022	Emerson Clinical Research Institute	2,4
April 2022	Healthy Babies Project DC	5
March 2022	Mamatoto Village	5
April 2022	Greater DC Diaper Bank	Citywide
April 2022	Far South East Family Strengthening Collaborative	7,8
May 2022	Glover Park Moms and Dads	1
May 2022	DC Area Moms	Citywide
December 2022	Little Beast Cafe and Bistro	2
December 2022	DC Greens	Citywide
December 2022	Momma's Safe Haven	Citywide
December 2022	LEDC Metro	2
December 2022	GWHCC	Citywide

157. **Please provide a list of medical-professional oriented paid leave awareness events (in-person or virtual) conducted from January 1, 2020, through January 1, 2023. How many attendees or viewers participated in each event?**

Response: The following table presents claims information from FY22 only. For data from prior years, please see <https://dcccouncil.gov/wp-content/uploads/2022/02/DOES-FY22-POH-Perfrmance-Questions-Responses-only.pdf>

Date	Partner	Ward	Materials/ Activation	Reach
March 2022	Howard University Hospital	2	200 Bags with Dr. Swag (cups, lanyards, waist badge id holders, flyers, rack cards)	200 Doctors
March 2022	Mary's Center	2	100 Bags with Dr. Swag (cups, lanyards, waist badge id holders, flyers, rack cards)	100 Doctors
March 2022	George Washington University Hospital	2	200 Bags with Dr. Swag (cups, lanyards, waist badge id holders, flyers, rack cards)	200 Doctors
May 2022	Healthy Babies Project	5	50 Baby Shower Invitations & 100 One Pagers	50 Families, 50 Individuals
May 2022	Warner Wellness Institute	2	50 Baby Shower Invitations & 100 One Pagers	50 Families, 50 Individuals
May 2022	Capitol Hill Pregnancy Center	5	50 Baby Shower Invitations & 100 One Pagers	50 Families, 50 Individuals
May 2022	Emerson Clinical Research Institute	2,4	32 Baby Shower Invitations & 60 One Pagers	60 Patients
May 2022	Delta Health and Wellness Consulting- Dr. Yolandra Hancock	PG County, MD	75 Baby Shower invitations & 75 One Pagers	75 Families
December 2022	Proximity Health Solutions- Lupus Seminar	8	75 Stuffed totes: Family and Medical One Pagers, Pill Packs and Lanyards	40+ attendees

Contracts

158. **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).**

Response: Please see attachment “Q158 DOES POH 2023 Task Orders_Metropolitan”.

- b. The Georgetown Firm for \$190,000 per year (FY20, 21, 22) for “organizational change management” (CW73095).**

Response: Please see attachment “Q158 DOES POH 2023 Task Orders_Georgetown”.