GOVERNMENT OF THE DISTRICT OF COLUMBIA
Department of Employment Services
Responses to Fiscal Year 2024-2025 Performance Oversight Questions



Dr. Unique Morris-Hughes
Director

Before the Committee on Executive Administration and Labor
Council of the District of Columbia
The Honorable Anita Bonds, Chairperson

Submitted:
John A. Wilson Building
1350 Pennsylvania Avenue, NW Washington, DC 20004

STANDARD QUESTIONS

1. **Please provide a current organizational chart for the agency, including the number of vacant, frozen, and filled positions in each division or subdivision. Include the names and titles of all senior personnel and note the date that the information was collected on the chart.**
    a. **Please provide the number of divisions or bureaus within your agency, the number of staff in each division, the lead personnel of each division and their contact information, and the lead personnel's tenure in that division.**
    b. **Please provide an explanation of the roles and responsibilities of each division and subdivision.**

Response: Please see attachment "Q1 DOES POH 2025 Org Chart" and below.

Chief of Staff

The Chief of Staff oversees the Office of Public Affairs and the Office of Legislative Affairs providing collaboration and coordination across all agency programs.

Lead Personnel: Jason Washington, Chief of Staff; Tenure 6 years

Operations Bureau

The Operations Bureau provides administrative oversight, planning and policy development, in support of the agency's operations, and includes the Office of Human Resources, Office of Customer Experience, Office of Grants & Resource Allocation, and Office of Information Technology.

Lead Personnel: Nicole Chapple, Chief Operating Officer; Tenure: 5 years 8 months

Federal Programs Bureau
The Federal Programs Bureau operates the American Jobs Centers and the Office of Apprenticeship Information and Training, Out of School Youth, Veteran and Special Employment Programs and Senior Programming.

Lead Personnel: Kenneth Walker, Deputy Director; Tenure: 1 year, 1 month

Education and Workforce Innovation Bureau
The Education and Workforce Innovation Bureau operates the Office of Labor Market Research and Performance Management (OLMRP), the Office of Professional Development and Training (OTPD) and the Office of Youth Programs (OYP). OYP administers the High School Internship Program (HSIP), the Marion Barry Summer Youth Employment Program (MBSYEP), the Marion Barry Youth Leadership Institute (MBYLI), and CRESP (Career Ready Early Scholars Program, formerly known as the Middle School program).

Lead Personnel: Victor Robertson, Chief Strategy Officer; Tenure: 1 year, 1 month

Labor Standards Bureau
The Labor Standards Bureau (LSB) ensures the administration of four comprehensive programs that, pursuant to local and federal laws, protect and serve workers at their place of employment. The mission of LSB is fulfilled by the administration of the following four operational components: the Offices of Workers' Compensation, Office of Wage-Hour, Administrative Hearing Division, and Compensation Review Board.

Lead Personnel: Mohammad Sheikh, Deputy Director; Tenure: 17 years, 10 months

Division of State Initiatives
The Division of State Initiatives (DSI) oversees Project Empowerment (PE), a transitional jobs program serving adults between Project Empowerment has helped to reduce economic disparity in the District by serving thousands of individuals with multiple barriers to employment.

Lead Personnel: Victor Robertson, Interim Deputy Director; Tenure: 1 month

Economic Stability and Benefits
The Economic Stability and Benefits Bureau manages the distribution of benefits for the Office of Unemployment Insurance (UI) and the Office of Paid Family Leave (OPFL). Both UI and OPFL consist of their tax unit and benefits unit.

Lead Personnel: Monnikka Madison, Senior Deputy Director; Tenure: 6 years 5 months

Bureau of Compliance and Internal Auditing
The Bureau of Compliance and Internal Auditing (BCIA) ensures comprehensive systems are in place to effectively monitor, audit, track, report, and guide DOES self-corrective activities.

Lead Personnel: Tonya A. Robinson, Interim Chief Compliance Officer; Tenure: 6 months

Office of Innovation and Partnerships
The Office of Innovation and Partnerships consists of two programs: The DC Infrastructure Academy (DCIA) and the Office of Talent and Client Services (OTCS). DCIA coordinates, trains, screens, and recruits District residents to fill the hiring needs of leading companies within the infrastructure industry. OTCS offers businesses in the Washington, DC region complementary services to help meet their workforce development needs.

Lead Personnel: Arlen Herrell, Deputy Director; Tenure: 1 year

c. Please provide a narrative explanation of any changes to the organizational chart made during the previous year.

Response: Other than vacancies in a few senior leadership roles, the organizational chart remained the same from FY23 to FY24.

2. **Please provide a current Schedule A for the agency which identifies each position by program and activity, with the employee's title/position, salary, fringe benefits, residency status, and length of time with the agency. Please note the date that the information was collected. The Schedule A should also indicate if the position is continuing/term/temporary/contract or if it is vacant or frozen. Please separate salary and fringe and indicate whether the position must be filled to comply with federal or local law.**

Response: Please see attachment "Q2 DOES POH 2025 Schedule A" which is as of January 28, 2025.

3. **Please list all employees detailed to or from your agency. For each employee identified, please provide the name of the agency the employee is detailed to or from, the reason for the detail, the date of the detail, and the employee's projected date of return.**

Response: In FY24, DOES did not have any employees detailed to or from other agencies.

4. **Please provide the Committee with:**
    a. **A list of all employees who received or retained cellphones, personal digital assistants, or similar communications devices at agency expense in FY24 and Q1 of FY25;**

Response: Please see attachment "Q4A DOES POH 2025_Employee Cellphone and Smart Device List"

    b. **A list of monthly costs for cell phones, tablets, and laptops;**

Response: The monthly cost for cell phones is $117,500. Please note that DOES does not have monthly costs for laptops.

    c. **A list of all vehicles owned, leased, or otherwise used by the agency and to whom the vehicle is assigned in FY24 and Q1 of FY25;**

Response: Please see attachment "Q4C DOES POH 2025_DOES Fleet"

    d. **A list of travel expenses, arranged by employee for FY24 and Q1 of FY25, including the justification for travel; and**

Response: Please see attachment "Q4D DOES POH 2025_FY24 and FY25Q1 Training and Travel"

    e. **A list of the total workers' compensation payments paid in FY24 and Q1 of FY25, including the number of employees who received workers' compensation payments, in what amounts, and for what reasons.**

Response:

FY	# of employees	Total # of payments	Total Amount of Payment	Reason
2024	0	0	0	NA
Q1 2025	0	0	0	NA

5. For FY24 and Q1 of FY25, please list all intra-District transfers to or from the agency.

Response: Please see attachment **"**Q5 DOES POH 2025_FY24 and FY25Q1 Inter-agency".

6. For FY24 and Q1 of FY25, please identify any special purpose revenue funds maintained by, used by, or available for use by the agency. For each fund identified, provide:

a. The revenue source name and code;
b. The source of funding;
c. A description of the program that generates the funds;
d. The amount of funds generated by each source or program;
e. Expenditures of funds, including the purpose of each expenditure; and
f. **The current fund balance.**

Response: Please see attachment **"**Q6 DOES POH 2025_O-Type Summary.**"**

7. Please list all memoranda of understanding ("MOU") entered into by your agency during FY24 and Q1 of FY25, as well as any MOU currently in force. For each, indicate the date on which the MOU was entered and the termination date.

Response: Please see attachments "Q7 DOES POH 2025_MOUs Entered in FY24 and FY25 Q1".

8. Please provide a table showing your agency's Council-approved original budget, revised budget (after reprogrammings, etc.), and actual spending, by program and activity, for FY22, FY23, FY24 and Q1 of FY25.

Response: Please see attachment "Q8 DOES POH 2025 Budget to Actual".

a. For each program and activity, please include total budget and break down the budget by funding source (federal, local, special purpose revenue, or intra-district funds).

Response: Please see attachment "Q8A DOES POH 2025 Budget to Actual".

b. Include any over- or under-spending. Explain any variances between fiscal year appropriations and actual expenditures for FY24 and Q1 of FY25 for each program and activity code.

Response: Please see attachment "Q8B DOES POH 2025 Budget to Actual".

c. Attach the cost allocation plans for FY24 and FY25.

Response: Please see attachment "Q8C DOES POH 2025 Cost Allocation Plan". DOES follows the federally approved Negotiated Indirect Cost Rate Agreement (NICRA) for deployment against federal program expenditures.

d. In FY24 and Q1 of FY25, did the agency have any federal funds that lapsed? If so, please provide a full accounting, including amounts, fund sources (e.g. grant name), and reason the funds were not fully expended.

Response: DOES did not lapse any federal funds in FY24 or in Q1 of FY25.

9. Please provide as an attachment a chart showing the agency's overall Grants, Contracts, and Reprogramming received during FY24 and Q1 of FY25. Please breakdown into the following:

a. Name and amount of federal source of funding agency and program, broken down in percentage (%) and dollar amount ($);

Response: Please see attachment "Q9A DOES POH 2025 Federal Grants Received FY24 and Q1 of FY25".

b. Name and amount of local source of funding agency and program, broken down in percentage (%) and dollar amount ($);

Response: Please see "Q9B DOES POH 2025 Local Source of Funding".

c. Identify whether each funding source is recurring or one-time;

Response:

All grants from the federal government are subject to appropriations. In the local budget, the table below shows which enhancements were one time or recurring enhancements:

FY24			
Program	**One-Time or Recurring**	**Amount**	**Description**
MARION BARRY SUMMER YOUTH EMPLOYMENT PROGRAM (MBSYEP)	One-Time	$10,992,405	To support MBSYEP
TRANSITIONAL EMPLOYMENT (TEP)	One-Time	$4,641,924	To support TEP
DC CAREER CONNECTIONS (DCCC)	One-Time	$1,778,256	To support DCCC
INFRASTRUCTURE ACADEMY SERVICE (DCIA)	One-Time	$1,778,256	To support DCIA
LABOR STANDARDS	One-Time	$50,000	To support the Domestic Workers Employment Rights Amendment Act of 2022

FY25			
Program	**One-Time or Recurring**	**Amount**	**Description**
POVERTY COMMISSION	Recurring	$144,115	Salary for 1 FTE (Executive Director) for the Commission on Poverty
POVERTY COMMISSION	Recurring	$34,155	Fringe for 1 FTE (Executive Director) for the Commission on Poverty
SENIOR SERVICES	Recurring	$524,774	Increase Seniors 50 + Program from 25 to 50 slots in FY2025 and FY 2026
PROPERTY, ASSET, AND LOGISTICS MANAGEMENT - GENERAL	One-Time	$510,000	To support operational needs for swing space while Spingarn construction is finalized

d. Identify whether the contract was competitively bid or sole-source; and

Response: Please see attachment "Q9D DOES POH 2025 Active Contracts List".

e. Indicate the receiving agency and amount of funding for funds moved out of the agency.

Response: Please see attachments "Q9E DOES POH 2025 Reprogramming List".

10. Please provide a copy of required Small Business Enterprise (SBE) Report for FY24.

Response: Please see attachment "Q10 DOES POH 2025 SBE Report"

11. Please provide the following information regarding capital projects:

a. A list of all capital projects in the financial plan.

Response:

AM0.SNTRCC	DC INFRASTRUCTURE ACADEMY
CF0.APMS1C	DC APPRENTICESHIP MANAGEMENT SYSTEM
CF0.NWR01C	4058 NETWORK INFRASTRUCTURE
CF0.PFL08C	PAID FAMILY LEAVE IT APPLICATION
CF0.SYP01C	SUMMER YOUTH EMPLOYMENT PROGRAM
CF0.UIM02C	UI MODERNIZATION PROJECT

b. For FY22, FY23, FY24, and Q1 of FY25 an update on all capital projects under the agency's purview, including a status report on each project, the timeframe for project completion, the amount budgeted, actual dollars spent, and any remaining balances, to date.

Response: Please see attachment "Q11B DOES POH 2025 Capital Projects".

c. An update on all capital projects planned for FY25, FY26, FY27, FY28, and FY29.

Response: Please see attachment "Q11B DOES POH 2025 Capital Projects".

d. A description of whether the capital projects begun, in progress, or concluded in FY22, FY23, FY24, or Q1 of FY25, had an impact on the operating budget of the agency. If so, please provide an accounting of such impact.

Response: Any operating impacts from capital projects were incorporated into the DOES operating budget, as needed.

12. Please list all lawsuits pending and resolved, that name the agency as a party, during FY24 and Q1 of FY25. Identify the case name and number, claim and status.

Response: The lawsuits below identify DOES as a party, during FY24 and Q1 of FY25. There are no anticipated changes to policy or procedures at this time based on the matters below.

Case Name	**Case Number**	**Claim**	**Status**
Chisolm et al v. District of Columbia	2021 CA 003889 B	Failure of DOES to pay former employees the proper overtime rate during the pandemic	Settled
Donti McField v District of Columbia, et al	2024 CAB 0928	Retaliation/FMLA	Pending
Stefani Butler v District of Columbia	1:24-cv-01134-APM	Failure of DOES to pay former employee the proper overtime rate during the pandemic	Pending
James A. Stallans v. District of Columbia Unemployment Office	2023-CAB-004810	General Civil	Dismissed
Tyler Jefferson Hinton v. Department of Employment Services	2023-CAB-004542	Employment Dispute	Dismissed
Keisha S. Newell v. Bradley Associate et al.	2023-SCB-001357	Breach of Contract - DSI	Dismissed
Eckington House Mental Health Services, Llc V. D.C. Office Of Wage Hour, Et Al	23-AA-194.	Appeal of OAH affirmation of OWH determination	Pending at DC Court of Appeals
Jabari Zakiya V. Office Of Wage Hour	22-AA-0277	Appeal of OAH affirmation of OWH determination	Pending at DC Court of Appeals
Quickie Becky Child Care V. Jill Traci King, Et Al.	21-AA-0820	Appeal of OAH affirmation of OWH determination	Affirmed

Case Name	Case Number	Claim	Status
Kawana Williams v. Department of Employment Services	2024-CAB-003335	General Civil Litigation	Dismissed
Demeke Enchallew v. DC Department of Employment Services	2024-SCB-002040	General Civil Litigation	Dismissed
Antonette Yvonne Jefferson v. DC Department of Unemployment	2024-CAB-007421	General Civil Litigation	Pending

DOES, through its Labor Standards Bureau conducts administrative hearings in workers' compensation matters. The Labor Standards Bureau includes the Office of Workers' Compensation (OWC) that conducts informal hearings in private sector workers' compensation matters; the Administrative Hearings Division (AHD) that conducts formal hearings in private sector workers' compensation matters; and the Compensation Order Review Board (CRB) that reviews appeals of compensation orders in private sector workers' compensation matters issued by OWC and AHD and workers' compensation orders in public sector workers' compensation matters issued by the Office of Administrative Hearings (OAH), as provided for under the D.C. Workers' Compensation Act of 1979. Appeals of CRB decisions are filed with the D.C. Court of Appeals.

There several matters currently pending before the D.C. Court of Appeals that name the agency as a party. These matters are appeals of CRB decisions and DOES is named as a party because DOES is the administrative entity. Decisions issued by the D.C. Court of Appeals on private workers' compensation matters will not expose the District to significant financial liability and is likely to not result in a change to agency practices.

In addition, there are 15 matters currently pending before the D.C. Superior Court where DOES is the plaintiff in collection lawsuits to recover unemployment insurance benefits overpayments. During the relevant performance period, 22 matters were settled and judgment in favor of the District was granted in 5 matters. These matters will not expose the District to significant financial liability and is likely to not result in a change of agency practices.

13. Please describe the agency's procedure for handling allegations of workplace harassment during FY24 and Q1 of FY25. Indicate the following:

Response: To the extent that the agency is made aware of a complaint of harassment, DOES handles it in accordance with District policy, law, and regulation (including any applicable Mayor's Orders, Office of Human Rights guidance, etc.). DOES may not be made aware of all instances of workplace harassment, such as if an employee confidentially confers with an EEO Counselor but does not further pursue a complaint.

14. Please describe the agency's handling of sexual harassment claims received during FY24 and Q1 of FY25.

Response: To the extent that the agency is made aware of a complaint of sexual harassment, DOES follows the procedures for investigating and addressing allegations of sexual harassment required under Mayor's Order 2023-131. DOES received 1 (one) complaint of sexual harassment in FY24 or Q1 of FY25. DOES may not be made aware of all instances of sexual harassment, such as if an employee confidentially confers with an EEO Counselor or the Office of Human Rights but does not further pursue a complaint.

15. Please list and describe all investigations, audits, studies, or reports by other entities regarding the work of the agency or conduct of agency employees during FY24 and Q1 of FY25.

Response:
Board of Ethics and Government Accountability (BEGA) Investigation of former employee: David Deboer, a former DOES employee, was reported to BEGA for investigation of outside employment. BEGA issued the decision on February 2, 2024.

Office of the D.C. Auditor - DOES Unemployment Compensation can Improve Overtime Policy Compliance and Work Culture: The scope of the audit was October 1, 2019, to December 31, 2021, during the COVID-19 pandemic which caused a large influx of unemployment claims and required employees within the DOES Office of Unemployment Compensation to work overtime. This audit reviewed DOES' overtime procedures during that time. ODCA released the report on July 3, 2024.

16. Provide a list of all publications, brochures and pamphlets prepared by or for the agency during FY24 and Q1 of FY25.

Response:

DOES produces the following on a monthly/quarterly basis:

- On-the-Job External Newsletter (Monthly)
- Office of Unemployment Compensation External Newsletter (Monthly)
- Office of Unemployment Compensation Tax Division Employer Newsletter
- Office of Paid Family Leave External Newsletter (Quarterly)
- Office of Paid Family Leave Employer Newsletter

October 2023
November 2023 Veterans Hiring Event (social media and signage)
DC Commission on Poverty Outreach Materials
PFL at Working Moms Conference Campaign
National Apprenticeship Week 2023 Promotional Materials (social media and signage)

November 2023
PY2023 WIOA Annual Narrative Report
SEI Open Enrollment (Social Media)
First Source Skilled Common Labor Initiative Session (social media, invitation)
Domestic Worker Rights Webinar Messaging (social media, invitation)
December 2023
WOTC Brochure
UI Modernization Campaign with Id.Me (social media, communication packets, signage, advertising, website updates)
January 2024
Talent and Client Services Hiring Fair Promotional Language
Living Wage Increase Messaging (social media, website update)
Division of State Initiatives Hiring Fair Flyer/Messaging
Office of Youth Programs Year-Round Report
1099-G Claimant Notification Messaging
February 2024
DC Commission on Poverty Outreach Materials
Division of State Initiatives Hiring Fair Flyer/Messaging
Unemployment Insurance Processing Times Messaging (social media, email messaging)
2024 Pathways to Public Service Program Applications Promotional Materials (social media and signage)
March 2024
Prenatal Benefits Ad Campaign
Updating DCIA IT Program Overview Flyers
Division of State Initiatives Hiring Fair Flyer/Messaging
Minimum Wage Poster and Webpage Updates
DC Commission on Poverty Outreach Materials
DOES AJC Location Signage
DC Labor Market Indicators Report
April 2024
First Source FORRS Training (Invitation)
DC Commission on Poverty Outreach Materials
April 2024 Veterans Hiring Event (social media, signage)
May 2024
2024 DC Infrastructure Week
CCNA Career Pathways Training and Conferring of Certificates
Tipped Employer Office of Human Rights Sexual Harassment Announcement
June 2024
Wage Increase Social Media Materials
Research Snapshot
July 2024
Domestic Workers Claim Form
Wage Theft and Misclassification Prevention Webinar Invitation
First Source 40th Anniversary Celebratory Conference Invites and Digital Messaging
2022 ASSLA Study Design and Website Posting

August 2024
FY2023 Annual Economic Report
Top 20 Gateway Jobs in DC Messaging (Design and Website Update)
DC Apprenticeship Management System (DCAMS) Modernization Project Messaging
DCIA Participant Stipend Increase Notifications
DCIA Participant Application
WOTC Modernization Webpage
DC Alliance for Healthcare Careers One Pager
September 2024
Messaging for DC Alliance for Healthcare Careers Application
WIGS Annual Performance Report
Youth Apprenticeship Program (YAP) Brochure
October 2024
AJC Reopening Communications Materials
November 2024
AJC Reopening Communications Materials
2024 Pathways to Public Service Program Application Promotional Materials (Social Media, One Pager, Signage)
2024 College Fellowship Program Promotional Materials (Social Media, Signage)
2023 ASSLA Study Design and Website Posting
DC Hot Jobs
National Apprenticeship Week 2024 Promotional Materials
Rapid Response Presentation (Copyediting)
ASSLA Day Messaging and Invitation
December 2024
One Pager for Filing for UI Benefits and Registering for Career DC
2024 Pathways to Public Service Program Application Promotional Materials (Social Media, One Pager, Signage)
Division of State Initiatives Hiring Fair Flyer and Messaging

17. Please provide a list of all studies, research papers, reports, and analyses that the agency prepared or contracted for during FY24 and Q1 of FY25. Please state the status and purpose of each. Please submit a hard copy to the Committee if the study, research paper, report, or analysis is complete.

