

**GOVERNMENT OF THE DISTRICT OF COLUMBIA
DEPARTMENT OF EMPLOYMENT SERVICES**



**Responses to Fiscal Year 2020
Performance Oversight Questions**

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Director

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

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I. Agency Priorities and Performance

1. Please discuss DOES's top five priorities.

a. How did the agency address its top five priorities in FY2020 and how were the priorities impacted by COVID-19?

Response: The onset of the COVID-19 pandemic and the ongoing public health emergency put a heavy burden on the shoulders of the Department of Employment Services (DOES). However, the agency accepted the challenge and worked together to provide continuing services to the people of the District.

The agency's priorities are realized through the six DOES Vision Forward goals, which are multi-year initiatives focused on improving performance and service by:

1. Promoting the District's human capital

Through the District of Columbia Infrastructure Academy (DCIA), DOES connected District residents to job certification and training programs in emerging fields. DCIA partnered with Washington Gas to prepare District residents for careers in the energy and utilities sector. The virtual program began on June 1, 2020, with 19 participants enrolled.

During this time, the leadership at Washington Gas and DCIA were faced with many complex challenges, which involved keeping the trainees engaged, setting up a labor-intensive program virtually, providing technological access for remote learning, and ensuring that each graduate had an opportunity to interview with an employer upon program completion. The Office of Talent and Client Services (OTCS) worked closely with Washington Gas to engage 22 employer partners to interview program participants for potential jobs. Following interviews, 81 percent of the cohort who engaged in hiring events received a job offer.

As a response to COVID-19, the District of Columbia's Reemployment Services and Eligibility Assessment (RESEA) program transitioned from in-person services to virtual services on May 5, 2020. The District of Columbia's RESEA program was the first workforce program to be launched virtually using Adobe Connect. Adobe Connect helped DOES to continue providing supportive Unemployment Insurance (UI) services during the pandemic. As a result of this accomplishment, the Department of Labor (DOL) invited the District RESEA program to present on their launch of virtual RESEA services on October 21, 2020 at the North East Regional RESEA peer-to-peer roundtable. Continuation of RESEA services allowed UI claimants to meet their documentation requirements without leaving their residence or entering any American Job Center locations. During this time, the number of claimants invited between October 1, 2019, and September 30, 2020, totaled 1,701. As of September 30,

2020, 642 RESEA customers have been served virtually.

2. Bridging the gap between education and workforce development

The Office of Youth Programs (OYP) launched the first-ever virtual Mayor Marion S. Barry Summer Youth Employment Program (MBSYEP), including virtual programming, certification, and financial assistance. OYP's mission is to develop and administer workforce development programs for District youth ages 14 to 24. OYP provides occupational skills training, work experience, academic enrichment, life skills, college prep, civic engagement/action, and work readiness training.

MBSYEP's innovative virtual programming model serviced over 9,000 District youth with various programming options. Our program was one of the only summer youth employment programs in the nation to continue operations at full scale during the global pandemic. While other jurisdictions chose to shut down their operations for the summer, the District remained operational. Seeing the success of the virtual, other summer employment programs in the region, like those in Prince George's County, MD; Alexandria, VA; Baltimore, MD; and Philadelphia, PA, reached out for guidance and best practices for their 2021 programs.

Similarly, the Marion Barry Youth Leadership Institute (MBYLI) launched its first-ever virtual program, which included expanding its Summer Intensive Training Program to include an additional cohort of youth leaders between the ages 18 and 21. This new program, Post-Secondary Initiative (PSI), was the first of its kind and served a diverse cohort of youth who were either recent high school graduates, college freshmen, college seniors, or graduates. The program provided post-secondary opportunities to enhance personal and practical skills in financial literacy, entrepreneurship, personal development, goal setting training, college experience courses, and access to additional resources and useful tips. All youth in this cohort were first time participants in MBYLI and were also given access to apply for the Mayor's Opportunity Scholarship. Based on their experience this summer, many expressed interest in returning as staff or serving as cabinet members in the MBYLI youth government. The District of Columbia youth residents were still able to receive services during the COVID-19 pandemic without decreasing services levels. PSI supported 100 residents, which provides virtual access to our internal and external partners along with a multitude of skills-enhancing programs and networking opportunities in a vast range of industries.

The Office of Apprenticeship, Information and Training (OAIT) has committed to increasing its non-traditional apprenticeship footprint. Throughout FY20, OAIT was able to have standards approved by the D.C. Apprenticeship Council for its first healthcare apprenticeship program, and, through OAIT's partnership with the D.C.

Department of Human Resources, create public sector apprenticeships focused in the areas of Human Resources, Health, Human Services, and Information Technology.

In FY2020, OAIT was awarded a tier 1 grant from DOL for Building State Capacity in an apprenticeship. OAIT hosted a series of four Virtual Hiring Fairs throughout the spring and summer months, with over 70 District residents being provided the opportunity to have access to Apprenticeships. This tiered alignment establishes new apprenticeship programs within the District government, prioritizes hiring D.C. public high school graduates for entry-level positions within the District government, and creates new partnerships between the Department of Human Resources (DCHR) and school and organizations preparing students for high school diplomas or their equivalent.

3. Create Equity And Access

In FY2020, DCIA partnered with the OTCS to host two industry sessions in the technology and transportation sectors. These events sought to enhance our curriculum and widen our access to industry experts. These sessions led to partnerships with premier companies such as Yelp, Facebook, and Lyft. DCIA's forward-thinking approach positions the Director to quickly respond to the Council of the District of Columbia's (Council) requirements in the D.C. Infrastructure Academy Employer Engagement Amendment Act of 2020.

The OYP's Year-Round Youth (YRY) programs connected youth to benefits that included a training wage and provided them with employment training services to make them more marketable in the workforce. Through these programs, our youth received nationally recognized credentials, work readiness training, and updated their resumes to secure a job during COVID-19. Furthermore, participants were connected to resources providing them with necessities to sustain their households during a pandemic.

The YRY programs secured a virtual platform during COVID-19 and continued programming to support the District's youth. Through this program, over 300 youth received training and employment services to overcome personal and professional barriers. Furthermore, youth were able to earn a training wage and supportive assistance during the COVID-19 pandemic. Several YRY providers were able not only to sustain programming during the pandemic but were able to connect youth participants to resources that assisted them and their families during COVID-19. For example, one of our providers delivered groceries and necessary toiletries to our participants. Other providers provided access to technology and Wi-Fi to our participants to be actively engaged in our programs.

In 2020, MBSYEP continued efforts to reach out to youth in need of food assistance under the Food Stamp Supplement Employment and Training (FSET) program. As a response to COVID-19, the OYP program quickly

adapted to a virtual certification model. The MBSYEP program serviced 150 participants who attended the Supplemental Nutrition Assistance Program Bootcamp virtually. Participants earned a total of 144 certifications comprised of the following:

- 55 earned certifications across Medical Cleaning, Customer Service, OSHA Bloodborne Pathogens, and Chemical Hazards;
- 28 earned a Johns Hopkins University Contact Tracing Certificate;
- 23 earned certificates from the Association of State and Territorial Health Officials and National Coalition of STD Directors;
- 37 completed Salesforce training modules for contact tracing using the Work.com software product; and
- One participant earned a certificate related to a call center public health outreach project for honing customer service and data entry skills.

The Division of State Initiatives (DSI) staff moved quickly to continue services for Project Empowerment and D.C. Career Connections (DCCC) participants. During this time, the DSI job development team conducted an ongoing virtual hiring fair with over 70 essential employers from the Washington metropolitan region. Also, DSI job coach staff provided one-on-one support to meet the hiring needs of participants. As a result of these efforts, and continued participant engagement, from March 16, 2020, through September 30, 2020, 121 DSI participants obtained employment at an average pay rate of \$17.85 per hour, 38 hours per week.

The Office of First Source Compliance (OFSC) hosted a First Source Virtual Conference with the employer and contracting communities, which brought awareness of the First Source Law and Agreement requirements, First Source Online Registration and Reporting System (FORRS), LCPTracker Enhancements, and resources for the recruitment, referral, and placement of qualified District residents. The first-ever conference of its kind demonstrated DOES' commitment to ensuring compliance and increasing awareness for agency programs and services available to First Source employers.

The Office of Paid Family Leave began accepting applications for benefits for the PFL program on July 1, 2020. This was the final step in the plan to outline, develop, and administer a paid leave program for the District of Columbia under the provisions of the Universal Paid Leave Amendment Act of 2016. Employer tax collection began on July 1, 2019. This benefit is available to all D.C. employees, regardless of residence, as the tax collected is from D.C. businesses. The PFL program provides:

- Eight weeks to bond with a new child;
- Six weeks to care for a family member with a serious health condition; and
- Two weeks to care for your serious health condition.

The PFL program is a considerable addition to DOES. Besides collecting taxes from District businesses and administering benefits, the Office of Paid Family Leave is responsible for: maintaining and updating technology so people can apply for

benefits; working with different District agencies to implement MOUs; considering appeals and reconsideration requests; creating and running a call center; and providing outreach to citizens with newsletters, social media, webinars, etc.

4. Achieve excellence in service delivery

DOES redeployed the American Job Centers (AJC) service delivery model from in-person to a virtual services platform. Existing workshops were transitioned into virtual workshops providing customers with an invaluable opportunity to access essential labor market information, resume writing tips and assistance, job searching tools, and status updates about workforce programs. Workforce Development Specialists (WDS) continued to conduct one-on-one career services through phone or video conferencing, offering generous support to job seekers during these difficult times.

Virtual service delivery has allowed the AJCs to continue to serve and support District residents without hindrance or delay, thereby acting as a conduit, bridging the customer's needs to available opportunities. District residents were able to remain connected to employment preparation, receive supportive services, and receive employment opportunities during this unprecedented time. Virtual services also provide a sense of normalcy in the customer's daily lives and offer them support amidst the pandemic. Customers had access to their career counselors during changing and challenging times.

5. Operate Smart and Effective Systems

The Bureau of Education and Workforce Innovation (EWI) launched the DataWorks project, creating a future state of data management and data use at DOES. As a response to COVID-19 reporting requirements, we provided data analysis and reporting to support the agency's unemployment insurance (UI) benefits program.

The Office of Information Technology (OIT) procured, configured, and distributed more than 500 devices to support the surge in UI and Pandemic Unemployment Assistance (PUA) claims. This included laptops and cellular devices for Customer Navigation Center (CNC) workers, internal UI program staff and volunteers, D.C. employee volunteers, and multiple third-party call centers. The additional technology allowed the agency to bring on hundreds of additional staff to support UI claims processing, adjudication, and customer support. All of which was necessary to support timely processing and payment of an unprecedented number of UI and PUA claims.

In collaboration with the Office of Payroll and Retirement Services (OPRS), DSI effectively incorporated automated processing into participant payroll from March 16, 2020, through April 30, 2020. Through effective planning, process development, and close collaboration with an agency partner, DSI automated participant payroll for the first time in program history a change that had been planned prior to COVID-19. Successful automation of payroll processes resulted in participant pay being disbursed

on-time and accurately. In turn, participants did not experience disruptions in pay and were able to satisfy financial responsibilities.

6. Provide Best in Class Customer Service

DOES' Office of Customer Experience (OCE) led and managed five UI call center groups, consisting of over 200 call takers who received over 700,000 calls since March 2020. Despite the long wait times associated with the unprecedented call volume, the UI call center achieved average customer wait times as low as 9 minutes. The work performed allowed DOES customers to have timely and appropriate access to services offered by DOES. All critical documents were translated into languages that support our non-English and limited-English speaking customers. This, in addition to the language access line, allowed all customers to receive service no matter the language spoken. Despite the national health pandemic, OCE stayed focused on its goals and enhanced service delivery capacity for UI programs and services.

b. What are the agency's top five priorities in FY2021? Please explain how the agency expects to address these priorities in FY2021.

Response: The agency's top five priorities for FY2021 shifted slightly to reflect Director Morris-Hughes' Vision Forward Plan, which includes the following six goals:

1. Promote the District's Human Capital

DOES continues to align our service delivery systems to ensure that the agency is the premier workforce development partner for D.C. businesses. In FY2021, we will continue to assess current DOES services, District resident workforce, and current and future job market needs for better alignment. Further, we will prepare the District workforce for upcoming tech jobs. DOES will also continue to provide quality job training, job placement, and career development services for all D.C. job seekers. We will provide personalized career development services to customers through comprehensive intake, skill assessment, and case management services and support employee retention through case management services.

DOES will connect employers to District residents seeking jobs by determining the workforce needs of employers using the data collected by OTCS and focus on the in-demand jobs and careers that are central to the development of the region. We will also continue to use virtual resources in FY2021 to reach, train, and connect more District residents with long-sustaining careers.

2. Align Workforce with Education

In FY2021, DOES will align workforce with education by creating numerous

access points to career pathways and training opportunities. Our OYP will continue to identify early career opportunities in addition to the MBSYEP, and we will continue with our online workforce academy to provide job seekers alternative ways to earn credentials in high-demand fields. We will generate and promote employment opportunities that incorporate on the job training by addressing essential and occupational skills through new and innovative methods and pathways.

Our teams will identify, endorse, and track the achievement of a core set of workforce credentials that demonstrate job readiness and occupational skills. Our team will continue its work with full implementation of the virtual programming offerings for youth. OYP is currently ramping up for the FY2021 program year by exploring best practices with 100 percent implementation of the virtual certification for existing and new programs.

The over 30 youth receiving training and employment services in the Year-Round program will continue to earn a training wage and receive supportive services throughout and after the COVID-19 pandemic. Youth will continue to receive nationally recognized credentials, work readiness training, resume review, and coaching to secure job training during the public health emergency. Additionally, to ensure robust career training and technical programs are available to youth and adults, DCIA will continue to partner with external stakeholders (employers) to promote training and employment alignment to provide better-prepared applicants who meet employers' needs. We will continue to provide a best-in-class approach to building effective partnerships.

3. Create Equity and Access

In FY2021, DOES will determine the career development needs and opportunities for our underserved populations by continuing to assess current DOES services and programs. We will also work to extend service offerings to our most underserved populations by administering grants and offer incentives that support quality outcomes to diverse and minority populations, including veterans, the homeless, women, returning citizens, and at-risk youth. DOES will provide alternative ways for District residents to access services through online or other work hour opportunities. Our teams will identify and endorse a list of high-demand occupations, including those essential to the District's economic development and recovery and pay a family-sustaining wage.

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

4. Achieve Excellence in Service Delivery

In FY2021, DOES will provide quality and meaningful learning and career opportunities to our customers. We will continue to conduct regular meetings with stakeholders to gain insight and feedback on current DOES services and programs, administer user surveys to assess customer needs related to job interests and training needs, provide meaningful job matching through D.C. Networks and case management services, and hold hiring events that connect our residents to employer partners. Further, any virtual or hybrid trainings put on by any program within the DOES will incorporate customer feedback and best practices learned through other jurisdictions so they can be the most valuable trainings possible.

5. Operate Smart and Effective Systems

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

DOES will also streamline agency processes to make them more responsive to our residents, employers, and other stakeholders' needs. Throughout the fiscal year, we will review, update, and create program Standard Operating Procedures that are responsive to customer needs, optimize service delivery through a customer touchpoint analysis, and further cultivate a culture of accountability. We will also work to align employee performance with agency goals and promote data fluency, literacy, and capacity through intra-agency learning opportunities for all staff.

6. Provide Best-In-Class Customer Service

We will continue to learn and implement best practices within our OCE to ensure we are providing excellent customer service to each customer that calls. We will utilize trainings to refresh call center staff and volunteers on new guidance from DOL to help better answer UI questions.

We will also continue creating a Culture of Excellence to provide each customer, stakeholder, and employer with a tailored and positive experience during the fiscal year. To accomplish this goal, we will provide training to all staff about enhancing the customer experience, increasing customer satisfaction, offering skill development opportunities for our front desk, call center, and language access staff to create more positive customer experiences. OCE will continue its efforts to provide a central hub center for

all customer initial access points and continuously work with program staff to ensure that the customer has the best experience and receives up-to-date and accurate information.

We will also socialize our DOES services and D.C. Networks to District residents and employers through a public service campaign. As new customers take advantage of our services, we will conduct regular customer satisfaction surveys and use the data to drive change within the agency. We will also implement a customer service strategy that contributes to overall customer service excellence by centralizing external-facing customer service operations in the OCE; we expect an increase in overall customer service excellence.

2. New initiatives

- a. **Please describe any initiatives that the agency implemented in FY2020 or FY2021, as of Jan. 1, 2021, to improve the internal operations of the agency or the interaction of the agency with outside parties. Please include the date(s) of implementation and describe the results, or expected results, of each initiative.**
- b. **Please describe any initiatives that the agency implemented in FY2020 or FY2021 to improve operations of the agency specifically related to COVID-19.**

Response: Throughout FY2020 and FY2021, DOES has maintained its commitment to serving District residents, businesses, and workers, even in the midst of the public health emergency. As a result, we implemented a series of new initiatives to improve our operations and respond to COVID-19.

Our Operations Division provided key resources to all of our programs and staff through the following initiatives:

- In March 2020, the Division worked with each bureau to move operations to remote telework. It provided a variety of services so employees could perform their duties while teleworking.
- In April 2020, the Customer Navigation Center (CNC), along with the UI program, implemented a new customer relations management (CRM) tool. This tool serves as the system of record for all calls coming into the CNC. It has allowed for a centralized database to track calls, emails, and other forms of communication from the public that come into the CNC. The CRM has also been deployed to allow customers to upload secured documents via a provided link.
- In December 2020, DOES acquired an after-call survey tool to conduct automated telephone surveys through DCNET services. This is in the process of being implemented and will result in automated telephone surveys to assist in providing better customer service.
- In May 2020, DOES implemented a chatbot or artificial intelligence computer program that simulates human conversation through text and chats. This is on the DOES website and it assists the public in finding answers to questions about DOES services.

- In FY20, DOES created a UI escalations process meant to reduce the overall timeframe for resolving issues by using Call Takers, subject matter experts (SMEs), Escalations and Claims Examiner teams.
- In FY20, DOES developed a detailed process to respond and resolve UI related interactive voice response (IVR) voicemails.
- Throughout FY20, DOES staffed up, trained, and outfitted a new location and managed vendors to bring on an additional 250 call takers that have received over 700,000 calls.

Our Education and Workforce Innovation Bureau implemented the following initiatives:

- **Grant Training:** DOES partnered with the Grant Training Center to offer a two-day grant writing training to promote staff knowledge and skill in identifying and requesting additional funds to support agency programs. The Grant Training Center is a nationally recognized organization that provides training for institutions of higher education, K-12 schools, non-profit organizations, service professionals, foundations, government agencies, educators, researchers, and professionals. DOES programs now have the resources and support to pursue additional funding resources. Twenty-five staff successfully participated in this training that occurred in June 2020.
- **Data Management:** Management and auditing were two additional areas of focus during FY2020. DOES introduced training in data collection, management, and analysis for staff for fiscal year 2020. One hundred thirty seven staff received this training. In addition, 10 staff received training in preparation for the Certified Internal Auditor exam.
- **First Aid, CPR and AED Training:** DOES also offered for the first time, onsite First Aid, CPR, and AED training for staff. This training was secured through an MOU with the Executive Office of the Mayor. Four sessions were scheduled; however three of them were cancelled due to COVID related social distancing mandates. Thirteen staff received certification.
- **Leadership Training:** DOES developed a leadership training program comprised of courses offered through the Harvard University Extension School for both Career Service and Management Supervisory Service staff throughout the agency. Eight staff were nominated and successfully completed this program.
- **UI Training:** Due to the increase in UI claims, DOES created a virtual UI Call Center training program for identified staff, contractors, and for district government employees from other agencies. Over 400 individuals were trained in new UI programs and eligibility requirements, UI claims processing procedures, and email response processes.
- **COVID-19 Training:** An online training presentation was developed for all staff returning to the worksite during the COVID pandemic. The presentation was made available through Adobe Captivate.
- **MBSYEP Certification Training:** In February 2020, OYP worked with OIT to convert the in-person MBSYEP certification event to a virtual process. This was a direct result of public health concerns related to COVID-19. As cases rose, DOES anticipated its annual Midnight Madness Certification event, which is normally held at the Washington Convention Center, would be cancelled. Midnight Madness is the last certification event of the year, where youth are allowed to turn in certifying documents. Program staff received VPN access and virtual certification training, which allowed them to access the DOES' Scanning Application from home to certify documents. As a result of this change

2,417 youth submitted over 8,000 documents and 1,654 youth were certified through this process.

Our Labor Standards Bureau, Office of Workers' Compensation, implemented online filing for injured workers as a result of COVID-19. IT placed a link on the DOES website which allows for online filing of the Employee's Claim Application and the Employee's Notice of Accidental Injury or Occupational Disease.

Our Division of State Initiatives implemented the following initiatives:

- **Staff to support UI operations:** Beginning in April, in coordination with DOES' Office of Training and Professional Development, Division staff received training from UI staff and received supplemental customer service training from DCHR's Center for Learning and Development in advance of commencing unemployment insurance assignments, in addition to providing services to participants remotely.
- **Updated Training Model:** In FY20, the Division focused on revamping the training model to incorporate face-to-face and virtual instruction. The modified in-person engagement, which had to be carefully executed in compliance with Centers for Disease Control (CDC) workplace guidelines, includes provision of orientation and intake activities which allow staff to engage participants and make informed decisions regarding programming options.
- **Hybrid Training Model:** The Division created a hybrid training model combining two weeks of in-person training and one week of virtual training. To support the technology needs of participants, DSI implemented a policy allowing participants to take temporary possession of agency-issued laptops for use during virtual instruction and other skills development training. This policy is aligned with local and national protocols put in place to better connect learners with vital technology resources. To ensure that in-person training could occur, DSI re-configured its physical operations to comply with CDC guidelines by socially distancing participants in classrooms, installing plexiglass dividers, hand sanitizing stations, and available PPE. Beginning in October, the first reduced size Job Readiness Training cohort began with virtual graduation following completion; the second class began on November 8, 2020, with virtual graduation taking place on November 30; cohort 3 began the first week of December. To mitigate the risk of infection of participants and staff, the Division implemented a daily participant wellness screening.

Our Bureau of Economic Stability and Benefits, which houses Unemployment Insurance, implemented the following programs in response to federal actions addressing the economic impacts of COVID-19:

- **Pandemic Unemployment Assistance (PUA):** PUA covers individuals who are not eligible for traditional UI benefits, including the self-employed, those seeking part-time employment, individuals lacking sufficient work history, independent contractors, gig economy workers, and those who have exhausted their benefit eligibility under both traditional UI and Pandemic Emergency Unemployment Compensation.
- **Pandemic Emergency Unemployment Compensation (PEUC):** PEUC covers individuals who have recently exhausted all rights to regular UI under state or federal law. It provides up to 24 weeks of unemployment benefits.