Response:

Report	Purpose	Attachment Title
FY23 DOES Annual Economic and Workforce Report	This report was completed in FY24. The purpose of the report was to analyze and report DC's labor and job market situations as well as workforce program outcomes that could be used by state policy makers in planning workforce development programs.	https://does.dc.gov/sites/default/files/dc/sites/does/publication/attachments/WIP_DCAnnualEconomicReportFY23_092024_V03_.pdf
District of Columbia Short Term Industry and	The employment projections use historical employment data and other variables such as total nonfarm employment and	**Industry:** https://does.dc.gov/sites/defau

Report	Purpose	Attachment Title
Occupational Projections (2023-2025)	population to project/estimate future employment trends in industries and occupations. The projections help educators, policy makers, career counselors, job centers and training providers make informed decisions on career investment planning.	lt/files/dc/sites/does/page_content/attachments/DC%202023-2025%20Short%20Term%20Industry%20Projections.pdf **Occupation:** https://does.dc.gov/sites/default/files/dc/sites/does/page_content/attachments/DC%202023-2025%20Short-Term%20Occupational%20Projections.pdf
District of Columbia Long Term Industry and Occupational Projections (2022-2032)	The employment projections use historical employment data and other variables such as total nonfarm employment and population to project/estimate future employment trends in industries and occupations. The projections help educators, policy makers, career counselors, job centers and training providers make informed decisions on career investment planning.	**Industry:** https://does.dc.gov/sites/default/files/dc/sites/does/publication/attachments/DC%202022-2032%20Long%20Term%20Industry%20Projections.pdf **Occupation:** https://does.dc.gov/sites/default/files/dc/sites/does/publication/attachments/DC%202022-2032%20Long%20Term%20Occupational%20Projections_.pdf
Hot Jobs Report	This is a labor market information product that provides the most in demand jobs in the District of Columbia broken down by education levels. It considers variables such as Job Postings, Average Hires, Annual Median Wages, Long-Term and Short-Term Job growth by occupation.	https://does.dc.gov/page/washington-dcs-hot-50-jobs
Gateway Jobs Report	OLMRP's Gateway Jobs analysis enhances Washington DC's Hot Jobs lists by incorporating the Markle Foundation's experience-based job progression framework. The analysis identifies occupations that offer pathways to higher-paying jobs with growth potential. The top 20 gateway jobs list provides valuable career information for District residents who hold less than a bachelor's degree.	https://does.dc.gov/sites/default/files/dc/sites/does/page_content/attachments/2023%20Washington%2C%20DC%20Top%2020%20Gateway%20Jobs.pdf
Monthly Labor Market Indicators	The monthly publication provides the latest labor market data, such as employment, labor force and unemployment rates, Ward unemployment rates, number of filed unemployment	https://does.dc.gov/page/dc-monthly-labor-market-indicators

Report	Purpose	Attachment Title
	insurance claims, and advertised jobs for the District of Columbia.	
Research Snapshot	The DOES research snapshot offers relevant agency stakeholders such as jobseekers, employers, workforce development staff, and government officials an overview of the District's current employment situation and its economic landscape as well as provides insights on cutting-edge labor market issues in the District.	https://does.dc.gov/node/1740021
Labor Market Awareness Dashboard	The innovative tool (does.dc.gov/page/labor-statistics) seeks to unlock the power of labor market data, having in mind the needs of educators, policymakers, career counselors, and job seekers. It provides the latest insights into industry trends, occupational demands, and employment patterns. By leveraging comprehensive labor market data, users can make informed decisions about career planning, workforce development, and educational investments. The dashboard is updated monthly.	https://does.dc.gov/page/labor-statistics

18. Please provide a copy of the agency's FY24 performance plan. Please explain which performance plan objectives are completed in FY24 and whether they were completed on time and within budget. If they were not, please provide an explanation.

Response: Please see attachment "Q18 DOES POH 2025 FY24 Performance Plan".

Only three FY24 Key Performance Indicators have the status of Unmet:

(1) Percent of Nonmonetary Determinations (Separations and Non-separations) made within 21 days of the date of detection (Target 80%, actual 39.1%)

Meeting FY2024 performance objectives was impacted by several factors: the deployment of a modernized Unemployment Insurance (UI) Benefit System which halted case assignments, delaying determinations and increasing backlog. Staff are balancing pandemic backlog and new cases, straining resources and compromising timeliness metrics. While reducing backlog, the focus remains on current claims, as staff adjust to updated procedures, affecting efficiency. These factors have collectively limited our ability to achieve timely determinations.

(2) Average telephone call wait time (CNC) (Target 5, actual 9.2)
(3) Average telephone call hold time in minutes (CNC) (Target 0.5, actual 3.3)

Goal attainment was impacted by the launch of the new UI Benefits System in Q2-24. While trends have shown positive improvements toward meeting the defined goals, ongoing recruitment efforts and staff turnover during this period created challenges in answering all calls in a timely manner.

19. Please provide a copy of your agency's approved FY25 performance plan as submitted to the Office of the City Administrator, including approved goals, objectives, timelines, planned program and projects, anticipated FTE allocation and expenditure, and metric outcomes to be analyzed.

Response: Please see attachment "Q19 DOES POH 2025 FY25 Performance Plan".

20. Please provide the number of FOIA requests for FY24 and Q1 of FY25, that were submitted to your agency. Include the number granted, partially granted, denied, and pending. In addition, please provide the average response time, the estimated number of FTEs required to process requests, the estimated number of hours spent responding to these requests, and the cost of compliance.

Response: Please see attachment "Q20 POH25 FOIA Requests for FY24".

For fiscal year 2025 to present, DOES has received 23 FOIA requests, 5 were granted, 2 were partially granted, 6 were denied and 4 were withdrawn. The average time for response is 15 business days.

During this fiscal year to date, the DOES FOIA Officer, who is the General Counsel, was supported by an administrative assistant, and 2 paralegals to process the numerous FOIA requests received. The processing of FOIA requests involved (1) review and redaction of confidential or otherwise unresponsive information from documents produced by program in response to FOIA requests; (2) frequent and regular interchanges with program to get responsive documents; and (3) frequent and regular interchanges with requesters, who did not understand that DOES is not required to answer questions or create things, that do not exist or that have been destroyed, pursuant to the document retention schedule or transferred to the federal government, based on a recall of the function from DOES. Based on the foregoing, there is no way to capture the actual amount of time spent by DOES staff outside of the Office of the General Counsel searching for responsive documents, or the amount of time or money spent by DOES, including the Office of the General Counsel, to process claims.

21. Please provide each collective bargaining agreement that is currently in effect for agency employees. Please include the bargaining unit and the duration of each agreement. Please note if the agency is currently in bargaining and its anticipated completion.

Response: The American Federation of Government Employees (AFGE) local 1000 collective bargaining agreement has been in effect since October 7, 1993. In addition, the collective bargaining agreement that governs attorneys in the general counsel's office is the American Federation of Government Employees (AFGE) local 1403. The agency is not currently engaged in bargaining.

Please see attachment "Q21 DOES POH 2025_AFGE-1000" and "Q21 DOES POH 2025_AFGE-1403".

22. If there are any boards or commissions associated with your agency, please provide a chart listing the names, confirmation dates, terms, wards of residence, and attendance of

each member. Include any vacancies. Please also attach agendas and minutes of each board or commission meeting in FY24 and Q1 of FY25, if minutes were prepared. Please inform the Committee if the board or commission did not convene during any month.

Response: Please see attachment "Q22 DOES POH 2025_Boards & Commissions".

23. Please list all reports or reporting currently required of the agency in the District of Columbia Code or Municipal Regulations. Indicate the following:

a. Report due date;
b. If the agency complied;
c. Date of actual transmittal; and
d. **To which entity the reports were filed.**

Frequency	Report Title
Annual	Paid Family Leave Annual Financial Management Report
Annual	Annual Marion S. Barry Summer Youth Employment Program (MBSYEP) Report
Annual	Year-Round Youth Annual Report
Annual	Summer Youth Employment Program (SYEP) Independent Evaluation
Annual	Annual Workers Compensation Report
Annual	Annual Anti-Fraud Report
Annual	Special Fund Audit
Annual	Administration Fund Audit Report
Annual	Maximum Weekly Benefit Increase Recommendation
Annual	Youth Apprenticeship Advisory Committee Report
Quarterly	Local Quarterly Training Report
Quarterly	Tipped Wage Quarterly Report
Semi-Annual	First Source Semi-Annual Report
Semi-Annual	Semi-Annual Private Sector Workers Compensation Report
Semi-Annual	Minimum Wage Semi-Annual Report

24. Please provide a list of any additional training or continuing education opportunities made available to agency employees. For each additional training or continuing education program, please provide the subject of the training, the names of the trainers, and the number of agency employees that were trained.

Response: Please see attachment "Q24 DOES POH 2025_Professional Development Opportunities".

25. Does the agency conduct annual performance evaluations of all its employees? Who conducts such evaluations? What steps are taken to ensure that all agency employees are meeting individual job requirements?

Response: DOES follows DCHR policies on performance evaluations of employees. DOES conducts annual performance evaluations of all employees. Each performance evaluation is completed by the employee's manager. Managers are expected to set priorities for their employees at the start of each fiscal year through goals outlined in their performance plan, Federal mandates, or key performance indicators. DOES managers are also expected to have

regular meetings with their employees to discuss their progress and any challenges they may have in meeting the goals outlined in their performance plans.

26. Please include a chart of FY24 employee evaluation rating showing the employee's job title, duties/responsibilities, classification grade, salary, date of employment, and FY23 evaluation rating. Also identify if the employee has been separated from the agency during FY24 or Q1 of FY25.

Response: Please refer to the attachment "Q2 DOES POH 2025 Schedule A" for a comprehensive chart detailing employee information, including job title, classification, grade, salary, and date of employment for FY24 and Q1 of FY25. DOES, following confidentiality and privacy policies, does not include specific employee performance ratings in external documents. Employee evaluations are considered protected and confidential information, shared exclusively between the employee and their supervisory chain. This practice ensures the privacy and integrity of the evaluation process.

27. Please provide a list of programs, initiatives, activities conducted by the agency to comply with a Racial Equity Lens objective.

Response: One of the four focus areas in the agency's new Strategic Work Plan, H.O.P.E. Helping Others Persevere Equitably, is to create diversity, equity, inclusion and access. The following programs, initiatives, and activities are carried out by DOES to meet the Racial Equity Lens objective:

Mayor Marion Barry Summer Youth Employment Program

- **Mayor's Opportunity Scholarship:** Through the Mayor's Opportunity Scholarship (MOS), selected Marion Barry Summer Youth Employment Program (MBSYEP) participants aged 18-24 are awarded $2500 scholarships which can be used for tuition or other educational-related expenses. Applicants must be enrolled or enrolling in a four- or two-year college or university. MOS was established to increase diversity on college campuses by lessening the financial burden for aspiring youth, many of who are/will be first-generation college students.

School Year Internship Program

- **Financial Literacy and Education:** The Office of Youth Programs (OYP) – School Year Internship Program (SYIP) has partnered with the Department of Insurance, Securities and Banking (DISB) to provide financial literacy education to SYIP participants. DISB representatives assist program participants with opening bank accounts, including setting up direct deposit features. Individual sessions are also available to youth wanting to expand their financial knowledge and education. This initiative promotes racial equity by providing participants assistance and resources to financial institutions. Healthy banking relationships aid in the participant's ability to make better financial choices such as saving, avoiding banking fees and having access to their accounts.

Middle School Exploration Program

- **Career and Education Exploration:** The Career Ready Early Scholars Program (CRESP), allows middle school students the opportunity to engage in comprehensive career and education exploration activities. CRESP participants engage in in-person

career and educational activities on a District campus and, in some instances, travel out of state to participate in college tours. CRESP addresses racial equity by providing youth the opportunity to learn about options for career pathways and college at an early age.

Marion Barry Youth Leadership Institute (MBYLI) Initiative(s):

- **Global Kids Program**: This year-round initiative educates youth in international affairs, introducing them to related career paths while promoting racial equity. By providing participants, many of whom are traveling outside of DC for the first time, with their first passport and the opportunity to travel abroad, the program ensures equal access to global learning experiences. The 7-day overseas trip features service-learning, peer education, and leadership activities, all aimed at enhancing global competency and broadening the worldview of the participants. Last year's trip to Canada provided an experiential experience providing young people to make global connections and act in their home communities, addressing the following key themes: (1) Multiculturalism and diversity, including rights for Black, Indigenous and people of color, language rights and immigration policies (2) Economic justice, including youth employment and trade; and (3) Youth activism and social entrepreneurship.
- **Training on College Campus:** The Marion Barry Youth Leadership Institute (MBYLI) Summer Intensive Training Program provided participants with a week-long, overnight residential training on Catholic University campus this summer. This experience promotes racial equity by introducing young people to college life for the first time. By preparing students from underrepresented populations for college and other post-secondary opportunities, MBYLI helps to address the racial and ethnic disparities that exist in higher education.
- **Youth Government:** MBYLI's Youth Government promotes racial equity by providing a platform for youth from diverse ethnic, cultural, and economic backgrounds to engage in leadership roles. This exposure to governance and decision-making processes helps to empower these young leaders and provides them with valuable experiences that can influence their future career paths, potentially leading to more diverse representation in government and other leadership positions. Moreover, the MBYLI's holistic approach to leadership development, which includes training seminars, civic engagement opportunities, youth government elections, cultural events, guest speakers, and open discussion forums ensures that all participants have equal access to these opportunities.

28. Please provide a chart of agency programs conducted during FY24. Include the following:

a. Initiation date;
b. Number and grade of FTEs assigned;
c. Program manager;
d. Total budget expenditure for the program (e.g. FTE salaries, materials, etc.); and
e. **Measurable outcomes from implementation (e.g. policy changes, program continuation, public support comments, etc.)**

Response: Please see attachment "Q28 DOES POH 2025_Agency Program Conducted during FY24".

29. Please provide a chart showing the agency's program priorities for FY24 and FY25. Include the following:

a. Staffing numbers;
b. Expenditure;
c. Community outreach activities; and
d. **Measurable outcomes or metrics associated for each priority.**

Response:

Program Priority	Program	Performance Indicator
Cultivate 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.	UI, OYP, OIT, OTPD, OCE, HR, LMI, Director's Office	• Total number of DOES customers served • Customer satisfaction as measure by customer satisfaction survey. • Employee attendance at training courses and workshop
Align service-delivery systems to ensure DOES is the premier workforce development partner for DC Residents, Employees, and Businesses.	OYP, DSI, DCIA, Workforce, UI, PFL	• Number of hiring events and DOES job fairs. • Customer satisfaction as measure by customer satisfaction survey. • Employee satisfaction as measured by employee satisfaction survey
Endorse the knowledge, skills, and abilities of our customers, District residents, and DOES employees.	OTCS, DCIA, OAIT, OYP, LMI, DSI, DO, HR, OCE, OTPD	• Employee attendance at training courses and workshops • Number of DOES sponsored job fairs • Number of hiring fairs • Number and variety of training courses offered
Prioritize the pillars of diversity, equity, inclusion, and access at DOES with well-defined goals and objectives.	DO, LMI, HR, OCE, Poverty Commission	• Total number of customers with self-identified barriers served • Total number of customers with self-disclosed disabilities served

30. Please provide a copy of the agency's FY24 Performance Accountability Report of strategic objectives, indicate if key performance indicators were met, and with which other government agency was the report filed.

Response: Please see attachment "Q18 DOES POH 2025 FY24 Performance Plan".

Only three FY24 Key Performance Indicators have the status of Unmet:

1. Percent of Nonmonetary Determinations (Separations and Non-separations) made within 21 days of the date of detection (Target 80%, actual 39.1%)

Meeting FY2024 performance objectives was impacted by several factors: the deployment of a modernized system halted case assignments, delaying determinations and increasing backlog. Staff are balancing pandemic backlog and new cases, straining resources and compromising

timeliness metrics. While reducing backlog, the focus remains on current claims, as staff adjust to updated procedures, affecting efficiency. These factors have collectively limited our ability to achieve timely determinations.

2. Average telephone call wait time (CNC) (Target 5, actual 9.2)
3. Average telephone call hold time in minutes (CNC) (Target 0.5, actual 3.3)

Goal attainment was impacted by the launch of the new UI Benefits system in Q2-24. While trends have shown positive improvements toward meeting the defined goals, ongoing recruitment efforts and staff turnover during this period created challenges in answering all calls in a timely manner.

AGENCY-SPECIFIC QUESTIONS

Agency Administration

Priorities and Performance

31. Please discuss DOES's top five priorities from FY24 and for FY25, and how those priorities have been addressed. If not addressed, please discuss why.

Response: DOES' Strategic Working Plan, entitled H.O.P.E. (Helping Others Persevere Equitably), highlights the agency's top priorities. H.O.P.E. reaffirms and reinforces our role as Economic First Responders in the District while advancing and guiding the agency to efficiency and excellence.

The four (4) key focus areas of the H.O.P.E. plan are:

1. Achieve Organizational Excellence
2. Serve as a World-Class Labor and Workforce Agency
3. Promote The District's Human Capital
4. Create Diversity, Equity, Inclusion, And Access

Innovation, intentionality, and strategic partnership development will empower DOES to achieve these goals:

1. *Achieve Organizational Excellence* – through 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. Launched in February 2024, the Unemployment Insurance (UI) Benefit System deployed a robust, fully integrated unemployment benefits solution resulting in efficiencies and the ability to offer broader services to the residents of DC. The new UI Benefits System streamlines applying for and processing UI benefit claims to make filing more accessible and secure, to improve the processing of claims, and to ensure faster payments to claimants.
    b. In FY24, DOES made tremendous progress toward improving our data governance posture by developing the following resources and tools:
        i. **The Labor Market Awareness Dashboard** – The Labor Market Awareness Dashboard (LMA Dashboard) provides Job Seekers, Employers, Professional Organizations, Career Development Specialists, Community-Based Organizations, Government Agencies, along with other key users of the public Workforce System with relevant and easily accessible information on the District of Columbia's Labor Market. The interactive, accessible, and user-friendly LMA Dashboard is a product of DOES' multi-year DataWorks effort to achieve a comprehensive systems and data modernization by leveraging state-of-the-art technology and analytics. These efforts are directly aligned with one of DOES' key objectives, i.e., to Achieve Organizational Excellence.
        The information provided, which is updated monthly, includes but is not limited to:
            1. Labor Force, Employment and Unemployment trends

2. Population and Migration patterns
3. Industry and Occupation data
4. Top in-demand technical skills, etc.

ii. **The DOES Business Glossary** - This comprehensive resource has been meticulously crafted to serve as an authoritative repository, housing precise definitions and concepts for agency-standardized terms and methodologies. Its primary purpose is to provide both internal and external users who rely on agency data with a trustworthy and dependable source of information.

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 D.C. residents, employees, and businesses.*
    a. The Pathways to Public Service Program connects students and recent graduates - with priority to our local HBCUs, Howard University and UDC - with career pathways in the District government through structured apprenticeships featuring work-based learning, professional development, and mentorship. Designed to strengthen the pipeline of diverse talent in public service, the program provides hands-on experience and direct employment opportunities within District agencies. In its inaugural year, the program served 25 participants, supporting their transition into meaningful careers in the public sector.
    b. In FY24 the Career Ready Early Scholars Program (CRESP) served 358 scholars, across seven (7) vendors. The CRESP post-program survey highlighted:
        i. 98% of participants stated that they enjoyed the CRESP Program, reflecting a high level of satisfaction and endorsement for the program.
        ii. 86% of the participants stated that they want to attend college, many of the participants gained knowledge in the following areas: Health, Wealth and Financial literacy.
        iii. 80% of the participants saved money, and 61% understood their internship which shows improved career awareness.
    c. Throughout FY24, the Office of Paid Family Leave saw a steady increase in the timely adjudication of Paid Family Leave Claims, capping off the year with a high of 90.6% processing timeliness in Q4.
3. *Promote The District's Human Capital – by endorsing the knowledge, skills, and abilities of our customers, District residents, and employees.*
    a. In FY24, The Office of Talent and Client Services (OTCS) achieved a significant milestone in its job placement efforts, hosting an impressive 50 hiring events that yielded a remarkable 335 direct hires. These hiring events, strategically designed to identify and connect top candidates with employers, have proven to be valuable investments in DC's human capital, ultimately driving business growth and success.
    b. The Office of Labor Market Research and Performance continued to expand its research efforts, ensuring District residents are fully aware of the current and future workforce opportunities and trends which can be found on the DOES website at www. does.dc.gov/page/labor-statistics
    c. In September 2024, DOES hosted its annual Learning Expo, a three-day professional development event for our 700+ staff. The event featured 16 cutting-edge training courses designed to elevate the skills and expertise of our team. In addition to

professional growth, the expo also served as a catalyst for community engagement and connection. One of the highlights was the Walk for Workforce, aimed to raise awareness about the importance of workforce development and highlight the resources available to District residents. The expo also featured a hiring and resource fair, where local employers provided on-the-spot interviews for high-quality employment opportunities.

32. Please describe any initiatives that DOES implemented in FY24 or Q1 FY25 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 FY24, DOES continued to enhance the customer experience, with lessons learned and customer feedback. For instance, the Office of Customer Experience implemented further upgrades to the call center application (Storm), customer representative training and language access to improve the customer experience. Storm has provided quicker quality assurance metrics and support, creating an evolving environment for improving customer call quality. DOES upgraded and continued to place iPad kiosks, language service information at in-person service locations to assist NEP/LEP customers with accessing agency services. DOES continued its extensive review of the agency's websites, applications, and program information for translations into multiple languages providing a better experience for customers.

In FY24 and Q1 of FY25, DOES moved 3 American Job Centers to more modernized space which has greatly enhanced the staff and customer experience. The new locations provide convenient access with clean, modernized, better laid out space to provide an optimized location for services.

Launched in February 2024, the Unemployment Insurance (UI) Benefit System deployed a robust, fully integrated unemployment benefits solution resulting in efficiencies and the ability to offer broader services to the residents of DC. The new UI Benefits System streamlines applying for and processing UI benefit claims to make filing more accessible and secure, to improve the processing of claims, and to ensure faster payments to claimants. In the roll out of the new modernized Unemployment Insurance Benefit System, the staff underwent extensive training and process improvement. The new system and the training for staff provides a more seamless experience for customers needing to file for unemployment insurance.

33. Please list each new program implemented by DOES during FY24 or Q1 FY25. 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:

Career Ready DC
On December 1, 2023, DOES and the technology company Eightfold AI launched Career Ready DC, a new artificial intelligence (AI) matching technology platform that will assist DC residents

with getting matched to employment opportunities across the region. Career Ready DC is a free service that will allow residents to discover job and career opportunities based on their individual work experience and skills. The platform will also provide employers with a pipeline of talented candidates. The AI-technology will include personalized features that make the experience of finding a job or finding an employee much easier, more user-friendly, and more strategic.

This technology will:

- Reduce bias in the hiring process by matching employer roles based on applicant skills.
- Create custom resumes.
- Suggest jobs the applicant is qualified for and skills that the applicant could obtain to be matched to other employment pathways.
- Track where applicants have applied and where they were employed.
- Use intelligence and automation throughout the entire hiring process to keep candidates engaged and informed about open positions.

Pathways to Public Service Program
The Pathways to Public Service Program, starting in November 2023, connects students and recent graduates - with priority to our local HBCUs, Howard University and UDC - with career pathways in the District government through structured apprenticeships featuring work-based learning, professional development, and mentorship. Designed to strengthen the pipeline of diverse talent in public service, the program provides hands-on experience and direct employment opportunities within District agencies. In its inaugural year, the program served 25 participants, supporting their transition into meaningful careers in the public sector.

Capital Workforce Innovation Consortium
The Capital Workforce Innovation Consortium, which started in April 2024, is a regional partnership designed to foster workforce development collaboration across the District and surrounding jurisdictions. By uniting government agencies, employers, education providers, and workforce organizations, the consortium drives innovative workforce solutions, expands registered apprenticeships, and strengthens pathways to in-demand careers. Through training efforts led by consortium members, the initiative will serve 150 individuals through credential-based training programs aligned with high-demand occupations in the District.

Skills Nation
Skills Nation is a dynamic workforce training initiative integrating artificial intelligence to enhance career exploration, skills development, and job placement for District residents. The AI-driven platform personalizes training pathways, matches individuals with in-demand career opportunities, and provides real-time labor market insights to guide workforce engagement. Skills Nation serves as the home for DOES workforce bureaus' youth-facing initiatives, including youth apprenticeship, out-of-school youth programs, and pre-apprenticeship, which will collectively support 325 individuals across 2024-25. By leveraging technology and industry partnerships, Skills Nation is shaping the future of workforce development in the District.

College Fellowship Program
Announced in December 2024, the College Fellowship Program is designed to provide recent college graduates who are District residents with meaningful, career-building opportunities in

high-growth sectors. Through structured work experience, mentorship, and professional development, the program will equip fellows with the skills and exposure necessary to transition into full-time roles within their fields of interest. Fellowships last 6 months and the inaugural cohort of 35 fellows will enroll in February 2025, marking the launch of a new talent pipeline to strengthen the District's workforce.

Budget and Expenditures

34. Please provide a copy of DOES's FY2024 spending plan, broken out by each of the agency's activities.

Response: Please refer to attachment "Q8A DOES POH 2025 Budget to Actual",

35. Please attach a table detailing all purchase card expenditures in FY24 and Q1 FY25, including:

a. **The name of the employee;**
b. **The date of purchase;**
c. **The vendor name;**
d. **The dollar amount expended; and**
e. **The purpose of the expenditure.**

Response: Please see attachments "Q35 DOES POH 2025 P Card Expenditures".

36. Please list each grant awarded by DOES in FY24 and Q1 FY25. 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 FY24 and FY24; and**
l. **The actual expenditures in FY24 and Q1 FY25.**

Response: Please see attachment "Q36 DOES POH 2025 Grants".

37. Please attach copies of all completed Grantee Performance Evaluations and Monthly Status Report forms from Q4 FY24 and Q1 FY25

Response: Please see attachment "Q37 DOES POH 2025 Monthly Reports" and "Q37 DOES POH 2025 Evaluations".

Personnel

38. Please provide the total number of FTE's in DOES, the total number of occupied positions, and the total number of vacant positions.

Response: As of February 19, 2025, DOES has 872 full-time employees, 688 occupied positions, and 184 vacancies. Please note, this includes MBSYEP seasonal positions (20) which are currently vacant and will be filled later this Spring, and positions included in MOUs with other agencies. DOES participated in the city-wide hiring fair on February 12-13, 2025. As of February 19, 2025, tentative offers were made to 51 candidates. This will bring DOES' true vacancy to 113 positions.

39. Please list each vacant FTE position in DOES, and provide:

a. **The title of the position;**
b. **The date on which the position became vacant / the total number of days the position has been vacant; and**
c. **An update on the hiring status for the position.**

Response: Please see attachment "Q39 DOES POH 2025 Vacant Positions". Please note this report is as of January 28, 2025. As of February 19, 2025, tentative offers were made to 51 candidates. This will bring DOES' true vacancy to 113 positions.

40. Please list any new position approved in FY24 and Q1 FY25, 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 "Q40 DOES POH 2025 New Positions".

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

Response: In FY24, District residents occupied 372 (53.84%) positions within DOES.

42. Please provide the total number of new employees hired in FY24 and Q1 FY25, and the percentage of new employees that are District residents.

Response: As of January 28, 2025, there were 134 New Hire/Rehires in FY2024 and Q1 of FY25 79 of the hires (approximately 60%) were DC residents.

43. Please provide a list of all employee trainings and professional development opportunities offered to DOES employees in FY24 and Q1 FY25. 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: Since the establishment in 2017, The Office of Training and Professional Development's (OTPD) mission is to develop a learning community within the agency. Typical training opportunities have focused on customer service, data management, and leadership development.

Please refer to attachment "Q24 DOES POH 2025_Professional Development Opportunities". However, this list is not exhaustive of all trainings across the agency as trainings specific to various workflows, for example under certain federal grants, are managed and provided at the program level.

44. Please provide a complete list of each director within the agency, including their contact information (which will be redacted from the public record) but is essential for this committee's oversight role.

Response: Please see response to Q1.

Training and Professional Development

45. How does the Bureau determine the priority areas for professional development investment? Are there specific criteria used in this decision-making process?

Response: The Office of Training and Professional Development prioritizes training opportunities based on responses to an agency-wide needs assessment, the priorities and initiatives of DOES, and specific requests to address individual bureau needs. The FY25 agency training plan was developed based on the data obtained from the needs survey, post-training feedback surveys, input from managers from the Office of Youth Programs, the Division of State Initiatives, the Office of Program and Provider Monitoring, the Office of Labor Market Research, the Office of the Director, and members from the agency's Training Advisory Group.

46. Can you outline the process through which DOES determines whether to allocate funding or support to selected professional development initiatives?

Response: The allocation of funds is based on the expressed needs of the agency. The need for staff training is determined by data obtained from an annual needs assessment, the priorities and initiatives of DOES, and individual requests from managers to address bureau needs.

47. What percentage of the overall EWI budget is typically allocated to staff events, and how does DOES gauge the impact of these events on employee satisfaction and performance?

Response: All bureaus within DOES contribute to the funding of employment training and professional development. The Office of Training and Professional Development (OTPD) sends a post-survey after each staff event to gage staff's satisfaction. Adjustments are made based on feedback from attendees. OTPD hosts several leadership training workshops. A survey is sent to the manager of attendees 3 months after the workshop to determine if there has been an improvement in performance.

48. Are there any policies or guidelines in place regarding the use of funds for staff events, and how does DOES ensure accountability and transparency in spending on such activities?

Response: Annual all staff trainings are standard practice throughout District agencies and have been historically held each year at DOES. Trainings in the District are provided to improve individual and organizational performance and assist in achieving the agency's mission and performance goals. DOES follows all DC rules and regulations regarding the use of funds for all staff trainings, including Office of Contracting and Procurement purchase rules, and the Travel and Training regulations, Title 6-B Chapter 13 and 40 of the D.C. Municipal Regulations.

49. Please provide the following information on any partnerships or collaborations with external organizations developed by the Office of Talent and Client Services (TCS).

i. **The name of all organizations that received TCS funds in FY2023, FY2024 and in FY2025 to date;**
ii. **The amount received by each organization;**
iii. **The number of job openings, whether temporary, part-time or full-time, associated with disbursement of payment;**
iv. **The number of District residents that filled these openings; and**
v. **The number of hiring fairs that received TCS funding**

Response:

On the Job Training (OJT) FY24			
Employer	**# of Positions**	**# Filled**	**Amount Received**
KBEC	1	1	$0
EE2	7	7	$132,365
FEAV	4	4	$46,858
Prism	2	2	$33,441
Consortium	1	1	$9,750
Fishscale	5	3	$21,647
Right Proper Brewery	1	1	$10,483
Precision Wellness	1	1	$5,737
Aurora Market	3	3	$33,562
Ideal Electric	1	1	$17,138
V Tech	2	2	$0

OJT FY25			
Employer	**# of Positions**	**# Filled**	**Amount Received**
RNV	1	1	$0
V Tech	2	2	$0
AMAR	1	1	$8,606
Aurora Market	2	2	$2,205

50. Please specify the sources of funds allocated for professional development and staff events. Does professional development funding only come from the EWI budget?

Response:

As stated in response to Question 47, all bureaus within DOES contribute to the funding of employment training and professional development. The Office of Training and Professional Development (OTPD) sends a post-survey after each staff event to gage staff's satisfaction. Adjustments are made based on feedback from attendees. OTPD hosts several leadership training workshops. A survey is sent to the manager of attendees 3 months after the workshop to determine if there has been an improvement in performance.

Federal Programs

American Job Centers

51. Please fill in the following table regarding customers served at the American Job Centers in FY2024 and Q1 FY2025.

Response:

American Job Center Customers and Services

	FY2024					Q1 FY2025				
	HQ	**NE**	**NW**	**SE**	**Total**	**HQ**	**NE**	**NW**	**SE**	**Total**
Total number of visits	7,310	2,753	2,368	3	12,434	2,617	641	669	251	4,178
Total number of unique customers served	4,746	8,963	1,612	2,767	18,088	1,809	4,638	752	1,504	8,703
Number of customers enrolled in WIOA	255	186	293	152	886	120	131	141	15	407
Number of customers enrolled in Wagner Peyser/ Employment Services	730	1,722	414	240	3,106	201	130	84	50	465
Number of customers receiving basic/self-service career services	4,603	8,401	1,520	2,710	17,234	1,664	4,415	668	1,471	8,218
Number of customers receiving individualized/staff assisted career services	219	140	238	160	757	116	90	34	124	318
Number of customers receiving an ITA under WIOA	24	3	6	10	43	0	0	0	0	0
Average number of days between ITA request and approval of ITA	4.4 days					No ITAs in FY25 Qtr1				
Number of customers enrolled in a federally funded occupational skills or other	12	24	3	3	178	27	21	3	0	51

job training program other than through an ITA										
Total Self Service Internet Customers	24,061 Distinct Users					7,471 Distinct Users				
Total Wagner Peyser Customers	28,585 Distinct Users					8,690 Distinct Users				

52. 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 FY2024 and Q1 FY2025.

Response: The AJCs referred DOES customers for adult education services in FY2024 and Q1 FY2025 to the following:

(1) OSSE Approved CASAS Academy
(2) Constituent Services Worldwide
(3) Opportunities Industrialization Center of DC
(4) Toni Thomas and Associates
(5) KBEC Group
(6) Center for Innovation, Research, and Transformation in Education
(7) Trinity University
(8) FEMS
(9) Howard University

b. Provide the number of referrals to each program or training provider of those who took the CASAS at an AJC in FY2023 or Q1 FY2024 and scored less than an eighth grade in math or reading level.

Response: In FY24, 426 individuals scored below 8th grade level in reading and 1,120 individuals scored below 8th grade level in math.

53. Please provide the number of referrals (not necessarily enrollees) in FY2024 and in Q1 FY2025, made by American Job Centers to programs that:

a. Are listed on the Eligible Training Provider List (ETPL);
b. Are not listed on the ETPL:
c. Are a DOES non-ETPL program:

Response:

Referrals Sent to Programs:

	FY2024	FY2025 Q1
Listed on ETPL	72	5
Not listed on ETPL	175	25
Non-ETPL DOES program	86	18

54. How much federal money is returned to the federal government every year because it is not spent in the authorized manner?

Response: DOES employs a First In, First Out (FIFO) accounting process to ensure full utilization of federal funds and to prevent the return of unspent dollars. In FY24, DOES had no lapsed federal funds.

55. Under the WIOA, one of the goals is to identify significant barriers to employment of high-quality jobs, and help employers hire and retain skilled workers.

a. **How does DOES help job seekers access employment, education, training, and support services using the funding of the WIOA? Please be specific.**

Response: DOES' use of the Workforce Innovation and Opportunity Act (WIOA) funding demonstrates that we are committed to utilizing these funds strategically to maximize benefits for job seekers. The WIOA funding is utilized in some of the following ways:

- **Career Counseling and Job Placement Services**: DOES offers personalized career counseling to help individuals identify their skills and career goals. Our job placement services then match these individuals with suitable employment opportunities.
- **Education and Training Programs**: We fund a range of training programs, including occupational skills training, apprenticeships, and adult education. These programs are designed to enhance the skills of job seekers, making them more competitive in the job market.
- **Support Services**: Recognizing the barriers that can hinder successful employment, DOES provides support services like transportation assistance, childcare support, and work attire, ensuring individuals can participate in training and job interviews.
- **Youth Employment Initiatives**: Special emphasis is placed on youth programs that offer summer jobs, internships, and mentorships, providing young individuals with early work experience and guidance.
- **Job Fairs and Recruitment Events**: Regular job fairs and recruitment events are organized, connecting job seekers directly with employers.
- **Labor Market Information**: We provide access to current labor market information, enabling job seekers to make informed decisions about their career paths based on industry trends and job availability.
- **Assistance for Special Populations**: Specialized services are offered for veterans, seniors, individuals with disabilities, and those facing significant barriers to employment, ensuring inclusive support for all job seekers.

56. Which DC entity receives federal funding from the US Department of Labor, and which agency allocates expenditures of those funds?

Response: The District of Columbia receives federal funding from the U.S. Department of Labor primarily through the Department of Employment Services. Pursuant to D.C. Code § 32-1603.01, DOES serves as the fiscal agent for all funds under the Workforce Innovation and Opportunity Act (WIOA), with the exception of the funding allocated to the Office of the State

Superintendent for WIOA Title II (Adult Education and Literacy). As the fiscal agent, DOES is responsible for administering these funds and allocating expenditures in accordance with federal guidelines and the District's workforce development strategies. This includes managing programs under the Workforce Innovation and Opportunity Act (WIOA), such as Adult, Dislocated Worker, Youth programs, and federally funded programs focused on seniors and veterans.

57. What role does the WIC have in the receiving and expenditure of these funds?

Response: The WIC continues to work closely with all WIOA-mandated workforce partners, including DOES, to ensure that the District complies with all federal and local mandates and to promote our shared goals of high-quality programs and expanded access to good jobs for DC residents.

As the state and local workforce agency for the District of Columbia, DOES is both the administrative entity and fiscal agent. As the state workforce board that carries out the functions of the local workforce board, the WIC is responsible for developing and improving the workforce system, ensuring that federal funds are utilized effectively to meet the needs of both job seekers and employers.

Annually, DOES passes through funding to the WIC through a Memorandum of Understanding (MOU) to support WIC operations, personnel costs, and programmatic costs. The value of this MOU was $1.3 million in FY2024. This funding ensures that the WIC can effectively carry out its role in workforce system planning, policy development, and performance of WIOA-funded programs.

58. How does DOES match employers with skilled workers using the funding of WIOA? Please be specific.

Response: DOES leverages Workforce Innovation and Opportunity Act (WIOA) funding to bridge the gap between employers and skilled workers. Here’s how we facilitate this crucial connection:

- **Skills Assessment and Training:** DOES conducts thorough skills assessments of job seekers to understand their capabilities and areas for improvement. We then provide targeted training programs, funded by WIOA, to enhance these skills, ensuring the workforce meets employer needs.

- **Employer-Driven Training Programs:** We collaborate with employers to develop training programs that are directly aligned with their specific needs. This ensures that the training is relevant and that participants are equipped with the skills that employers in our community are actively seeking.

- **Job Matching Services:** DOES utilizes a sophisticated job matching system that connects employers with potential employees. This system considers the skills, experience, and interests of job seekers, as well as the requirements and preferences of employers, facilitating a more effective and efficient hiring process.

- **Customized Employment Solutions:** We offer customized employment solutions to businesses, including on-the-job training, apprenticeships, and internships. This not only helps employers to train workers in specific skills but also allows them to assess a worker's suitability for the role.

- **Incentives for Hiring:** DOES provides incentives to employers who hire individuals facing significant barriers to employment, such as veterans, disabled individuals, and long-term unemployed. These incentives are funded by WIOA and can include wage subsidies or tax credits via WOTC.

- **Sector Partnerships and Employer Engagement:** We actively form partnerships with key industry sectors to understand their workforce needs and challenges. Regular employer engagement helps us to stay informed about the evolving landscape of labor demand.

- **Workforce Data and Analysis:** WIOA funds are also used to gather and analyze workforce data. This information helps us identify trends and emerging sectors, guiding our efforts in preparing the workforce to meet future demands.

- **On The Job Training Model:** WIOA funds are used to support DC residents gaining both training and work experience with an employer which affords the employer the opportunity to gauge the skills and work ethic of the participant and determine whether there is a good long-term fit which could lead to a direct hire into an unsubsidized job.

Adult Programs

Local Adult Training

59. Please provide a detailed plan of FY24 and Q1 FY25 Local Adult Training activity. Please identify the type of activity, the provider, occupational focus, projected number of people to train, if services will be provided by an external party, and if by grant or contract.

a. Please list strengths, opportunities, and challenges faced by Work Readiness Credential Attainment Training Program graduates.

Response: Constituent Services Worldwide (CSW) has demonstrated a high-level of care, professionalism and competence regarding the servicing of DOES program participants and remains compliant in this role and vigilant in keeping the lines of communication open with DOES for technical assistance.

Constituent Services Worldwide (CSW) Entrepreneurship Grant		
Strengths	**Opportunities**	**Challenges**
The program presents an excellent opportunity for DC residents desiring to become business owners.	Some of areas of opportunity were to improve methods of tracking and review benchmarks	A particular area that presented a challenge was obtaining benchmark data for applying/completing business license.
Constituent Services Worldwide (CSW) Career Pro Training		

Strengths	Opportunities	Challenges
Great training. Program instructors very hands on; customers very complimentary regarding their experiences.	An area of opportunity for this program is to engage in more focused and structured recruitment efforts in sourcing program participants.	No challenges to mention.
Constituent Services Worldwide (CSW) Work Readiness Attainment Training		
Strengths	**Opportunities**	**Challenges**
Great training. Program very hands on; customers very complimentary regarding their experiences.	An area of opportunity for work readiness is stronger recruitment and collaborative efforts on referrals to this training.	No challenges to mention.

b. Please list strengths, opportunities, and challenges faced by OAIT/MBSYEP Pre-Apprenticeship Training Program graduates.

Response:

OAIT/MBSYEP Pre- Apprenticeship Training Program		
Strengths	**Opportunities**	**Challenges**
Participants undergo a significant assessment process to identify occupational interests within traditional trades. Completers of the five-week program, aligned with MBSYEP, concludes with certification achievement. The FY24 program focused on customer service and IT certifications.	Completers of the program applied for opportunities with apprenticeship sponsors including BuildWithin and other skilled trade employers.	The program supports 50 students and apprenticeship occupations are not positioned to meet that influx of demand.

c. Please list strengths, opportunities, and challenges faced by OAIT Pre-Apprenticeship Training Program graduates.

Response:

OAIT Pre- Apprenticeship Training Program		
Strengths	**Opportunities**	**Challenges**
Pre-Apprentices engage in occupational training that leads to portable, industry-recognized credentials. This year's programs focused on OSHA, Flagger, and Scaffolding certifications. Programs were facilitated by a registered apprenticeship program	To motivate new apprenticeship sponsors to also create pre-apprenticeship pathways to existing positions.	Connection to full-time apprenticeship post program

Creating tracks that connect OSY/AJC training programs to pre-apprenticeship		

d. Please list strengths, opportunities, and challenges faced by Community Health Worker Credential Attainment Training Program graduates.

Response:

Trinity (Community Health Worker Program)		
Strengths	**Opportunities**	**Challenges**
The program presents an excellent opportunity for DC residents desiring to enter a variety of fields to include medical, human and or social services all of which area excellent career areas.	Some of areas of opportunity were to improve methods of tracking, recruitment and retention. During the last cohort several participants exited the program without notification.	Notable challenges were recruitment and marketing materials for the program and retention despite the payment of a training wage.

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

Response: Please see attachment "Q60 DOES POH 2025 Adult Programs Outcomes"

DC Infrastructure Academy

61. Please complete the following table to outline the FY24 occupational skills training plan and activity to date for the Infrastructure Academy and add rows as necessary.

Response: Please refer to attachment "Q61 DCIA Occupational Skills Training POH 2025"

Please note that the Solar Works DC training program, in partnership with the District Department of Energy and Environment (DOEE), ended early FY24. DOEE decided not to move forward with their grantee Grid Alternatives.

62. Please provide an update on the Infrastructure Academy capital project.

a. Provide a status update on the award of the Architecture/Engineering (AE); construction manager at risk (CMAR); and the contractor responsible for building out DCIA.

Response: The projects were awarded to the following entities:

Architecture: Bell Architects
Engineering: CMTA Engineering

General Contractor/Construction Manager at Risk: Smoot

b. Have there been any changes as to when the Infrastructure Academy will occupy the Spingarn location?

Response: The project has reached the Fit and Finish phase. DGS has tentatively moved the expected delivery from Spring of 2025 to Fall of 2025.

c. Are there any changes to when the Infrastructure Academy will open at Reunion Square?

Response: The Reunion Square location opened in October 2024 and classes started in November 2024.

63. Please provide a list of DCIA Industry Advisory Committee members and the committee on which they serve.

Advisory Committee	Committee Members
Utility Committee	Steve Himmelfarb – Washington Gas Pedro Alfonso – DCI HQ Bittny Pinto – Pepco Kelly DeCurtis - Exelon
Construction Committee	Reeve Johnson – MCN Build Timothy Bishop – Build Better Group Earnest Boykin
Information Technology Committee	Victor Holt – V-Tech Solutions David Cooper - Anglicotech

a. Provide a copy of the FY2023 committees' written recommendations provided to DCIA, as required by DC Code § 32-247 and due December 15th each year.

Response: Please see attachment "Q63 DOES POH 2025 Advisory Board Recommendations".