- **Extended Benefits (EB):** EB are additional UI benefits payable to qualified workers when an “Extended Benefit Period” occurs in the District. EB is only payable for the weeks of unemployment during an EB period and is available only to individuals who meet the criteria, including additional eligibility provisions that do not apply to regular UI.
- **Federal Pandemic Unemployment Compensation (FPUC):** FPUC covers individuals currently receiving regular UI, PEUC, EB, PUA, and Short Term Compensation (STC) benefits. In addition to these benefits, eligible individuals received an additional \$600 per week from the week ending April 4, 2020 to the week ending July 25, 2020. Effective the week ending January 2, 2021, this benefit was reactivated via the Continued Assistance Act to provide an additional \$300 per week through the week ending March 13, 2021.
- **Lost Wages Assistance (LWA):** LWA was a federal FEMA program that provided an additional payment of \$300 per week on top of other unemployment benefits for those who were eligible between the week ending August 1, 2020 to the week ending September 5, 2020.
- **Mixed Earners Unemployment Compensation (MEUC):** MEUC is a temporary program providing an additional \$100 per week payment to individuals who are receiving regular UI benefits and earned at least \$5,000 in net earnings from self-employment in the tax year prior to the individual's initial claim. This is the most recent benefit available to claimants through the federal Continued Assistance Act.

Our new Innovations and Partnerships Division implemented the following initiatives:

- **Virtual Training Development:** DCIA was one of the agency’s early adopters of moving its in-person trainings to virtual platforms. The majority of DCIA’s virtual trainings are virtually synchronous. In transferring in-person instruction to online instruction, DCIA was intentional. Throughout FY20, DCIA staff took the time to: prepare a research memo that delved into best practices when standing up virtual learning platforms; develop virtual learning standards and requirements; update human care agreements to include virtual learning and how vendors are to respond to DCIA’s standards and requirements; and create a participant needs assessment to determine technological access and aptitude for remote learning.
- **Virtual Employment Fairs:** OTCS implemented virtual employment fair opportunities for District residents known as Talent Tuesdays, Fast Track Fridays, First Source Fridays, and Putting the District to Work. Talent Tuesdays, occurring the second Tuesday of the month, provides employers an opportunity to virtually engage job seekers regarding open job opportunities. Fast Track Fridays, occurring on the fourth Friday of the month, allows employers to individually engage and or interview job seekers interested in open job opportunities. First Source Fridays, occurring the first Friday of the month, provides an opportunity for First Source employers to engage job seekers with relevant skills and work experience. Lastly, OTCS partnered with the Workforce Investment Council (WIC) to offer large scale employment fairs known as “Putting the District to Work.”

3. New and changed programs

- a. **Please list and provide a description of each new program during FY2020 or FY2021.**

Response: DOES implemented the following new programs in FY2020 and FY2021:

DCIA created the Washington Gas program for District residents to receive hands-on training in construction and utilities. Participants learn about Excavation and Backfilling, Underground Clearances, Covering Service Lines, Mains, and Transmission Lines, and Prevention of Accidental Ignition. In addition, the program curriculum includes training in construction site safety, soft skills, and basic computer skills.

For Fiscal Year 2021, the Division of State Initiatives (DSI) enhanced its program operations by implementing two grant-funded initiatives aimed at creating a more robust training experience and meeting the unique needs of special populations. To achieve this purpose, the Division launched a Digital Literacy program and a job readiness training program exclusively for justice involved women.

- **Digital Literacy Program** - To address the skills gap in digital technology and to enhance participants' prospect of obtaining employment, the Division also launched a five-day Digital Literacy program for participants to complete prior to entering job readiness and life skills training. The program, which covers topics ranging from computer hardware, software, and internet navigation, provides laptops to participants that successfully complete the job readiness program. Through the 4th cohort of the program, which concluded on January 8th, the program has an 84 percent successful completion rate. Moreover, participants are demonstrating a skill gain via the pre-test and post-test increasing on average by nearly 16 percentage points.
- **Job Readiness Training Program Exclusively for Justice Involved Women** - In response to an increase in the number of justice involved women entering DSI programming, the Division created a job readiness program designed to meet the unique challenges experienced by women returning home from incarceration. In addition to providing a tailored job readiness and soft-skills program, the grantee is responsible for providing case management services and is responsible for job placement. The first cohort of the grant commenced in November 2020 and will conclude in mid-January 2021.

Additionally, in FY2021, our Federal Workforce Division plans to launch the following special programs pending the availability of qualified trainers/training providers:

- **AWS Cloud Practitioner Training Program** - This paid 4-week training program is intended for individuals who are looking to build and validate their overall understanding of the AWS Cloud. This career pathway is useful for individuals in technical, managerial, sales, purchasing, or financial roles who work with the AWS Cloud.
- **Medical Office Administrative Assistant Training Program** - This paid training is designed to teach medical terminology, office management, and medical law and ethics followed by an externship where students receive hands-on experience.
- **Pharmacy Technician Training Program** - The program is designed to train interested DC residents in the daily functions and operations within a retail or hospital pharmacy. This paid training program combines instructor-led classroom training and 90-days of hands-on work experience at one of the District's leading pharmacies or hospitals.

- **Lean Six Sigma Training Program** - The DOES Five-Day Lean Six Sigma and Professional Development Training Program is a program where participants learn to use a variety of Lean improvement and Six Sigma quality tools under a DMAIC (Define, Measure, Analyze, Improve, Control) framework and Customer Service theory. With Yellow Belt certification, you will add value to any team that aims to improve its company's process.
- **Career Pro** - A career coaching program designed to offer DC residents career visioning, job search assistance, professional resume development, personal branding, and LinkedIn profile development.
- **Think Workforce** - Job placement services for adult DC residents with intellectual developmental disabilities to include work readiness training, skill upgrading, job coaching, and wrap-around support services that will lead to full-time unsubsidized employment.

b. Please describe any changes to existing programs implemented by the agency during FY2020 and FY2021

Response: DOES also made the following changes to existing programs in FY2020 and FY2021:

In accordance with the Mayor's Orders, DC Health, and CDC on guidance on physical distancing, the Division of State Initiatives (DSI) augmented two core services, case management and job development, to ensure continuity of service delivery.

- The DSI job development team conducted an ongoing virtual hiring fair with over 70 essential employers from across the Washington metropolitan region participating. In addition, job coach staff provided one-on-one support to meet the hiring needs of participants. As a result of these efforts, and continued participant engagement, during the period from March 16, 2020 through September 30, 2020, 145 DSI participants obtained employment at an average pay rate of \$19.33 per hour with an average of 38 hours per week. Due to the restriction on gatherings, virtual hiring events have continued into fiscal year 2021.
- Throughout the suspension of program work experience or training, job coaches maintained, at minimum, bi-weekly contact with participants via phone, web-conference, email, and text messages. Job coaches continued to provide services focused on employment attainment, as well as supportive services necessary for participants to maintain a good quality of life. Services consisted of assisting participants update their resumes, dissemination of job leads, referrals to vital services (i.e. food), and guidance to assist participants navigate interpersonal challenges.

Our Labor Standard Division made the following updates:

- The Administrative Hearings Division (AHD) holds administrative evidentiary hearings to resolve disputes as to the entitlement to workers' compensation disability and medical benefits for injured private sector workers in the District of Columbia. The Compensation Review Board ("CRB") hears the administrative appeals of AHD decisions. Both departments have traditionally operated paper driven systems. Under a contract with Tybera Group, AHD and CRB have been provided with an automated

case management and electronic filing systems. The automated case management systems' file management and record-keeping procedures allow for the electronic filing and storage of all new applications for formal hearing and appeals, exhibits, transcripts, orders, and other case documents in an organized and unified fashion; facilitate the timely issuance of compensation orders and appellate decisions; allow all record documents in individual cases to be identified through a docketing system and accessed with a hyperlink; and permit easy migration of information between the separate Case Management Systems for both AHD to CRB when cases are appealed.

- Due to the restrictions imposed by the COVID-19 pandemic, the maximum utilization of situational teleworking, and the video conferencing platform WebEx, AHD has been able to service its stakeholders fully and with virtually no interruptions. All judges and paralegals can carry out their tasks remotely. Support stagger their time on-site in order to carry out certain tasks that don't lend themselves to being performed remotely, such as certified mail and to process paper filings from individuals without the capability to access the e-filing system. The automated system with regard to document filing and case management is fully operational and most if not all of the attorneys who practice before the agency are registered in the system.

- 4. Please provide a copy of the agency's FY2020 performance accountability report.**
- a. Please explain which performance plan strategic objectives and key performance indicators (KPIs) were met or completed in FY2020 and which were not.**
 - b. For any met or completed objective and/or KPI, also note whether they were completed by the projected completion date of the objective and/or KPI and within budget.**
 - 1. If they were not completed on time, please explain.**
 - 2. For any objective not completed within budget, please explain.**

Response: A copy of the DOES FY2020 performance accountability report is attached as "DOES POH 2021 Q4." All objectives were completed within budget.

DOES reported that only one strategic initiative—*Align Education and Workforce Strategies to Improve Outcomes*—had not been completed by the end of FY2020. While the majority of the work was completed, the public health emergency has pushed completion of this initiative into FY21.

Only one KPI was unmet in FY2020—the *percentage of first employment insurance payments made within 14 days of filing*. DOES has exceeded the FY2020 target of 87 percent for at least three years prior to FY2020. However, the huge influx of applications during the COVID-19 public health emergency, along with the changes in rules for the self-employed and non-standard employees such as tipped workers, made our goal difficult to meet based on the established performance target. Before the pandemic, in quarters 1 and 2 of FY2020, the percentage meeting the goal was just under 95 percent. The overall percentage for FY2020 was 59.9 percent due to the sheer volume of claims, having received over 147, 000 claims between March 13 and September 30, 2020.

All other KPIs were completed within the fiscal year, within budget, and, where given, all targets were met. Several KPIs were new in FY2020 and no targets are set during the first year of a KPI.

5. Regarding your agency's FY2021 performance plan:

- a. Please provide a copy of your agency's FY2021 performance plan as submitted to the Office of the City Administrator (OCA).**
- b. Describe any changes to any outcome measurements in FY2021, including the outcomes to be measured or changes to the targets or goals of outcomes; list each specifically and explain why it was dropped, added, or changed.**

Response: A copy of the DOES FY2021 performance plan is attached as "DOES POH 2021 Q5."

There were many changes made to our KPIs and workload measures to continue aligning our performance measures with our Vision Forward plan. Changes to the Workload Measures are listed below:

- Funding has ended for the Local Programs Back-to-Work 50+ (BTW50+) and Learn Earn Advance Prosper (LEAP). As a result, all Workload Measures for both programs have been removed from the FY2021 performance plan.
- A close review of all the measures revealed that for many of our local programs, data requests and reports are already generated to show program and agency outcomes, at minimum, on a quarterly basis. Therefore, many workload measures were removed from the FY2021 performance plan to eliminate redundancy. For example, the FY2021 performance plan removed all DCIA workload measures other than the number of enrollments since those measures are already included in a separate DCIA report.
- DOES also added new measures for information not already included in other reports. For example, the number of Individual Training Accounts created for the Transitional Employment Program (also referred to as Project Empowerment) participants and DC Career Connections customers is not reported elsewhere, and therefore, is included in the performance plan.
- Veterans' Employment is tracked federally as a retention rate, as is the employment data for the Senior Community Service Employment Program (SCSEP). The information is now being entered as a retention rate in the performance plan. This change provides more accuracy and allows the data to be matched to the federal tracking. This also changes the type from Workload Measure to KPI.

II. Budget and Expenditures

Budget

6. **Budget.** Please *complete the attached table* in Excel showing your agency’s budget, including Council-approved original budget, revised budget (after reprogrammings, etc.), and actual expenditures, by fund source, program and activity, for FY2020 and the first quarter of FY2021. Please also include any over- or under-spending in each program and activity. Explain the reason for any variation between the revised budget and actual expenditures for FY2020 for each program and activity code.

Response: Please see attachment labeled “DOES POH 2021 Q6.”

7. **In FY2019 or FY2020, did the agency have any federal funds that lapsed or that had to be returned for any reason? If so, please provide a full accounting, including amounts, fund sources (e.g. grant name), grant number, whether the funds lapsed or were returned, and the reason the funds lapsed or had to be returned.**

Response: Please see attachment labeled “DOES POH 2021 Q7.”

8. **Please provide the following information for all intra-District memoranda of understanding (MOUs) for FY2020 and FY2021, as of Jan. 1, 2021, including anticipated MOUs for the remainder of FY2021.**
 - a. *Attach copies* of all intra-district MOUs, other than those for overhead or logistical services, such as routine IT services or security.
 - b. For each MOU, including anticipated MOUs, *complete the attached table* in Excel.

Response: Copies of all intra-district MOUs are attached as “DOES POH 2021 Q8a” and “DOES POH 2021 Q8b” for the table.

9. **Please provide the following information for all intra-District memoranda of agreement (MOAs) for FY2020 and FY2021 as of Jan. 1, 2021, including anticipated MOAs for the remainder of FY2021.**
 - a. *Attach copies* of all intra-district MOAs, other than those for overhead or logistical services, such as routine IT services or security.
 - b. For each MOA, including anticipated MOAs, *complete the table below:*

Response: Copies of intra-district MOAs are attached as “DOES POH 2021 Q9a.” Please see the table below for Q9b.

Memoranda of Agreement, FY2020 and FY2021, including anticipated MOAs

<i>Names of all agencies party to the agreement</i>	<i>Description of MOA services or purpose, including name of project or initiative</i>	<i>Service period (dates)</i>
<p>Department of Employment Services; Court Services and Offender Supervision Agency (CSOSA)</p>	<p>DOES shall:</p> <ol style="list-style-type: none"> 1. Enroll up to 80 participants (40 participants with non-violent offenses and 40 participants with violent offenses, however excluding those that are sexual in nature) into Project Empowerment’s (PE) three-week Job Readiness and Life Skills Training. 2. Provide \$10.00 per hour (not to exceed 40 hours per week and no paid holidays) 3. Provide subsidized work experience (WEX) to participants that successfully complete JRT. 2. Provide up to \$1,000 (per participant) in bonus incentives to those who obtain and retain verifiable unsubsidized employment. 3. Provide case management supports. <p>CSOSA Shall:</p> <ol style="list-style-type: none"> 1. Identify and refer up to 80 participants. 2. Screen and interview applicants to gauge their level of interest and commitment to entering a transitional employment program. 3. Obtain a signed consent for the release of information from the applicant, which authorizes the disclosure of information related to participation. 4. Report to DOES within 24-business hours (in writing), any matters that prevent participant's fulfillment of the PE obligation. 5. Notify participants who are eligible to receive a uniform of the process for acquiring the necessary uniforms provided by DOES. 	<p>12/5/2019 – ongoing until terminated by one of the parties</p>
<p>Department of Employment Services; Potomac Job Corps</p>	<p>DOES shall:</p> <ol style="list-style-type: none"> 1. Recruit and pre-screen occupational training candidate prior to selecting participants for DCIA training programs. 2. Inform participants of Potomac Job Corp of their eligibility criteria during outreach. 3. Adhere to intake policies and procedures. <p>Potomac Job Corps shall:</p> <ol style="list-style-type: none"> 1. Select Potomac Job Corps students to enroll and attend DCIA. 2. Designate each student with a career counselor to serve as the liaison between the Parties. Monitor training progress, provide additional supportive services to include but not be limited to tutoring, advising, etc. 	<p>12/5/2019 - 09/30/2020</p>

Names of all agencies party to the agreement	Description of MOA services or purpose, including name of project or initiative	Service period (dates)
	3. Provide all students with transportation, lodging, meals, clothing, medical, dental, mental health, and other support services needed to successfully complete the program. 4. Provide personal and career counseling to all enrolled students through their enrollment. 5. Provide interpretation services.	

- 10. Please provide the following information for each interagency reprogramming of funds into and out of the agency for FY2020 and FY2021, as of Jan. 1, 2021, including anticipated inter-agency reprogrammings for the remainder of FY2020.**
- a. Please *attach copies* of the reprogramming documents, including the Agency Fiscal Officer’s request memo and the AFO’s reprogramming chart.
 - b. For each reprogramming, including anticipated reprogrammings, *complete the attached chart in Excel.*

Response: Copies of inter-agency reprogrammings are attached as “DOES POH 2021 Q10a” and “DOES POH 2021 Q10b” for the chart.

- 11. Please provide the following for each intra-agency reprogramming *within* your agency during FY2020 and FY2021, as of Jan. 1, 2021, as well as any anticipated intra-agency reprogrammings for the remainder of FY2021.**
- a. Please *attach copies* of any reprogramming documents.
 - b. For each reprogramming, including anticipated reprogrammings, *complete the attached chart in Excel.*

Response: Copies of intra-agency reprogrammings are attached as “DOES POH 2021 Q11a” and “DOES POH 2021 Q11b” for the chart.

- 12. Please *update the attached Congressional Grant Report* in Excel, showing your agency’s federal WIOA funds through Jan. 1, 2021. The Committee entered data from the 3rd Quarter FY2020 report. This data should be updated through Jan.1, 2021 (2nd Quarter FY2021) by updating the numbers and/or adding grant phase rows as necessary. Additionally, there are three new columns (with headers shaded) asking for unobligated balances carried in and out of each fiscal year, program year and the expiration date.**

Response: Please see attached “DOES POH 2021 Q12.” Please note that the “unobligated carry out” description is inaccurate. While we have filled out this information as requested by the Committee, these funds are in fact designated for programming in FY21.

- 13. Please list each grant or sub-grant (omit WIOA funds listed in the Congressional Grant Report), including multi-year grants and federal grants, received by your**

agency in FY2020 and FY2021, as of Jan. 1, 2021. Specify distinct funding streams, where applicable. Include the following information:

- a. Source,
- b. Purpose,
- c. Timeframe,
- d. Dollar amount received in each year of FY2020 and FY2021,
- e. Amount expended in each year of FY2020 and FY2021,
- f. Amount rolled into the following year FY2020 and FY2021 balance, and
- g. How the grant is allocated if it is a multi-year grant, i.e. the dollar amounts to specific DOES offices or programs.

Response: Please see the attachment labeled “DOES POH 2021 Q13.”

- 14. Please attach all budget enhancement requests submitted by your agency to the Mayor or Chief Financial Officer as part of the budget process for previous fiscal years FY2019, FY2020, and FY2021.**

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

Expenditures

- 15. Please provide copies of FY2021 NPS spending plans for *each* of the Department’s activities, i.e., 1010 (Personnel), 2100 (Tax Collections), 4100 (Senior Services), etc.**

Response: Please see attachment labeled “DOES POH 2021 Q15.”

- 16. Regarding purchase cards and credit cards, please complete the following table with information on all credit card, p-card, or purchase card purchases and expenditures for FY2020 and FY2021, as of Jan. 1, 2021. Alternatively, you may attach monthly statements with this same information; however, please name the ultimate vendor and specific purpose of the purchase for any Pay Pal or other transaction with an indirect payment service like Pay Pal.**

Response: Please see the attachment labeled “DOES POH 2021 Q16.”

Grantmaking

- 17. Please *complete the attached table* in Excel with information on each grant awarded by your agency during FY2020 and FY2021 as of Jan. 1, 2021.**

Response: Please see the attachment labeled “DOES POH 2021 Q17.”

- 18. Please attach copies of all grant agreements for grants awarded in FY2019, FY2020, and FY2021, as required by Department of Employment Services Grants**

Transparency Amendment Act of 2019, DC Code § 1–328.05 (“Workforce job development grant-making authority”).

Response: Copies of the grant agreements are attached as “DOES POH 2021 Q18.”

19. Please attach all completed “Grantee Performance Evaluations” and all completed “Monthly Status Report” forms¹ for all FY2019, FY2020 and FY2021 (as of Jan. 1, 2021) grantees.

Response: Please see “DOES POH 2021 Q19 – Part 1” for the completed grantee performance evaluations and “DOES POH 2021 Q-19 – Part 2” for the monthly status reports. As a note, monthly status reports were not a requirement for the MBSYEP grants given the six-week period of performance.

Contracting

20. Please *complete the attached table* in Excel with information on each contract, procurement, and lease leveraged in FY2020 and FY2020 as of Jan. 1, 2021, with a value amount of \$10,000 or more. “Leveraged” includes any contract, procurement, or lease used by the agency as a new procurement, contract extension, or contract option year execution. This also includes direct payments, if applicable. Treat Human Care Agreements as contracts—aggregating information by vendor for all task orders under the HCA, where relevant.

Response: Please see the attachment labeled “DOES POH 2021 Q20.” As a note, there are a few columns that require a manual pulling and entry of data that is labor prohibitive, so the information is not available in the attachment. DOES can provide additional information if there are questions about specific contracts.

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

III. Technology

21. For any upgrades to existing technology in FY2020 or FY2021 or new technology to be acquired during the remainder of FY2021, provide the following information:

- a. Describe new technology's functions or if existing technology is being upgraded and explain which functions are to be upgraded and why,**
- b. The total anticipated cost of acquiring or upgrading the technology; delineate costs for any system that was or will be acquired or upgraded in the years FY2020 through FY2021 period,**
- c. Contract number, or solicitation number if a contract has not yet been executed,**
- d. Funding source (e.g. federal, local SPR),**
- e. Program, activity, and fund codes in the budget,**
- f. Expenditures in FY2020, and**
- g. Anticipated expenditures in FY2021.**

Response: Please see below for detailed descriptions of technology updates:

Unemployment Insurance Tax and Benefits Modernizations

DOES' UI program supports District unemployed workers with temporary income replacement and supports their job searches, which allows them to find work that best matches their prior experience and skills without added financial stress.

The Unemployment Insurance Modernization Project is a multi-year project working to modernize the District's unemployment insurance system and create a state-of-the-art solution to provide top-of-the-line unemployment programs and services. The Project's goals for the new systems are to:

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

PFL Tax and Benefits Ongoing Implementations

In July 2019, DOES successfully launched the first phase of the multi-year PFL Tax and Benefits Systems and officially began collecting employer contributions to the Universal Paid Leave Implementation Fund. In July 2020, the second phase of the program was successfully launched and DOES officially began accepting PFL benefits claims. Since July 1, 2020 through December 31, 2020, the system received 5,710 benefits claims. When the system is fully implemented it will provide:

- Employer registration and account maintenance;
- Wage reports;
- PFL tax payments;
- General ledger;
- Tax refunds;
- Tax compliance;
- PFL field audit;
- Management reports;
- Adjudication of medical, family, and parental leave claims;
- Verification of medical licensures;
- Payment and administration of benefits;
- Repayment recovery;
- Fraud prevention tools; and
- Analytics.