64. Please provide an update on completion of the FY23 recommendations.
a. Did the DCIA implement Basic Tools in FY24?

Response: DCIA implemented Basic Tools as part of its Energy, Construction and Utilities program in FY24. DCIA, plans to continue with this recommendation and implement this as part of the program for the foreseeable future**.**

b. Does DCIA still have a partnership with Generation USA? If so, how many trainings are they involved in, and is the subject matter of these trainings?

Response: The Generation USA partnership and programming ended in FY23.

Division of State Initiatives (DSI) – Project Empowerment

65. How many DSI Job Readiness Training (JRT) participants, after successfully completing JRT, were placed in positions with the Department of Public Works (DPW) as part of their leaf season hires?

Response: In FY2024, DSI participated in the DPW beautification hiring project instead of the DPW leaf season hires. DSI referred 42 participants from Project Empowerment to the DPW beautification hiring project.

a. How many transitioned from seasonal work to permanent work within DPW?

Response: Five (5) participants were onboarded as full-time employees with DPW.

b. How many were terminated or quit the program prior to the end of leaf season?

Response: Because these individuals are now DC government employees, status such as termination is not provided to DOES.

66. Does DSI still have two onsite behavioral health support clinicians? If so, is that number of clinicians sufficient?

Response: Yes, DOES has two DBH clinicians onsite at DOES HQ. One is assigned to support DSI, and the other is assigned to support Out of School Youth Program. One DBH clinician meets the needs of DSI participants.

67. Please explain the nature and impact of DSI's collaboration with ONSE.

a. Please list strengths, opportunities, and challenges faced by DSI in supporting Pathways program participants.

Response: In FY20, DOES and ONSE established a working relationship to enhance employment outcomes of District residents in the Pathways Program. The Pathways Program aims to decrease the likelihood of District residents' repeated involvement in the juvenile and criminal justice systems and improve the outcomes of employment, education, workforce development, health and wellness, and housing stability of individuals, ages 20-35, who are at risk of participating in and/or being victims of violent crimes. The Pathways Program is a nine-month transitional program that begins with three months of classroom learning, followed by four months of subsidized employment or training. Throughout the Pathways Program, participants receive case management, transformative mentoring, and human service support designed to meet individual and family needs.

The greatest strength in the ONSE-DSI collaboration is the ability to provide Pathways program participants with high level support through job coaches and case managers as individuals are making life-changing transformations that deeply connect them to the work world. This past year, DSI has improved its payroll process to make the processing more seamless and transparent.

DSI's collaboration with ONSE aims to support participants facing barriers, but challenges in outcomes, case management, payroll, and retention have impacted program effectiveness. The

lack of measurable outcomes and structured case management has limited participant progress, documentation inconsistencies have caused delays, affecting trust and financial stability. These issues have contributed to low retention rates, with many participants disengaging before reaching meaningful career milestones. To enhance impact, the Pathways program must prioritize compliance with case management best practices, payroll reliability, and data-driven outcome tracking to improve retention and overall success.

68. Please provide an update on Earn and Learn participation. How many participants completed the program in FY24?

Response: The Earn and Learn model is a workforce model that combines work-based learning with classroom instruction, allowing participants to earn a training wage while developing new skills.

The Division of State Initiatives uses the Earn and Learn model across all job readiness training programs in the Transitional Employment Program (TEP), which served 1411 participants in job readiness training in FY24.

FY24-Program	JRT Start	JRT Completion	% Completed
TEP	158	130	82%
DCCC	15	13	87%
DSI Community Workshops	169	152	90%
DSI Special Programs	725	616	85%
PROWD	35	22	69%
Re-entry to Success	84	75	89%
BBDC	225	187	83%
Total	1411	1195	85%

69. Please explain any changes to DSI's core model throughout FY24 and Q1 FY25.
a. Please explain the impact created by said changes

Response: In FY24, DSI launched the Community Workshop Model pilot in February 2024. The pilot model provided 4 weeks of job-readiness training and 1 week of workforce support in the community. Based on the implementation of the pilot, DSI determined it would best serve participants to reinstate the traditional Project Empowerment model, which includes three weeks of job readiness training, three months of subsidized work experience, and one month of professional development. The traditional Project Empowerment model was fully reinstated in Q1 of FY25. An additional change to DSI's core model was expanding access to programs by accepting walk-in services through American Job Centers across the District.

The changes to DSI's core model in FY24 and Q1 of FY25 aimed to improve program efficiency, participant engagement, and employment outcomes. The removal of community workshop cohorts streamlined services, allowing for a more structured and individualized approach. Returning to the traditional Project Empowerment model provided participants with a clearer, time-defined pathway to job readiness, subsidized work experience, and professional development, increasing program stability. Additionally, accepting walk-in services through

American Job Centers expanded access to resources, reaching more job seekers and reducing barriers to entry. These adjustments were designed to enhance participant retention, improve workforce attachment, and create more measurable employment outcomes.

70. Please complete the table below showing enrollment data on the number of Project Empowerment at the start of FY24 and newly enrolled participants in FY25 Q1.

Response: Project Empowerment & Career Connections Participants

	Project Empowerment	**DC Career Connections**
FY24 Enrolled Participants	2371	527
FY25 Q1 Newly Enrolled		Funding for DC Career Connections was eliminated in the FY25 Approved Budget.
October	225	
November	106	
December	80	

71. Please complete the tables below showing disaggregated data on the numbers of Project Empowerment participants enrolled in GED or occupational skills training (OST) in FY24.

Response:

Service Provider Name	Number Enrolled	Number Completed GED	Number Employment	Number that enrolled in occupational skills training (OST) classes	Number that completed OST classes	Number that earned industry recognized credential	Number achieved employment
Outside Provider	Less Than 10	Less Than 10	Less Than 10	N/A	N/A	N/A	N/A
Maya Angelou PCS (Young Adult Learning Center)	Less Than 10	Less Than 10	Less Than 10	N/A	N/A	N/A	N/A
Community Tech LLC	N/A	N/A	N/A	10	Less Than 10	Less Than 10	Less Than 10
Georgetown University	N/A	N/A	N/A	30	12	Less Than 10	Less Than 10
DC Department of Employment Services	N/A	N/A	N/A	Less Than 10	Less Than 10	Less Than 10	Less Than 10

CC Prep - MLK	N/A	N/A	N/A	Less Than 10	Less Than 10	Less Than 10	Less Than 10
Center Innovation, Research & Transformation in Education	N/A	N/A	N/A	28	11	Less Than 10	Less Than 10
Metropolitan Washington Council AFL-CIO	N/A	N/A	N/A	Less Than 10	Less Than 10	Less Than 10	Less Than 10
Toni Thomas Associates	N/A	N/A	N/A	Less Than 10	Less Than 10	Less Than 10	Less Than 10
Southeast Welding Academy, LLC	N/A	N/A	N/A	Less Than 10	Less Than 10	Less Than 10	Less Than 10
1st CDL Training Center of NOVA	N/A	N/A	N/A	Less Than 10	Less Than 10	Less Than 10	Less Than 10
Latin American Youth Center-LAYC	N/A	N/A	N/A	Less Than 10	Less Than 10	Less Than 10	Less Than 10
Total	Less than 10	Less than 10	Less than 10	98	48	Less than 10	25

72. For all subsidized Work Experience (WEX) sites (host employers) that <u>hosted Project Empowerment/TEP</u> participants in FY24, please provide the following information:

- **a. The name of the WEX Site / subsidized host employer;**
- **b. The number of participants in FY24;**
- **c. The number of participants (from response/column b) who completed WEX;**
- **d. The number of participants (from response/column b) who started unsubsidized employment with that WEX employer;**
- **e. The rate that WEX completers were hired;**
- **f. The number of participants in unsubsidized jobs that are temporary or seasonal; and**

Response:

Category	Total Count of Host Site Provider Name	Total Number of Participants	Total Number of Participants - Successful Completion- WEX	Number of WEX Employer who Employed the Participants	Total number of Unsubsidized Employment based on WEX Completers	Hire Rate (%)
DCCC	16	16	12	0	7	58
TEP	220	243	140	25	90	64

- **g. The status of other WEX completers.**

The available data does not provide specific information regarding seasonal hires or temporary employment. Additionally, while we do not have direct data on the employment status of WEX completers, wage data indicates that they are not currently employed.

73. Please describe any changes in the orientation, program participation support, soft skills support, and coaching provided to employer hosts and clients during the work experience phase of Project Empowerment and DC Career Connections throughout FY24 and Q1 FY25.

Response: Throughout FY24 and Q1 of FY25, DSI enhanced its orientation, program participation support, and coaching for both employer host sites and clients during the work experience phase. Mandatory employer host and client information sessions were introduced to clarify DSI expectations and review program outcomes. Quarterly compliance visits were implemented for each host site to ensure accountability and alignment with program goals. Additionally, residents interested in Project Empowerment can now access the program through the American Job Centers, where they undergo an interest assessment, CASAS testing, resume workshops, and receive support from a virtual recruiter. This process helps gauge their readiness while they seek employment during the waiting phase before officially entering the Project Empowerment Program.

Literacy and Numeracy Testing

74. Please complete the following table with information about results of CASAS and other literacy and numeracy tests of ADULT customers in FY2024.[1]

Response:

Metric	Number of Adult DOES Customers (FY24)
Number of adult customers completing CASAS reading/literacy testing	1487
Number of adult customers completing CASAS math testing	1604
Number of adult individuals whose test results were imported into Data Vault	*
Number of adult customers testing at or above 12th grade level in reading	326
Number of adult customers testing at or above 12th grade level in math	49
Number of adult customers testing at 10th or 11th grade level in reading	10th -180 11th-162
Number of adult customers testing at 10th or 11th grade level in math	10th - 57 11th-35
Number of adult customers testing at 9th grade level in reading	156
Number of adult customers testing at 9th grade level in math	132
Number of adult customers testing at 8th grade level in reading	237
Number of adult customers testing at 8th grade level in math	210

Number of adult customers testing at 7th grade level in reading	98
Number of adult customers testing at 7th grade level in math	352
Number of adult customers testing at 6th grade level in reading	100
Number of adult customers testing at 6th grade level in math	265
Total number of adult customers testing below 8th grade level in reading (grade levels 1-7)	426
Total number of adult customers testing below 8th grade level in math (grade levels 1-7)	1121
Total number of adult customers testing below 6th grade level in reading (grade levels 1-5)	228
Total number of adult customers testing below 6th grade level in math (grade levels 1-5)	504

* Training Provider did not provide release of information documentation.

Youth Programs

75. Please provide a copy of the DOES annual reports on year-round youth programs funding and participation numbers, as required by DC Law 23-149 (D.C. Official Code § 32-772). If the reports are still in draft, please provide a copy of the most recent report, and explain when the current report will be submitted.

Response: Please see attachment "Q75 DOES POH 2025_YRY Annual Report_FY21". The FY22, FY23, and FY24 report will be transmitted to Council once approved.

76. Please list all MOUs that DOES has for youth services with DCPS, Charter Schools, DHR, or other District agencies. For each MOU, please provide the following information:

a. The name of the program;
b. A description of the program;
c. The number of students served (disaggregated by grade and by ward);
d. Whether the MOU changed in FY23 or Q1 FY24, and a description of the change; and
e. If the MOU changed, please provide a copy of the new/updated MOU.

Response:

Serve DC

Summer Youth Emergency Preparedness Academy (SYEPA)- Serve DC: provides programming during MBSYEP to participants aged 14-21 centered around emergency preparedness, first-aid, CPR and AED and NARCAN training.

Amount	$60,000.00
Change in Service Level	None

Ward 1	Ward 2	Ward 3	Ward 4	Ward 5	Ward 6	Ward 7	Ward 8	N/A	Total
Less than 10	Less than 10	Less than 10	Less than 10	Less than 10	Less than 10	12	Less than 10	N/A	36

Age 14	Age 15	Age 16	Age 17	Age 18	Age 19	Age 20	Age 21	Age 22	Age 23	Age 24	Total
0	0	10	Less than 10	15	Less than 10	0	0	0	0	0	36

Department of the Environment (DOEE)

Green Zone Environmental Program (GZEP): DOEE provides programming during MBSYEP, focusing on considerable energy, environmental, and sustainability issues, challenges, and opportunities impacting the District of Columbia for youth aged 14 to 24. DOEE partners with Solar Works to provide training in solar photovoltaic (PV) installation.

Amount	$250,000.00
Change in Service Level	None

Ward 1	Ward 2	Ward 3	Ward 4	Ward 5	Ward 6	Ward 7	Ward 8	N/A	Total
Less than 10	0	0	13	18	Less than 10	38	37	N/A	114

Age 14	Age 15	Age 16	Age 17	Age 18	Age 19	Age 20	Age 21	Age 22	Age 23	Age 24	Total
23	29	10	Less than 10	10	Less than 10	Less than 10	Less than 10	Less than 10	Less than 10	Less than 10	114

Department of Insurance Securities and Banking (DISB)

Marion Barry Summer Youth Employment Program at Department of Insurance Securities and Banking: DISB provides programming centered around the financial services industry and financial literacy to youth, ages 16-24. The Bank on DC Program is a collaborative effort between the District Government, financial institutions, and community organizations to provide access to affordable financial products and services to unbanked and under-banked households in the District.

Amount	$65,000.00
Change in Service Level	None

Ward 1	Ward 2	Ward 3	Ward 4	Ward 5	Ward 6	Ward 7	Ward 8	N/A	Total
0	Less than 10	0	0	Less than 10	Less than 10	Less than 10	Less than 10	N/A	21

Age 14	Age 15	Age 16	Age 17	Age 18	Age 19	Age 20	Age 21	Age 22	Age 23	Age 24	Total
0	0	Less than 10	0	Less than 10	Less than 10	Less than 10	Less than 10	Less than 10	Less than 10	Less than 10	21

Mayor Office of Latino Affairs (MOLA)

MOLA partners with 8 different community-based organizations during MBSYEP that provide bilingual programming in the environment/agriculture, acting, music, dancing and technical theater, food and nutrition, work readiness & job preparation and financial literacy to participants, ages 14-24.

Amount	$197,780.00
Change in Service Level	None

Ward 1	Ward 2	Ward 3	Ward 4	Ward 5	Ward 6	Ward 7	Ward 8	N/A	Total
N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	94

Age 14	Age 15	Age 16	Age 17	Age 18	Age 19	Age 20	Age 21	Age 22	Age 23	Age 24	Total
N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	94

Department of Parks and Recreation (DPR)

Youth Development Division (YDD): DPR provides programming to participants aged 14-24 centered around youth development – personal and social identity/community and leadership involvement, workforce training – career/vocation discovery and preparation, and cultural and performance arts – talent exploration & development, and Visual/auditory/kinesthetic learning methodologies.

Amount	$250,000.00
Change in Service Level	None

Ward 1	Ward 2	Ward 3	Ward 4	Ward 5	Ward 6	Ward 7	Ward 8	N/A	Total
65	25	27	133	111	80	190	116	Less than 10	753

Age 14	Age 15	Age 16	Age 17	Age 18	Age 19	Age 20	Age 21	Age 22	Age 23	Age 24	Total
135	211	161	77	60	29	24	22	14	9	11	753

Other FY24 Government Partner/ Host Employer

	Program Description	**Service Level**	**Amount**
Department of General Services (DGS)	Provides security services during events for the Office of Youth Programs.	N/A	$50,000.00
(No change (+) from in FY24)			

	Program Description	**Service Level**	**Amount**
DCPS (Facilities Usage)	MBSYEP Host employers apply to use space at various DCPS facilities for the six-weeks of MBSYEP.	N/A	$150,000.00
(No change (+) from in FY24)			

77. How are DOES Youth Services staff trained to support young people in requesting, navigating, or accessing wraparound services? Please describe any trainings or resources offered to Youth Services employees in FY24 on wraparound supports available to youth participants.

Response: The staff working with youth at the DOES Office of Youth Programs took several courses related to supporting youth, including:

1. **Youth Navigator Certification**: The coursework is designed and intended for Youth Navigators, including teachers, counselors, case managers, program managers and all others working with youth 14-24 years old. The training focused on assisting youth in developing their interests and aptitudes as it relates to career development.

2. **Case Manager Certification:** Equipped staff with the essentials of case management, focusing on empowering techniques for effective assessment, fostering motivation, and the foundational aspects of managing a caseload for impactful youth partnerships.
3. **Motivational Interviewing Skills:** A training course on the client-centered, evidence-based counseling approach that aims to enhance a person's motivation to change behavior or make positive lifestyle modifications.

In addition, to ensure OYP staff are fully equipped to serve our youth participants, all OYP staff will complete the Child and Family Services Agency Mandatory Reporter training.

78. How is DOES collaborating with the public education agency cluster to develop the MyAfterschoolDC out-of-school-time program navigation portal to ensure youth career readiness services through DOES are integrated into the MADC portal?

Response: DOES is a part of the working group for the out-of-school time program navigation portal. We are currently in the development phase, meeting bi-weekly.

Marion Barry Summer Youth Employment Program (MBSYEP or SYEP)

79. Please list all employers who signed up to host participants for the Summer Youth Employment Program in FY24 (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 youth assigned;**
e. **The number of unsubsidized youth 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 attachments "Q79 DOES POH 2025_MBSYEP Host Participants" and "Q79G DOES POH_2025_HCA". Please note HCA agreements are collected per organization not per role.

80. For the Summer Youth Employment Program in FY24, 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:

a. The number of applicants	21,180
b. The number of applicants determined to be eligible	15,385
c. The number of certified applicants	13,826
d. The number of certified 22-24 year old applicants not enrolled in a school, that have less than an associate's degree	629
e. The total number of applicants certified via OSSE	0
f. The number of participants who started working	12,384
g. The number of participants who were paid in pay period one	11,894
h. The number of participants who were paid in pay period two	11,714
i. The number of participants who were paid in pay period three	11,125
j. The number of participants who were paid in pay period four	10,573
k. The number of participants who were paid in pay period five;	N/A
l. The number of participants who were paid in pay period six	N/A
m. The number of participants who were TANF-eligible	1,364
n. The number of participants placed via other District agencies	2,746
o. The number of participants who received soft skills training during the program	13,826
p. The number of participants provided with individual case management via DOES case managers during the program	1,415
r. The number of participants who have participated in SYEP in previous years.	9,075

a. The number of applicants by age.

Age 14	Age 15	Age 16	Age 17	Age 18	Age 19	Age 20	Age 21	Age 22	Age 23	Age 24	Total
3,039	3,550	3,334	2,987	2,262	1,664	1,210	941	857	727	609	21,180

b. The number of applicants determined to be eligible.

Age 14	Age 15	Age 16	Age 17	Age 18	Age 19	Age 20	Age 21	Age 22	Age 23	Age 24	Total

2,306	2,696	2,496	2,136	1,589	1,173	833	640	605	494	450	15,385

c. The number of certified applicants

Age 14	Age 15	Age 16	Age 17	Age 18	Age 19	Age 20	Age 21	Age 22	Age 23	Age 24	Total
2,134	2,488	2,223	1,901	1,373	1,003	734	555	547	451	417	13,826

d. The number of certified 22–24-year-old applicants not enrolled in a school, that have less than an associate degree.

Age 14	Age 15	Age 16	Age 17	Age 18	Age 19	Age 20	Age 21	Age 22	Age 23	Age 24	Total
N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	220	204	205	629

e. The number of applicants certified via OSSE.

Age 14	Age 15	Age 16	Age 17	Age 18	Age 19	Age 20	Age 21	Age 22	Age 23	Age 24	Total
0	0	0	0	0	0	0	0	0	0	0	0

f. The number of participants who started working.

Age 14	Age 15	Age 16	Age 17	Age 18	Age 19	Age 20	Age 21	Age 22	Age 23	Age 24	Total
2,005	2,316	2,066	1,713	1,195	852	611	447	450	377	352	12,384

g. T**he number of participants who were paid in pay period one.**

Age 14	Age 15	Age 16	Age 17	Age 18	Age 19	Age 20	Age 21	Age 22	Age 23	Age 24	Total
1,943	2,257	1,997	1,660	1,145	802	576	408	419	358	329	11,894

h. The number of participants who were paid in pay period two.

Age 14	Age 15	Age 16	Age 17	Age 18	Age 19	Age 20	Age 21	Age 22	Age 23	Age 24	Total
1,901	2,189	1,980	1,627	1,120	797	569	416	417	363	335	11,714

i. The number of participants who were paid in pay period three.

Age 14	Age 15	Age 16	Age 17	Age 18	Age 19	Age 20	Age 21	Age 22	Age 23	Age 24	Total
1,803	2,081	1,916	1,543	1,049	755	524	387	402	349	316	11,125

j. The number of participants who were paid in pay period four

Age 14	Age 15	Age 16	Age 17	Age 18	Age 19	Age 20	Age 21	Age 22	Age 23	Age 24	Total
1,721	1,961	1,846	1,478	988	718	495	361	378	327	300	10,573

m. The number of participants who were TANF-eligible.

Age 14	Age 15	Age 16	Age 17	Age 18	Age 19	Age 20	Age 21	Age 22	Age 23	Age 24	Total
312	298	230	182	109	63	32	34	39	32	33	1,364

n. The number of participants placed via other District agencies

Age 14	Age 15	Age 16	Age 17	Age 18	Age 19	Age 20	Age 21	Age 22	Age 23	Age 24	Total

498	585	467	309	251	182	121	94	86	77	76	2,746

o. The number of participants who completed soft skills training during the program.

Age 14	Age 15	Age 16	Age 17	Age 18	Age 19	Age 20	Age 21	Age 22	Age 23	Age 24	Total
2,134	2,488	2,223	1,901	1,373	1,003	734	555	547	451	417	13,826

The number of participants provided with individual case management via DOES case managers during the program.

Age 14	Age 15	Age 16	Age 17	Age 18	Age 19	Age 20	Age 21	Age 22	Age 23	Age 24	Total
N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	547	451	417	1,415

The number of participants who have participated in SYEP in previous years.

Age 14	Age 15	Age 16	Age 17	Age 18	Age 19	Age 20	Age 21	Age 22	Age 23	Age 24	Total
N/A	1712	1802	1530	1127	801	572	410	425	363	33	9,075

81. According to agency responses, in 2023, fewer than half of the youth who applied for MBSYEP completed the six-week summer program. What was the attrition rate for FY24? What steps did DOES take in FY24 to improve program retention?

Response: In FY24, the overall attrition rate for MBSYEP was 11.75%. Attrition occurs for a variety of reasons, to include youth that are old enough to work in the private sector find minimum wage positions that pay higher than the MBSYEP wage. In FY24, the Office of Youth Programs introduced program enhancements aimed at reducing attrition rates, including:

1. Increasing communication with youth: MBSYEP sent out over 110 mass emails to program registrants, program participants, and program hosts, ensuring they have all the necessary information needed to be successful in this program.
2. Expanding and increasing host orientation sessions to equip hosts with the necessary knowledge, skills, and resources to effectively engage and retain youth in our programming.
3. Providing supportive services to youth in need, such as transportation, clothing assistance, and increased job coaching, to help them overcome barriers and stay committed to our programs.

Our proactive approach has enabled us to better support our youth and hosts, ultimately leading to improved program outcomes.

82. Data indicates that the agency served 978 22–24-year-olds in the MBSYEP who had less than an associate's degree last year. What resources, referrals and supports were offered to these youth to engage them in education and employment pathways beyond their participation in MBSYEP?

Response: There are several resources available to support youth ages 22 – 24 in the Office of Youth Programs. These include:

1. **Young Adult Hiring Fair** – Every year, at the conclusion of MBSYEP, the Office of Youth Programs hosts a hiring fair for youth ages 22-24. The Hiring Fair is an integral part of our commitment to fostering professional growth and development of the older youth. Prior to the hiring fair, OYP hosts resume prep sessions, interview skills, and additional soft skills training. In FY24, 150 youth attended.

2. **MOS Scholarship** – Mayor Bowser started the Mayor's Opportunity Scholarship in 2017. The scholarship supports 75 MBSYEP participants who are furthering their education, training, or military service. Scholarships are normally $2,000 with 5 participants receiving a Director's Award for $3,500. In FY24, to mark the 45th anniversary of MBSYEP, the Mayor's Opportunity Scholarship award was increased from $2,000 to $4,500. The Director's Award was also increased from $3,500 to $10,000.

   There was a new scholarship initiative in FY24, Pathways to Healthcare. Five MBSYEP participants majoring in the healthcare field, were awarded a $20,000 scholarship.

3. **Referrals to Programs at DOES** - Participants within OYP consent to having their information on career interests, education, work barriers, or training interests shared with other DOES programs if applicable. DOES utilizes information received from our registrant's applications and/or interest forms to make placement decisions and recommendations for other programs and/or job opportunities offered by DOES. When a participant exits from OYP, this information is shared internally with other programs. Additionally, a mailing list is created to inform past participants of opportunities such as job fairs, training programs, or educational-related information.

Year-Round Youth Programs (YRY)

83. For FY24 and Q1 FY25, please provide the types of training provided to YRY participants, the names of training providers, and the number of youths served by each provider.

Response: See attachment "Q85 DOES POH 2025_SYIP Host Participants".

a. Are you in compliance with the requirement that 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?

Response: Yes, DOES is in compliance. Sixty-six percent (66%) of year-round local funds were spent on in-school youth who reside in or attend a public or charter school in Ward 7 or 8.

84. What were the three most common barriers to YRY participation or completion in FY24? What steps were taken in FY23 and FY24 to alleviate barriers and improve program completion rates or retention?

Response: The Office of Youth Programs hosted a focus group with youth at the conclusion of HSIP. During the focus group, youth were able to give feedback on their experience with the

program. The only noted barrier to program completion was competing obligations, such as sports and other after-school activities. This prevented youth from being able to participate from October – May. To combat this, the HSIP program for the 2024 – 2025 school year was adjusted to a semester system, with the Fall semester running from October – January and the Spring semester running from February – May.

School Year Internship Program (SYIP)
Please note, SYIP is now High School Internship Program

85. Please list all employers who signed up to host participants for the School Year Internship Program in FY24 (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 youth assigned;**
e. **The number of unsubsidized placements in the SYIP; and**
f. **A brief description of the job duties.**

Response: See attachment "Q85 DOES POH 2025_SYIP Host Participants".

86. How is the use of the new application system for SYIP been effective in helping to gather host and employer information?

Response: The Office of Youth Programs introduced a new application system for HSIP (formerly SYIP) for School Year 2023 – 2024. This new system mirrors the application system that is used for hosts in MBSYEP. It allows for a comprehensive collection of data from host/employers, including demographics, requirements, and preferences. The system also allows for job matching, where hosts can review resumes and request specific youth. OYP can now analyze the increased data, both annually and year over year, to make improvements to the host experience of HSIP.

87. For the School Year Internship Program in FY24, 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 who received soft skills training during the program; and**
f. **The number of participants provided with individual case management from DOES during the program.**
g. **Please also include any other relevant data at your discretion.**

Response:

Age of participant	Number of applicants	# Determined to be eligible	# participants who started working	# participants who are TANF - eligible	# participants who received soft skills training during the program	# participants provided with individual case management from DOES during program
14	289	135	32	137	125	125
15	670	346	69	346	320	320
16	669	347	55	349	308	308
17	624	327	45	333	271	271
18	158	56	12	57	43	43
19	88	20	10	19	17	17
20	54	Less than 10	Less than 10	Less than 10	Less than 10	Less than 10
21	27	Less than 10	Less than 10	Less than 10	Less than 10	Less than 10

88. How many SYIP participants were placed via other District agencies?

Response: In FY24, there were a total of 547 youth placed between DC Public Schools (DCPS), the Department of Parks and Recreation (DPR), and DC Public Library (DCPL).

Out-of-School Program

89. Given the scarcity of free programming tailored to support out-of-school youth without a secondary credential and the availability of basic education and GED preparation in this program, please describe your agency's efforts to prioritize this population in WIOA youth program recruitment, including referrals through the DC Youth ReEngagement Center.

Response: DOES is committed to prioritizing out-of-school youth (OSY) in its WIOA youth program recruitment efforts. To enhance engagement, the OSY program now operates as one of the programs under DOES' Skills Nation umbrella. Skills Nation launched a new website in Fall 2024 with youth-friendly, fresh branding that provides youth with a greater level of insight into the benefits of DOES programming. The AI-driven Skills Nation platform will also be leveraged to improve outreach and engagement, allowing youth to explore career options and access program resources in a more interactive and personalized way.

DOES continues to partner with the DC Youth ReEngagement Center and is focused on amplifying our partnership to identify and refer a greater number of eligible OSY participants this program year, ensuring they receive appropriate educational and vocational support. Additionally, to strengthen outreach, DOES has repositioned members of our Workforce on Wheels (WOW) team—staff with significant experience in marketing and community engagement—to support OSY recruitment efforts. These mobile teams bring career services directly to neighborhoods, increasing program visibility and accessibility.

Through these efforts, DOES is expanding opportunities for out-of-school youth, ensuring they receive the guidance and resources needed to achieve educational and career success.

90. What performance measures were used to determine success of out-of-school programs? Did the agency achieve internal and / or federally negotiated goals?

Response: See attachment "Q90 DOES POH 2025_ WIOA PY23 Annual Performance"

DOES measures the success of its WIOA-funded OSY programs using federally established performance indicators, including employment rates in the second and fourth quarters after exit, median earnings, credential attainment rate, and measurable skills gains.

In Program Year 2023 (PY23), DOES exceeded its negotiated targets for several key youth performance measures. The employment rate in the second quarter after exit was 70.1%, surpassing the negotiated target of 61% (114.92% of the goal). The fourth-quarter employment rate was 80.3%, far exceeding the 58.5% target (137.26% of the goal). The median earnings for youth participants was $5,667, exceeding the target of $4,600 (121.6% of the goal).

The credential attainment rate for OSY programs was 56.5%, surpassing the goal of 54% (104.63% of the goal). Additionally, DOES achieved a 42.9% measurable skills gain rate, exceeding the 32.5% target (132% of the goal), reflecting strong participant progress in acquiring new skills and certifications.

For Program Years 2024 and 2025, DOES aims to build on these successes, with negotiated goals for youth employment rates at 68% (PY24) and 69% (PY25) in the second quarter after exit, and 60% (PY24) and 61% (PY25) in the fourth quarter after exit. The median earnings goal is set at $5,000 for PY24 and $5,500 for PY25, while the credential attainment rate target remains at 54% for PY24 and 54.5% for PY25. The agency is also focusing on increasing measurable skills gains, with a goal of 47% in PY24 and 50% in PY25.

Overall, DOES met or exceeded nearly all key WIOA performance measures for out-of-school youth in PY23 and remains committed to continuous program improvement to sustain and enhance outcomes for this population.

91. Are there any plans for changes in program vendors or the program model for the remainder of FY25 or FY26? If so, why?

Response: Yes, DOES is evolving its OSY program model to better align with high-growth industries and relevant opportunities within the District. The agency is introducing new program tracks, including T.E.C.H. Force (Training for Emerging Cyber Heroes) and B.O.S.S. Up (Building Opportunities & Sustainable Startups) to expand pathways in technology and entrepreneurship. These additions reflect labor market demands in Washington, D.C., where cybersecurity, IT support, and cloud computing careers are growing rapidly, and entrepreneurship presents an alternative workforce development strategy for youth seeking financial independence.

To ensure continuous innovation, DOES also released a new Request for Applications (RFA) this month for the Participant Advancement, Training, and Higher Education (PATH) Grant (formerly the Pathways for Young Adults Program (PYAP)). This RFA aims to solicit new vendors who bring innovative approaches to workforce development, ensuring that District youth have access to cutting-edge training, industry-recognized credentials, and direct employment opportunities.

Additionally, DOES is enhancing wraparound supports for OSY participants. The agency is working to add and bolster vendor partnerships that provide job readiness training, GED tutoring, financial literacy education, and ongoing follow-up services. These expanded services will reduce barriers to employment, improve retention, and ensure youth are fully prepared to succeed in the workforce.

These strategic updates reflect DOES' commitment to ensuring that WIOA-funded youth programs are responsive to local economic trends, industry needs, and the evolving aspirations of District youth.

Career-Ready Early Scholars Program

92. Please list all employers who signed up to host participants for the Career-Ready Early Scholars Program in FY24 (including those who hosted no participants), and include the following information:

h. The sector (i.e. non-profit, public school, local agency, etc.);
i. The name of the employer;
j. The number of placement opportunities;
k. The number of youth assigned;
l. The number of unsubsidized youth who were placed;
m. A brief description of the job duties; and

Response: The Career Ready Early Scholars Program focuses on providing participants with comprehensive career and educational exploration activities such as occupational skills, academic enrichment, life skills, work readiness, and youth development trainings. Through CRESP, we strive to provide youth with the opportunity to earn incentives while learning and developing the skills, attitudes, and commitments necessary to succeed and continue to finish middle school. Accordingly, CRESP participants are not assigned to a host site/employer like MBSYEP, nor do youth have job duties. Rather, youth are assigned to grantees who incorporate the CRESP curriculum with comprehensive career and educational exploration programming.

In FY24, the following grantees provided comprehensive career and educational exploration activities:

Grantee Name	Number of Participants Assigned	Description of CRESP Program
Dramatic Solutions	40	Dramatic Solutions Incorporated focuses on Career Exploration through Dramatic Arts with a focus on social and emotional development and financial literacy. The program uses a trauma-

		informed care model to ensure participants are exposed to basics career competencies and soft skills. Dramatic Solutions teaches participants to have a G.R.I.N.D mindset - Get Ready Its a New Day. The program used dramatic arts to teach interviewing skills, the importance of making a good impression and how to command a room.
Chart Academy	40	Chart Academy provided career exploration in the arts, STEM, public safety, and career and college readiness. Participants learned about historically black colleges and universities, and the importance of post-secondary education. Each day, participants learned life skills such as cooking and sanitation through their daily culinary arts sessions.
Captivate Perspectives	70	Captivate Perspectives provided training in college and career readiness, financial literacy teamwork and study skills development. Participants were provided a study book on career and college readiness that was created by Captivate Perspectives. Some of the core topics were Overcoming Obstacles in Middle School, Health and Wellness, Overcoming Obstacles in Elementary School, and Financial Literacy.
Quality People Solutions	40	Think Like an Engineer is a 3-week program that provides students with soft and technical skills training opportunities and explores STEM career pathways at the Raymond Rec Center in NW Washington DC. This enrichment program aims to enhance teamwork, problem-solving, and communication skills. The program will cover essential life skills, including financial literacy, the importance of networking, and leadership development.
Carolina Canyon	65	Carolina Canyon specialized in disciplines such as athletics, business, trauma training, and STEM and Artificial Intelligence. Participants spent the first half of their day learning about financial literacy, crypto currency and business. In the afternoon, participants were able to join athletic teams such as yoga, cheerleading, martial arts, dance and flag football. At the end of the program, they had a field day where they showcased what they learned.
College Gurl	68	College Gurl Foundation provided cultural experiences, life skill trainings and professional development to participants at Howard University. Youth created vision boards, journaled every day to express their goals and dreams and learned financial literacy. Youth were taught life skills such as cooking and explored careers through a Career Day held at the AT&T building. They also enjoyed field trips to Medieval Times, Six Flags and Skate Zone.
Capital Youth Empowerment Program	40	Capital Youth Empowerment Program focused on STEM and career exposure, like skills and personal development and the arts and culture. Participants spent their days taking sessions in budgeting principles, career talk with firefighters, exploring characters and emotions through acting. Youth also enjoyed cultural experiences during field trips to Howard University and the African American History Museum.

In FY25, grantees are required to focus programming on one of the following high-demand industries: business/entrepreneurship, infrastructure, healthcare, information technology, and public safety.

93. Please provide the following information for FY24:

a. In FY24, how many participants started the program?

b. How many completed it?

Response:

a. In FY24, how many participants started the program?	358
b. How many completed it?	330

94. What data has DOES gathered on the demonstrable skills gained as a result of this program? Please share any data or youth evaluation reports on skills gained.

Response: To ensure our participants are gaining demonstrable skills, DOES implemented a mandatory training curriculum for vendors to use during the Career Ready Early Scholars Program (CRESP) in FY24. All youth who participated in CRESP received training in health and wellness, financial literacy, overcoming obstacles in elementary school, overcoming obstacles in middle school, and college & career readiness. At the end of the summer, all youth must complete a survey. At the end of the FY24 summer, overall, 98% of participants enjoyed their experience and 88% would return to the program. Of note, 100 youth completed the survey and 88 said they knew what a resume was, 86 said they want to go to college, 96 described their current knowledge about different career options as either fair, good or very good.

Marketing

95. Please list all marketing campaigns in FY2024 and Q1 FY2025 to inform the public of DOES adult workforce development services or programs. What methods of communication were utilized? What were the actual number of people reached by each campaign? How were the methods for communication measured for success?

Response: DOES adult workforce development services or programs that utilize promotional campaigns include the Office of Apprenticeship, Information, and Training, DC Infrastructure Academy, Division of State Initiatives, Office of Wage-Hour Compliance, Office of Paid Family Leave, DC Commission on Poverty, and American Job Centers.

From FY24 through Q1 FY25, the agency leveraged a mix of print and digital materials to promote its adult workforce development programs and services. The methods of communication are quantified through reach on social media and in-person attendance for courses, kick-off events, press releases, and job fairs. The DOES social media accounts have a potential reach of over 280,000 people and maintain a following of over 25,000 users across platforms. The DOES On-the-Job external newsletter is delivered to over 35,000 registered recipients monthly.

The following types of campaigns were created to promote DOES programs and services:

- Labor Rights and Wage Information: Providing updates on minimum wage increases, tipped wage changes, and living wage notices to ensure workers are informed about their rights.
- Regulatory Updates and Compliance: Sharing new laws, policies, and compliance requirements—such as the ban on non-compete clauses and wage theft webinar registration—through press releases and website updates.

- Workforce Development and Employment Initiatives: Highlighting National Apprenticeship Week, hiring events, and internship programs to promote workforce development and create employment opportunities.
- Public Engagement and Awareness Campaigns: Hosting and uploading public meetings, webinars, and town halls on labor issues and initiatives to the DOES website and YouTube for wider accessibility.
- Support for Specific Worker Groups: Providing targeted updates and initiatives for tipped workers, security officers, domestic workers, returning citizens, and apprentices to address their unique needs in the labor force.
- Event and Program Promotion: Utilizing flyers, posters, newsletters, and social media to maximize awareness and participation in hiring fairs, empowerment summits, and conferences.
- Accessibility and Inclusivity: Ensuring all materials are available in multiple languages and updating language access signage for broader reach.

Below are the specific campaigns:

October 2023
- November 2023 Veterans Hiring Event (Social Media and Signage)
- DC Commission on Poverty Outreach Materials
- PFL at Working Moms Conference Campaign
- National Apprenticeship Week 2023 Promotional Materials (Social Media and Signage)

November 2023
- PY2023 WIOA Annual Narrative Report
- SEI Open Enrollment (Social Media)
- First Source Skilled and Common Labor Initiative Session (Social Media and Invitation)
- Domestic Worker Rights Webinar Messaging (Social Media and Invitation)

December 2023
- WOTC Brochure
- UI Modernization Campaign with Id.Me (Social Media, Communication Packets, Signage, Advertising and Website Updates)

January 2024
- Talent and Client Services Hiring Fair Promotional Language
- Living Wage Increase Messaging (Social Media and Website Update)
- Division of State Initiatives Hiring Fair Flyer/Messaging
- OYP Year-Round Report
- 1099-G Claimant Notification Messaging

February 2024
- DC Commission on Poverty Outreach Materials
- Division of State Initiatives Hiring Fair Flyer/Messaging

- UI Processing Times Messaging (Social Media and Email Messaging)
- 2024 Pathway to Public Service Program Application Promotional Materials (Social Media and Signage)

March 2024
- Prenatal Benefits Ad Campaign
- Updating DCIA IT Program Overview Flyers
- Division of State Initiatives Hiring Fair Flyer/Messaging
- Minimum Wage Poster & Web Page Updates
- DC Commission on Poverty Outreach Materials
- DOES AJC Location Signage
- DC Labor Market Indicators Report

April 2024
- First Source FORRS Training (Invitation)
- DC Commission on Poverty Outreach Materials
- April 2024 Veterans Hiring Event (Social Media and Signage)

May 2024
- 2024 DC Infrastructure Week
- CCNA Career Pathways Training & Conferring of Certificates
- Tipped Employer Office of Human Rights Sexual Harassment Announcement

June 2024
- Wage Increase Social Media Materials
- Research Snapshot

July 2024
- Domestic Workers Claim Form
- Wage Theft and Misclassification Prevention Webinar Invitation
- First Source 40th Anniversary Celebratory Conference Invites and digital messaging
- 2022 ASSLA Study Design and Website Posting

August 2024
- FY2023 Annual Economic Report
- Top 20 Gateway Jobs in D.C. Messaging (Design and Website Update)
- DC Apprenticeship Management System (DCAMS) Modernization Project Messaging
- DCIA Participant Stipend Increase Notifications
- DCIA Participant Application
- WOTC Modernization Webpage
- DC Alliance for Healthcare Careers One Pager

September 2024
- Messaging for DC Alliance for Healthcare Careers Application
- WIGS Annual Performance Report

- Youth Apprenticeship Program (YAP) Brochure

October 2024
- AJC Reopening Communications Materials

November 2024
- AJC Reopening Communications Materials
- 2024 Pathway to Public Service Program Application Promotional Materials (Social Media, One Pager, Signage)
- 2024 College Fellowship Program Promotional Materials (Social Media and Signage)
- 2023 ASSLA Study Design and Website Posting
- DC Hot Jobs Lists
- National Apprenticeship Week 2024 Promotional Materials
- Rapid Response Presentation (Copy Editing)
- ASSLA Day Messaging and Invitation

December 2024
- One Pager for Filing for UI Benefits and Registering for Career DC
- 2024 Pathway to Public Service Program Application Promotional Materials (Social Media, One Pager, Signage)
- Division of State Initiatives Hiring Fair Flyer/Messaging

96. Was the mobile unit Workforce on Wheels deployed in FY2024? 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: In FY2024, the WOW team and mobile unit were deployed to 42 events throughout the District serving 837 residents. Please see attachment "Q96 DOES POH 2025_WOW Deployment" for the deployments, number of residents served, and type of services provided.

Apprenticeships

97. What were the youth population (ages 24 and under) related goals and accomplishments of the Office of Apprenticeship, Information and Training in FY24? What are the Office's goals for this population in FY25?

Response: In FY24, the Youth Apprenticeship Program focused on expanding program host sites to ensure broader access for District students across both public and charter high schools. This effort resulted in the program achieving its highest number of host sites to date (11) ensuring a wider reach for apprenticeship opportunities. Additionally, DOES successfully introduced non-traditional apprenticeship pathways, including a health-care focused youth apprenticeship through Howard University (launched in January 2024), an IT-focused apprenticeship hosted at Dunbar Senior High School, and a program through DC Water.

The FY24 Youth Apprenticeship Program met its full enrollment goal of 50 participants, with many earning nationally recognized certifications and/or transitioning into full-time registered apprenticeship programs upon completion.

For FY25 Q1, the primary goal is to further expand the number of host sites and available slots to reach more students. Additionally, DOES is strengthening its youth apprenticeship model by integrating opportunities within District government agencies. These efforts align with the agency's mission to provide District youth with sustainable, career-oriented pathways in both the private and public sectors.

98. How is the Office of Apprenticeship, Information and Training working to expose District high school students and educationally disengaged youth to apprenticeship opportunities? Has the Office partnered with any high schools in particular?

Response: DOES' Office of Apprenticeship, Information, and Training (OAIT) is actively expanding youth apprenticeship exposure through direct school partnerships, public awareness campaigns, and hands-on experiences designed to engage both high school students and disengaged youth.