Workers Compensation System Modernization:

In FY20, the Workers Compensation System, which is referred to as CORE, migrated to a new infrastructure including both hardware and operating systems in preparation for replacement in the new future. This migration will allow DOES to implement redundancy to provide a back-up in the system and allow standard disaster recovery approaches. In FY21, we are hiring a Business Analyst to help create an As-Is Model depicting a comprehensive and detailed review, assessment, and document of the existing business processes associated with CORE and developing the requirements documents necessary for a successful solicitation for a replacement system.

Mayor Marion Barry's Summer Youth Employment Program (MBSYEP):

DOES built an in-house web application to manage the Mayor Marion Barry's Summer Youth Employment Program. The usage consists of:

- 19,000 youth participants who use the system to apply for summer jobs, track hours worked, and upload their résumé;
- 800 employers who use this application to post summer jobs and select job candidates; and
- 70 DOES employees who access the system to register employers and certify youths/employers.

Due to COVID-19 social distancing rules, the MBSYEP application was enhanced to allow youth participants to securely upload pertinent certification documentation online through the tool instead of coming in-person to one of the many job fairs or March Madness events. Additionally, the tool was modified to allow DOES program staff to validate each submission as it was received (see response to Question # for more details). MBSYEP Year 2020 was a huge success even with the hurdles that COVID-19 brought.

Technology	Contract or Solicitation #	Funding Source (federal, local, capital)	Funding Source (Obj, Ind, PCA, Fund)	FY2020 expenditures	FY2021 anticipated expenditures
UI Tax Implementation	CW75765	Capital	0300 0304	\$1,254,858 \$7,079,009	\$6,642,822.12
UI Benefits Implementation	N/A	Capital	0041	N/A	Contract not yet awarded
PFL Tax Implementation	CW67661	Capital	0041	\$650,000	\$240,000
PFL Benefits Implementation	CW76223	Capital	0041	\$2,167,500	\$1,000,000
Workers Compensation System Modernization	CW46503	Local	0409	\$40,000	\$196,000

22. In FY2020, the agency stated it would complete an initial assessment of data systems and perform a data gap analysis as part of the Enterprise Data Management Program Project. Please provide a copy of the initial assessment of data systems and data gap analysis. If they are not done, please provide an expected completion date.

Response: The DataWorks Project is a multi-phase initiative to completely overhaul our data systems. The initial assessment of data systems and the data gap analysis are key parts of this process that have begun but are not yet complete. The assessment is a long-term project that was intended to cross fiscal years and the data gap analysis is the final step of this process. The initial assessment of data systems is expected to be completed by December 31, 2021, and the data gap analysis is expected to be completed by June 30, 2022.

23. Have there been any modifications to the security of Personally Identifiable Information (PII)? Have there been any PII release problems in the past year?

Response: There have been no modifications to the security of PII. PII continues to be encrypted using IBM's Resource Access Control Facility (RACF) for data-at-rest and Secure Socket Layer (SSL) for data-in-transit. There have been two isolated PII incidents in the past year that were quickly resolved and any potential negative impacts were mitigated.

24. VOS

- a. **Please detail any changes (added or removed) made in FY2020 or FY2021 as to which agency programs use VOS (virtual one-stop system) as the system to track data.**

Response: In December 2020, the DCNetworks system, Virtual OneStop, was overhauled with exciting new functionality and rebranded by the company as Virtual OneStop® (VOS) Sapphire. While the system will remain DCNetworks, the VOS Sapphire upgrade features design and branding enhancements, such as simplified job search and navigation, fresh dashboard designs by user type, and a brand-new modal panel for setting accessibility features. VOS Sapphire also includes redesigned appointment setting functionality, agency-specific branding options, and custom notification banners for important events.

For job seekers, VOS Sapphire uses an advanced algorithm for job search logic and an intelligent keyword search. The addition of “How I Match” functionality provides job seekers exclusive tools for seeing how their specific skills align with today's in-demand roles. Job seekers are also able to view current information about their desired occupation.

For employers, VOS Sapphire features new candidate and resume matching features as well as access to external resumes. Upon job order creation or modification, business owners and managers see displayed lists of matched candidates. Employers are able to set expected pay levels with a new job order salary slider.

For DOES staff members, VOS Sapphire is designed with the Workforce Innovation and Opportunity Act (WIOA) in mind. System users will have access to new WIOA enrollment and application templates and several electronic signature options. Staff members are able to more keenly design questions within the Agency Defined Programs templates. VOS Sapphire includes a revamped Ad Hoc Query Builder and an enhanced reports display.

In direct response to the COVID-19 pandemic, VOS Sapphire offers creative online solutions that allow users to connect virtually and conduct business at a distance. This includes no-touch options that support American Job Centers in their efforts to maintain high service delivery outcomes while protecting the population as job seekers transition back to work. New, contactless solutions include electronic document signing and remote signature options, live chat functionality for real-time client support, remote recruiting with Virtual Job Fairs, and online skills development platforms.

- b. Please detail the agency programs that *do not* currently use VOS to track data, and for each program that *does not* use VOS, please indicate what system is used. For example, if data is tracked in a spreadsheet indicate if it is Excel. If paper files are used, please indicate that as well.

Response: See the table directly below.

Program	System used to Track data
MBSYEP	People First 3
Apprenticeship	DCAMS
MBYLI	PeopleSoft
First Source	FORRS – For First Source Agreements

IV. Agency Organization and Personnel

25. Please provide an organizational chart for the agency, arranged by division and subdivision, as of Jan. 1, 2021.

a. Show for each division and subdivision:

- i. The names and titles of all personnel;**
- ii. Include on the chart, and denote as vacant or frozen, any such positions;**

Response: A copy of the DOES organizational chart is attached as “DOES POH 2021 Q25.”

b. Please provide a narrative explanation of any changes to the organizational chart made during FY2020 or FY2021, as of Jan. 1, 2021.

Response: In FY2020, DOES established the Bureau of Innovation and Partnerships. This Bureau includes the DC Infrastructure Academy and Office of Talent and Client Services.

26. Please provide an Excel version of a current Schedule A (i.e. Position Funding Report) as of Jan.1, 2021, and include the same information as was provided in response to Common Budget Questions in 2020 (for the FY2021 budget formulation).

Response: A copy of the DOES Schedule A is attached as “DOES POH 2021 Q26.”

27. Regarding FTEs and FTE vacancies:

a. Please provide the total number of FTEs in the agency as of Jan. 1, 2021, the number of active FTEs (i.e., occupied positions), and the total number of vacant positions.

Response: As of February 3, 2021, there are 767 FTEs and 107 vacant positions.

b. Please list each vacant position’s position number and provide: (1) the date on which it became vacant and (2) the step or status of the hiring process for the position as of Jan. 1, 2021.

Response: Please see the attachment labeled “DOES POH 2021 Q27b.”

28. Please list any new position numbers approved after October 1, 2020; the division; job title; the position number; the position’s effective date (if the new hire has started); and if not hired, the date the position was publicly posted.

Response: Please see the attachment labeled “DOES POH 2021 Q28.”

29. How many and what percentage of all employees at the agency as of Jan. 1, 2021, were District residents?

Response: As of January 1, 2021, 411 DOES employees, or 55 percent of the agency workforce, were District residents.

30. Please complete the following charts about the residency of new hires in FY2020 and FY2021, as of Jan. 1, 2021:

Response: Please see the charts directly below.

DC Residency of Employees Hired in FY 2020

<i>Position Type</i>	<i>Total Number</i>	<i>Number who are District Residents</i>	<i>Percent of total who are District residents</i>
Continuing	20	11	55%
Term	77	43	56%
Temporary	37	28	76%
WAE	0	0	0%

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

<i>Position Type</i>	<i>Total Number</i>	<i>Number who are District Residents</i>	<i>Percent of total who are District residents</i>
Continuing	8	2	25%
Term	14	4	29%
Temporary	16	11	69%
WAE	0	0	0%

31. Please complete the attached table listing *all* employee trainings and professional development, including the all-staff meeting, internal policy and procedure trainings, external specific trainings, and others conducted in FY 2020 or FY2021.

Response: Please see the attachment labeled “DOES POH 2021 Q31.” As a note, in terms of outcomes, all employee trainings included provided meaningful professional development opportunities to DOES staff.

V. Unemployment Insurance

Data

32. For FY2020 and FY2021 through Jan. 1, 2021, please complete the following table on unemployment insurance (UI) claims.

Response:

Unemployment Insurance Claims Data, FY2020-FY2021

	<i>FY2020</i>	<i>FY2021 as of Jan. 1, 2021</i>
Number of new claims for UI benefits filed in the year specified	159,499	17,741
Number of claimants filing who did not previously have a DCNetworks account	32,167	1,912
Number of claimants receiving the maximum number of weeks of benefits	89,597	4,007
Number of initial claims determined to be ineligible by claims examiner	40,790	8,937
Number of initial claims paid within 21 days (includes PUA)	68,637	3,954
Number of claimants with combined wage claims	5,407	138
Number of monetary redeterminations ordered by OAH	158	40*
Of total new claims in the year provided, number of claimants receiving benefits via direct deposit	86,376	3,094
Of total new claims in the year provided, number of claimants receiving benefits via Reliacard	50,257	3,334
Number of claims denied for lack of work verification or work verification expired	594	12

*Note: This information is as of January 26, 2021.

33. For FY2020 and FY2021 through Jan. 1, 2021, please complete the following table on FPUC, PEUC, PUA, and EB programs.

Response:

FPUC, PEUC, PUA, and EB Claims Data, FY2020-FY2021

	<i>FY2020</i>	<i>FY2021 as of Jan. 1, 2021</i>
Number of claimants who received FPUC benefits	97,195	650
Number of claimants who received FPUC benefits for every week it was available in DC	7,108	78
Number of claimants who received PEUC benefits	14,427	21,398

	<i>FY2020</i>	<i>FY2021 as of Jan. 1. 2021</i>
Number of claimants who received 13 weeks of PEUC benefits	12,375	7,544
Number of UI claimants who received EB benefits (first part, 13 weeks)	1,128	7,587
Number of UI claimants who received EB benefits (second part, 7 weeks)	590	139
Number of PUA claimants who received EB benefits	Less than 10	84
Number of claimants who received PUA benefits	17,115	1,474
Number of PUA claimants who received a monetary redetermination after being approved for the preliminary \$179/weekly benefit	103	1,093
Number of claimants awaiting a monetary redetermination (as of date this is completed)	16,970	1,327
Number of claimants who received Lost Wages Assistance (LWA) benefits	72,763	487
Number of PUA claimants who received \$1,200 local stimulus payment	8,874	661

**Note: This information is as of January 20, 2021.*

34. How many claimants qualified for Extended Benefits (EB) tier 1 (initial 13 weeks) in calendar year 2020? How many have qualified thus far in calendar year 2021?

Response: 8,948 claimants qualified for EB tier 1 in calendar year 2020. As of January 19, 2021, 3,902 claimants have qualified for EB tier 1 in calendar year 2021.

35. Please detail how many UI and Pandemic Unemployment Assistance (PUA) claimants live in each ward.

Response: Please see the chart below for the data based on claims filed on or after October 1, 2019 and before January 1, 2021 using the most recent address data provided by claimants as of January 28, 2021. As a note, many of the claimants for unemployment benefits in the District are residents of other jurisdictions.

	All Claimants	Regular UI Claimants	PUA Claimants
Ward 1	10,296	8,409	1,821
Ward 2	5,720	4,588	1,106
Ward 3	5,139	3,967	1,143
Ward 4	12,176	9,449	2,630
Ward 5	12,827	10,230	2,442
Ward 6	10,747	8,791	1,854
Ward 7	13,645	11,180	2,261
Ward 8	14,887	12,256	2,376

Unknown	3,446	2,804	618
Total	88,883	71,674	16,251

36. How many of the 20 FTEs approved by USDOL to process PUA claims have started working at DOES? On what date(s) did they or will they begin? How long does DOES expect to employ them?

Response: *Nineteen of the 20 FTEs approved by USDOL to process PUA claims have started working at DOES. See the details below:

- 7 FTEs onboarded on August 3, 2020 for a 13 month term;
- 3 FTEs onboarded on August 17, 2020 for a 13 month term;
- 3 FTEs onboarded on August 31, 2020 for a 13 month term;
- 2 FTEs onboarded on December 21, 2020 with a NTE of June 30, 2021;
- 2 FTEs onboarded February 1, 2021 with an NTE of June 30, 2021;
- 2 FTEs onboarded February 1, 2021 for a 13 month term;
- 2 FTEs have a selection made against them and are pending approved start date; and
- 2 FTEs are pending selection.

*Three FTEs have since separated from the agency and positions were backfilled.

Household workers

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

Response: Please see below. As a note, since household employers have the option of filing annually or quarterly, the information is divided into two tables to detail the two types of filing:

Household employers – Quarterly Filers, FY2019-FY2020

	2019 (calendar year)				2020 (calendar year)			
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Number of household employers owing contributions (as of end of quarter)	11	105	74	52	254	60	45	0

	2019 (calendar year)				2020 (calendar year)			
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Number of household employees for whom employers made contributions	4351	4370	4519	4492	3894	3744	3930	67
Total amount in contributions paid by household employers in the quarter specified	\$564,228.50	\$164,915.90	\$117,459.75	\$110,501.88	\$628,300.35	\$157,450.46	\$23,567.59	\$1,236.44

Note: The figures for Q4 2020 that are highlighted in red and are preliminary since Q4 2020 data will not be available until mid-February.

Household employers – Annual Filers, FY2019-FY2020

	2019 (calendar year)				2020 (calendar year)			
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Number of household employers owing contributions (as of end quarter)	306	292	225	196	0	0	0	0
Number of household employees for whom employers made contributions	3420	3486	3452	3372	675	602	651	71
Total amount in contributions paid by household employers in the quarter specified	\$320,921.09	\$148,816.13	\$85,302.58	\$84,599.98	\$71,033.83	\$18,478.27	\$20,576.85	\$1,798.34

Note: The figures for Q1 – Q4 2020 that are highlighted in red are preliminary figures since 2020 annual wage reports, and payments will not be finalized until May 2021.

US Department of Labor and other documents

38. Please attach copies of any correspondence received from or sent to the US Department of Labor in FY2020 or FY2021.

Response: Requests for specific correspondence topics should be submitted to both DOES and the USDOL through FOIA.

39. Please attach the most recent State Quality Service Plan for the District.

Response: Please see the attachment labeled “DOES POH 2021 Q39.”

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

Response: A copy of the Corrective Action Plan is included in the State Quality Service Plan submitted for “DOES POH 2021 Q39.”

41. Please provide the DOES BPC Unit’s Standard Operating Procedures currently in use.

Response: Please see attached “DOES POH 2021 Q41” for the DOES Benefit Payment Control (BPC) Unit’s Standard Operating Procedure (SOP), last updated November 25, 2018.

Overpayments

42. How much time (in days or weeks) does the agency allow a recipient of an overpayment notice to respond before referring the matter to the Office of Tax and Revenue for collections? Please cite to federal guidance governing the claimant’s rights in such a case, if any exist.

Response: Matters are not referred to the Office of Tax and Revenue until one year after the date of overpayment is established by DOES. Per D.C. Official Code § 47-4431, and in accordance with §§ 51-111–12 and 51-119, DOES has authority to collect any overpaid amount to an unemployment compensation claimant. The DOES BPC unit’s SOP, last updated November 25, 2018, outlines the processes and rights to appeal as follows:

District of Columbia Tax Intercept

- Funds are recovered by interception of District of Columbia tax refunds, otherwise due to claimants that have an existing overpayment debt with DOES and are not in compliance with their contractual recovery agreement.

- The Office of Information Technology (OIT) submits the Tax Intercept Report to the Office of Tax and Revenue (OTR).
- An overpayment debt must be at least one year old from the date of the overpayment establishment by DOES before it is referred to OTR for recovery efforts.
- OTR notifies the claimant of the garnishment and the party who began the garnishment.

To begin the intercept process, the BPC unit supervisor requests the spreadsheet from the Office of Information Technology (OIT), which contains all outstanding fraud and non-fraud overpayments based on the following criteria:

- The claimant has not made any repayments since October 1st of the previous year;
- The established date of the overpayment is prior to July 1st of the previous year;
- The overpayment balance is greater than zero;
- The overpayment disposition code is Active (A);
- The BPC supervisor reviews the list for claimants that have filed for bankruptcy for removal.

PROCEDURES:

Claimants receive a Notice of Determination by Claims Examiner, which informs the claimant of their disqualification and the specific weeks overpaid. A Notice of Determination of Overpayment explains to claimants the cause of the overpayment, the weeks overpaid, the amount overpaid, the penalty amount if the overpayment was due to commitment of fraud, and the statutory authority used to determine the overpayment and fraud. Attached to each Notice of Determination by Claims Examiner and Notice of Determination of Overpayment are appeal rights, which instructs claimants on the appeal request process. Claimants must request an appeal to OAH within 15 calendar days of the mailing date of the determinations. D.C. Official Code § 51-111(b).

Additionally, a Restitution Agreement is mailed to claimants after the 15-day appeal period ends. The Restitution Agreement provides a repayment schedule of 24 months, the monthly repayment amount, and the total overpayment amount. Through monthly billing notices, Claimants are also notified of their overpayment balance, monthly payment owed, and the potential consequences of referral for civil litigation, prosecution, tax interception, and/or deduction from any future claim filed in any state, if they fail to make arrangements to repay the overpayment.

43. How many Restitution Agreements were executed in each of the following years? FY2018, FY2019, FY2020, FY2021.

Response: The District sent out 8,866 Restitution Agreements in FY2018, 12,955 in FY2019, 6,776 in FY2020, and as of January 14, 2021, 285 in FY2021.

44. Please provide a copy of the Restitution Agreement form sent to claimants after the 15-day appeal period is concluded.

Response: Please see attachment “DOES POH 2021 Q44.”

45. Please complete the table below regarding overpayment collections.

Response: Please see below.

Overpayment Collections FY18 - FY21

	FY2018	FY2019	FY2020	FY 2021 thus far (as of January 21, 2021)
Number of UI claimants with overpayments	3,840	6,092	5,401	341
Number of UI claimants with overpayments due to fraud	1,030	741	323	22
Number of UI claimants with overpayments due to benefit year earnings	3,407	3,286	3,649	221
Number of claimants whose overpayments were repaid via deductions from UI, PEUC, PUA, or EB benefits payments in the year specified.	1,586	1,684	3,451	1,038
Total amount in overpayments only (not including penalties) recovered from UI, PEUC, PUA, and EB claimants in the year specified.	\$606,809	\$637,633	\$3,176,373	\$385,672
Total amount in penalties assessed in the year specified due to overpayments ²	\$10,379	\$20,193	\$58,485	\$5,672
Total amount in penalties collected without filing a case in Superior Court in the year specified	\$142,555	\$184,413	\$122,480	\$13,523
The number of cases filed in Superior Court attempting to recover overpayments	110	175	150	4
Amount waived in the year specified *	\$9,851	\$150,422	\$86,183	\$28,728
Amount recovered in the year specified	\$5,947,867	\$9,551,690	\$10,650,381	\$6,039,680

*DOES constantly reviews claimants' files for accuracy and makes adjustments. Adjustments can increase or decrease the amount of an overpayment. If the amount decreases, it is considered a "waiver", even though it occurred through the review of claimants' files rather than through the formal statutory waiver process. Please see the response to Question 46 for the amount waived through the statutory waiver process.

² DC Code section 51-119 (e)(3) says, "Beginning on October 1, 2013, at the time the Director determines an erroneous payment was made to an individual due to fraud committed by such individual, the Director shall assess a penalty on the individual in an amount of 15% of the amount of the erroneous payment. Penalties paid pursuant to this paragraph shall be deposited in the District Unemployment Fund, established by [§ 51-102](#). The penalty assessed by this paragraph shall not be deducted from any future benefits payable to claimant under this subchapter."

Overpayment Waivers

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

Response: Please see the chart below:

Overpayment Waiver Requests, FY2020-FY2021

	FY2020	FY2021
How many overpayment waiver requests did DOES receive in the year specified?	7	2
How many overpayment waiver requests were denied in full in the year specified?	6	1
What was the total amount of overpayment funds waived by DOES in the year specified? *	\$12,031	\$29,611

* The numbers in this chart are exclusively the result of the formal statutory waiver process.

47. Provide a copy of the letter or document DOES provides to a claimant informing them that their requested waiver of overpayment has been partially or fully waived.

Response: Please see attachment “DOES POH 2021 Q47” for the template that is modified to address the particular facts of each waiver request.

48. For overpayment waiver requests granted in part or in full in FY2020 and thus far in FY2021, please provide:

- a. Date and amount the overpayment was incurred;
- b. Date of the waiver request;
- c. Date DOES informed the claimant in writing that the waiver was granted (in part or in full).

Response: The fully granted waiver request received in FY 2020 was submitted after suit was filed in *DC v. Judith Blackwood*, 2019 CA 008390 B. Please see attachment “DOES POH 2021 Q48” for a copy of the complaint. The waiver request was made orally at mediation on July 30, 2020 and DOES responded on August 30, 2020.

The partially granted waiver request received in FY 2021 was submitted after suit was filed in *DC v. Howard Childress*, 2020 CA 002941 B. Please see attachment “DOES POH 2021 Q48” for a copy of the complaint. The waiver request was sent to DOES on October 28, 2020 and DOES responded on December 3, 2020.

49. Please list the filing (docket) number for all active (pending) overpayment cases filed in DC Superior Court and for each provide:

- d. the date the underlying debt was incurred,
- e. the cause of action (for ex., breach of contract, unjust enrichment, fraud, etc.),
- f. the amount of benefits overpaid,

- g. the amount of penalties sought in court, and
- h. the total amount being sought in court.

Response: Please see attachment “DOES POH 2021 Q49.” Since a single case may involve multiple dates when the underlying overpayment was established, DOES would refer the Council to the individual complaints, which can be obtained using the docket number. DOES can provide details on specific cases upon request.

UI Administrative Assessment

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

Response: Please see below for the information as of January 15, 2021.

Fund 624 Expenditures

<i>Fiscal Year</i>	<i>Total Revenue</i>	<i>Total Expenditures</i>	<i>NPS expenditures</i>	<i>PS expenditures</i>	<i># FTEs fund</i>	<i>Fund Balance at beginning of FY</i>	<i>Fund balance at end of FY</i>
2020	\$12,071,423.71	\$12,001,450.00	\$8,348,201.03	\$3,653,248.97	44.77	\$4,694,456.11	\$4,764,429.82
2021 (Proj.)	\$12,276,635.13	\$13,321,766.83	\$7,846,289.87	\$5,475,476.96	67.09	\$4,764,429.82	\$3,719,298.12

Fund 624 NPS Expenditures (Detailed)

<i>Vendor</i>	<i>Description of service</i>	<i>Contract Number</i>	<i>Expenditures (\$)</i>	
			<i>FY20</i>	<i>FY21 (Projected)</i>
Multiple Vendors	Fixed Costs	N/A	622,365.53	777,406.00
Multiple Vendors	Supplies	N/A	64,735.25	50,000.00
Multiple Vendors	Travel and Training	N/A	14,843.84	
Multiple Vendors	Postage	N/A	767,880.70	250,000.00
Multiple Vendors	Conference Fees and Membership Dues	N/A	1,975.00	
Multiple Vendors	IT Maintenance	N/A	3,624.39	
Multiple Vendors	QPA Interest Payments	N/A	300.63	
Multiple Vendors	Equipment	N/A	11,598.06	16,539.00
DC Chamber Of Commerce	Legal Services	CW80763	556.58	
Lexis Nexis	Legal Research	CW82146	179,534.87	

<i>Vendor</i>	<i>Description of service</i>	<i>Contract Number</i>	<i>Expenditures (\$)</i>	
			<i>FY20</i>	<i>FY21 (Projected)</i>
Appriss Inc.	UI Claimants Verification	PO637013	35.60	
Computer Aid, Inc	IT Support and Security	N/A	141,502.35	208,740.00
Cradle Systems LLC	Customer Flow Management	PO629339	20,095.64	70,676.00
DC Human Resources	Background Checks	N/A	25,693.92	9,867.00
Department of Homeland Security	Citizenship & Immigration Verification	N/A	116.00	
Digi Docs Inc/Document Mgers	Document Management	CW56984	134,083.71	202,197.00
Enghouse Interactive Inc.	Interactive Voice Record Maintenance	CW77201	26.69	
George Washington University	Training		125.23	
Ink Systems LLC	Office Supplies	CW67130	8,235.08	
Iron Mountain Inc	Document Storage	N/A	3,436.02	
Lexis Nexis	SS Identity Verification	N/A	23,760.94	
Metropolitan Office Products	Copy paper	CW81205	1,956.14	39,500.00
National Association for Public Health Statistics and Info Systems	BPC Death Crossmatch	N/A	4,000.00	
National Association Of State Workforce Administration	System Support	N/A	3,500.00	
Northrop Grumman Systems Corp	UI Tax System Maintenance and Support	CW75546	998,095.46	999,750.00
Office of Chief Technology Officer	IT Services	N/A	29,888.53	
On Point Technology Inc	UI Benefits System Maintenance and Support	CW76476	4,957,842.42	3,989,850.20
One Source Process, LLC	Delivery Services for General Counsel	CW70081	13,200.69	
Pitney Bowes Global Financial	Postage	CW65102	23,620.10	24,295.00

Vendor	Description of service	Contract Number	Expenditures (\$)	
			FY20	FY21 (Projected)
Relx Inc.	Shared agency contract with Lexis Nexis for identity verification/ authentication/ investigation.	CW74038	15,977.94	163,513.67
Sagitec Solutions, LLC	UI Tax System (Employer)Maintenance and Support	CW77874	367.16	
US Dept Of Treasury	An overdue payment to DHS for immigration detention services that got paid to Treasury.	N/A	686.31	
Whitaker Brothers Business Mac	Maintenance for the self-sealer mailer machine	N/A	6,500.00	
Xerox Corporation	Printing Resources	CW85909	161,817.47	143,749.00
Experian Marketing Solution	<i>Adjustment from FY 19 Accrual</i>	N/A	(38,395.38)	
Various	Purchase Card Purchases	N/A	1,827.60	
Computer Aid, Inc	IT Support for Workforce Services	N/A	142,790.56	
	Short Term Compensation Business Analysts	N/A		580,000.00
	Amharic Translation for UI Benefits System	N/A		250,000.00
	Youth Programs Grants	N/A		70,207.00
Total NPS			8,348,201.03	7,846,289.87

51. Please provide the following information regarding every postal, delivery, and process server vendor used by the Office of Unemployment Compensation, and for each vendor provide:

- a. Name of vendor;
- b. Contract and purchase order numbers;
- c. Description of supplies or equipment purchased, rented, leased, maintained, or warranted;
- d. Purpose of each purchase/expenditure (such as what materials were mailed and to whom (e.g. all claims determinations to all claimants, denied determinations to certain claimants, etc).

Response: Please see the information below. As a note, this contract is also included in the response to DOES POH 2021 Q20 at line 122.

Contractor/Vendor Name: US Postal Service
Contract Number: CW55751
Purchase Order Numbers: PO615171, PO615169

Description/Purpose of contractual goods and/or services: Postage for UI bulk permit used for mailing.

52. Please discuss expected changes (increases or decreases) to Fund 624 expenditures in FY2021 or future years due to the UI Modernization project.

Response: The maintenance costs of the UI Tax and Benefits systems will not be significantly affected in FY21 or FY22. Upon the completion of the modernization project, maintenance costs for the two new systems are expected to be lower than those for the existing systems. Operating costs are thus expected to see reductions beginning in FY23. However, those savings would not be available for other projects as the actual maintenance savings are still unclear and the costs of other services funded through the fund may have changed by that time.

UI Modernization

53. For the ongoing modernization of the UI Tax System, please provide the following deliverables submitted by the vendor Sagitec (pursuant to contract CW75765, signed Oct. 23, 2019), even if they are “living documents” or drafts:

- a. **Deliverable 1: Monthly project status reports, from inception of project Oct. 23, 2019 through Jan. 1, 2021**
- b. **Deliverable 2: Project plan, Schedule and Updates**
- c. **Deliverable 5: Project Management Plan**
- d. **Deliverable 11: Test Plan**
- e. **Deliverable 13: Training materials**
- f. **Deliverable 17: Product Roadmap and Release Schedule**

Response: Please see attachments “DOES POH 2021 Q53a,” “DOES POH 2021 Q53b,” “DOES POH 2021 Q53c,” “DOES POH 2021 Q53d,” “DOES POH 2021 Q53e,” and “DOES POH 2021 Q53f” for the deliverables. Regarding the monthly status reports, please note that a stop work order, issued by the Office of Contracting and Procurement, ceased all activities on the UI Tax System project between October 2019 and January 2020. As a result of the stop work order, no monthly project status reports were submitted to DOES by the vendor during that period.

54. Will user testing occur, and what are the planned dates (that is, testing with human users of the system, including employers, payroll companies, and other users)? Please attach a copy of this testing plan if not covered in Deliverable 11.

Response: Yes, user testing will occur and is scheduled to begin in February 2021. Please see attachment “DOES POH 2021 53d” for the test plan.

55. What is the planned “go-live” date for the launch of the modernized tax system?

Response: The tentative planned go-live date for the modernized Unemployment Insurance Tax System (UITS) is Summer 2021.

VI. Labor Standards

Office of Wage and Hour

Staffing

56. Please complete the following table regarding these 30 compliance and enforcement positions in the Office of Wage and Hour (OWH) employees and add any new positions added since FY20.

- In the column labeled “F/V” indicate whether the position is filled or vacant as of Jan. 1, 2020.**
- In the column labeled “Detail” indicate whether the incumbent in this role is now or has been detailed to another division during FY2020 or FY2021; if detailed, indicate to which division or agency.**
- In the column asking “Does this individual conduct investigations,” only answer “yes” if the person works mostly independently to assess evidence and determine violations of the laws enforced by DOES. Answer “yes” or “no.”**
- If the response to the question “Does this individual conduct investigations” was no, describe the tasks this role performs.**

Response: OWH investigations are a collaborative process. Therefore, all OWH staff plays an integral role in OWH investigations and enforcement of all District wage laws.

Office of Wage Hour Enforcement Staffing

Position number	Job title	F/V	Detail	Does this individual conduct investigations?	If “no,” describe.
96709	Program Support Assistant (OA)	F	No	Yes	N/A
38872	Wage & Hour Comp Spec (Billing)	F	No	Yes	
83536	Wage Hour Compliance Specialist	F	No	Yes	
7752	Wage & Hour Comp Spec (Billing)	F	No	Yes	
34047	Wage & Hour Comp Spec	V	No	Yes	
21359	Insurance Exam Worker Comp	F	No	Yes	
20603	Program Analyst	F	No	Yes	
94161	Trial Attorney	F	No	Yes	
94158	Wage & Hour Compliance Spec	F	No	Yes	
00096710	Program Support Assistant (OA)	F	No	Yes	
00084810	Program Manager	F	No	Yes	
00092172	Wage & Hour Compliance Spec	F	No	Yes	
00028375	Trial Attorney	F	No	Yes	
00034029	Program Support Assistant (OA)	F	No	Yes	
00014994	Clerical Assistant (OA)	F	No	Yes	

Position number	Job title	F/V	Detail	Does this individual conduct investigations?	If “no,” describe.
00092170	Wage & Hour Comp Spec	F	No	Yes	
00022170	Wage & Hr Compliance Prog Spec	V	No	Yes	
00094159	Wage & Hour Compliance Spec	F	No	Yes	
00077784	Program Support Assistant (OA)	F	See Note 1	Yes	
00008940	Program Analyst	F	No	Yes	
00082552	Supervisory Program Analyst	F	No	Yes	
00082550	Wage & Hour Compliance Spec	F	No	Yes	
00082549	Wage & Hour Compliance Spec	V	No	Yes	
00034053	Program Manager	F	No	Yes	
00092173	Program Analyst	F	No	Yes	
00094160	Wage and Hour Specialist	F	No	Yes	
00092171	Wage & Hour Compliance Spec	V	No	Yes	
00047306	Wage Hour Compliance Specialist	F	No	Yes	
00009111	Associate Dir for Wage & Hour	F	No	Yes	
00051476	Paralegal Specialist	F	No	Yes	

Note 1: This individual is detailed to the DOES Customer Navigation Center and directly supports the Office of Wage-Hour by addressing calls received by DOES pertaining to Wage Theft claims, Wage Law Inquiries and special projects coordinated by the Office of Wage-Hour.

Standard Operating Procedures

57. In response to the Committee’s request last year for “manuals, handbooks, and reference materials that form the “standard operating procedures” (SOP) of the OWH,” DOES stated that these were being updated and required LS Bureau and General Counsel approval before sharing with the Committee. Please provide the updated materials; however, if the materials are still pending approval, list the names of the documents to be provided and their review status and planned completion dates.

Response: DOES is in the process of approving the SOP and operations manual for the Office of Wage-Hour. Due to the legislative changes made in response to the COVID-19 pandemic, the new ban on non-compete provisions, and the funding of the Tipped Wage Portal, DOES must update a number of these SOPs. The SOPs will be available spring of 2021.

Complaints

58. Several DOES complaint [forms](#) require the individual filling out the form to agree to the following: “I AUTHORIZE THE DOES OFFICE OF WAGE-HOUR TO RELEASE ANY AND ALL INFORMATION CONTAINED IN MY COMPLAINT FILE TO MY EMPLOYER, TO INVESTIGATE MY CLAIM, AND TAKE ANY

ACTION DEEMED NECESSARY TO RESOLVE THE CLAIM.” However, DC Code section 32-1306(a-1) provides that “The Mayor shall encourage reporting pursuant to this section by keeping confidential, to the maximum extent permitted by applicable laws, the name and other identifying information of the employee or other person reporting a violation during the course of any investigation...”³

Response: D.C. Official Code § 32-1308.01(c)(1) provides guidance for administrative complaints and requires DOES to “serve” the complaint to each respondent. As such, DOES includes the noted authorization on every claim form to inform the complainant that their information may be shared with the employer. If an individual wishes to make a confidential report, that is a different process that can be made by calling the Office of Wage-Hour with specific questions at 202-671-1880.

a. Is a complainant required to authorize the release of their identity and other complaint information in the initial intake form in order to initiate a complaint?

Response: OWH receives all complaints for review. The note referenced in the claim form is a disclosure. If an individual wishes to make a confidential report, that is a different process that can be made by calling the Office of Wage-Hour with specific questions at 202-671-1880.

b. If it is not required, how are complainants informed that this “authorization” is not required? If there is an alternate form, please provide a link to the online complaint form and a copy of the hard copy form.

Response: The website directs the public to contact the Office of Wage-Hour with specific questions at 202-671-1880.

c. How does DOES encourage reporting pursuant to Code section 32-1306(a-1)? Please detail all methods and approaches.

Response: Pursuant to D.C. Official Code § 32-1306(a)(1), DOES conducts sua sponte investigations in which no complainant is disclosed to the respondent. Instead of revealing the identity of the complainant, DOES gathers information from various parties (general public, customers, employees, and government officials) and compares the information provided to documents or responses to inquiries demanded from the employer under investigation. DOES also accepts confidential information for sua sponte investigations from the following mediums:

- i. Call us at 202-671-1880 24 hours a day to leave a voicemail or speak to a live intake specialist during business hours (M - F 8:30am – 5pm).
- ii. Email us at OWH.ASK@dc.gov

³ The section continues: “...provided, that with the authorization of such person, the Mayor may disclose the employee or person’s name and identifying information as necessary to conduct a hearing and enforce this chapter or other employee protection laws, including the Living Wage Act, the Minimum Wage Revision Act, or the Sick and Safe Leave Act.”

- iii. Mail us at the following address:
Office of Wage-Hour
4058 Minnesota Ave. NE, Suite 3600
Washington, D.C. 20019

59. The following questions reference the DOES complaint form for alleging retaliation, available at:

https://does.dc.gov/sites/default/files/dc/sites/does/page_content/attachments/OWH_RFORM_fillable.pdf

- a. **When will DOES update this form to eliminate the references to notarization (for example, in Section 6), which the agency has previously told the Committee is not a legal requirement? Please provide the revised form, if it is available.**

Response: DOES has removed all language referencing notarization from the retaliation claim form. Please see attachment “DOES POH 2021 Q59a” for the updated paper form. The [online form](#) has also been updated to reflect this change.

- b. **Section 6 states that “your claim will not be processed if any of the above required sections are incomplete or if your claim is not accompanied by the notarized assignment form.” Does a complainant alleging retaliation have the option of submitting the complaint without a notarized assignment form? How?**

Response: Yes, DOES continues to receive retaliation claims without notarized assignment forms. As noted above, the language referencing notarization has been removed. The practice of the Office of Wage Hour is to process claims regardless of whether the assignment form has been notarized.

- c. **If a complainant alleges retaliation, can they allege other legal violations (for ex., denied overtime or not paid for sick leave) on this form, or must they use a new form? Will the complaints be consolidated for investigation or do they proceed separately?**

Response: DOES has received retaliation complainants that also allege other legal violations. When discovered, a DOES Compliance Specialist will provide the appropriate forms for the other claims and ask the complainant to complete a separate claim form that clearly explains the additional violations. See response below to sub-question d.

- d. **Will the complaints be consolidated for investigation or do they proceed separately?**

Response: DOES has a practice of proceeding with retaliation claims separately from other claims. Occasionally, management will approve a retaliation and other claim type received to be consolidated into a single notice of complaint. However, the claims are still assigned separate claim numbers and shall receive initial

determinations on each alleged violation.

- 60. Please provide a sample affidavit of service used by OWH when it serves an employer with a Notice of Complaint under any of the DC wage laws enforced by DOES. If an affidavit of service is not used, please explain how OWH proves service was proper.**

Response: DOES includes a “Certificate of Service” with each Notice of Complaint that is emailed/sent by first class mail. Further, when DOES receives a response from the party served, it is noted in the case file as proof of service. Please see attachment “DOES POH 2021 Q60a.”

- a. If unsuccessful in obtaining a response, DOES will follow-up with a letter sent via USPS certified mail with a domestic return receipt, also known as a “Green Card” to be returned from the addressee/respondent.
- b. If still unsuccessful, then an attempt is made for hand delivery of the notice, with a request for a signature from a representative of the respondent. Please see attachment “DOES POH 2021 Q60b.”

- 61. DC Code section 32-1308.01 states that “The Mayor shall 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.”**

- a. In FY 19, how many such requests did DOES make to complainants? How many in FY 20?**

Response: DOES makes a note of when the complainant is contacted by the compliance specialist for discussion or validation of the claim in order to determine if it is sufficient to initiate an investigation. This occurred 365 times in FY2019 and 288 times in FY2020.

- b. In FY19, how many such requests were responded to by the complainant? How many in FY20?**

Response: DOES keeps a record showing whether the compliance specialist was able to validate the claim by contacting the complainant prior to continuing the investigation with a Notice of Claim being sent to the respondent. This occurred 193 times in FY2019 and 137 times in FY2020.

c. Provide any written guidance provided to investigators to help them assess whether the complaint meets the requirements of 32-1308.01(b).⁴

Response: Compliance Specialists are encouraged to request additional information from the complainant when the claim form does not clearly explain the wages due or when there are no documents provided with the claim form that provides evidence of the work relationship. D.C. Official Code § 32-1308.01 is the written guidance provided to investigators. Investigators are provided a template for writing letters to request additional information and a written roadmap that can be provided to the complainant to explain why DOES may request additional information. Please see “DOES POH 2021 Q61c – Part 1” and “DOES POH 2021 Q61c – Part 2” for copies of these templates.

Investigations

62. Please complete the following chart regarding investigation and enforcement of the Wage Payment and Collection Law, the Minimum Wage Revision Act, the Sick and Safe Leave Act, and retaliation allegations brought to the DOES Office of Wage and Hour (during FY2020 and FY2021 unless otherwise specified).

Response: Please see the chart below. Please note that, due to privacy issues, DOES has instituted a policy that the Agency does not provide specific information that instances involving less than ten individuals

Investigations by the Office of Wage and Hour FY2020 and FY2021

	Total	Wage Payment & Workplace Fraud	Minimum Wage & Overtime	Sick & Safe Leave	Retaliation (any law)	COVID Sick Leave
Number of all open complaints as of Jan. 1, 2021, regardless of date filed	701	574	93	10	24	Note 1
Number of complaints filed in FY2020	456	367	44	12	33	Note 1

⁴“(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: (A) The complainant’s name, address, and telephone number (or alternate address or telephone number if the complainant desires); (B) Sufficient information to enable the Mayor to identify the employer through District records, such as the employer’s name, business address, license plate number, or telephone number; and (C) 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.”

	Total	Wage Payment & Workplace Fraud	Minimum Wage & Overtime	Sick & Safe Leave	Retaliation (any law)	COVID Sick Leave
Number of complaints filed in FY2021	59	42	Less than 10	Less than 10	Less than 10	Note 1
Of complaints received in FY2020, number of notices of complaints sent to employers	152	122	18	Less than 10	Less than 10	Note 1
Of complaints received in FY2020, number of cases where employer did not respond to the notice of complaint Note 2	Less than 10	Less than 10	0	Less than 10	0	Note 1
Of complaints received in FY2020, number of notices of violation sent to employers Note 3	68	55	Less than 10	Less than 10	Less than 10	Note 1
Number of investigations in which the complainant's identity was kept confidential Note 4	0	0	0	0	0	Note 1
Of complaints received in FY2020, number of mediations conducted by DOES Note 5	10	Less than 10	Less than 10	0	0	Note 1
Of complaints received in FY2020, number of fact-finding conferences held by DOES (i.e., not OAH) Note 6	Less than 10	Less than 10	0	0	Less than 10	Note 1

	Total	Wage Payment & Workplace Fraud	Minimum Wage & Overtime	Sick & Safe Leave	Retaliation (any law)	COVID Sick Leave
Of complaints received in FY2020, number in which DOES made a final determination of whether alleged violations occurred Note 7	70	61	Less than 10	Less than 10	Less than 10	Note 1
Of complaints received in FY2020, number in which DOES made a final determination that a violation occurred Note 7	74	63	Less than 10	Less than 10	Less than 10	Note 1
Of complaints received in FY20, the number receiving an initial determination within 60 days Note 8	46	39	Less than 10	Less than 10	Less than 10	Note 1
In FY20, the total number of settlement agreements DOES entered into with employers to resolve complaints/ investigations Note 9	19	DS	Less than 10	0	0	Note 1
In FY20, the total number of settlement agreements entered into between employers and complainants to resolve complaints/investigations Note 10	23	DS	Less than 10	0	0	Note 1
In FY20, the number of complaints closed because the employer did not respond Note 11	0	0	0	0	0	Note 1

	Total	Wage Payment & Workplace Fraud	Minimum Wage & Overtime	Sick & Safe Leave	Retaliation (any law)	COVID Sick Leave
In FY20, the number of complaints closed for lack of jurisdiction	Less than 10	Less than 10	0	0	0	Note 1
In FY20, complaints referred to the Office of Human Rights	0	0	0	0	0	Note 1

DS – Data value has been suppressed for complimentary suppression purposes.

Note 1: Any individual claims for COVID Sick Leave are included with Sick & Safe Leave since both fall under D.C. Official Code § 32-531.01, *et seq.*

Note 2: In accordance with D.C. Official Code § 32-1308.01(c)(6):

“If a respondent fails to respond to the allegations within 20 days of the date the complaint is served, the allegations in the complaint shall be deemed admitted and the Mayor shall issue an initial determination requiring the respondent to provide relief including the payment of any back wages unlawfully withheld, liquidated damages equal to treble the amount of unpaid wages, statutory penalties, reasonable attorney fees and costs, other legal or equitable relief as may be appropriate, including reinstatement in employment, and other injunctive relief.”

Note 3: DOES does not have a “notice of violation” and none is required in the statute.

Alternatively in response to the question, the chart reflects the number of initial determinations and/or administrative orders issued—in accordance with D.C. Official Code § 32-1308.01(c)(6)—in which the respondent is required to provide relief and cure all violations.

Note 4: DOES follows the Administrative Procedures for complaints made pursuant to D.C. Official Code § 32-1308.01, which require the complaint to be served to the respondent. Therefore, the complainant’s identity is not confidential.

Note 5: In accordance with D.C. Official Code § 32-1308.01(d)(1), DOES always works with the parties to conciliate. However, we only maintain statistics on successfully executed conciliation agreements. The number of successfully executed conciliation agreements for complaints received in FY2020 is noted in the chart.

Note 6: DOES defines a “fact-finding conference” as a meeting held (via telephone or in person) in which both claimant and respondent present evidence and respond to the investigator’s inquiry. The compliance specialist assigned to each case will review the case file to determine if a fact-finding conference was held.

Note 7: In accordance with D.C. Official Code § 32-1308.01(c)(10)(B), OWH also defines a “final determination” as one in which an Initial Determination or Administrative Order was issued and there was no subsequent appeal. (This row shows only final determinations that included a finding that the violation occurred for the type of claim filed)

Note 8: In accordance with D.C. Official Code § 32-1308.01(c)(7), OWH attempts to issue initial determinations within 60 days after the complaint is served.