In FY24 and FY25 Q1, DOES' Youth Apprenticeship Programs were/are being hosted at the following DC Public Schools and DC Public Charter Schools:

DCPS Host Sites:

- Anacostia SHS
- Coolidge SHS
- Eastern SHS
- Ballou Stay SHS
- H.D. Woodson SHS
- Bard SHS
- Luke C. Moore SHS

Charter School Host Sites:

- Capital City Charter School
- KIPP Charter School
- IDEA PCS
- Thurgood Marshall Charter School
- E.L. Haynes Charter School
- District of Columbia International School (DCI)
- Maya Angelou Charter School

To further increase youth engagement, DOES created Youth Apprenticeship Awareness Week, a weeklong celebration of apprenticeship opportunities that promotes career pathways available through registered apprenticeship programs. The U.S. Department of Labor recognized this initiative as a best practice, leading them to launch the first National Youth Apprenticeship Week in 2024, inspired by the District's leadership in this space.

Additionally, DOES hosts Shadow Day events focused on disengaged youth, providing them with hands-on experiences at local apprenticeship sites to expose them to the benefits of apprenticeship and help them envision a career in skilled trades and emerging industries.

Also, through the Workforce Innovation Consortium, DOES has funded 150 slots for out-of-school youth to participate in youth apprenticeship programs in technology and traditional skilled trades. To date, 45 youth have been served, with the remaining participants scheduled to be served by the end of the program year (June 30, 2025).

99. Please fill in the following three tables:

Apprenticeship Program Data (Mandatory Reporting DC Code § 32-1431)	**FY24**	**FY25 Q1**
Number of prime contractors and subcontractors who contracted with the DC government to perform construction work with a single contract, or cumulative contracts, of at least $500,00, let within a 12- month period.	575	42
Number of prime contractors and subcontractors who contracted with the DC government to perform **construction** work with a single contract, or cumulative contracts, of at least $500,00, let within a 12- month period, that have a registered apprenticeship program	96	23
Number of prime contractors and subcontractors who contracted with the DC government to perform **renovation** work with a single contract, or cumulative contracts, of at least $500,00, let within a 12-month period.	575	42
Number of prime contractors and subcontractors who contracted with the DC government to perform **renovation** work with a single contract, or cumulative contracts, of at least $500,00, let within a 12-month period, that have a registered apprenticeship program (NOTE: DOES System does not differentiate by renovation. Numbers are duplicated for Construction as renovation falls under this delineation.)	96	23
Number of prime contractors and subcontractors who contracted with the DC government to perform **IT** work with a single contract, or cumulative contracts, of at least $500,00, let within a 12-month period.	18	19
Number of prime contractors and subcontractors who contracted with the DC government to perform **IT** work with a single contract, or cumulative contracts, of at least $500,00, let within a 12-month period, that have a registered apprenticeship program	<10	<10
Number of beneficiaries of projects in excess of $1 million funded in whole or in part with funds which, in accordance with a federal grant or otherwise, the DC government administers, and in which DC is a signatory to any agreement of a contractual nature.	286	38
Number of beneficiaries of projects in excess of $1 million funded in whole or in part with funds which, in accordance with a federal grant or otherwise, the DC government administers, and in which DC is a signatory to any agreement of a contractual nature that have a registered apprenticeship program	52	11
Number of apprentice hours performed pursuant to apprentice programs required by subsection 32-1431(a) of the DC Code	404,148.55	68,688.68
Number of apprentice hours performed pursuant to apprentice programs required by subsection 32-1431(a) of the DC Code that were performed by DC residents	243,010.97	49,984.51

Number of prime contractors, subcontractors, and beneficiaries that failed to comply with the apprentice hours requirement in subsection 32-1431(b) of the DC code	18	9
Number and dollar amount of fines issued	19 fines totaling $179,516.84	9 fines totaling $82,513.54

Apprenticeship Program Data (Programs, Deregistration, Reinstatement, Modification, and Monitoring)	**FY24**	**Q1 FY25**
Number of registered programs	319	317
Number of active programs	202	219
Number of new program applications	64	14
Number of new programs approved	63	14
Number of new programs reviewed after first year of provisional registration	42	0
Number of new programs reviewed after first year of provisional registration that were made permanent	13	0
Number of new programs reviewed after first year of provisional registration that were continued as provisional	9	0
Number of new programs reviewed after first year of provisional registration that were rescinded	17	0
Number of program applications rejected or tabled	1	0
Number of programs recertified	7	0
Number of programs voluntarily deregistered	9	0
Number of preliminary notices of involuntary deregistration sent	12	0
Number of final notices of involuntary deregistration sent	32	0
Number of hearings requested	0	0
Number of hearings held	0	0
Number of programs involuntarily deregistered	32	0
Number of applications for program reinstatement	0	0
Number of reinstatement hearings held	0	0
Number of programs reinstated	0	0
Number of program modifications or amendments sought by sponsors	5	3
Number of modification determinations made	5	3
Number of modification determinations made within 90 days	0	0
Number of program modifications or amendments granted	5	3
Target number and number of monitoring site visits conducted	T:100/ N:122	T:100/ N:8
Target number and number of quality assurance reviews conducted	T:42/ N:39	T:75/ N:
Target number and number of compliance reviews conducted	T:42 / N:39	T:61 / N:

Apprenticeship Program Data (Registered Apprentices)	**FY24**	**FY25 Q1**
Number of active registered apprentices	6385	7395
Number of active apprentices that are DC residents	881	925
Number of active apprentices that are women	372	403
Number of active apprentices that are DC residents and women	98	101

Number of active apprentices that are minorities	3347	3473
Number of active apprentices that are DC residents and minority	822	889
Number of active DC resident youth apprentices (ages 18-24)	245	270
Number of active DC resident youth apprentices (ages 16-17)	4	2
Number of new apprentices enrolled	2248	630
Number of new apprentices enrolled that are DC residents	423	152
Number of new apprentices enrolled that are women	168	45
Number of new apprentices enrolled that are DC residents and women	62	24
Number of new apprentices enrolled that are minorities	1447	480
Number of new apprentices enrolled that are DC residents and minority	399	115
Number of new DC resident youth apprentices enrolled (ages 18-24)	125	36
Number of new DC resident youth apprentices enrolled (ages 16-17)	1	0
Number of apprentices terminated during probationary period	173	9
Number of DC resident apprentices terminated during probationary period	77	57
Number of apprenticeship agreements canceled at the request of the apprentice	0	0
Number of apprenticeship agreements canceled at the request of a DC apprentice	0	0
Number of apprenticeship agreements cancelled or terminated by an employer or sponsor	173	9
Number of DC resident apprenticeship agreements cancelled or terminated by an employer or sponsor	77	19
Number of apprentice graduates	384	123
Number of apprentice graduates that are DC residents	34	15
Number of apprentice graduates that are women	14	9
Number of apprentice graduates that are DC residents and women	4	2
Number of apprentice graduates that are minorities	144	60
Number of apprentice graduates that are DC residents and minority	31	20
Number of Step-Up Apprenticeship programs	19	19
Number of apprentices in Step-Up Apprenticeship programs	51	83
Number of DC resident apprentices in Step-Up Apprenticeship programs	51	83

Apprenticeship Program Data (Complaints)	**FY24**	**Q1 FY25**
Number of complaints received	4	2
Number of complaints resolved informally	4	2
Number of unresolved complaints reported to the Apprenticeship Council	0	0
Number of unresolved complaints reported to the Apprenticeship Council within 60 days	0	0
Number of complaint hearings held	0	0
Number of complaint decisions made by the Apprenticeship Council	0	0
Number of complaint decisions made by the Apprenticeship Council within 10 days	0	0

100. Please provide a table with the following apprenticeship data for each active sponsor for DC in FY24:

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 "Q100 DOES POH 2025_DC Apprenticeship Sponsors".

101. 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 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:

Information Technology Employers with RAP

Name of the sponsor	Registered or unregistered	Sponsor Industry	Number of total apprentices	Number of District resident apprentices	Status
Vision Security Solutions, LLC	Registered	Information Technology	> 10	> 10	Active
DC Department of Human Resources Parks and Recreation	Registered	Information Technology	0	0	Active
DC Department of Health Care Finance, (DHCF)	Registered	Information Technology	0	0	Active
CityWorks DC	Registered	Information Technology	0	0	Active
Limbic System, Inc.	Registered	Information Technology	> 10	> 10	Active
Enlightened, Inc.	Registered	Information Technology	0	0	Active
DC Department of Employment Services/ DOES	Registered	Information Technology	0	0	Active
Golden Triangle Business Improvement District	Registered	Information Technology	0	0	Active
Northern Virginia Technology Council	Registered	Information Technology	> 10	> 10	Active
CyanGate LLC	Registered	Information Technology	0	0	Active
Speak4	Registered	Information Technology	0	0	Active

Name of the sponsor	Registered or unregistered	Sponsor Industry	Number of total apprentices	Number of District resident apprentices	Status
Seven Management	Registered	Information Technology	0	0	Active
HSH Media	Registered	Information Technology	0	0	Active
KIPP DC	Registered	Information Technology	> 10	> 10	Active
Office of Innovation and Entrepreneurship, George Washington University	Registered	Information Technology	0	0	Active
The Bee2Bee Network, Inc	Registered	Information Technology	> 10	> 10	Active
Go Big Media, Inc	Registered	Information Technology	0	0	Active
Metropolitan Engineering, Inc	Registered	Information Technology	0	0	Active
Congress Heights Community Training and Development	Registered	Information Technology	> 10	> 10	Active
Link Strategic Partners	Registered	Information Technology	0	0	Active
DC Department of Human Resources/ Office Contracts and Procurements	Registered	Information Technology	0	0	Active
DC Department of Human Resources/Department of Energy and Environment	Registered	Information Technology	0	0	Active
DC Department of Human Resources/Department of Building	Registered	Information Technology	0	0	Active
DC Department of Human Resources/Department of Correction	Registered	Information Technology	> 10	> 10	Active
DC Department of Human Resources/The Office of Chief Technology Officer	Registered	Information Technology	0	0	Active
DC Department of Human Resources/Department of Human Services	Registered	Information Technology	0	0	Active

In recent years, OAIT has been expanding into the Information Technology (IT) Sector and most of the sponsors that do not have apprentices have newly approved IT Registered Apprenticeship Program (RAP). Newly approved programs will remain in a provisional status for one year and are required to hire new apprentices in the first twelfth months following their approval. Accordingly, OAIT provides continuous support and guidance and encourage newly approved programs to hire new apprentices. After one year of provisional status, OAIT conducts a Quality Assurance assessment based on the findings of which the provisional sponsors will be either admitted into a full fledge active program or deregistered for lack of activity if the sponsor does not hire apprentices.

Enforcement Practices:
The Office of Apprenticeship, Information and Training (OAIT) tracks and follows up on all District government assisted projects pursuant to D.C. Official Code §32-1431 received from the Office of First Source that identify the project types, project dollar amounts, and prime

contractors' information. The OAIT staff also takes the following additional steps for compliance:

- Prime contractors are contacted and requested to provide lists of all subcontractors selected to perform work on the project, including the amount awarded to each subcontractor. OAIT also determines whether the prime contractor is required to register an apprenticeship program. This is based on whether the prime will be self-performing work in a trade/occupation area that is apprentice-able. Often, the prime contractors subcontract all trade/occupation areas to other contractors.

- Officials of all subcontractors requiring apprenticeship registration under the District's mandatory apprenticeship law are contacted and provided with information, guidance and technical assistance with the apprenticeship registration process. When completed, their proposed apprenticeship programs are submitted to the DC Apprenticeship Council for approval consideration.

- OAIT staff continue to monitor projects to determine if other unlisted contractors are selected and required to register apprenticeship programs under the mandatory law. In addition, OAIT monitors activities of the project to ensure adequate apprenticeship training is implemented that includes employment of D.C. residents during project period.

If issues of non-compliance exist, OAIT staff notify both the prime contractor and District government contracting agency officials for corrective actions to be taken, and, if necessary, impose monetary fines on violators. In FY24, we collected $179,516.84 in monetary fines based on its monitoring efforts of projects pursuant D.C. Official Code § 32-1431. Thus far, in FY25, we have collected $ 82,513.54.

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

Response: The Office of Apprenticeship, Information and Training (OAIT) continued to expand apprenticeship programming in the District in non-traditional industries and sectors in FY24. There were 65 new registered apprenticeship programs, of which 44 were in non-traditional occupations or industries. These new non-traditional occupations included information technology, community healthcare, emergency medical technician, and teaching (early childhood special education). These non-traditional apprenticeship programs were sponsored by George Washington University's Graduate School of Education, DC Office of State Superintendent of Education Apprenticeship in Teaching Program, Howard University Hospital and eleven District government agencies. These new apprenticeship sponsors are making significant strides toward increasing apprenticeship opportunities for DC residents.

OAIT also successfully the launch of the Capital Workforce Innovation Consortium (CWIC) and the new digital platform, SkillsNation DC, marking a major step in shaping the future of the workforce in DC.

Other notable activities conducted in FY24 to expand apprenticeship opportunities include:

1. **Building Local Apprenticeship Awareness** – OAIT persisted with its multifaceted strategy to champion the benefits of apprenticeships strengthening partnerships with local colleges and DC Public and Charter Schools, specifically with the University of the District of Columbia's Workforce Development and Lifelong Learning and Washington Latin and School Without Walls. OAIT also expanded our community presence by giving presentations to the Small Business Administration, and other nonprofit organizations.

2. **Increases apprenticeship opportunities for Women** – OAIT coordinated a pre-apprenticeship initiative in partnership with Community Services Agency of the AFL-CIO for ten (10) women in construction to qualify for available apprenticeship opportunities. Nine (9) women successfully completed the training and qualify for direct entry to registered apprenticeship.

3. **Strengthening Out-of-School Youth (OSY) Systems** - OAIT identified three key components: Recruitment, Relationship Building, and Accountability to accomplish program targets. The recruitment component involved virtual and in-person events and utilizing relationships in the alumni network. There were activities related to relationship-building with participants, providers, and the community. Staff had dynamic cross-training, provider training, and surveys to increase accountability.

4. **Refinements to the Apprenticeship Portal** – Developed ***Apprenticescope*** a one-stop shop for sponsors, job seekers, and community members to learn about the wealth of program choices, connect with apprenticeship office staff, hear about best practices, and receive technical assistance. The modifications increased access for prospective apprentices, their families, and sponsors for outreach events, enrollment, and industry- specific content.

103. Please provide all meeting notices, agendas and minutes for meetings of the DC Apprenticeship Council for FY23, FY24 and Q1 FY25.

Response: Please see response to Q22 above.

Seniors

104. 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;

Response: The Senior Community Service Employment Program (SCSEP) is a federal grant program that awards both state and national grants to provide training and career services to low-income older individuals who are seeking to enter or re-enter the workforce.

The AARP and National Caucus & Center on Black Aging (NCBA) are both national grantees that receive funding directly from the U.S. Department of Labor to provide Senior Community Service Employment Programs in the District. Their programs include Back to Work 50+, D.C. State Older Workers Demonstration Project, Senior Workforce Advance + Program. While DOES partners with both AARP and NCBA, DOES does not monitor or oversee their SCECP grant programs.

DOES administers the state grant. DOES SCESP plays a vital role in empowering individuals who are 55 and older, offering them avenues to enhance their employability while making significant contributions to the community. This program is not just a workforce development tool but also a means of social inclusion and economic empowerment for a demographic that often faces significant barriers to employment.

b. The grant type;

Response: SCSEP is federally funded through the U.S. Department of Labor which is specifically designed to help low-income, unemployed individuals aged 55 or older gain work experience and training in a part-time, community service capacity. In FY24, DOES provided services directly to participants and did not issue any subgrants.

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 SCSEP, 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

c. The grant period of performance;

Response: The period of performance for this grant is 12 months from July 1st to June 30th.

d. The total grant award in FY22, FY23, and Q1 FY24;
e. The total grant expenditures in FY22, FY23, and Q1 FY24;

Period of Performance	July 1, 2022- June 30, 2023	July 1, 2023-June 30, 2024	July 1, 2024-June 30, 2025
Total Amount of the Federal Award	$462,048.00	$514,246.00	$460,788
Total Grant Expenditures	Fully expended	Fully expended	$284,827

105. In detail, please explain how each senior-oriented program/project/grant under DOES performs effective outreach to seniors and senior communities. Please be sure to discuss how the agency reaches seniors not connected to the Internet for their awareness and participation.

Response: DOES provides outreach to the District's seniors and senior communities through customized, targeted, recruitment efforts to ensure we are reaching the most vulnerable residents in our communities. Through the Office of Workforce and Federal Programs, DOES effectively employs various strategies to reach out to the senior demographic. Central to these efforts is the collaboration with various partner organizations such as National Caucus & Center on Black Aging, Department of Aging and Community Living, various senior citizen facilities, and age-friendly community-based organizations specifically targeting senior citizens.

To bring the services into the communities the mobile outreach team deploys the American Job Center's "Workforce on Wheels" (WOW) mobile unit. This initiative plays a crucial role in disseminating information about DOES Senior Programs directly to seniors who may have various challenges, by ensuring they are aware of the available resources and support. In addition to these mobile outreach services, the DOES actively participates in senior-centric community events. DOES has formed strategic partnerships with local non-profits across all eight wards, enhancing their ability to connect with seniors who need assistance with training or returning to the workplace.

Recognizing the digital divide, the SCSEP has tailored its outreach to include those who may not be tech-savvy or lack access to technology such as computers, tablets, etc. This ensures that technological barriers do not prevent seniors from accessing the SCSEP services. Consequently, all program activities, including intakes, interviews, and work experiences, are conducted in person to accommodate these needs. The staff also engage in telephone interviews and make visits to highly visible and accessible public spaces such as DC Public Libraries, recreational, and wellness centers. These efforts are crucial in making the program as accessible as possible, allowing every interested senior citizen an opportunity to participate and benefit from the services offered by the DOES SCSEP.

DOES implements various senior-oriented programs, projects, and outreach efforts, each with unique outreach strategies to engage seniors, including those who may not have internet access. For seniors not connected to the internet, DOES adjusts to leverage face-to-face interactions, flyers, partnerships with local organizations, and utilize existing networks within the senior community. This multi-channel approach ensures that seniors, regardless of their internet connectivity, have access to the information and can participate in programs designed for their benefit.

106. Has the agency issued any grants to organizations that provide workforce development services to seniors, like the UDC Institute of Gerontology, as required by DC Law L25-0217 (FY2025 Budget Support Act of 2024)?

Response: In addition to entering into a Memorandum of Understanding (MOU) with UDC to support the employment of additional senior citizens, enhanced social engagement, and increase

skills training through courses and programs offered by the Institute of Gerontology, DOES is also preparing a Request for Applications for a grant focused on "earn and learn" training and job placement model for DC residents who are 50+. The model will provide participants a training wage to participant in a work readiness training where they will earn a credential in a high demand DC labor market industry. Upon completion, participant will receive case management and job placement support that will lead to unsubsidized employment.

Veterans

107. Please explain DOES's role in providing direct services to veterans seeking employment and describe how DOES coordinates / collaborates with other District or federal agencies to provide employment services to veterans.

Response: In compliance with the federal law and the District's WIOA State Plan, veterans receive priority of service (POS) when receiving services from the American Job Centers (AJCs). The priority of service also requires that veterans and eligible spouses receive priority over non-covered persons earlier in time for the full array of services provided at an AJC.

DOES serves veterans, transitioning service members, and their families through current programs such as the Workforce Innovation and Opportunity Act (WIOA), Wagner-Peyser (WP), and Jobs for Veterans State Grants (JVSG).

The JVSG Program collaborates with partners such as the Department of Veteran Affairs Vocational Readiness and Employment Program (VR&E) and the DC Mayor's Office of Veterans Affairs. The funds from this grant are provided to DOES to exclusively serve veterans and eligible persons with significant barriers to employment (SBE). This grant also provides dedicated staffing of a Disabled Veteran Outreach Program Specialist (DVOP) and Local Veteran Employment Representative (LVER).

DOES provides individualized career services to veterans and eligible family members and facilitates placements to meet the employment needs of veterans. Veteran Employment Representatives conduct outreach to employers and in conjunction with employers conduct job search workshops, and facilitate employment, training, and placement services furnished to veterans.

Some of the services provided to veterans and their families include providing detailed Labor Market Information, Individual and Career Counseling, Resume Assistance, Job Readiness Workshops, interviewing, and Dress for Success (referral to local partners to obtain appropriate professional attire).

DOES Workforce and Veteran Staff collaborate with the Department of Labor (DOL), DC Department of Human Resources (DCHR), and Federal Government agencies that are uniquely veteran-friendly and provide hiring preferences to veterans and eligible family members. Hiring Events and Career Fairs are routinely held in collaboration with Federal and District Government Agencies that are committed to employing veterans.

The DC Mayor's Office of Veteran Affairs receives DOES veteran customer referrals and requests for transportation to and from job interviews, job readiness events, and in some cases transportation to work until receipt of the first paycheck.

108. Please list all DOES-led veteran programs and services. For each, please include:

a. **A description of the program/service;**
b. **The funding source and amount (if applicable);**
c. **The number of clients serviced in FY24 and Q1 FY25complete;**
d. **Any documented results (such as the number of clients placed in subsidized or unsubsidized employment); and**

Response: The Department of Labor's Jobs for Veterans State Grants (JVSG) program provides federal funding, through a formula grant, for DOES to hire dedicated staff to provide individualized career and training-related services to eligible veterans and eligible persons with significant barriers to employment (SBEs), as well as other authorized populations, and help employers fill their workforce needs with job-seeking veterans.

	Funding Source and Amount	Number of Active Clients	Number of New Enrollment	Unsubsized Employment
FY24	DOL $500,363	105	69	17
FY25	DOL $493,642	43	14	1

e. **Any agencies that partner with DOES to administer the program.**

Response: DOES partners with:

- Department of Labor Veteran Employment and Training (DOL VETS)
- Department of Veteran Affairs (VR&E, CRC, VA Hospital)
- DC Mayors Office of Veteran Affairs (MOVA)
- DMV Area Military Transition Assistance Programs (Bolling, Andrews, Fort Belvoir, Navy Yard)
- Friendship Place DC (DOL Homeless Veteran Reintegration Program Grantee)
- US Veteran Initiative (DOL Homeless Veteran Reintegration Program Grantee)

109. Does DOES provide any case management or social services directly tailored to veterans? Does DOES collaborate with other District or federal agencies to screen veterans for case management or social service needs?