Note 9: In accordance with D.C. Official Code § 32-1308.01(d)(1) conciliation agreements are between the complainant and the respondent. DOES enters into settlement agreements with employers to resolve the penalty assessments for complaints.

Note 10: In accordance with D.C. Official Code § 32-1308.01(d)(1) conciliation agreements are

between the complainant and the respondent to resolve the complaint.

Note 11: In accordance with D.C. Official Code § 32-1308.01(c)(6), if a respondent fails to respond to any allegations within 20 days of the date the complaint is served, the allegations are deemed admitted and an initial determination is issued. DOES does not close cases based on an employer’s failure to respond.

63. Please complete the following table about workplace-wide violations. A “workplace-wide violation” is a violation which all or a significant portion of an employer’s employees experienced.

Response: Please see the table below for the information requested on workplace-wide violations. As a note, many of our workplace-wide investigations from FY2020 and Q1 of FY2021 are ongoing, and therefore, are not included. For context, there are 916 ongoing investigations from FY2020, many of which are for COVID sick leave. In addition, although an OWH investigator may have initiated a workplace-wide audit for a specific statute, it is important to note that these audits routinely involve a broader review of workplace records to ensure employer compliance with all of the wage theft statutes.

Statute	Number of employers found to have workplace-wide violations:		Total number of employees experiencing workplace-wide violations:	
	FY2020	FY2021	FY2020	FY2021
Wage Payment	Investigations ongoing	Investigations ongoing	Investigations ongoing	Investigations ongoing
Minimum Wage & Overtime	2 violations		10 employees	
Sick & Safe Leave	Investigations ongoing		Investigations ongoing	
COVID-19 Sick Leave				
TOTAL	2 violations		10 employees	

Desk Audits

64. Please provide the total number of desk audits initiated in each year:

a. FY19?

Please see row 1 of chart in Question 65. All desk audits are in response to complaints.

b. FY20?

Please see row 1 of chart in Question 65. All desk audits are in response to complaints.

c. FY21?

Please see row 1 of chart in Question 65. All desk audits are in response to complaints.

65. Regarding desk audits, please provide below the relevant number of audits, out of the total number of desk audits initiated (as provided in the question above), in the year specified:

Response: Please see the chart below.

Desk Audits, FY2020 and FY2021

	FY19	FY20	FY21, thus far
Number of desk audits initiated as a result of a complaint filed with DOES Note 1	277	156	10
Number of random audits initiated by DOES <i>not</i> based on a complaint Note 2	50*	916*	40
Average number of days between notice of desk audit sent to employer and case closed Note 3	134 days for 126 claims*	105 days for 58 claims*	12 days for 1 claim*
Number of desk audits to determine compliance with minimum wage and overtime laws	42	19	Less than 10
Number of desk audits to determine compliance with accrued sick and safe leave law	10	12	Less than 10
Number of audits in which violations were found	152	56	Less than 10
Number of employers determined to have one or more sick leave violations	14	Less than 10	0
Number of desk audits in which DOES determined there were no violations of any law	123	67	Less than 10
Number of desk audits resolved with a settlement agreement	35	Less than 10	Less than 10
Number of desk audits resulting in violations that were appealed to OAH	35	Less than 10	0

**Other claims still ongoing.*

Note 1: DOES defines “desk-audit” as any investigation (related to a claim) in which company records are reviewed by OWH and a determination is made based on the review.

Note 2: Desk audits that were not based on a complaint are defined by DOES as “random audits.” As noted in the table above, in FY20, there were 916 random company audits initiated to ensure compliance or as follow up investigations. The number of companywide audits for FY20 are notably higher for the initiative to ensure COVID leave was being provided by D.C. employers.

Note 3: In accordance with D.C. Official Code § 32-1308.01(c)(7), OWH attempts to issue initial determinations within 60 days after the complaint is served. However, any back wages, damages, and penalties assessed must be collected prior to the case being closed. If no assessments were made then DOES waits 30 days after the initial determination to close the case. If there is an appeal made within the 30-day period then the case remains open until an administrative law judge issues an order closing the case.

66. Please provide a copy of the letter(s) OWH sends to an employer to indicate that a desk audit has concluded when violations have been found and the letter sent when no violations have been found.

Response: In accordance with D.C. Code § 32-1308.01, DOES issues an initial determination after completing a desk audit that has concluded when violations have been found and when no violation has been found. Attached is a copy of the Initial Determination Template. Please see attachment “DOES POH 2021 Q66.”

Tipped Workers

67. Please report the number of distinct employers for which quarterly wage reports have been provided to DOES, as required by DC Code section § 32–1009.01, for each of the last four reporting quarters.

Response: Please see below for the data as of January 13, 2021.

Q1 FY2020	589
Q2 FY2020	595
Q3 FY2020	367
Q4 FY2020	316

68. Please detail the types and number of violations, number of affected employees, and penalties imposed by DOES as a direct result of reviewing these reports.

Response: Reporting data review is currently ongoing. Violations or penalties are yet to be issued for these reporting quarters.

Penalties and relief

69. What was the total amount of money DOES recovered in each of the following categories?

Response: Please see the table below.

Penalties and relief recovered by DOES

Statute	FY2020 Total relief payable to workers*	FY2020 Penalties payable to DOES	FY2021 Total relief payable to workers*, as of Jan. 1, 2021	FY2021 Penalties payable to DOES, as of Jan. 1, 2021
Wage Payment	\$960,178.23	\$569,298.50	\$3,789.00	\$500.00
Minimum Wage & Overtime	\$53,045.10	\$39,600.00	Audits ongoing	Audits ongoing
Sick & Safe Leave	\$6,869.50	\$500.00	Audits ongoing	Audits ongoing
COVID Sick Leave	N/A	N/A	Audits ongoing	Audits ongoing

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

Settlement Agreements

70. Please provide copies of 15 randomly selected wage hour complaint forms (PII redacted) that DOES received in FY2020, including any attachments provided by the complainant at the time the complaint was filed or in response to the agency's request for further information.

Response: Please see attachment "DOES POH 2021 Q70."

71. For each of the ten (10) most recent wage-hour cases resolved via settlement agreements as of Jan. 1, 2021, please provide the agreements or the following information:

- a. The date the settlement agreement was executed;**
- b. The date of complaint(s) underlying the settlement agreement;**
- c. Alleged violations that the settlement purports to resolve (whether or not the employer admits the allegations);**
- d. Number of employees covered by the settlement agreement;**
- e. Total amount of payments employees will receive under the settlement agreement;**
- f. Deadline(s) for required payment(s);**
- g. Whether full payment was received by the deadline (if passed) or at all; and**
- h. Any other required action or compensation by the employer, such as employer agrees to provide additional sick days, comply with other District laws, etc.**

Response: Please see attachment "DOES POH 2021 Q71."

72. Settlement terms.

- a. Does OWH use the following term in any settlement agreements or conciliation agreements it facilitates between employees and employers: "It is further agreed by the parties that no party shall divulge the terms of this agreement to any person other than to a spouse, tax professional or as otherwise required by law."**

Response: All agreements are the product of negotiation. A non-disclosure clause, like the example presented in your question, is a common request for a party against whom a claim is lodged during litigation. In fact, many corporate parties are unwilling to enter into an agreement if the claimant, or worker, does not agree to a non-disclosure clause. Crucially, a non-disclosure clause does not deprive a worker of any financial or equitable remedies available through litigation. It is also important to note that the Office of Wage-Hour does not compel workers to agree to nondisclosure clauses. If a worker does not agree to a nondisclosure clause, then OWH will honor their preference without exception.

- b. Does OWH disagree that this language sanctions suppression of employee speech and hinders the agency's own ability to investigate employer violations of worker protection laws? Please explain.**

Response: Above all else, it is critical that the employee is not hindered in their ability to seek legal redress. Since the employee has the final say regarding whether they accept a nondisclosure clause, the employee is not hindered other than by their own consent. If the employee rejects the employer's request for a nondisclosure agreement, the Office of Wage-Hour will continue to advocate for the employee, including by providing the employee with a qualified attorney to plead their case before the Office of Administrative Hearings.⁵

In addition, the policy of the Department of Employment Services, and of the Office of Wage-Hour, is to refrain from entering into any nondisclosure agreement. Thus, even when the employee agrees to a non-disclosure agreement, the agency will not agree to such a provision. Therefore, the agency is never prohibited from investigating any alleged violation of District wage and hour law as it sees fit. Simply, even when the employee agrees to a nondisclosure agreement, neither the Department of Employment Services, nor the Office of Wage-Hour, is prohibited from investigating or prosecuting, an alleged violation to the fullest extent of the law.

Reports

- 73. Please provide the most recent reports completed by DOES pursuant to the following laws, and if not available for the most recent reporting period, explain why:**

- a. DC Code section 32-1007.01, Biannual report regarding audits or inspections under the Minimum Wage law.**

Response: DOES is in the process of finalizing the Biannual report for the Office of Wage-Hour.

- b. DC Code section 32-1009.01, Quarterly report to the Secretary of the Council with compliance data collected based on random reporting audits.**

Response: DOES is in the process of finalizing the Quarterly report for the Office of Wage-Hour.

⁵ If the Office of Wage-Hour determines that the employer has not violated District law regarding the employee's claim, then it will not be able to provide the claimant with an attorney to represent them before the Office of Administrative Hearings. To provide an attorney under such circumstances would put OWH in the position of litigating against the District.

Wage Theft Prevention Fund

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

Response: Please see the table below

Wage Theft Prevention Fund Revenue FY2020 and FY2021

	Total revenue FY2020	Total revenue in FY2021, as of Jan. 1, 2021
Wage Theft Prevention Clarification Act	\$72,867.70	\$32,175.99
Minimum Wage Revision Act	\$11,532.50	\$475.00
Accrued Sick and Safe Leave Act	\$5,920.00	\$500.00
Living Wage Act	\$6,550.00	0
Other (describe)	0	0
Total	\$96,870.20	\$33,150.99

Wage and Hour Education Grants

75. For the FY2020 and FY2021 grants(s) required to be issued by DC Code section 32-171.01 et seq, the Wage and Hour Education Grants Program, please provide:

a. Copy of all grant agreements:

Response: Please see copies of these grant agreements as part of the response to question 18.

b. Names of grant recipients, grant amounts, dates of award;

Response: Please see the table below:

Grantee Name	Grant Amount	Grant Award Date
Echelon Community Services	\$60,000	May 1, 2019
Ethiopian Community Center	\$60,000	May 1, 2019
Vets Enterprise Group	\$55,000	July 1, 2020
Ethiopian Community Center	\$55,000	July 20, 2020

c. List of required deliverables;

Response: Grantees were required to:

- Make contact with a minimum of 1,000 employees within the year;
- Conduct workshops to at least 500 employees within the year;
- Expand and diversify outreach by providing more translation services for Latino and Asian/Pacific Islander communities during events;

- Provide oral interpretation services to LEP/NEP customers using telephonic interpretation, in-person interpretation, or qualified/certified bilingual staff.
- Translate vital documents into languages that meet the three percent or 500 persons thresholds of individuals served or likely to be served;
- Provide Language Access Compliance training to all personnel using training provided or approved by the DC Office of Humans rights;
- Certify in writing that language access compliance requirements will be satisfied;
- Provide a minimum of 1,000 District employees with required notices and information regarding wage laws;
- Assist DOES OWH with providing support to other District agencies through strategic outreach;
- Attend conferences, meetings, and trainings as required; and
- Host at least 10 workshops for employees covering two or more of the following laws: (1) Accrued Sick and Safe Leave Act, (2) Wage Theft Prevention Amendment Act, and (3) Workplace Fraud Amendment Act. Workshops must also be supervised or implemented by at least one person with at least two years of experience advocating for or representing workers' rights under District workplace laws. The following information must be completed for each attendee:
 - Gender,
 - Racial or ethnic group,
 - Employment Status (full-time, part-time, unemployed),
 - Industry, and
 - Occupation.

Note: The grantee may permit attendees to decline to answer individual questions but should record the attendee declined.

The Grantees final report should include, but is not limited to, the following information for each workshop held:

- The date,
- A summary of the workshop's content,
- Total number of attendees,
- The data collected from deliverable #7, and
- A summary of the primary or most common workplace concerns in the District according to concerns or questions raised at the workshops.

Reports Required	Frequency
Submit referrals for investigations	Weekly
Report summarizing events held, employees and employers engaged, and referrals received.	Monthly
Notification of planned events, conferences, and sessions	Monthly
Collect and report data on encounters with limited or non-English proficient (LEP/NEP) individuals.	Quarterly

d. Copy of deliverables;

Response: Please see the attachments for question 19.

e. Narrative and/or data indicating outcomes and success of the grants.

Response: The grantees for these grants are Echelon Community Services and Ethiopian Community Center. The grant was awarded in May 2019, and grantees began public education work in June 2019. Since that time, they have engaged with multiple businesses and workers through large community events and business walks. The grantees have engaged with people across the city but have focused their efforts to target more vulnerable populations. This is the data from May 1, 2019 – December 1, 2019.

May 1, 2019 – May 1, 2020

Grantee Name	Program Goal: Employer Outreach	Employers Touched	Program Goal: Employee Outreach	Employees Touched	Met or Exceeded Goal? (Yes/No)
Echelon Community Services	250	79	500	1,825	Unable to determine within the time frame due to transition to virtual
Ethiopian Community Center	250	73	500	247	Unable to determine within the time frame due to transition to virtual

The current grantees are Ethiopian Community Center and the Vets Enterprise Group. The grant was awarded July 1, 2020. Since then, grantees have been hosting virtual workshops and leveraging their social media presence to educate the public on the wage laws. Given the current restrictions under COVID-19, the grantees have used alternative methods to communicate with and target more vulnerable communities that have been impacted. These efforts include distributing information by mail, email communication, and text messaging. Through these efforts, grantees have reached almost 2,000 people as of December 1, 2020. Below is the data from July 1, 2020 – December 1, 2020.

July 1, 2020 – December 1, 2020

Grantee Name	Program Goal: Employee Outreach	Employees Touched (Through virtual engagement)	Met or Exceeded Goal? (Yes/No)
Vets Enterprise Group	1,000	398	TBD at the end of the grant period
Ethiopian Community Center	1,000	1,429	TBD at the end of the grant period

76. When will the Wage and Hour Education Grants Program grant request for applications (RFA) be released for the FY21 grants?

Response: The current grant expires May 2021. After the current grant expires, DOES will begin the process of initiating the next round of public education grants.

VII. Workforce Development

COVID

- 77. The impact of COVID 19 has had a negative impact on a significant number of residents. How is DOES supporting unemployment insurance (UI) and pandemic unemployment assistance (PUA) claimants to return to work or retrain? Specifically, are they receiving services for training or reemployment services? If so, how many claimants have enrolled or participated in training or reemployment services at DOES and what services or training have they received since March 15, 2020?**

Response: In response to COVID-19 and the suspension of in-person services at the American Job Centers (AJC), the DOES' Bureau of Workforce & Federal Programs has transitioned its federally-funded Reemployment Services and Eligibility Assessment program (RESEA) into a virtual service-delivery model. The RESEA program is a targeted U.S. Department of Labor (DOL) sponsored program that aims to reduce the number of weeks a UI claimant receives benefits by connecting those UI claimants deemed to be at a higher risk of exhausting benefits with career resources and information, as well as direct access to a Workforce Development Specialist at the AJCs. UI or PUA claimants who are DC residents and have self-selected they are unemployed receive monthly email communications sent on the 15th of every month advertising AJC training and reemployment services. This communication provides information on available virtual workshops, trainings, and available offerings at required agencies such as DHS's SNAP program.

7,079 District claimants have enrolled or participated in training or reemployment services at DOES. Please see attachment "DOES POH 2021 Q77" for the list of services received since March 15, 2020.

- 78. Did UI or PUA claimants receive communications about services available at DOES for reemployment? If so, please provide copies of communications.**

Response: UI or PUA claimants who are District residents and have self-selected that they are unemployed receive monthly email communications sent on the 15th of every month advertising AJC training and reemployment services. This communication provides information on available virtual workshops, trainings, and available offerings at required agencies such as DHS' SNAP program. A sample of this communication, along with the two Unemployment Insurance Newsletters sent in November and December 2020, are attached as "DOES POH 2021 Q78."

- 79. What is the plan for reskilling or reemploying workers displaced by COVID 19 but who are not recipients of UI or PUA?**

Response: During COVID-19, the DOES' Bureau of Workforce & Federal Programs has leveraged federal funding streams to develop a threefold strategy to respond to the new

challenges facing the District's workforce. First, we have quickly transitioned case management services, career counseling services, and work-readiness workshops (AJC orientation; resume writing; interviewing skills; financial literacy; and job searching through DCNetworks, LinkedIn, and Indeed) previously offered in-person at the AJCs into a virtual service-delivery model to ensure DC residents continue to access career services while in-person services are suspended.

Second, we have developed paid-work experience opportunities for customers to develop in-demand skills such as customer service and teleworking skills. These opportunities include the National Dislocated Workers Grant, which provides employment opportunities for 100 dislocated workers impacted by COVID-19, and the Senior Workforce Advanced Program, which will start in February of 2021 and will prepare 30 low-income workers ages 55 and older to adjust to an increasingly virtual/remote work environment.

Third, we have developed special grants and awarded training providers to support DC residents in their reskilling efforts. These programs include the Think Workforce Program, whose goal is to increase employment outcomes for individuals with an intellectual disability, the Career-Pro initiative, whose objective is to connect 150 residents to Career Coaching services, the ROBI program, which will provide 20 residents seeking to become entrepreneurs to acquire their business licenses and develop their business models and more. Please see the table below for more details on special programs and trainings.

In response to the COVID-19 public health emergency and its impact on the District's labor force, the Bureau of Workforce & Federal Programs has identified local training providers to deliver an array of services to re-skill and prepare District residents to compete in one or more of the District's six high in-demand industries by offering industry-recognized credentials, professional development, and job placement assistance.

80. Will the agency utilize the Federal WIOA dislocated worker funds to reskill unemployed workers? Please describe the plan or attach any written plans.

Response: Yes, the District is using the federal WIOA dislocated worker grant (DWG) funds to support efforts for reskilling eligible unemployed workers. All participants must prove WIOA eligibility prior to enrollment.

The District was awarded a DWG to support unemployed District residents directly impacted by COVID-19. All DWG participants have the opportunity to participate in a subsidized work experience in a field that was directly impacted by COVID. The DOL approved areas are: UI Call Center Representative, DOH Decedent Processor, Sanitation Worker, and Food Packers. The placements are determined by partner availability and requirements. Participants also have the opportunity to participate in LinkedIn Learning online training, which is an online educational platform that helps individuals discover and develop business, technology-related, and creative skills through expert-led course

videos. With more than 5,000 courses and personalized recommendations, participants can discover, complete, and track courses related to their field and interests.

81. Has the agency conducted an assessment of anticipated economic recovery by industry? If so, please provide a copy of the assessment and explain how the agency is applying the information through programs or services.

Response: In partnership with DMPED, the Federal City Council conducted an analysis of the city's principle economic sectors. To support their work, the Washington DC Economic Partnership hosted focus groups for each sector to hear directly from businesses and stakeholders about how they see things. On October 28, 2020 the teams presented their findings to DMPED and the DC Office of Planning. These reports were disseminated to District agencies and provide valuable point-in-time insights to inform short-term and long-term policy and program strategy for both relevant agencies and the District as a whole.

Please find below the relevant reports from each organization as well as their sector focus:

- [Transportation and Warehousing Sector Analysis](#)
- [Retail, Healthcare, and Childcare](#)
- [Economic Sector Analysis](#)
- [Federal Government](#)
- [Higher Education](#)
- [Real Estate and Construction](#)
- [Leisure and Hospitality](#)

American Job Centers

82. Please fill in the attached table in Excel regarding customers served at the American Job Centers in FY2020 and FY2021, as of Jan 1, 2020.

Response: Please see attachment “DOES POH 2021 Q82.”

83. 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 FY2020 and FY2021, as of Jan. 1, 2021,
- b. Provide the number of referrals to each program or training provider of those who took the CASAS at an AJC in FY2020 or FY2021, as of Jan. 1, 2021, and scored less than an eighth grade in math or reading level.

Response: The Workforce Investment Council (WIC) is responsible for establishing eligibility and performance requirements for organizations who wish to provide WIOA-funded job training services to adults and dislocated workers. WIOA requires that training services provided to job seekers be paid for through vouchers known as individual training accounts (ITAs). As of January 1, 2020, the only referrals made in FY2021 have been for on the job training.

FY2020 (10/01/19 - 9/30/20)		
Provider	Program	Number of Referrals (< 8.0 in Math or Reading on CASAS)
1st CDL Training Center of NOVA	Commercial Driver’s License (CDL), Class A (Tractor Trailer)	16
	Commercial Driver’s License (CDL), Class B (Automatic Bus)	Less than 10
	Commercial Driver’s License (CDL), Class B (Manual Dump Truck)	Less than 10
Byte Back	Comp TIA A+ Certification	0
Constituent Services Worldwide Public Benefit Corporation	Certified Guest Services Professional and Lean Six Sigma Yellow Belt Training	Less than 10
DC Central Kitchen	Culinary Job Training (Pre-Apprenticeship)	0
DC Department of Fire & Emergency Services	EMT Training and NREMT Exam Prep	0
Destined for Greatness/ Amala Lives	Culinary Arts	Less than 10
	Hospitality	Less than 10
Intellectual Point	Certified Associate in Project Management (CAPM) with Exam	Less than 10

FY2020 (10/01/19 - 9/30/20)		
Provider	Program	Number of Referrals (< 8.0 in Math or Reading on CASAS)
	Certified Information Systems Security Professional (CISSP) with Exam	0
	CompTIA Security+ with Exam	0
	Information Technology Infrastructure Library (ITIL) Foundation with Exam	0
	Project Management Institutes Project Management Professional (PMP) with Exam	0
Nursing Assistant Academy	Nursing Assistant	11
Toni Thomas Associates	Commercial Drivers License (CDL) - Class B	Less than 10
	Security Guard (Unarmed)	Less than 10
Urban Ed, Inc.	AWS Cloud Practitioner	0
	CompTIA A+	0
	CompTIA Network+	0

84. Please provide the number of referrals (not necessarily enrollees) in FY2020 and in FY2021, made by American Job Centers to programs that:

Response: Please see below for the information for FY2020 and FY2021 as of January 1, 2021.

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

Response: FY2020: 159
FY2021: 0

b. Are not listed on the ETPL

Response: FY2020: 38
FY2021: Less than 10

c. Are a DOES non-ETPL program

Response: The following numbers capture only referrals to DCIA.
FY2020: Less than 10
FY2021: 0

d. Are not a DC government program, such as a community based program

Response: Referrals to community-based programs are not tracked due to the alarming spread of COVID-19 in the Washington DC metropolitan area, the American Job Center suspended all in-person services including referrals to the

Eligible Training Provider List (ETPL) and non-ETPL programs. As a result, zero referrals were made during this reporting period for FY21.

Customers who started the enrollment process prior to the suspension of in-person services were informed of the suspension by their AJC case manager. Customers were unable to start occupational skills training because ETPL and non-ETPL programs were not approved to offer virtual training services. Prior to the suspension of in-person services, the Higher Education Licensure Commission (HELIC)—which is a five-member Mayoral appointed regulatory, consumer protection authority responsible for public protection with regard to legitimate quality education in the District of Columbia—had not approved our training providers to offer virtual learning as an option to our customers.

During the suspension, the AJC is closely working with the HELIC to get our ETPL and non-ETPL programs certified to offer virtual training services. Referrals will resume once ETPL and non-ETPL programs have been approved to offer virtual training services

Literacy and Numeracy Testing

85. Please *complete the attached table in Excel with information about results of CASAS and other literacy and numeracy tests of AJC customers in FY2020.*

Response: Please see attached “DOES POH 2021 Q85 and Q86.”

86. Please *complete the attached table in Excel with information on results of literacy and numeracy test results for non-AJC programs in FY2020. Add columns as necessary.*

Response: Please see attachment “DOES POH 2021 Q85 and Q86.”

Digital Literacy and Access

87. Has DOES conducted any assessments of District residents’ needs for digital access and digital literacy skills in FY2020 or FY2021? What were the results of these assessments? If not, is there a plan to complete an assessment? If yes, what is the timeline?

Response: DOES assisted the WIC, the Office of the Deputy Mayor for Education (DME), and other AJC partners with the unemployed worker survey that was conducted in the fall of 2020. This survey, which was led by the WIC and DME, included questions related to residents' access to technology and digital literacy skills. DOES continues to work with these partners to review the analysis shared by WIC team as part of their performance response.

88. For each DOES program which has distributed devices to its participants, please list the following:

- a. Name of program distributing devices**
- b. Type, e.g. laptop, chromebook, hotspot, tablet**
- c. Number of devices issued per type**
- d. Terms: Loan or given without expectation of return**

Response:

Workforce and Federal Programs

Our Federal Programs team recently instituted the Senior Workforce Advance+ Program (SWAP) for our SCSEP Discretionary Grant Program to issues laptop computers to eligible participants based upon need, program participation, and authorization. Only one computer will be provided for each eligible participant. Participants will need to review and sign the Laptop Issuance Form agreeing to assume responsibility for the device while in their possession. It is the responsibility of the participant to take appropriate precautions to prevent damage to or loss/theft of the laptop in their care. The participant may be responsible for certain costs to repair or replace the computer if the damage or loss is due to negligence or intentional misconduct. Ownership of the laptop computer will reside with DOES and the laptop must be returned when the participant completes their training experience and/or separates from the program, voluntary or involuntary. Thus far, 11 laptops have been loaned out, with three still pending pick up from the participants.

DCIA

DCIA’s Pepco & Information Technology Programs distributed 35 laptops and 35 hotspots. The items were loaned for the duration of each training course and returned to the respective programs. Controlled documentation was created to track issued equipment to participants. Participants returned issued equipment to program staff and equipment is then returned to program inventory. The loan and return process is managed by specific program staff and monitored by the program management team.

Division of State Initiatives (DSI)

DSI has 90 laptop computers eligible for loan. For our Digital Literacy Grants, there are 175 computers that will be distributed, through FY21, without the expectation of return.

Name of program distributing devices	<i>DSI – DOES HQ</i>	<i>Digital Literacy Grants</i>
Type, e.g. laptop, Chromebook, hotspot, tablet	Laptop and Wireless Hotspot	Laptop
Number of devices issued per type	90/90	25*
Terms: Loan or given without expectation of return	Loan	Given w/o expectation of return

*Digital Literacy programs began distributing laptops in FY21.

MBSYEP

DOES worked in partnership with DCPS to ensure access to laptops for participants. Many MBSYEP participants already received laptops through their school, which were extended for those youth participating in MBSYEP. A technology survey was already built into our application, which allowed for us to narrow down which applicants/participants did not have the necessary technology to participate. We then reached back out to those certified-eligible applicants to confirm. The program was able to procure over 100 surface pros to loan to participants in need.

Office of Talent and Client Services

89. In FY 2020 the agency was in the process of updating Standard Operating Procedures for the Office of Talent & Client Services and On-the-Job Training unit. Please attach copies of the SOPS or explain why they are not available.

Response: Please see the OTCS breakdown of SOPs by Office and Program:

- OTCS General SOP – SOP in draft
- OTCS Referral SOP – SOP in draft
- Job Bank/Foreign Labor - SOP in draft
- On the Job Training – Revisions are being made prior to approval process
- Rapid Response – SOP in draft
- Talent Acquisition – SOP in draft
- Trade Adjustment Assistance – Collecting information
- Work Opportunity Tax Credit – 2019 Legally validated; currently in revision

A majority of OTCS' SOPs are in draft form due to changes in program functions because of the pandemic. OTCS is incorporating, on all SOPs, whether in draft form or those in revision, a virtual response to the pandemic programmatically or legislatively. Additionally, OTCS is accounting for any gaps in management which slowed the process of both getting the SOPs written and approved; those gaps have only recently been closed. OTCS intends to complete all program SOPs by the end of April whereby any reasons prolonging the completion of its SOPs will likely rest in the approval process as the SOPs must meet legal proficiencies.

90. Please complete the table on Office of Talent & Client Services referrals for FY2020-2021:

Response: DOES refers candidates to First Source employers who report back hires directly to First Source via FORRS however, this information is not always captured as it is difficult to get the employers to report the information twice. As DOES has noted in the past, there are some instances where candidates have been selected for hire but do not follow through with required next steps, for a variety of reasons, to secure the job opportunity (i.e. background check, drug screening).

DOES made referrals to some employers, such as the U.S. Census Bureau, who provided only limited information on their hires or have not provided the hire numbers as of February 9. While DOES encourages employers to provide their hire information, it is not required by the Office of Talent and Client Services and is only reported to the Office of First Source Compliance if a new hire is made on a First Source project. As a result of these factors, we do not have the hire information for every business. In some cases the referrals are more recent and we will not have outcomes information as yet.

Please see below for the hiring information self-reported by employers. In addition, our team cross checked all of the referred job seekers with the unemployment records and found that 452 were employed in 2020 Q3.

OTCS Referrals FY2020-FY2021

Name of business receiving referral	# of Referrals	# Referred and Hired
1 AXIUM	Less than 10	Less than 10
ABC New Station	Less than 10	Less than 10
Admiral Construction	Less than 10	Less than 10
Aldi	12	Less than 10
Aldridge Electric	Less than 10	Less than 10
AlignStaffing	10	Less than 10
Allied Drywall	59	Less than 10
Allied Universal	49	Less than 10
Allstate Floors	35	Less than 10
Al's Twin Air LLC	Less than 10	Less than 10
Anchor Construction Corporation	15	Less than 10
Aramark Campus, LLC	540	76
Arts Group Inc	Less than 10	Less than 10
Baker DC	109	Less than 10
Battelle	80	Less than 10
Bausum & Duckett Electric	14	Less than 10
Best Buy	49	Less than 10
Big Bus Tours	Less than 10	Less than 10
Blackwood DC	111	Less than 10
Broadway Enterprise	Less than 10	Less than 10
Carey's Mechanical	48	Less than 10
CCGI	17	Less than 10
CD&A Cleaning Services	40	26
Centronía	Less than 10	Less than 10
Chef Jess Inc	Less than 10	Less than 10
Chiaramonte Construction	35	Less than 10
CM Construction	18	Less than 10
Community Bridge Inc	27	Less than 10
Complete Industries	35	Less than 10

Name of business receiving referral	# of Referrals	# Referred and Hired
Consigli Construction	59	Less than 10
Constituent Services Worldwide Public Benefit Corporation	Less than 10	Less than 10
Construction Trades Services, Inc.	Less than 10	Less than 10
Corinthian Contractors	40	Less than 10
Creations Steel Fabricators	Less than 10	Less than 10
CRP Incorporated	213	23
CVS Pharmacy	Less than 10	Less than 10
Dick's Sporting Goods	49	Less than 10
Didlake	22	Less than 10
Digitalibiz Inc	Less than 10	Less than 10
Dynamic Concepts	12	Less than 10
EJ'S Pest Control	Less than 10	Less than 10
Fabulous Kids Kids Early Learning	Less than 10	Less than 10
First Choice Masonry	34	Not provided
First Transit	51	Less than 10
Fort Myer Construction	21	Less than 10
Frontline Community Services	19	Less than 10
Good Food Markets	Less than 10	Less than 10
Harbor Roofing & Contracting	48	Less than 10
Hertz	Less than 10	Less than 10
Hospital for Sick Children	Less than 10	Less than 10
HRGM Corporation	35	Less than 10
Husband Therapeutics	10	Less than 10
Imperial Stone Paving Corporation	Less than 10	Less than 10
Inspire US Designs, LLC	Less than 10	Less than 10
Insultech	11	Less than 10
ISEC INC	Less than 10	Less than 10
Isomevents, LLC	Less than 10	Less than 10
Jlan Solutions, LLC	13	Less than 10
JPN Masonry	Less than 10	Not Provided
JRC Management Consulting	Less than 10	Less than 10
KIT Check, Inc.	Less than 10	Less than 10
Lambright Pest Control	Less than 10	Less than 10
Main Stream Associates	48	Less than 10

Name of business receiving referral	# of Referrals	# Referred and Hired
Making Choices for Independent Living (MCIL) Manup	Less than 10	Less than 10
Malil Inc	30	Less than 10
Medstar Washington Hospital Center	256	Less than 10
Melwood	22	Less than 10
Miller Pipeline	12	Less than 10
National Children's Center	15	15
NDS Fix-It LLC	Less than 10	Less than 10
NorthStar Contracting	Less than 10	Less than 10
NRI Staffing	22	Less than 10
Power Design, Inc.	Less than 10	Less than 10
Project ReDirect	67	Less than 10
Prospect Waterproofing Co	12	12
R Harris Welding Inc	Less than 10	Less than 10
RCM of Washington	Less than 10	Less than 10
RE Robertson Plumbing	12	Less than 10
Rock Solid Group DC	59	40
Rock Spring Contracting	59	Less than 10
Roses Department Store	Less than 10	Less than 10
Ross Dress For Less	Less than 10	Less than 10
Ross Professional Services, LLC	Less than 10	Less than 10
Ruff Roofers	35	Less than 10
S&K Security	Less than 10	Less than 10
Safeway	Less than 10	Less than 10
So Others Might Eat	67	Less than 10
SPIN	Less than 10	Less than 10
Strittmater	48	Not provided
Summit Foods	34	18
Sustainable Facilities Management Services	16	Less than 10
Tech-Marine Business, Inc.	17	Less than 10
Telligent Masonry	44	Less than 10
The Architecture, Management & Research (AMAR) Group LLC	12	Less than 10
The Calpro Group Inc	63	63
The Mchenry Management Group	Less than 10	Less than 10
The Midtown Group	54	Less than 10
Thompson Facilities	34	Less than 10

Name of business receiving referral	# of Referrals	# Referred and Hired
Tyler House	Less than 10	Less than 10
United Medical Center	18	Less than 10
US Census Bureau	211	Less than 10
V&V Construction	14	Less than 10
VMS, INC.	Less than 10	Less than 10
V-Tech Solutions, Inc.	Less than 10	Less than 10
Walmart	15	Less than 10
Walton & Green Consultants, LLP	Less than 10	Less than 10
Wellness Health Services	14	Not Provided
Wholesale Electrical Warehouse	Less than 10	Less than 10
WMATA	22	Less than 10
Worcester Eisenbrandt Inc.	Less than 10	Less than 10

Marketing

91. Please list all marketing campaigns in FY2020 to inform the public of DOES workforce development services or programs. What methods of communication were utilized? How were the methods for communication selected and what were the actual number of people reached by the campaign?

Response: DOES developed over 85 different messaging campaigns for our social media (Facebook, Twitter, Instagram, and YouTube), traditional media, and the DOES website, listed below. Prior to the public health emergency, our top workforce messages were the following:

	Impressions	Engagement	Total Likes	Comments	Retweets
WMATA Hiring Event	6,645	302	9	2	16
WOW team & DCPL	5,087	108	15	1	23
MWAA Hiring event	3,989	72	5	1	10
Veterans	3,829	35	9	2	8
Workforce Wednesday	3,281	42	8	2	13

	Impressions	Engagement	Total Likes	Comments	Retweets
Total	19,002	559	46	8	70

Once we entered the public health emergency, all messaging was centered around COVID-19 supportive services (UI, mainly). Workforce development services and sessions were not immediately promoted, as many of our workforce staff were shifted to support the UI load, and virtual trainings needed to be developed.

A full list of our marketing campaigns developed by our Office of Public Affairs is included below:

October to December 2019

- Unemployment Insurance “Need to know”
- Women in Construction Pre-apprenticeship Program
- Metro Washington Airport Authority Career Expo
- DOES/National Children Center Recruiting Event
- Customer Service Week
- OWH Sick and Safe Leave Act
- OYP Young Adult Hiring Fair
- Workforce Wednesdays
- DCHR/DOES “DC Hires Vets”
- AARP/DOES 50+ Hiring Event
- DC Central Kitchen Culinary Training Program
- Apprenticeship Works for Youth
- DCIA Tech Roundtable “Building Bridges”
- Workforce on Wheels
- National Apprenticeship Week
- WMATA Hiring event
- DC Career Connections
- DCIA General Information Sessions
- DSI Wins Toolkit
- PFL Townhall Info Sessions
- Workforce Tips of the Day
- First Source Toolkit
- DCIA/ Pepco 3rd Cohort

2020

- Unemployment Compensation WBA Increase
- PFL Wellness Wednesday
- T&CS Toolkit
- PFL Health Care Professional Toolkit
- MBSYEP Application Launch (Jan 2020)
- DOES/ Solar Works Spring Cohort Registration
- WOW Team / DC public library toolkit

- Apply for MSYEP Toolkit
- AJC Weeknight Workforce
- MBSYEP Certification 2020
- OAIT Info Session
- Women’s History Month
- PFL Human Resources Townhall
- 2020 Census Recruiting Session
- How to File for Unemployment (March)
- OWH “Know Your Rights”
- UI COVID-19 Webinar
- UI Covid-19 FAQ
- COVID-19/CARES ACT FAQ Toolkit
- Need to Know About PUA Application
- PUA Application Toolkit
- PUA FAQ Toolkit
- MBSYEP Virtual Summer
- PUA, PEUC, FPUC Toolkit
- CARES Act Q&A
- Minimum Wage “Fight for \$15” Toolkit
- PFL Live Launch
- MBSYEP Virtual Summer v2
- Mayors Opportunity Scholarship Toolkit
- What to Expect from PFL
- DCIA Building the Workforce of Tomorrow Info Session Toolkit
- PFL Healthcare Professionals FAQ Toolkit
- FPUC Updates Toolkit
- Unemployment Severance Toolkit
- Women’s Equality Day
- PFL Job Protection Toolkit
- PUA backpay Toolkit
- UI Extension Guidance
- Lost Wages Assistance (LWA) Toolkit
- PFL Maternal Health Summit
- UI LWA Self-Certify Toolkit
- DC PFL Webinar
- DOES Hispanic Heritage Month Toolkit
- DCIA / DOEE Solar For All Toolkit
- PFL Employer FAQ toolkit
- PFL Save the Date
- National Disability Employment Awareness Month
- TSC Fast Track Fridays
- PFL Virtual Baby Shower
- UI Benefit Industry Day
- DOES Virtual Services Toolkit
- PFL Self-Employed Open Enrollment Toolkit
- PEUC FAQ V2

- Extended Benefits (EB) FAQ Toolkit
- National Apprenticeship Week
- OWH First source FORRS Toolkit
- PUA Stimulus FAQ Toolkit
- UI Backpay Toolkit
- DCIA / Pepco Info Session Toolkit
- PUA Stimulus Payment Toolkit
- UI High Unemployment Period (HUP) Toolkit
- UI EB Flowchart FAQ Toolkit
- OWH Department Toolkit
- PUA & PEUC Ending Dec 26 Toolkit
- Continued Assistance Act FAQ Toolkit

DOES Advertising Campaigns

- October 4, 2019 - ASSLA Graphics – Newspaper Ads
- June 25, 2020 - ASSLA Graphics – Bus Ads
- August 11, 2020 - ASSLA Graphics Newspaper
- December 16, 2020 - YEALP Bus Ad Campaign

In addition to our Office of Public Affairs campaigns, our Office of Talent and Client Services completed the following hiring event campaigns:

OTCS Marketing Campaigns in FY2020

Marketing Campaign	Date	Method of Communication	# of District Residents Reached (Based on Attendance)
Direct Support Professionals Hiring Event	10/09/19	Case Managers Emails Flyers Text Message WIOA Partners	84
Aramark Hiring Event	10/10/19	Case Managers Emails Flyers WIOA Partners	140
Senior Hiring Event	10/23/19	Case Managers Emails Flyers	89
Bryant Street Project Hiring Event	10/25/19	Case Managers Emails Flyers Text Message WIOA Partners	105
Aramark Recruitment Event	11/14/19	Case Managers Emails Flyers WIOA Partners	100

Marketing Campaign	Date	Method of Communication	# of District Residents Reached (Based on Attendance)
DC Hires Vets Event	11/15/19	Case Managers Emails Flyers Text Message WIOA Partners	200+
Thompson Facilities Hiring Event	11/19/19	Case Managers Emails Text Message	11
Hiring Event for Direct Support Professionals	11/20/19	Case Managers Emails Flyers Text Message WIOA Partners	82
DCIA Hiring Event - Transportation	11/22/19	Emails Text Message	51
Aramark Recruitment Event	12/05/19	Case Managers Emails WIOA Partners	100
Thompson Facilities Hiring Event	12/05/19	Case Managers Emails Text Message	23
PeopleTech Careers Hiring Event - DCIA	12/13/19	Emails Text Message	26
CVS Pre Selection for Hiring Event	01/14/20	Case Managers Emails	6
Community Bridge Seasonal Recruitment	01/20/20	Case Managers Emails	25
DCIA Construction & Trades Recruitment Event	01/21/20	Case Managers Emails Text Message	76
Aramark Recruitment Event	01/22/20	Case Managers Emails Flyers WIOA Partners	100
The Wharf Construction Job Fair	01/24/20	Case Managers Emails Flyers Text Message WIOA Partners	304
First Source Hiring Event - Strand Residences	02/05/20	Case Managers Emails Flyers Text Message WIOA Partners	80

Marketing Campaign	Date	Method of Communication	# of District Residents Reached (Based on Attendance)
Aramark Recruitment Event	02/11/20	Case Managers Emails Flyers WIOA Partners	100
Home Depot Spring Hiring Event	02/12/20	Case Managers Emails	9
Seasonal Hiring Event	02/20/20	Case Managers Emails	7
Security Recruitment	03/04/20	Case Managers Emails	10
First Source/DCIA Construction & Trades Recruitment Event	03/06/20	Case Managers Emails Flyers Text Message WIOA Partners	129
US Census Bureau Recruitment	03/09/20	Case Managers Emails Flyers Text Message WIOA Partners	57
US Census Bureau Recruitment	03/11/20	Case Managers Emails Flyers Text Message WIOA Partners	97
Sherwin Williams Recruitment	03/13/20	Case Managers Emails	8
Wholesale Electrical Supply Warehouse Recruitment	03/17/20	Case Managers Emails	6
Vow Transportation Recruitment	03/24/20	Case Managers Emails	20
Pest Control Recruitment	03/30/20	Case Managers Emails	10
Corrections General Cleaner Recruitment	05/10/20	Case Managers Emails WIOA Partners	96
Construction Clean Up Recruitment	06/10/20	Case Managers Emails Text Message WIOA Partners	20
Construction Clean Up Recruitment	07/27/20	Case Managers Emails Text Message WIOA Partners	20

Marketing Campaign	Date	Method of Communication	# of District Residents Reached (Based on Attendance)
Healthcare Customer Service Recruitment	08/01/20	Case Managers Emails Text Message WIOA Partners	218
DCIA Virtual Hiring Event	08/27/20	Case Managers Emails	12
Construction & Trades Hiring Event	09/01/20	Case Managers Emails Text Message WIOA Partners	21
First Source: Malill	10/01/20	Case Managers Emails	8
First Source: 1550 1st Street	10/02/20	Case Managers Emails WIOA Partners	32
Construction & Trades Recruitment	10/09/20	Case Managers Emails Text Message WIOA Partners	55
Talent Tuesday - 2nd Tuesday	10/13/20	Case Managers Emails Flyers Text Message WIOA Partners	23
Holiday Season Employment Hiring Event	10/16/20	Case Managers Emails Text Message WIOA Partners	49
Fast Track Friday - 4th Friday	10/23/20	Case Managers Emails Flyers WIOA Partners	28
Putting the District to Work Recruitment Event	10/30/20	Case Managers Emails Text Message WIOA Partners	35
Midtown Group Event	10/30/20	Case Managers Emails Text Message WIOA Partners	106
First Source Friday Recruitment	11/06/20	Case Managers Emails Text Message WIOA Partners	67

Marketing Campaign	Date	Method of Communication	# of District Residents Reached (Based on Attendance)
Veterans Recruitment Event	11/10/20	Case Managers Emails Text Message WIOA Partners	22
DC Retirement Board Records Mgmt Specialist Recruitment	11/17/20	Case Managers Emails WIOA Partners	16
Fast Track Friday Recruitment	11/20/20	Case Managers Emails Text Message WIOA Partners	67
First Source Friday Recruitment	12/04/20	Case Managers Emails Text Message WIOA Partners	48
First Source Friday Recruitment: Eliot Hine Modernization Project	12/11/20	Case Managers Emails Text Message WIOA Partners	35
Talent Tuesday: US Census Bureau Recruitment	12/15/20	Case Managers Emails WIOA Partners	57
First Source Friday Recruitment	12/18/20	Case Managers Emails Text Message WIOA Partners	50
First Source Friday Recruitment	01/08/21	Case Managers Emails WIOA Partners	59

TCS FY20 Marketing Campaign Communication Methodology Matrix:

Methods of Communication	Communication Methodology
Flyer	OTCS prints flyers for dissemination at the Department of Employment Services' (DOES) American Job Centers as well as at its Headquarters. Flyers are typically placed at the agency's headquarters and/or any of its satellite offices' front desk and are available for District residents, DOES stakeholders and the general population to take a flyer(s) after visitation.