Response: Veterans receive priority of service. All veteran customers are assessed for significant barriers to employment (SBE) by a workforce specialist upon engaging with the AJC. If it is determined the veteran has SBE's, they are referred to the Disabled Veteran Outreach Program (DVOP) to continue services where the workforce specialist left off. Services include referrals to mental health counseling (where necessary/requested), assessment for medical services, and exploration benefits for which they are eligible for. Case management services for all veterans

also include referrals to external resources including the Social Security Administration, housing, food pantries, and shelters, as well as our internal AJC partners, DHS, DDS, Voc Rehab, DC Housing, etc., as needed.

Benefits – Unemployment Insurance

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

Response: In FY24, DOES launched a new Unemployment Insurance (UI) Benefit System. The new system has provided a series of efficiencies and modernizations making the overall processing of claims easier. As with new systems, there continues to be continuous improvements being made in ongoing efforts to improve system functionality. DOES is actively working with the vendor to resolve duplicate issues and refine business rules for improved system functionality. Additionally, DOES staff are providing increased support to claimants with computer literacy barriers, offering step-by-step guidance through the UI claims process and ensuring they understand the next steps to reduce delays and improve claimant experience. Through these actions, DOES has seen marked improvement in claims processing times in FY24 and FY25 Q1.

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

Response: In response to COVID, there were other types of unemployment insurance benefit programs such as Pandemic Emergency Unemployment Compensation (PEUC) benefits, Pandemic Unemployment Assistance (PUA) benefits, and Federal Pandemic Unemployment Compensation, with varying eligibility requirements. These programs have ended and DC continues with the traditional UI benefits.

To receive unemployment insurance, you must meet the following criteria:

1. Be unemployed through no fault of your own;
2. Be able, available, and actively looking for work; and
3. Have earned enough wages to file a claim

Once your claim has been approved, you must meet the requirements below to keep receiving your benefits:

1. Be unemployed through no fault of your own;
2. Report all earnings from work, including self-employment, on your weekly claim for benefits;

3. Currently receive or apply for unemployment benefits only from DC and not another state; and
4. Be available for work and be physically able to work.

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

Response: UI 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, if approved for payment, will be loaded. Claimants can later change their payment method.

Traditional Unemployment Insurance (UI) Programs

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

Response:

Ward**	FY24	Q1 FY25
1	1,206	586
2	749	377
3	563	291
4	1,162	541
5	1,803	896
6	1,239	644
7	2,379	1,114
8	2,454	1,226
Total	11,555	5,675

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

114. Please describe in detail the eligibility criteria for the Unemployment Insurance Program, and how may potential applicants apply?

Response: Please see attachment "Q114 DOES POH 2025_UI Application Process" for more detail.

115. During previous oversight, it was noted that the UI Program Staff were using over 70 different fraud codes when processing claims. Please confirm if that amount remains consistent to date?

Response: There are not 70 codes for fraud. There were 70 issue codes which identify specific investigations for staff to complete based on information provided by either the claimant or the employer in the old system. The UI program continues to utilize designated issue codes to determine eligibility based on unemployment insurance requirements in the modernized system. Each issue code represents a specific type of investigation conducted by UI staff or claims examiners, who reviews the claim along with any documentation or information provided by the claimant to assess eligibility for benefits. These issue codes help standardize the investigative process and ensure compliance with program regulations. There are only a select number of issue codes which are designated for fraud investigations.

116. How has this coding system helped to expedite the claims process?

Response: The issue codes help expedite the claims process by identifying specific issues flagged during various stages, including the initial claim filing, weekly claim processing, or an examiner's investigation. These codes are designed to pinpoint eligibility concerns based on unemployment insurance laws and regulations, ensuring that claims are processed efficiently and in compliance with legal requirements.

By categorizing issues through designated codes, claims examiners can conduct targeted investigations, focusing on the specific eligibility factors relevant to each case. This structured approach reduces processing time by streamlining the review process and allowing for quicker determinations of claimant eligibility. Furthermore, issue codes are essential to ensure program integrity.

117. How do UI Staff decipher which codes to apply to claims?

Response: The UI Benefits System generates issues based on the information provided by claimants during their initial claim filing and weekly certifications. These issues are triggered by specific responses; for example, if a claimant reports in their initial filing that they were laid off, the system will automatically generate a layoff-related issue.

Throughout the system, business rules are in place to ensure that issues are created when certain conditions are met. Each issue is then assigned to a specialized group of examiners, who conduct an investigation to determine the claimant's eligibility for benefits. Once the investigation is complete, the issue is resolved either favorably or unfavorably to complete the claim's processing. If resolved favorably, the claimant is cleared for benefit payments; if unfavorable, benefits are denied and the claimant will receive an appealable determination.

118. Please complete the table below on unemployment insurance claims.

Response:

Unemployment Insurance Claims Data[1]

	FY2024	FY2025 Q1
Number of new claims for traditional UI benefits filed in the time period specified	22,722	6,671

Number of staff assigned to assess issues and payment of back pay.	8	8
Number of UI claims approved[2]	14,785	4,660
Number of unprocessed claims[3]	2,804	1,649
Number of open and ongoing investigations[4]	63	35
Number of UI applications determined ineligible	8,857	2,142
Number of claimants requesting combined wage claims	625	173
Number of initial determinations made within 21 days [5]	11,683	2,640
Number of initial claims paid within 21 days	9,476	3,008
Number of initial claims paid within 60 days	11,858	3,825
Number of claimants receiving partial unemployment benefits (i.e., with some wages, reducing their overall weekly benefit amount) paid	Data Unavailable	Data Unavailable
As of the date of this response, how many claimants are seeking or awaiting back pay under this program? [6]	-----	660
Number of claimants receiving benefits under the program during the time period specified[7]	14,785	4,660
Number of initial claims determined ineligible	8,857 Claimants cannot submit multiple UI applications	2,142 Claimants cannot submit multiple UI applications
Average number of weeks of benefits paid	17.9	17.9
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 claim that received a first payment in the associated time period*
[3]*This represents a monetarily eligible claim with an outstanding issue preventing payment.*
[4]*This data point is a snapshot in time and reflects open claims with an investigation initiated with an employer to confirm that wages were note earned during paid benefit weeks besides those wages that a claimant reported earning on their weekly certification as of 1/29/25.*
[5]*Number represents all non-monetary determinations, i.e. separation issues and non-separation issues.*
[6]*This data point is a snapshot in time and represents all requests as of 1/29/25. Based on current data-tracking process, this number will contain duplicates and individuals that are ineligible for back pay.*
[7]*Represents claimants who received a first payment during the time period.*

Overpayments

119. Please provide the following information on the use of restitution agreements that the agency sends to claimants with alleged overpayments:

a. How many agreement documents were sent in FY2024, and in FY2025 to date?

Response: A restitution agreement is sent to a claimant once the appeal period of 15 days passes, each time a new overpayment is established. The issuance of initial restitution agreement, which is essentially a payment plan, was automated with the rollout of our modernized UI Benefits System. This was previously a multistep, manual process that involved multiple departments. In FY24 and FY25 Q1, 5,200 restitution agreements were sent.

b. How many executed (returned signed by the claimant and countersigned by the agency) agreements were in place in FY2024, and in FY2025 to date?

Response: Restitution agreements sent to overpaid claimants in FY24 and FY25 Q1 are enforceable regardless of whether a claimant countersigns.

120. Please provide the following information on the use of restitution agreements that the agency sends to claimants with alleged overpayments:

a. How many agreement documents were sent in FY2024, and in FY2025 to date?
b. How many executed (returned signed by the claimant and countersigned by the agency) agreements were in place in FY2024, and in FY2025 to date?

Response: Please see response to Q119 above.

121. Please provide any current Standard Operating Procedures (SOPs) or other written guidelines used by the agency in determining whether to assess fraud on an overpayment notice.

Response: The primary responsibility of the Benefit Payment Control Branch (BPC) is to detect overpayments, complete the claim investigations necessary to issue overpayment determinations and to assess fraud disqualification weeks when appropriate. The District of Columbia Unemployment Compensation Law and Regulations provides BPC with the authority to disqualify claimants for UI benefits for all or part of the remaining benefit year or a period not to exceed 1 year, who have been determined to have committed fraud.

The DC Code § 51-119(e)(1) provides "Any person who the Director finds has made a false statement or representation knowing it to be false, or who knowingly fails to disclose a material fact to obtain or increase any benefit under this chapter may be disqualified for benefits for all or part of the remainder of such benefit year or for a period of not more than 1 year commencing with the end of such benefit year. Such disqualification shall not affect benefits otherwise properly paid after the date of such fraud and prior to the date of the ruling of disqualification."

The District legally defines fraud as:

- A false representation of a material fact (i.e., "has made a false statement or representation, "or "fails to disclose a material fact").
- Knowledge of the falsity (i.e., "knowing it to be false" or "knowingly fails to disclose").
- An intension to induce reliance (i.e., "to obtain or increase any benefit").
- Action taken in reliance on the representation.

The District's guidelines for imposing fraud disqualification are as follows:

Weeks Overpaid	Amount Overpaid	Offense	Disqualification Category
1 – 3	Below $1,000	1st	No Disqualification
		2nd	26 weeks
		3rd +	26 weeks
4 or more	Below $1,000	1st	26 weeks
		2nd	52 weeks
		3rd +	BYE + 52 weeks
1 – 3	$1,000 or more	1st	No Disqualification
		2nd	26 weeks
		3rd +	52 weeks
4 or more	$1,000 or more	1st	52 weeks
		2nd	52 weeks
		3rd +	BYE + 52 weeks

As federally mandated by the U.S. Department of Labor, effective October 1, 2014, all unemployment compensation payments made on or after October 21, 2013 that were determined by the Agency to be fraudulent will be assessed a monetary penalty of 15%. This 15% penalty is to be paid in addition to the actual amount of the fraudulent overpayment. If claimants knowingly make false statements, falsify work search contacts, or withhold important facts to obtain or increase benefits, they may be disqualified for up to one year beyond their benefit year ending date. They are also subject to civil or criminal prosecution and possible incarceration.

122. How will the agency expedite fraud investigations and assist the victims who are in need of financial assistance?

Response: Generally, with identity verification largely automated through our modernized system and ID.me, typical human delays are removed from the claimant identification process. In most instances of reported fraud, the agency can resolve any issue within 48 hours.

For any claims that were fraudulently redirected, DOES instituted a new procedure to ensure those weeks are removed from the legitimate UI claim and immediately repaid to victim expeditiously. Once it has been determined that the claim was fraudulently redirected, the victim is notified and instructed to bring identity verification documents, a police report documenting the fraud, and a written statement of facts to an AJC within 7 business days. The claims examiner will review the documentation and issue a determination. If the examiner confirms the victim's identity, then the examiner will issue benefit payments for the misdirected weeks to the individual. The examiner will also ensure any future claim undergoes a secondary identity verification and that the victim is not held responsible for any overpayment related to the fraud, including excluding the payment from the Treasury offset program. If identity is not verified within 7 business days a determination with appeal rights explaining the findings is provided, and claim is referred to OIG.

123. What measures has the agency taken to ensure that payments are not dispersed upon the presence of fraud?

Response: The agency is using a combination of ID.me identity verification, LexisNexis, and internal fraud controls located in our modernized UI Benefits System to ensure that payments are not dispersed to fraudulent actors.

124. What steps, if any in addition to those outlined in the SOPs, does DOES take in an investigation to determine whether it will assess fraud on an alleged overpayment?

Response: No additional steps beyond procedures listed above are taken at this time.

125. How long from FY2022 to FY2025 to date does an investigation of fraud take, on average, from discovering potential fraud to sending an overpayment notice assessing fraud?

Response: The agency accepted turnaround time for the completion of a wage investigation is twenty-one calendar days from the date the employer(s) respond with adequate earnings to establish an overpayment. If an overpayment results from the investigation, the overpayment notice is sent at the conclusion of the investigation along their appeal rights.

126. How many fraud investigations have been referred to OIG from FY2025 to date?

Response: No cases were referred to OIG for investigative assistance in FY2024; in addition, zero have been referred to OIG for investigative assistance in FY2025 to date.

a. **On average, how long have fraud investigations involving OIG taken for FY24 and Q1 FY25 date?**

Response: OIG did not return any investigative results for any cases referred to them for investigation in FY24 or FY25 Q1.

127. From FY2024 to FY2025 to date, how many overpayments has DOES settled for less than 100% of the amount DOES alleges the claimant owed (i.e., the amount alleged to be overpaid plus any penalties or other costs)?

Response: Currently, DOES does not settle for less than the full overpayment amount owed.

128. During Performance Oversight hearings, the public testified that the agency does not properly serve English language learners in the unemployment insurance system as required by the DC Language Access Act. What is your timeline to complete these language requirements, such that the unemployment insurance process is translated from the beginning stages to the end?

Response: When a DOES employee contacts or is contacted by an LEP/NEP client by telephone, the employee uses Language Solutions to request an interpreter. Staff members can also use iPads available at an AJC with the language line app that provides live interpretation services, including SLI video services. The new UI Benefit System is available in all languages as required by the DC Language Access Act.

Unemployment Insurance Benefits System (UIBS)

129. Please describe any issues that may have developed over the past year concerning the implementation and maintenance of your new Unemployment Insurance Benefits System.

Response: In FY24, DOES launched a new Unemployment Insurance (UI) Benefit System. The new system has provided a series of efficiencies and modernizations making the overall processing of claims easier. As with new systems, there are continuous improvements being made in ongoing efforts to improve system functionality. DOES continues to improve the data accuracy and the functionality of UIBS to increase the productivity of staff and enhance customer communications. DOES also continues to improve fraud prevention and cybersecurity functionality of the new UIBS.

130. Please provide the number of complaints you received concerning usage if the UIBS and what avenues exist for users to voice those complaints?

Response: UIBS offers considerably more self-service options than the previous system. This resulted in a learning journey for our claimants. While there is not a formal complaint tracking system, there has been less call volume and emails then with the previous system and now a steady decrease in call volume and emails since the new system was launched in February 2024.

131. Please explain what portion of the UIBS is maintained by ID.me and what can your agency do to rectify issues that arise under the purview of ID.me?

Response: ID.me is used to validate claimant identities. Once a claimant is verified, a claim can move forward. ID.me is integrated with UIBS, not a part of the system. All ID.me issues are escalated to customer support for resolution, or to their fraud team for investigation. DOES meets with ID.me weekly to maintain communication and ensure that no issues arise. Claimant issues with ID.me are resolved by ID.me's customer support team.

132. How has UIBS improved response times compared to the legacy system?

Response: The new UIBS system has made considerable improvements with regards to response times compared to the legacy system by providing claimants with real-time access to their claim status. Unlike the previous system, which required manual intervention for updates, claimants can now independently view key details such as claim status, pending issues, required documentation, and their position in the process—whether they are in the initial stages or awaiting eligibility to file for weekly benefits. This increased transparency reduces the need for direct inquiries, minimizes processing delays, and allows for quicker resolution of potential issues. Additionally, the system offers a broader view of potential bottlenecks, enabling both claimants and staff to address delays more efficiently

Benefits – Universal Paid Family and Medical Leave

Data: Claimants

133. Please complete the following table with information on claims filed in FY24 and Q1 FY25.

Response:

Type of Leave	Number of claims filed[1]	Number of claims approved	Number of claims denied[2]	Number of claims pending	Percent of claims determinations issued more than 10 business days after filing
Family Leave	2350	1820	179	7	18.40%
Parental Leave	11709	10161	334	23	4.80%
Medical Leave	9938	7275	1113	442	19.60%
Prenatal Leave	1462	925	240	5	14.20%
All Leave Types	24459[3]	20181	1866	477	14%

[1]*Please note that reporting the average number of days after a determination to the first payment (as requested in the Committee's original chart) 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.*
[2] *Approximately 400+ of pending medical claims were determined to be fraud and are disqualified/inactive claims.*
[3] *There is a claim difference of 2,935 between the total number of claims filed and the sum of approved, denied, and pending. This is because the total number of claims filed column includes other claim status' such as Monetarily Ineligible (1,110), Suspended (9), and Withdrawn (1,816). Additionally, included in the 2,935 are approximately 400+ pending medical claims that were determined to be fraud and are disqualified/inactive claims.*

134. For each fiscal year FY2021-FY2024, how many initial claim denial determinations were later overturned? How many by internal DOES adjudication processes? How many by OAH?

Response: The Office of Paid Family Leave (OPFL) maintains an internal reconsideration process that permits claimants to address situations where they believe a decision involving their claim is incorrect. The reconsideration process is an opportunity for OPFL to review, and potentially make corrections, before resorting to a more formal appeal process. Throughout this process, claimants may provide additional documentation. Often this documentation was not available or was not included at the time of their initial application. In most cases, this new evidence is sufficient to resolve the dispute. Therefore, with respect to the table below, a reversed reconsideration does not necessarily mean that the program's original determination was incorrect. Rather, reversal determinations are often the result of the new evidence provided and subsequently considered by OPFL.

	Total Appealed for Internal Reconsideration	Total Affirmed by Internal Reconsideration	Total Reversed by Internal Reconsideration
FY21	374	139	235
FY22	610	173	437

FY23	751	200	551
FY24	682	159	523

	Total Appealed to OAH	**Total Affirmed by OAH**	**Total Reversed by OAH**	**Appeal Withdrawn by Claimant because Resolved Internally**
FY21	15	11	4	7
FY22	28	23	5	23
FY23	19	16	3	13
FY24	25 (1 pending)	0	0	24

135. Please complete the following table with information on benefits paid on claims through Jan. 1, 2024, except where noted.

Response:

As of December 31, 2024

Type of Leave	**Number of claims paid[1]**	**Total Benefits Paid ($)**	**Number of Claimants Paid maximum $1,118 per week benefits**	**Average Weekly benefit amount**	**Percentage of paid claims that utilized the maximum weeks of leave to which employee was eligible**	**Average number of weeks of leave taken**	**Number of claims for only 1 week of benefits**
Family Leave	1758	$11,101,056.26	1176	$628.51	15.37%	5.9	55
Parental Leave	0003	$104,626,188.18	7964	$744.68	52.33%	9.9	38
Medical Leave	6892	$51,121,664.12	4319	$650.25	21.74%	7	92
Pre-natal Leave	890	$1,093,534.77	456	$678.29	29.04%	1.3	99

[1] *Note, the number of claims paid is not the same as the number of claims approved because some claims may not have received their payment yet.*

136. 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: A total of 12,597 claims were filed with a requested leave date that fell prior to the claim file date. 1,068 retroactive claims were denied partially or in full between FY24 and Q1 2025 because valid exigent circumstances were not established in relation to PFL's retroactive leave policy. Please the chart below for number of claims by leave type.

Retroactive Claim By Leave Type	Approved	Denied	Other
Family Leave	931	87	159
Medical Leave	5016	681	830
Parental Leave	6320	220	445
Pre-natal Leave	330	80	54
Total:	12,597	1,068	1,488

137. How many 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.

138. How has the agency advertised and educated the public on the Paid Leave Program?

Response: In FY24, the Office of Paid Family Leave (PFL) implemented a comprehensive and multifaceted grassroots strategy to educate the residents of the District of Columbia on the Paid Leave Program. In FY24, the PFL participated in approximately 30+ events, reaching approximately 185,000+ District workers. This strategy included a balanced approach, leveraging government-backed events, community organizations, non-profit partners, and targeted sponsorships to maximize public awareness and engagement.

By engaging diverse communities through grassroots efforts and high-profile events in all eight wards, we have broadened awareness of our program and connected with historically underserved populations. Our focus on inclusion and accessibility not only helps individuals navigate their personal and family care needs but also reinforces the agency's commitment to reducing barriers and fostering economic security. This accomplishment marks a critical step in expanding our reach and ensuring that D.C. workers can "focus on what matters most" in their lives, knowing that Paid Family Leave is here to support them when they need it most.

Through these outreach efforts, we have built stronger community relationships, increased visibility, and ensured that D.C.'s workforce is well-informed about their rights and benefits—key components of our vision to create a more equitable and supportive city for all. These events were diverse in focus and included a range of community-centric engagements, such as:

- DC Citywide Baby Shower (PFL Hosted)
- Slam Dunk for Wellness (PFL Hosted)
- Ward 8 Maternal Wellness Summit
- Herstory 5k

- SHRM Employer Event
- MPD/DPR Late Night Hype (5)
- Resources to the Blocks (6)
- DC Healthy Start Father's Day Celebration – 5th Annual Sing, Talk & Read with Dad Columbia Heights Day
- Black Girl Health Foundation's 5th Annual Kickstart Health and Wellness Expo
- The National Coalition of 100 Black Women, Inc. - 2024 Fit, Fabulous & Fearless: 1st Annual Wellness Fair
- Mid City/Brookland Manor Outdoor Health Fair
- Greater Washington Urban League "Back 2 School Health and Wellness Fair"
- DC Bike Ride
- Starting with Today: The Shape Up Talk
- More Than Pink Walk
- H Street Festival
- Columbia Heights Day
- Walk to End Alzheimer's
- Teen Girls Unity Walk
- Greater Washington Hispanic Chamber of Commerce Business Expo
- Ward 8 Health Council Meetings (8)

Additional Outreach Efforts:

- **Marketing Campaigns:**
    - **Prenatal and Black Maternal Health Week Social Media Campaign:** An organic social media campaign aimed at raising awareness about prenatal and maternal health, leveraging social media platforms to reach expecting mothers and families. This ran in April 2024
    - **PFL Advertising Campaign on Municipal Buses:** A high-visibility advertising campaign placed on municipal buses to ensure widespread reach across the city. This ran from March 18 – May 6
    - **General Awareness Digital Campaign:** A paid digital campaign designed to boost overall awareness of the Paid Leave Program, targeting residents through online platforms. This ran on Facebook, Instagram, and LinkedIn in April 1 – May 30, 2024 and July 22 – August 22.
- **Newsletters:** To further support claimants and employers, PFL maintained two external newsletters, each tailored to meet the specific needs of its audience. These newsletters provided relevant, timely information and updates about the Paid Leave Program and were released quarterly.
- **Media Engagement:** PFL also engaged with local media to amplify its outreach efforts. A notable example is the interview with Fox 5 during the DC Citywide Baby Shower, which helped to increase visibility and disseminate information about the Paid Leave Program to a broader audience.
- **Material Distribution to Partners:** Distributing flyers and printed materials at community-based organizations has remained a highly effective method for reaching low-income families and small businesses citywide. This year, we scaled up our distribution efforts which included partnerships with low-income buildings, community

centers, businesses, and partnership distributions as DC Diapers, Catholic Charities and MOLA food distributions.

Labor Standards

Wage-Hour

139. Understanding that the Office of Wage-Hour conducts compliance audits and works to recover unpaid wages for employees who have not been paid pursuant to DC wage laws, please answer the following:

a. Currently, how does the agency track whether minimum wage and tipped minimum wage employees are paid pursuant to DC wage laws?

Response: DOES uses a multi-faceted approach to the enforcement of minimum wage and tipped minimum wage. First, we utilize a complaint system, following the administrative procedures in D.C. Code § 32-1308.01. Through this complaint process, we receive specific allegations of violations that are communicated to employers, review supporting documents from both parties, and complete further investigative inquiry, prior to making an initial determination on the complaint. If employers are found noncompliant, DOES may issue administrative orders assessing back wages and/or damages to the aggrieved workers and administrative penalties to the Wage Theft Fund.

Second, DOES acts on anonymous complaints received about employer's non-compliance via email or telephone. DOES follows D.C. Code § 32-1306 to initiate a *sua sponte* investigation. These investigations require employers to provide employment and payroll records for review as a part of the investigation to determine compliance with the laws. Findings of non-compliance result in issuance of an administrative order to pay back wages and damages to aggrieved workers and orders to pay administrative penalties to the Wage Theft Fund.

Aside from complaints received, DOES continues to follow the requirements in DC Code § 32–1009.01, conducting random reporting audits to ensure compliance with the minimum wage requirements. At the end of FY 2024, the agency recorded 528 random initiated audits of the Wage Payment and Collection Law, the Minimum Wage Revision Act, the Sick and Safe Leave Act and retaliation.

b. How many minimum wage claims are currently open where employees are seeking to recover unpaid wages?

Response: As of January 29, 2025, there are 60 open Minimum Wage claims.

c. How many tipped minimum wage claims are currently open where employees are seeking to recover unpaid wages?

Response: There are currently 11 open wage claims where employees are seeking to recover unpaid wages related to not being paid the tipped minimum wage or receiving earned tips.

d. For employers who have not paid their employees pursuant to DC wage laws, what process does the agency follow to ensure that employers are paying employees the correct amount in the future?

Response: DOES continues to focus efforts on outreach and education in addition to our claim and audit enforcement. Our educational campaign includes social media messaging, on-site visits to employers, updates to our website and routine webinars hosted by DOES, partnering agencies or community organizations. One of our recent outreach campaigns was to bring awareness to the new Universal Wage law poster and website that is now available on the DOES Website: https://does.dc.gov/page/dc-worker-labor-and-anti-discrimination-rights.

Further, DOES is aware that strong enforcement is a deterrent of continued or future non-compliances. So, we make a point to assess "first offense penalties" on employers that were found in violation and "enhanced penalties" in accordance with the law for all subsequent violations. However, we do not wait for claims or complaints. DOES is proactive with enforcement as evidenced by our randomly initiated audits in FY24.

140. How many wage theft claims were filed in FY 2024 and FY 2025? Of those claims, please provide the number of claims in FY 2024 and FY 2025 that:

a. Were rejected;
b. Were resolved; and
c. **Are still pending.**

Response:

Wage Theft Claims:

	Filed	**Rejected**	**Resolved**	**Still Pending**
FY24	487	16	311	160
FY25 Q1	121	3	50	68

DOES does not reject or close claims without investigating. We analyze and ensure we have complete wage claim forms and supporting documents. In accordance with D.C. Code § 32–1308.01(B-C), we must ensure that the following criteria is met to proceed with the claim.

- The complaint shall set forth the facts upon which it is based with sufficient specificity to determine both that an allegation of non-payment of earned wages has been made and that the other criteria stated in this section have been met.
- In addition to the other requirements of the complaint set forth in this section, the complaint shall be sworn and shall include or attach the following information:
- Sufficient information to enable DOES to identify the employer through District records, such as the employer's name, business address, license plate number, or telephone number; and
- An explanation of the alleged violations, which may include the approximate or actual dates the violations occurred, the estimated total dollar amount of unpaid wages, and an explanation of how the total estimated amount of unpaid wages was calculated.
- If we do not have sufficient information to properly investigate, we may request additional information from the complainant to:

- Amend a charge deemed insufficient;
- Cure technical defects or omissions;
- Clarify or amplify allegations; or
- Ensure that any violations related to or arising out of the subject matter set forth or attempted to be set forth in the original charge are adequately alleged in the complaint.

141. Of those wage theft claims still pending in FY 2024 and FY 2025, how many claims have been open for at least:

a. 6 months;
b. 12 months; and
c. More than 13 months.

Response:

Open Wage Theft Claims:

	Still Pending	**6 months**	**12 months**	**More than 13 months**
FY24	168	112	30	24
FY25 Q1	131	NA	NA	NA

In accordance with D.C. Code § 32–1308.01(B-C), we must ensure that we have the following criteria met to proceed with the administrative process after a claim is filed:

(1) The complaint shall set forth the facts upon which it is based with sufficient specificity to determine both that an allegation of non-payment of earned wages has been made and that the other criteria stated in this section have been met.

(2) In addition to the other requirements of the complaint set forth in this section, the complaint shall be sworn and shall include or attach the following information:

Sufficient information to enable DOES to identify the employer through District records, such as the employer's name, business address, license plate number, or telephone number; and

An explanation of the alleged violations, which may include the approximate or actual dates the violations occurred, the estimated total dollar amount of unpaid wages, and an explanation of how the total estimated amount of unpaid wages was calculated.

If we do not have sufficient information to properly investigate, we may request additional information from the complainant to:

(A) Amend a charge deemed insufficient;

(B) Cure technical defects or omissions;

(C) Clarify or amplify allegations; or

(D) Ensure that any violations related to or arising out of the subject matter set forth or attempted to be set forth in the original charge are adequately alleged in the complaint.

OWH makes multiple attempts to try to reach the complainant. For example, if a complainant does not respond to our initial request, we follow up with a letter requesting additional information along with an email and a phone call. If the complainant still has not responded, they will be sent a case closure letter explaining the additional documentation needed to proceed. Once the requested information is provided then the employer is finally sent a notice of the alleged violation and allowed up to 20 days to respond. Further, OWH works to complete investigation of the complaint within 60 days. Following the completion of the investigation, a period of 30 days is allowed for payment of all back wages, damages and penalties assessed: or for either party to file an appeal. If an appeal is received, OWH refers the matter to the DC Office of Administrative Hearings and the claim remains open until a formal administrative order is issued by an Administrative Law Judge to close the matter. However, many times the Law Judge orders a payment to be made that OWH ensures prior to case closure.

If there is an ordered payment of back wages, damages or penalty that remains unpaid beyond 30 days; then OWH issues a default notice to the employer that adds an additional 10% penalty for each month the payment is late. These unpaid claims remain open indefinitely while additional collection strategies are attempted.

142. How many minimum wage claims are currently open where employees are seeking to recover unpaid wages?

Response: As of January 29, 2025, there are 60 open Minimum Wage claims.

143. How many tipped minimum wage claims are currently open where employees are seeking to recover unpaid wages?

Response: There are currently 11 open wage claims where employees are seeking to recover unpaid wages related to not being paid the tipped minimum wage or receiving earned tips.

First Source

144. Please describe any changes made in FY24 and Q1 FY25 to improve implementation of the First Source law, both on the agreement/hiring side and on the enforcement side. Please include information about any changes made to IT, staffing, procedures, policies, or other matters.

Response: In FY24, the Office of First Source Compliance working with the Office of Talent & Client Services, Division of State Initiatives, and Office of Apprenticeship (OAIT), conducted a Skilled & Common Laborer Initiative session on December 12, 2023, to assist First Source Employers with meeting their First Source hours worked percentages goals in the skilled and

common laborer classifications. The Department of Employment Services internal partners presented a creative approach to building a pipeline of District resident skilled & common laborers to assist Employers with meeting their company First Source required goals. Office of Talent & Client Services, DSI and OAIT outreach to the community to retrieve interested District residents. The First Source Employers are able to retrieve resumes of District residents interested in working in the laborer classifications.

The Office of First Source Compliance marked its 40th Anniversary with a conference on August 23, 2024, at the Conrad DC Hotel. The event featured training sessions led by DOES programs, including the Office of Apprenticeship, Office of Talent & Client Services, Division of State Initiatives, and DC Infrastructure Academy. These presentations provided insights into the First Source Law, its compliance requirements, and resources available to help employers hire qualified District residents. Success stories were also shared from District residents, resulting from First Source Law. The conference honored First Source employees and recognized employers for their compliance and innovative approaches to hiring and training local talent.

On October 17, 2024, First Source conducted a First Source Overview at Capitol One Arena for Monumental Sports & Entertainment and Clark Construction Project CBE Kickoff. The First Source Overview was to bring awareness to the Certified Business Enterprise community of the Agreement requirements they would have to adhere to if they receive a contract of $300,000 or more. In addition to sharing the available resources at DOES for referrals, recruitment and placements; DOES also was represented as an exhibitor at the event.

Office of First Source Compliance has conducted a tour of the contracting agencies and provided refresher trainings on topics such as: How First Source is Incorporated in their process, First Source Agreement Process, Important Instructions, Compliance Monitoring and the Penalty Process. In addition, we discuss any policy or process changes. During the week of March 17th, OFSC conducted the tour with the Department of Transportation and Infrastructure, Human Services, Government Operations, and Department of Energy & Environmental & Public Works. OFSC continued the tour of contracting agencies in April 2024.

Office of First Source Compliance conducted a First Source Online Registration & Reporting System (FORRS) Training on April 26, 2024, and May 26, 2024. Over 30 First Source Employers participated that are under the First Source Law and Agreement Hiring requirements with a focus on the Employers with Addendum to the First Source requirements.

The First Source Online Registration & Reporting System (FORRS) system underwent extensive updates in FY24. The major updates in FY24 include:

1. Developed a new “First Source Penalty Fines Tracking” report that allow for tracking Companies and Projects of penalty fine data.
2. Integration with DC Networks **t**o better facilitate the reporting of how many referrals in the DC Network system result in hires, an integration between FORRS and DC Networks system was coordinated. Redesign of some of the DC Networks screens and code changes were required to support this effort. On the FORRS side, scheduled jobs were created so that Agreement data from FORRS is sent to DCNetworks on a regular basis.

3. Upgraded Agreement Screen to allow for tracking subcontractor that are a part of Alternative Plan" by project.
4. Modified the Manage Agreement Closeout screen to better support reporting and include fields that correspond to penalty tracking.
5. Modifications were made to the nightly job mail notification reminders for monthly reports. The reports were enhanced to add an additional trigger when "Construction Agreements" are "activated" from "Not yet started" or "Awaiting Upload" statuses when a system reaches the current Estimated Start Date or past date than the current date.

145. Please give a detailed update on the Office of Wage-Hour's initiative to connect First Source contractors with DOES workforce and training programs, in order to help employers who are failing to meet First Source hiring goals. Please include information about any events and meetings held, and which employers/DOES offices/other District agencies attended.

Response: Throughout FY24, the leadership of the Office of First Source Compliance working with the Office of Talent & Client Services, Division of State Initiatives, and Office of Apprenticeship (OAIT) met bi-weekly and collaborate specifically for First Source hiring. To that end, these programs conducted a Skilled & Common Laborer Initiative session on December 12, 2023, to assist First Source Employers with meeting their First Source hours worked percentages goals in the skilled and common laborer classifications. The Department of Employment Services internal partners presented a creative approach to building a pipeline of District resident skilled & common laborers to assist Employers with meeting their company First Source required goals. Office of Talent & Client Services, DSI and OAIT outreach to the community to retrieve interested District residents. The First Source Employers are able to retrieve resumes of District residents interested in working in the laborer classifications.

The Office of First Source Compliance marked its 40th Anniversary with a conference on August 23, 2024, at the Conrad DC Hotel. The event featured training sessions led by DOES programs, including the Office of Apprenticeship, Office of Talent & Client Services, Division of State Initiatives, and DC Infrastructure Academy. These presentations provided insights into the First Source Law, its compliance requirements, and resources available to help employers hire qualified District residents. Success stories were also shared from District residents, resulting from First Source Law. The conference honored First Source employees and recognized employers for their compliance and innovative approaches to hiring and training local talent.

146. For each First Source project with a 51% hiring requirement that was active during FY24 or Q1 FY25, please provide the following information in a chart titled "First Source 51% Hiring Projects":

a. The name of the contracting agency;
b. The name of the beneficiary;
c. The name of the project;
d. The project's full address (including the Ward and ANC);
e. The agreement type (i.e. construction or non-construction);

f. The dollar amount of the contract for the project;
g. The dollar amount of the contract for the beneficiary;
h. The estimated start date and end date of the project;
i. The current status of the agreement as of January 2023;
j. Whether the first source requirement is fulfilled by the cumulative total of all new hires, or fulfilled by each beneficiary and each individual subcontractor;
k. The number of candidates DOES sent to interview;
l. The total number of new hires;
m. The total number of new hires that were District residents; and
n. The percentage of new hires that were District residents.

Response: Please see attachment "Q146 DOES POH 2025 First Source 51% Hiring Projects".

147. For each First Source project with a 51% hiring requirement that was active in FY24 or Q1 FY25, please provide the following information in a chart titled "First Source 51% Hours Worked" (separate from the chart requested in question 109):

a. The name of the contracting agency;
b. The name of the beneficiary;
c. The name of the project;
d. The project's full address (including the Ward and ANC);
e. The agreement type (i.e. construction or non-construction);
f. The dollar amount of the contract for the project;
g. The dollar amount of the contract for the beneficiary; pe
h. The estimated start and end date of the project;
i. The current status of the agreement;
j. Whether the first source requirement is fulfilled by the cumulative total of all new hires, or fulfilled by each beneficiary and each individual subcontractor;
k. The total number of journey worker hours worked;
l. The total number of journey hours worked by DC residents;
m. The total number of apprentice hours worked;
n. The total number of apprentice hours worked by DC residents;
o. The total number of skilled laborer hours worked;
p. The total number of skilled laborer hours worked by DC residents;
q. The total number of common laborer hours worked;
r. The total number of common laborer hours worked by DC residents;
s. The number of double count hours for hard to employ DC residents; and
t. The number of "roll over" hours from previous projects.

Response: Please see attachment "Q147 DOES POH 2025 First Source 51% Hours Worked".

148. For any project or contractor who were issued First Source penalties in FY24 or Q1 FY25, please provide the following information:
a. The name of the contractor/beneficiary;
b. The name of the project;

c. The direct and indirect labor cost;
d. Whether or not penalties were assessed;
e. The date of assessment;
f. Which requirement was violated;
g. The dollar amount of the penalty assessed; and
h. The dollar amount of the penalty paid as of January 2024.

Response: Please see attachment "Q148 DOES POH First Source Penalties Assessed in FY24 and FY25"

i. If the beneficiary/owner agreed to an alternative plan in lieu of a penalty, please give a specific description of the alternative plan for each project.

Response: If an alternative plan was agreed to, the types of Alternative Plans include:
- Beneficiary makes contribution into DC Job Trust Fund for Job Training of DC Residents
- Participate in the DOES Mayor S. Barry Summer Youth Employment Program
- Internship Program
- Pre-Apprenticeship Training and Placement of District Residents
- Hiring of District Residents

149. How many First Source agreements is DOES currently monitoring?

Response: First Source is currently monitoring 2,150 agreements.

150. Is DOES on track to complete an analysis of the appropriateness of industry-specific hiring rates, goals, and percentages in 2025, as required by law?

Response: Yes.

151. How often does DOES conduct desk reviews and site visits for each project?

Response: Desk reviews are conducted daily; site visits are conducted at least 3 times throughout the life of the project. Some projects have monthly compliance meetings.

152. How many projects / employers were not in compliance throughout FY24? FY25 to-date?

Response:

FY24	23 Employers and 10 projects
FY25 to date	23 Employers and 9 projects

153. What is the penalty / fine for employers who are not in compliance with their First Source Agreements? How much money did DOES collect from penalties in FY24? FY25 to-date?

Response: Penalties are calculated in accordance with D.C. Code § 2-219.03, which states that penalties are 1/8th of 1 percent of the total amount of the direct and indirect labor costs of the project or contract for each percentage by which the beneficiary fails to meet the hiring or hours worked percentage requirements. Willful breach of the employment agreement, or failure to submit the required hiring compliance report or deliberate submission of falsified data, shall be enforced by DOES through the imposition of a monetary fine of 5% of the total amount of the direct and indirect labor costs of the project or contract. Penalties are discounted based on weighted percentages for each good faith effort performed by the beneficiary.

FY	Penalties Collected
FY24	$997,915.57
FY25 to date	$96,669.69

154. Of all the unemployed District residents on the First Source registry, how many are qualified to be employed as:

a. Journey workers?
b. Apprentices?
c. Skilled laborers?
d. Common laborers?

Response: DOES' systems (OTCS, First Source registry, or DCNetworks) captures granular data such as journey workers, apprentices, skilled laborers, common laborers. When participants register with the First Source registry, they enter their previous occupations. The First Source registry connects with O*NET Online, where participants are categorized by occupational code.

155. Please provide semiannual reports on hiring for government assisted programs and contracts according to DC Code 2-219.04 for FY 2023, FY 2024, and FY 2025. These reports should include the following information:

a. The number of government-assisted projects or contracts for which employment agreements were executed;
b. The number of jobs that result from employment agreements;
c. The number of District residents actually employed in government-assisted projects or contracts; and
d. The number of names of unemployed District residents on the First Source Register.

Response: The semiannual reports on hiring for government assisted programs and contracts, as required by D.C. Code § 2-219.04, are moving through the approval process and will be submitted to the Council thereafter.

156. Please provide a list of District residents hired as a result of ARRA grants or funding as mandated by DC Code 2-219.52.

Response: The American Recovery and Reinvestment Act of 2009 (ARRA) was a federal law that focused on promoting economic recovery, assisting those most affected by the recession, improving economic efficiency by "spurring technological advances in science and health," investing in infrastructure, and stabilizing state and local government budgets. The ARRA provided funds to several existing workforce development programs administered by the U.S. Department of Labor (DOL), however that funding ended in December 2010.

157. How many First Source Employment Agreements has the agency administered in FY 2023, FY 2024, and FY 2025?

Response:

Number of Agreements Executed	
FY23	916
FY24	1009
FY25	265

158. Of the First Source Employment Agreements administered by the agency, how many Alternative Plans were granted in 2023, FY 2024, and FY 2025?

a. Of the alternative plans, how many were granted to Certified Business Enterprises (CBEs)?

Response:

Fiscal Year	# of Agreement Executed by Fiscal Year	# of Approved Alternative Plans by Project	# of CBE's
FY23	916	7	6
FY24	1009	4	2
FY25	265	0	0

Note: The Office of First Source Compliance Alternative Plan/Addendum Team use the Department of Small, Local Business Development CBE Portal to retrieve the CBE status of the contractor under the Alternative Plans

159. Please detail the selection process for granting alternative plans. How does the agency determine who to grant the First Source exception over others?

Response: Alternative plans are special hiring agreements, as defined in DC Code § 2-219.03a. Using the available labor market information regarding the number of available District residents in the trades required by the project, DOES may enter into an alternative plan with an employer. The purpose of the alternative plan is to increase the current and future pool of available District residents in the required trades.

Whether DOES issues an alternative plan is based on an analysis of the currently available labor market information for the required trades, and each employer's projections and other information provided in the revised employment plan, specifically focusing on items I through IX, and XII through XIV, as described below.

In order to be considered for an alternative plan, employers must comply with DC Code §2-219.03, by providing DOES with a First Source Employment Agreement and a revised employment plan that includes:

I. A projection of the total number of hours to be worked on the project or contract by trade;
II. A projection of the total number of journey worker hours, by trade, to be worked on the project or contract and the total number of journey worker hours, by trade, to be worked by District residents;
III. A projection of the total number of apprentice hours, by trade, to be worked on the project or contract and the total number of apprentice hours, by trade, to be worked by District residents;
IV. A projection of the total number of skilled laborer hours, by trade, to be worked on the project or contract and the total number of skilled laborer hours, by trade, to be worked by District residents;
V. A projection of the total number of common laborer hours to be worked on the project or contract and the total number of common laborer hours to be worked by District residents;
VI. A timetable outlining the total hours worked by trade over the life of the project or contract and an associated hiring schedule;
VII. Descriptions of the skill requirements by job title or position, including industry-recognized certifications required for the different positions;
VIII. A strategy to fill the hours required to be worked by District residents pursuant to this paragraph, including a component on communicating these requirements to contractors and subcontractors and a component on potential community outreach partnerships with the University of the District of Columbia, the University of the District of Columbia Community College, the Department of Employment Services, Jointly Funded Apprenticeship Programs, or other government-approved, community-based job training providers;
IX. A remediation strategy to ameliorate any problems associated with meeting these hiring requirements, including any problems encountered with contractors and subcontractors;
X. The designation of a senior official from the general contractor who will be responsible for implementing the hiring and reporting requirements;
XI. Descriptions of the health and retirement benefits that will be provided to District residents working on the project or contract;
XII. A strategy to ensure that District residents who work on the project or contract receive ongoing employment and training opportunities after they complete work on the job

for which they were initially hired and a review of past practices in continuing to employ District residents from one project or contract to the next;

XIII. A strategy to hire graduates of District of Columbia Public Schools, District of Columbia public charter schools, and community-based job training providers, and hard-to-employ residents; and

XIV. A disclosure of past compliance with the Workforce Act and the Davis-Bacon Act, where applicable, and the bidder or offeror's general District-resident hiring practices on projects or contracts completed within the last 2 years.