Methods of Communication	Communication Methodology
Text Messaging	OTCS uses text messages, or the popular URL shortener Bit.ly, to promote hiring events and to promote the office’s services as they pertain to District residents.
Case Managers	OTCS’ Case Managers perform outreach to District residents for targeted hiring events, resume collection and follow-ups via telecommunication.
WIOA Partners	OTCS utilizes its WIOA Partners to disseminate information to the District residents those partners serve in order to cast a wider net through referrals, to ensure District residents receive the employment services they seek.
E-mails	OTCS reaches out to District residents through e-mails and follow-up e-mails to ensure District residents are informed of any hiring events, services and/or for resume collection with the intent to connect District residents to potential employers.

VIII. WIOA

92. Please attach copies of all Federal grant agreements for all WIOA grants awarded to your agency in FY2019, FY2020, and FY2021.

Response: Please see “DOES POH 2021 Q92.”

93. Please complete the attached Excel sheet with data on WIOA performance (common measures) for each funding stream in Titles I and III and for each quarter in PY2018, PY2019, and PY2020. Please complete each cell, including n (number) and percentage rate for each measure, except where indicated.

Response: Please see attachment “DOES POH 2021 Q93.” As a note, the FY2020 Quarter 2 data will not be available until after February 14, 2021.

- 94. Please *attach copies* of the following WIOA reports submitted to U.S. DOL:**
- a. **Annual Performance Reports for PY2019.**
 - b. **[ETA 9169](#) (WIOA Annual Report Tables & Narrative) for PY2019, if different than the report required in the previous question.**
 - c. **Annual State Performance Report Narrative for titles I and III for PY2019.**
 - d. **ETA 9173 (program reports) submitted for each funding stream and for each quarter in PY2019 and PY2020 quarters 1 and 2.**

Response: Please see attachments “DOES POH 2021 Q94a,” “DOES POH 2021 94c,” and DOES POH 2021 94d.” The ETA 9173 PY2020 Quarter 2 report will not be available until after February 14, 2021. Due to data privacy concerns, redactions represent totals less than 10.

- 95. WIOA requires that the Governor (the Mayor, in the District) reserve up to 15 percent of Title I funds for statewide activities (See [20 CFR 683.120\(b\)](#)). Please delineate for each fiscal year PY2017 through PY2020 the total available funds; the total expenditures from the governor’s reserve; and any programs, initiatives, contracts, or grants the funds were used for. Also, for each year PY2017-PY2020, provide names of any recipients and for each recipient, the amount of funding provided and the services provided.**

Response: Please see attachment “DOES POH 2021 Q95 – Part 1” for the total available funds and “DOES POH 2021 Q95 – Part 2” for the detailed expenditures.

IX. First Source

- 96. Please describe any changes or improvements made in FY2020 or FY2021, as of Jan. 1, 2021, to improve implementation of the First Source law, both on the agreement/hiring side and on the enforcement side. Please include IT, staffing, procedures, policies, or other matters.**

Response: Please see below.

- a. DOES conducted a First Source Virtual Conference with employers and contracting communities. DOES hosted the conference to increase awareness of First Source legal requirements, agreement requirements, new FORRS upgrades, LCPtracker enhancements, DOES resources for recruitment, referral and placement of qualified District residents.
- b. DOES wrote and produced targeted First Source webinars for contracting agencies, both construction and non-construction. These educational webinars ensured general contractors are aware of First Source requirements and DOES provided workforce support.
- c. OWH developed a Memorandum of Understanding for the DC Jobs Trust Fund. The MOU granted authority to utilize Job Trust funds, which are obtained from penalty fines and alternative plan payments, to establish a workforce development training

- program grant. The grant will focus on trades that have proven difficult to fill. Through this grant, OWH was able to increase the training opportunities for District residents.
- d. The Office of First Source Compliance (OFSC) implemented a number of operational updates: including website enhancements, standard operating procedure revisions, improved record retention, and development of an appropriateness of goals process.
 - e. OFSC made improvements to FORRS to enhance monitoring features and support First Source reporting, as required under D.C. Official Code § 219.03.
 - f. OFSC conducted Standard Operating Procedure trainings with staff regarding the penalty process. DOES also conducted cross-training of First Source and Wage-Hour staff on the First Source penalty process.

97. Please list the First Source beneficiaries that entered into a special hiring agreement with DOES during FY2019, FY2020, and through Jan. 1, 2021 of FY2021. Please provide copies of the special hiring agreements.

Response: Please see attachment labeled “DOES POH 2021 Q97.”

98. Please provide the number of new residents added to the First Source registry each month in FY2020 and FY2021.

Response: Please see below for the numbers, as of January 6, 2021.

Number of Registrants	Month	Fiscal Year
592	October 2019	FY20
539	November 2019	FY20
592	December 2019	FY20
690	January 2020	FY20
528	February 2020	FY20
11,500	March 2020	FY20
13,816	April 2020	FY20
6,710	May 2020	FY20
4,182	June 2020	FY20
3,690	July 2020	FY20
2,159	August 2020	FY20
2,183	September 2020	FY20
Total: 47,181 Registrants in FY20		
1,992	October 2020	FY21
1,518	November 2020	FY21
1,977	December 2020	FY21
357	January 2021	FY21
Total: 5,844 Registrants as of 1/6/2021 in FY21		

99. What was the average number of days elapsed between entry into the First Source registry and employment in a First Source position in FY2020?

Response: The First Source Registry is DCNetworks, formally the Virtual One Stop (VOS). DCNetworks captures when a District resident is entered into the system; however, the First Source program utilizes data from both DCNetworks and its First Source Online Registration and Reporting System (FORRS), a system that captures information in two areas:

- Tracking employers that satisfy the 51 percent District resident hiring requirement, and
- Tracking common labor hours.

DCNetworks and FORRS do not communicate such that capturing the average number of days elapsed between entry in to the First Source registry (DCNetworks) and Employment in a First Source position (FORRS) in FY20 is not possible. An attempt to do this would not be a one-to-one match. In the future, First Source will work closely with the Office of Talent and Client Services to ensure a one-to-one match can be made in capturing the average number of days elapsed between entry into DCNetworks and employment in a First Source position. To reiterate, the two systems (DCNetworks and FORRS) do not work together in order to produce the data responsive to the Council's request.

100. Please *complete the two attached tables*, “First Source 51% and First Source Hours Requirements Template,” regarding agreements active during FY2021, as of Jan. 1, 2021.

Response: Please see “DOES POH 2021 Q100 Part 1” for the two main tables. As a note, the ANC information for construction projects is based on the worksite and for non-construction projects is based on the employer address. The ANC for employers not based in the District is marked “N/A”. In addition, for column L, DOES currently is able to track referrals by employee, see the attached “DOES POH 2021 Q100 Part 2.” We are in the process of upgrading the DCNetworks (First Source Registry) to have the functionality to track referrals by Project.

During FY21 DOES made referrals to First Source Employer through direct referrals, one on one hiring events, and project wide hiring/informational fairs. The Office of Talent and Client Services was able to connect qualified district residents to meaningful employment opportunities within Washington DC neighborhoods. Being able to leverage DOES resources such as the WOW team and First Source and other programs, we were able to make sure that residents and employers alike were registered in DCNetworks system.

101. Please complete the attached tables, “First Source Penalties Template,” for any project or contractors for which penalties have been issued during FY2020 and FY2021 as of Jan.1, 2021.

Response: Please see attachment labeled “DOES POH 2021 Q101.”

102. In FY2020, the agency identified First Source System (FORRS) upgrades needed to support public users and DOES staff needs. Please provide an update on all enhancements made in FY2020 and any improvement to workflow performance.

Response: The Office of First Source Compliance (OFSC) made upgrades to the First Source Online Registration and Reporting System (FORRS) to enhance monitoring features and support first source reporting. The following upgrades have been made:

- 1) New FORRS data collection fields to capture and track both direct and indirect labor costs.
- 2) New FORRS data collection fields to capture and track workforce statistics such as job titles, employee attrition, referral sources of new hires, and contracting agency tracking of officers’ contact information.
- 3) Additional FORRS compliance closeout fields tracking the hours-worked percentage for each distinct classification under D.C. Official Code § 219.03.
- 4) FORRS will now automatically generate the agreement title, for general consistency and uniformity in naming of all construction and non-construction agreements.
- 5) FORRS will auto-populate, after a single input, how the agreement requirements are to be fulfilled; whether they are fulfilled cumulatively or per separate subcontractors.

These upgrades and enhancements are part of a series of planned First Source technology upgrades, which began implementation in 2018. These improvements are designed to streamline entry, review, and reporting of First Source data. An additional benefit is that it reduces human-error and ensures that reporting mechanisms meet all legal requirements. FORRS Phase 4a enhancements became effective, as of September 22, 2020.

X. Adult Training Programs

Cross-program

103. Please complete the attached Excel table regarding Project Empowerment, DC Career Connections, DC Infrastructure Academy (DCIA), and Local Adult Training program outcomes. Please add additional rows for any DCIA and/or Local Adult programs not listed.

Response: Please see attachment “DOES POH 2021 Q103.” As a note, in the template provided to DOES, it appeared as if the Committee incorrectly filled in the FY2017

numbers into FY2018 and so on. DOES has corrected the document to reflect the accurate data.

Please note that, based on D.C. Official Code § 32-771(a)(5-6), DOES measures these outcomes by “the number and percentage of those participants who **completed** the job training or adult education program, who earned a General Educational Diploma, high school diploma, or a noncredit or credit-bearing certificate or degree offered by licensed post-secondary education and training programs or vendors” and among those; “who **completed** the job training or adult education program who found employment within 6 months of graduation” Therefore, the employment rate on the attachment is based on the participants who **completed** the respective program or training rather than those who participated. In addition, we cumulatively measure employment rates for Project Empowerment and DC Career Connections. Accordingly, the percentage is calculated by using the pool of participants who successfully complete Job Readiness Training in both programs.

For all programs, we calculate employment retention after a full fiscal year. As a result, we cannot provide the retention rates for FY2020 at this time. All employment numbers for FY2020, are as of September 30, 2020, and these numbers may be subject to change based on timing of the end of the program and the start of employment. As a note, all employment and retention data may include carryover of participants from previous fiscal years.

Infrastructure Academy

- 104. Please complete the following table to outline the FY2021 occupational skills training plan and activity to date for the Infrastructure Academy. Add rows as necessary.**

Response: Please see the chart below.

FY2021 DCIA Occupational Skills Training Plan

Occupation of training (e.g., IT help desk, solar, gasfitting)	# of trainees planned for FY2021	# of trainees to date (Jan. 1, 2021)	Names of expected certificates	Goal for # of completers placed into jobs	Name of training Provider (if known)	Virtual Live, In-Person, Virtual Prerecorded
Pepco	55	13	CAST; CSM	55	Pepco; UDC	Virtual Live & In-person
Solar Works	34	16	NABCEP PV Associate	27	Solar Works DC	Virtual Live & In-person
Washington Gas	40	0	OSHA-30 Operator Qualifications	32	CNI	Virtual Live & In-person

Occupation of training (e.g., IT help desk, solar, gasfitting)	# of trainees planned for FY2021	# of trainees to date (Jan. 1, 2021)	Names of expected certificates	Goal for # of completers placed into jobs	Name of training Provider (if known)	Virtual Live, In-Person, Virtual Prerecorded
IT	80	14	Comp TIA A+	64	Community College prep; OIC	Virtual Live & In-person
CDL	30	15	CDL-B	24	Toni Thomas Associates	Virtual Live & In-person
OSHA-10 & Flagger	64	0	OSHA-10; Flagger	51	The Training Zone	Virtual Live
OSHA-30	25	0	OSHA-30	20	The Training Zone	Virtual Live
First Aid & CPR	50	0	First Aid; CPR	40	FEMS	Live & In-Person
TOTAL	378	57		313		

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

a. Has a location East of the River been identified? If so, provide the address.

Response: Spingarn High School has been identified as the new location: 2500 Benning Rd., NE, Ste 120, Washington, DC 20002. The location selected was the result of a careful review process for a location that met the Infrastructure Academy's needs.

b. If no new location has been selected, will DOES use capital funds to build out the current location and if so, what is the timetable for doing so?

Response: A new location has been selected. Capital funds will be used to build-out the Spingarn High School location. The project is in the early stages of development with a projected opening date of in FY24.

c. Will DCIA relocate to the Spingarn location?

Response: Yes, DCIA will relocate to the Spingarn location.

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

- a. Has the FTE been hired to manage the committees? If not, what is the status of hiring?**

Response: Yes, an FTE has been hired to manage the DCIA Industry Advisory Committee.

- b. Provide a list of committees and appointed members.**

Response: A list of committees and appointed members have been identified; however, they are being approved. Upon approval, both the list of committees and appointed members will be disclosed to Council.

- c. Provide a copy of the committees' written recommendations provided to DCIA as required by Dec. 15, 2020.**

Response: A copy of the committees' written recommendations will be provided when the committees are formed. In standing up virtual learning for all of DCIA's programming, and upon approval of committees and appointed members, the December 15, 2020 deadline, made prior to the pandemic, was not feasible when prioritizing DC residents and securing their access to trainings during an unprecedented time.

107. Please describe and provide copies of the data used to determine the training offerings at DCIA

Response: DCIA, in its inception, was formed to connect District residents to high-demand jobs in the infrastructure industry. The District conducted initial research ahead of the launch of DCIA to determine its current programs, utilizing data from the Department of Employment Services' Office of Labor Market Research and Performance through its Hot Jobs one-pager, attached in "DOES POH 2021 Q107," honing in on job growth from 2016 to 2026 for participants with a high school diploma and those participants without a high school diploma, as well as a generalized Hot Jobs one-pager. The information compiled by DOES reviews high-demand jobs against job growth and annual median wage and breaks down the educational needs per occupation. Furthermore, DCIA utilized DC Long-Term Occupational Projections, tracking infrastructure jobs, and their longevity for years 2018 to 2028 to inform the academy of which industries it should focus: Construction, Information Technology and Utilities. The Transportation Industry, a hot job for short-term (2019 to 2021) projections, stayed fairly stagnant when considering a 10 year spread; however, DCIA has transportation as a training offering because of the average wage, and the educational background of a participant, which requires no formal education, one less barrier that Ward 7 and 8 participants would have to be concerned when submitting applications to the academy.

These projections are also included in the attachment “DOES POH 2021 Q107.” Highlighted job data was used for the development of DCIA trainings.

DCIA, for its grand opening highlighted data that supported the need to stand up an infrastructure program, including the fact that 2.7 million infrastructure workers are expected to retire or leave their jobs over the next decade. The average hourly earnings for an infrastructure worker is \$38.25 per hour as of November 2016. In addition, energy efficiency and solar energy firms project 14 percent sector growth and the addition of 257,000 jobs over the next year.

In addition, DOES also noted the following:

- The infrastructure industry is one of the fastest growing industries in the nation. During 2017, the District had 6,753 jobs in DC;
- DCIA will aid in eliminating the shortage of a qualified, trained infrastructure professionals. In 2017 there were 62 percent more open infrastructure jobs than actual industry hires;
- Average salary of infrastructure jobs in DC is \$48.75. In 2017, the average hourly earnings for infrastructure worker was \$48.75 per hour in the District; and
- For the next five years (by 2022), the infrastructure sector will grow by almost 12 percent and over 19 percent by 2027.

Division of State Initiatives (DSI)

108. How were Project Empowerment and DC Career Connections programs modified due to COVID 19? Specifically, what adaptations were made to teach the job readiness training (JRT), maintain employment placements, and provide GED or occupational training?

Response: The Division of State Initiatives (DSI), which includes Project Empowerment (PE) and DC Career Connections (DCCC), took multiple steps in preparing space that meets Department of Health and CDC guidelines regarding safety for both participants and staff. This includes:

- **Modification of Instruction:** Facilitators completed a Work Place Excellence (WPE) training to modify the curriculum with additional touchpoints and transitioned the Job Readiness Training (JRT) from three weeks of in-person training, to an in-person/virtual learning hybrid of two weeks in-person and one week virtual.
- **Implementation of Digital Literacy Training:** Solicited a request for proposal for both PE and DCCC participants to receive digital literacy training. This is to aide in participant success, in general, and in participating in virtual trainings and job opportunities.
- **Reduction of Participants Served:** Class capacity, based on classroom configuration within physical distancing guidelines, was reduced from 30 to 10.
- **Installation of Plexiglass:** In the classrooms, in addition to social distancing of six feet, plexiglass has been configured on each side of the desk. Additionally,

installation of plexiglass in the reception area along the countertop, which is the initial point of contact once participants enter the program area.

- **Daily Health Screenings:** All participants are required to complete health screening which determines their ability to enter the suite based on any potential exposure and or confirmed positive tests of COVID-19. All results are kept confidential and only disclosed with appropriate staff. This screening is available both electronically and via paper.
- **Required Face Coverings:** Individuals entering are required to wear masks (masks are available at the DOES front desk, along with hand sanitizer). Space in the waiting area is limited with seating set up to allow for social distancing.
- **Placement of Signage:** Signs and floor markers have been placed to ensure social distancing along the hallway floors and the walls.

109. Please complete the table below showing aggregated data on the numbers of Project Empowerment and DC Career Connections participants.

Response: Please see the table below.

COVID Impact: Project Empowerment & Career Connections

	Number of participants enrolled in the programs prior to 3/15/2020	Number of participants who returned to their original program placement site after 3/15/2020	Number of participants assigned to a different program placement site after 3/15/2020	Number of participants who did not return after 3/15/2020
Project Empowerment	369	DS	Less than 10	312
Career Connections	108	20	29	59

DS – Data value has been suppressed for complimentary suppression purposes.

110. Please complete the tables below showing disaggregated data on the numbers of Project Empowerment and DC Career Connections participants enrolled in GED or occupational skills training (OST) in FY2020.

Response: Please see the table below. As a note, if a section is greyed out, then there were no enrollees in that portion of the program during that time.

Project Empowerment Training, FY2020

1	2	3	4	5	6	7	8
GED/OST Provider	Number enrolled in GED classes	Number that obtained a GED	Number (out of column 2) that achieved employment	Number that enrolled in occupational skills training (OST) classes	Number that completed OST classes	Number that earned industry-recognized credential	Number (out of column 5) that also achieved employment
Iat CDL Training Center of NOVA				Less than 10	Less than 10	Less than 10	Less than 10
CC Prep				28	Less than 10*	Less than 10	Less than 10
DC Central Kitchen				Less than 10	Less than 10**	Less than 10	Less than 10**
Georgetown University				Less than 10***	16	Less than 10	12
DC ReEngagement Center (OSSE)	Less than 10	Less than 10	Less than 10				
So Others Might Eat (SOME)				Less than 10	Less than 10	Less than 10	Less than 10

NOTE: All Occupational Skills Training ceased programming from March 15, 2020-September 15, 2020 due to COVID-19. This severely impacted the completion outcomes at all host sites.

*CC Prep – Training was interrupted in March 2020. 12 participants returned once DSI resumed in-person services.

**DC Central Kitchen – Training was interrupted in March 2020. Less than 10 participants returned once DSI resumed in-person services.

***Georgetown – 17 participants started September 2019 (FY19). 16 graduated in FY20.

Career Connections Training, FY2020

1	2	3	4	5	6	7	8
GED/OST Provider	Number enrolled in GED classes	Number that obtained a GED	Number (out of column 2) that achieved employment	Number that enrolled in OST classes	Number that completed OST classes	Number that earned industry-recognized credential	Number (out of column 5) that also achieved employment
Maya Angelou School	Less than 10*	Less than 10	Less than 10				
Office of the State Superintendent	Less than 10	Less than 10	Less than 10				
So Others Might Eat (SOME)	Less than 10	Less than 10	Less than 10				
1 st CDL of NOVA				Less than 10	Less than 10	Less than 10	Less than 10
CC Prep-MLK				Less than 10	Less than 10	Less than 10	Less than 10
KBEC Group, Inc.				22	16	16	Less than 10
Latin American Youth Center 0 YAYC				19*	Less than 10	Less than 10	Less than 10
Maya Angelou School – See Forever Foundation				Less than 10	Less than 10	Less than 10	Less than 10
Nursing Assistant Academy				Less than 10	Less than 10	Less than 10	Less than 10
Run Hope Work				Less than 10	Less than 10	Less than 10	Less than 10**
Toni Thomas Associates				Less than 10	Less than 10	Less than 10	Less than 10

Note - All Occupational Skills Training ceased programming from March 15, 2020 - September 15, 2020 due to COVID-19. This severely impacted the completion outcomes at all host sites.

* Due to COVID-19 service interruption, there are less than 10 participants currently enrolled at Maya Angelou School and less than 10 currently enrolled at LAYC in FY21.

** Program ended on December 23, 2020. Final unsubsidized placement information will be received on January 20, 2021 and accounts for FY21 placement.

111. Please complete the attached table for all subsidized Work Experience (WEX) sites (host employers) that hosted TEP or DCCC participants during FY2020.

Response: Please see attachment “DOES POH 2021 Q111.”

As a note, due to the COVID-19 pandemic, DSI temporarily suspended in-person services, which included Work Experience placements, as of March 16, 2020. As a result, participants were not able to complete training or get meaningful work experience outcomes (this is noted by greyed out sections). In response, Job Developers coordinated virtual hiring fairs throughout DSI's telework status. DSI had 145 participants that were hired between March 16, 2020 and September 14, 2020. Lastly, DSI re-opened for in-person services September 15, 2020 and offered an opportunity for participants who abruptly paused their Work Experience and/or worked temporary jobs, the ability to return to a host site.

112. Please identify the caseload (number of clients) for each staff responsible for teaching, job matching and on-the-job support during FY2020. How do the various staff interacting with clients collaborate on service provisions and ensure there is consistency and services are not duplicated?

Response: There are four primary areas of interaction with participants while in the program. Below, please see their areas of operation and interaction with the program participants:

- **Intake Specialists** – There are four intake specialists in the division and their caseloads range from 15-30 participants every three weeks. Intake Specialists are responsible for recruitment of potential participants, conducting orientation, enrollment into one of the two core programs, and providing case management support while in the Job Readiness Training (JRT) phase of the program which includes significant data entry in DCNetworks (VOS).
- **Facilitators** – Are responsible for administering the JRT both in person and virtually. Additionally, readiness is assessed throughout the three-week process to determine the ability to transition to the next phase of the program. The Intake Specialists and the Facilitators collaborate a great deal during the JRT phase of the program to ensure participants are matriculating appropriately. There are four Facilitators in the division and their caseloads range from 15-30 participants every three weeks.
- **Job Developers** – There are seven Job Developers in the division and their caseloads range from 10-15 participants every three weeks. Job Developers are responsible for all placements. The first placement is immediately following graduation of the JRT phase of the program which is subsidized. They work with the resumes, interests from and collaborate with both the Intake Specialists and Facilitators to review strengths, areas of improvements and previous work history to determine a potential match which can be either a Work Experience (WEX) to build a resume with quality work history or an Occupational Skills Training (OST) to gain a credential in a field of interest. The second placement is

unsubsidized, this team host hiring events for unsubsidized opportunities based on their subsidized placements and vacancy opportunities.

- **Job Coaches** – There are 10 Job Coaches in the division and their case load ranges from 15-30 participants every three weeks. Job Coaches are responsible for providing case management support while working their WEX and or completing OST. Currently, Job Coaches visit participants at their placement site to provide job guidance, support, resume enhancement, and collaborate with the Job Development team for unsubsidized job opportunities. Job Coaches receive their caseloads from the Intake team as they transition to their placement.

113. Has DOES selected and implemented a validated career assessment tool to best match participants with appropriate host sites? If so, please name the tool and provide a copy. If not, please describe what process is used and a reason for not selecting a validated tool

Response: As a part of the DCNetworks system, the District’s official system of record for workforce, there is a built-in assessment that goes beyond the initial assessment. Through the added built-in assessment, workforce development specialists have access to and utilize the ONET Interest Profiler, a high-level virtual tool developed by the US Department of Labor (USDOL) that is free to the public workforce system. This tool along with other USDOL technologies such as My Next Move and My Reemployment Plan helps customers and case managers with assessing skills, career paths, and identifying specific interests and how to effectively connect customers to their career of choice. Further, these tools support customers with their development of detailed career plans that create a real-life pathway to employment and careers.

Additionally, DOES uses two non-validated tools: an internal questionnaire known as the Individual Employment Plan (IEP) and a digital career interest tool used by our Division of State Initiatives. The IEP, which can be found in the DCNetworks Application (VOS), our official agency system of record, is used to help assess participants’ career interest. The digital career interest tool, a Participant Job Interest Form, is used to inquire directly with the participants to determine their preferences and desires for the workforce.

Local Adult Training

114. Please provide a detailed plan of FY2021 Local Adult Training activity. Please identify the type of activity, provider of the activity, occupational focus, projected number of people trained and if the activity is a grant or contract.

Response: Please see the table below.

Program Title	Vendor	Projected Service Level	Total Cost
Hospitality Gold Package (Includes Three Industry Recognized Certifications)	University of the District of Columbia (UDC) Funding Source: MOU	20	\$8,800.00
AWS Cloud Essentials		40	\$22,475.00
Medical Assistant		15	\$19,565.00
Pharmacy Technician		15	\$22,845.00
Work Readiness		90	\$8,250.00
Admin Cost		N/A	\$23,846.25
Information Technology Training	Constituent Services Worldwide (CSW) Funding Source: Contract	30	\$100,000.00
Pre-Apprenticeship Training	Community Services Agency (CSA) Funding Source: Grant	21	\$75,000.00
Entrepreneurship Training	Can I Live Funding Source: Contract	20	\$100,000.00
Total	N/A	161	\$380,781.25

Apprenticeship

- 115. For FY2020, and FY2021 as of Jan. 1, 2021, please fill in the *attached table* “Apprenticeship Data.”**

Response: Please see attachment “DOES POH 2021 Q115.”

During FY2020, OAIT has been enhancing its database infrastructure by undergoing multiple rounds of data cleaning on old data as far back as several decades. The process of data cleaning resulted in the decline of active apprentices and corresponding increase in completion and cancellation. Data cleaning has had similar effect on the number of active registered programs.

Also, the COVID-19 pandemic has also an adverse effect on the FY 2020 apprenticeship recruitment and program approvals. When compared with FY 2019, the number of both active programs and currently enrolling apprentices in FY 2020 shows lower but correct figures due to the combination of data cleaning and the COVID-19 adverse effect.

- 116. DOL’s website provides the following data for DC in FY2019: 9,996 active apprentices; 1,806 new apprentices; 454 completers; 302 active programs; and 375 new programs.**

- a. If DOES’s data differs please explain why.**

Response: As noted on DOL’s website SAA states do not report data via RAPIDs. All data reported is based on aggregated data provided via the quarterly reports. As such, changes may occur that may not be accounted for throughout the quarter (i.e. terminations, cancellations of apprentices/apprenticeship programs, etc.) Any or more of these changes/transactions can occur subsequent to the SAA’s information provided to DOL which may result in reporting differences. Additionally, in FY20 the Office of Apprenticeship Information and Training (OAIT) completed data system improvements and data cleansing activities to address the mechanisms, processes, and methods used to validate and correct data, as well as, analysis and enhancement of business process to prevent future errors. These improvements will continue into FY21 and are a part of the Building State Capacity and Apprenticeship State Expansion work that DOES has been awarded under the aforementioned grants.

- b. Please explain factors contributing to the increase in the number of completers in FY2019 compared to FY2018.**

Response: Among the 294 completers in 2019, 154 completers (53.4 percent) had two-year agreements (approved in FY 2018) and 33 completers (11.2 percent) had one-year agreements. Unlike the traditional long-term apprenticeship agreement, nearly two-thirds of the FY 2019 completers have exceptionally short term agreements of one to two years. As such, a combination of two-year agreements

that started in FY18 and one-year agreements that started in FY19 were completed at the same time in FY19.

c. Provide a list of the 375 new programs.

Response: Currently there are 334 registered apprenticeship sponsors, of which 196 are actively enrolling apprentices. Please see attachment “DOES POH 2021 Q116c.” Again, as noted above in response to sub question a, on DOL’s website SAA states do not report data via RAPIDs. All data reported is based on aggregated data provided via the quarterly reports. As such, changes may occur that may not be accounted for throughout the quarter (i.e. terminations, cancellations of apprentices/apprenticeship programs, etc.) Any or more of these changes/transactions can occur subsequent to the SAA’s information provided to DOL which may result in reporting differences. Additionally, in FY20 the Office of Apprenticeship Information and Training (OAIT) completed data system improvements and data cleansing activities to address the mechanisms, processes, and methods used to validate and correct data, as well as, analysis and enhancement of business process to prevent future errors.

117. Are there plans for DOES to capture the number of graduates employed within three months of completing the program? If no, please explain why not.

Response: Apprenticeships are more than just a training program—they also allow individuals to gain professional experience in a skilled trade while earning a salary. Apprenticeship is a job. To this end, all apprentices enter employment when they begin an apprenticeship program. Graduation does not typically take place within a three-month period as apprenticeships traditionally range from one to five years.

118. Please attach a copy of the Apprenticeship State Expansion (ASE) three-year grant awarded to The Office of Apprenticeship, Information and Training (OAIT) from the U.S. Department of Labor. If not explicit in the grant award, please outline grant activities to expand apprenticeship opportunities for underserved populations, such as minority youth as stated in the WIC WIOA State Plan.

Response: Please see attachment “DOES POH 2021 Q118.”

XI. Office of Youth Programs:

119. Please provide a copy of the Department of Employment Services annual report on year-round youth programs as required by D.C. Law 23-149 §2103 (D.C. Official Code §32-772) and due December 15, 2020. If the report is not complete, please explain the reason for delay and the expected date of completion.

Response: Due to the current pandemic, the posting of the report has been delayed. Program is in the final stages of finalizing both the Annual Report and the Independent Evaluation for posting.

120. Please list all MOUs that DOES has for youth services with DCPS, charter schools, DCHR or any other agency. Please provide a description of each program and the number of students served disaggregated by program, grade and ward.

Response: Please see the chart(s) below. In addition to the MOUs listed below, DOES has an MOU with the Department of General Services for security services. DOES also partners with the Mayor’s Office of Latino Affairs through an MOU to serve undocumented youth. However, due to the safety sensitive nature of this data, there are certain youth populations where DOES does not provide disaggregated data.

Department of Human Resources | FY20

Description of MOU: The MOU supports a program linking District students with meaningful work experiences that will build on their current classroom instruction while also providing them with an opportunity to interact with a host of professionals who will support their growth and development. The second purpose of the program is to showcase career opportunities in the District government and build a pipeline of talented District students who will consider the District of Columbia government as an employer of choice while in college and after they graduate and/or earn certifications.

Wards							
1	2	3	4	5	6	7	8
Less than 10	0	0	Less than 10	Less than 10	Less than 10	Less than 10	Less than 10

Grade			
9th	10th	11th	12th
0	Less than 10	Less than 10	Less than 10

District of Columbia Public Schools Career Institute | FY20

Description of MOU: The purpose of this MOU is for payroll purposes. DCPS utilizes the payroll system to pay DCPS participants.

Grade	Ward							
	1	2	3	4	5	6	7	8
9th	Less than 10	0	0	Less than 10	Less than 10	Less than 10	Less than 10	Less than 10
10th	Less than 10	Less than 10	Less than 10	12	14	Less than 10	24	24
11th	20	Less than 10	Less than 10	38	28	18	41	45
12th	Less than 10	0	0	Less than 10	12	Less than 10	13	11

Department of Disability Services (DDS) | FY20-FY21

Description of MOU: The purpose of this MOU is for payroll purposes. DDS utilizes the payroll system to pay DDS participants.

Grade	Ward							
	1	2	3	4	5	6	7	8
9th	0	0	0	Less than 10	Less than 10	Less than 10	Less than 10	Less than 10
10th	Less than 10	0	0	Less than 10	Less than 10	Less than 10	Less than 10	Less than 10
11th	Less than 10	0	Less than 10	Less than 10	Less than 10	Less than 10	16	15
12th	10	Less than 10	Less than 10	24	33	17	69	77

Department Insurance Securities and Banking (DISB) | FY20 - FY21

Description of MOU: This MOU provides MBSYEP Programming for banking/ financial literacy. DISB trains MBSYEP youth to become “Young Money Managers”. These Young Money Managers assist DISB with providing financial literacy information to MBSYEP youth.

Grade	Ward							
	1	2	3	4	5	6	7	8
9th	0	0	0	0	0	0	0	0
10th	0	0	0	0	0	0	0	0
11th	DS	0	0	0	Less than 10	0	0	0
12th	Less than 10	0	0	Less than 10	Less than 10	0	Less than 10	Less than 10

DS – Data value has been suppressed for complimentary suppression purposes.

Serve DC | FY

Description of Program: MBSYEP Programming- Emergency Preparedness.

Grade	Wards							
	1	2	3	4	5	6	7	8
9th	0	0	0	0	0	0	0	0
10th	Less than 10	0	0	0	0	Less than 10	0	Less than 10
11th	DS	0	0	0	Less than 10	0	0	0
12th	0	0	0	Less than 10	Less than 10	Less than 10	0	Less than 10

DS – Data value has been suppressed for complimentary suppression purposes.

Department of Energy and Environment (DOEE) | FY 20-FY21

Description of Program: The purposes of this MOU is to provide payroll services. DOEE utilizes the payroll system to pay DOEE participants.

Grade	Wards							
	1	2	3	4	5	6	7	8
9th	Less than 10	0	0	Less than 10	Less than 10	Less than 10	Less than 10	0
10th	Less than 10	0	Less than 10	Less than 10	Less than 10	0	Less than 10	Less than 10
11th	0	0	0	Less than 10	Less than 10	Less than 10	Less than 10	Less than 10
12th	Less than 10	0	Less than 10	Less than 10	Less than 10	Less than 10	12	14

Department of Parks and Recreation FY 20 - FY21

Description of MOU: The purpose of this MOU is to support MBSYEP sports and recreation programming.

Grade	Wards							
	1	2	3	4	5	6	7	8
9th	Less than 10	0	Less than 10	15	32	11	51	29
10th	Less than 10	Less than 10	Less than 10	Less than 10	12	Less than 10	13	Less than 10
11th	0	Less than 10	0	Less than 10	Less than 10	Less than 10	11	Less than 10
12th	Less than 10	0	Less than 10	19	22	11	38	39

Year-Round Youth Programs (YRY)

121. Please complete the table below showing how much local year-round youth funding was spent in FY2020.

Response: Please see chart below.

FY2020 Local Year-Round Youth Expenditures

	Amount Spent on Training for In-School Youth who Reside or Attend a Public School or Public Charter School in Ward 7 or 8, and who are not Participants in DC Public Schools' Career Bridge Program	Total Spent on Training
In-School Youth	\$1,021,000.00	\$1,021,000.00
Out-of-School Youth	Not applicable	\$343,020.00

122. Please complete the table below showing how much local year-round youth funding has been spent or encumbered in FY2021, as of Jan. 1, 2021.

Response: Please see chart below.

FY2021 Local Year-Round Youth Expenditures and Encumbrances

	Amount Encumbered on Training for In-School Youth who Reside or Attend a Public School or Public Charter School in Ward 7 or 8, and who are not Participants in DC Public Schools' Career Bridge Program	Total Encumbered on Training
In-School Youth	\$310,000.000	\$310,000.00
Out-of-School Youth	Not applicable	\$0

123. The East End and Opportunity Youth Careers Amendment Act of 2019 mandates at least 66% of the Year-Round Youth local funds must be spent on in-

school youth who reside or attend a public or charter school in Ward 7 or 8. For FY2020 and FY2021, please provide the types of training provided to this population, names of training providers, and number of youth served by each provider.

Response: Please see below for FY2020. The data for FY2021 is not yet available as programming has not yet begun.

Name of Provider	Total No. of Youth Served	Types of Trainings
Associates for Renewal in Education	29	<ul style="list-style-type: none"> • Work Readiness • Professional Development • Entrepreneurship
Dance Institute of Washington	22	<ul style="list-style-type: none"> • Work Readiness • Professional Development • Entrepreneurship
Dramatic Solutions	50	<ul style="list-style-type: none"> • Work Readiness • Professional Development • Entrepreneurship
DCHR	12	<ul style="list-style-type: none"> • Work Readiness • Professional Development • Entrepreneurship
Youth Entrepreneur Institute	50	<ul style="list-style-type: none"> • Work Readiness • Professional Development • Entrepreneurship

School Year Internship Pilot Program

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

Response: The data requested is not yet available as the School Year Internship Pilot Program started on Tuesday, January 19, 2021 and the program is now in the job matching phase.

125. Please complete the attached Excel table on the School Year Internship Pilot Program applicant and participant information.

Response: Please see attachment “DOES POH 2021 Q125.”

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

Response: This data is not yet available. Program is now in the job matching phase of programming.

127. Please describe the School Year Internship Pilot Program benchmarks developed to measure participants’ growth and development in work readiness. Please provide a copy of the assessment tool.

Response: The program administers a pre- and post- work readiness self-assessment with a focus on the following key areas: interpersonal skills, financial literacy, and job readiness skills. The pre-assessment will be administered to youth during the first month of the program and the post-assessment will be administered during the last month of programming.

Employers will use these surveys to assess, monitor, and provide work experiences that will assist in the development of those key areas. Employers will provide monthly case note updates on each participant's growth and development. DOES will use these case notes to make future programming recommendations by providing the participant with events and workforce training opportunities in areas of expressed interests and key growth. Since the surveys are completed through an electronic program, we have provided the questions below.

Pre-Survey Questions:

- Did you participate in the 2020 Mayor Marion S. Barry Summer Youth Employment Program? [Yes/No]
- Are you planning on participating in the 2021 Mayor Marion S. Barry Summer Youth Employment Program at the conclusion of this internship? [Yes/No]
- Is this your first job? [Yes/No]
- What are your plans after graduating High School?
 - College/University
 - Obtain a trade or certification
 - Enter the workforce
 - Uncertain
- If you selected college or university, will you be the first in your family to attend? [Yes/No]

- If you selected college /university, have you registered for the SAT, ACT, or BP-10? [Yes/No/Does not apply]
- If you selected college/university, do you plan on registering for the SAT, or ACT? [Yes/No/Uncertain]
- If you selected “obtain a trade”, please list what type of trade you are interested in?
- Are you family with and trade programs in the District? [Yes/No]
- Would you like to receive more information about DOES trade/apprenticeship programs? [Yes/No]
- Do you have a resume? [Yes/No]
- My resume needs work? [Yes/No]
- Do you have a checking account? [Yes/No]
- Do you have a savings account [Yes/No]
- Do you know how to properly budget your money? [Yes/No]
- Do you know the difference between assets and liabilities? [Yes/No]
- Have you ever taken a financial literacy training? [Yes/No]
- Do you know how interests work? [Yes/No]
- Do you know what equity is? [Yes/No]
- Please answer strongly agree, agree, neutral, disagree or strongly disagree to the following”
 - I manage my time well
 - I know how to deal with stressful situations
 - I work well in a high-paced environment
 - I am self-motivated
 - I have strong communication skills
 - I manage my time well
 - I hold myself accountable when I make mistake
 - I am reliable
 - Punctuality is important to me
 - I take pride in my work
 - I work well in team

- I am open to receiving constructive criticism
- I ask questions when I don't understand
- Others will say I possess a strong work ethic

Employers have received a monthly activity log to monitor progression, attached as “DOES POH 2021 Q127.” This activity log will gage the following:

- Participant engagement,
- Attendance,
- Certification attainment,
- Hard/soft skills acquired, and
- Other case notes.

MBSYEP

128. Please provide a detailed description of the adaptations made in FY2020 for MBSYEP. due to COVID 19. For example, was equipment distributed to facilitate virtual participation? What feedback was received from hosts and participants?

Response:

Virtual Program: Kicked off our first ever virtual Mayor Marion S. Barry Summer Youth Employment Program (MBSYEP) on June 22, 2020. Over 9,000 youth were place with an employer and afforded the opportunity to work virtually during the COVID-19 pandemic.

Career Edge: DOES’ continued investments in Career Edge was a major factor in allowing us to have a virtual program. We were able to retain host sites through our Career Edge administrative virtual trainings. These trainings reinforced host confidence in executing a virtual program by taking advantage of a pre-package 29-day workforce curriculum. Host could assign participants modules in their youth portal to complete in order to earn hours.

Technology: Thanks to our partners at DCPS many participants already received laptops through their school, which were extended for those youth participating in MBSYEP. A technology survey was already built into our application, which allowed for us to narrow down which applicants/participants did not have the necessary technology to participate. We then reached back out to those certified-eligible applicants to confirm. Program was able to procure over 100 surface pros to loan to participants in need.

Virtual Certification: Thanks to our IT team working closely with program, we were able to stand up a virtual platform for certification. When the public health emergency forced us to cancel our final certification event, this platform allowed over 2,417 youth to utilize

a virtual certification system. This system allowed us to cross check participants documents, which they uploaded via their mobile device or computer, to verify participant age, residency, etc. Without a virtual certification platform during this pandemic, 1,564 youth, who completed all of their certification steps through the portal would not have been able to participate in our program this year. Virtual certification was a huge success and program will now use this method moving forward to supplement our in person certification procedures. See the response to Question 2 for additional information training provided to DOES staff on virtual certification.

129. Please describe any new activities or services the Department will implement in FY2021 for improving the job matching process to connect MBSYEP participants and host employers.

Response:

According to this year's evaluation, as it relates to job matching, MBSYEP can improve in the area of communication. Therefore, MBSYEP will work closely with youth from application launch to job placement through a series of webinars. The purpose of these webinars are to educate youth on the matching process and encourage them to become employer recruitment ambassadors for MBSYEP.

Job matching includes several factors. First, how early youth submit their application, complete certification and orientation to become eligible for the program. Youth complete all of the prerequisite steps first will be prioritized when it comes to matching. Therefore, MBSYEP will emphasize this during our new application and certification webinars.

Secondly, job matching also depends on the available number of hosts sites who sign up for the program. COVID-19 dramatically decreased the number of host sites in 2020. Now that we have some valuable experience with operating a virtual program and providing host technical assistance, we will use that as a recruitment tool for host sites that are hesitant about signing up.

We will also encourage youth to promote our program to employers. Youth will receive information on how to pitch our program to employers. If a host site signs up as a direct referral from a youth, that youth will receive priority placement with that employer. This creates a buy-in incentive for youth to assist MBSYEP with actively recruiting host sites for 2021.

Lastly, MBSYEP will communicate with youth about fields that tend to have diverse job experiences. This is important because for many participants, this will be their first job experience. A participant may express dissatisfaction with their job placement during the evaluator's pre-survey; however, on the post-survey will indicate that they enjoyed their work experience. Our program focuses largely on exposure, therefore, we try to match participants as closely to their field as possible, if we're not able to find an exact match.

One example of this is if a participant stated that they like working with animals, particularly dogs and would like to be placed with a veterinarian. If they receive a job placement notification that they have been placed with a dog walking service company, their initial response to a pre-survey (which is taken before the program starts) might be they were not satisfied with their placement and score their job placement very low. However, upon working at the site for a few weeks they love it and in their exit survey mark their work experience with really high marks. This would invalidate the pre-survey because they were exposed to a new work experience that was close or related to their initial pick.

130. Please *complete the attached Excel table listing all employers who signed up to host participants in the 2020 program, including those who hosted no participants, and associated metrics. For any metrics that the Department doesn't capture, please explain why.*

Response: Please see attachment "DOES POH 2021 Q130." Please note that a number of host sites provide a variety of positions to youth participants. As a result, the data provided is divided by job and some employers are listed multiple times. Similarly, the job descriptions included are those provided by employers.

131. Please complete the table below with information on Career Academy students who also participated in a Marion Barry Summer Youth Employment Program (MBSYEP). For each Career Academy, list the course of study and specify the number of CAN-MBSYEP students who were placed in a MBSYEP position corresponding to their course of study for FY2019 and for FY 2020.

Response: Please see the table below.

CONGRUENCY OF STUDENT PLACEMENTS IN MBSYEP AND SYEP

Career Academy Name	Course of Study	Number of FY2019 students placed in CAN & MBSYEP corresponding position	Number of FY2020 students placed in CAN & MBSYEP corresponding position
Engineering	Aerospace Engineering, Carpentry, Civil Engineering & Architecture, Computer Integrated Manufacturing, Digital Electronics, Electrical, Environmental Sustainability, HVAC	90	103
Finance	Finance	N/A – No Career Academy existed in 2019	Less than 10
Health Sciences	Biomedical Science	Less than 10	72
Hospitality & Tourism	Hospitality Services	35	62
Information Technology	Computer Science, Digital Media, Networking	110	92
Mass Media	Audio/Video Production	N/A – No Career Academy existed in 2019	13
Public Leadership	Law Enforcement	N/A – No Career Academy existed in 2019	11
<p><i>*In 2019, 622 total DCPS students received an internship placement, including Urban Alliance internships. Some of these students were paid through sources other than MBSYEP, which is why they are not included in the table above. Additional CTE students received placements through MBSYEP but not all of these students were Career Academy Network students, which is why they are not included in the table above.</i></p>			
<p><i>**In 2020, 814 total DCPS and DC Charter students received an internship placement through the Career Ready Internship Initiative, including Urban Alliance, MBSYEP OCC and DCPS Career Bridge Program internships. Some of these students were paid through sources other than MBSYEP, which is why they are not included in the table above. The MBSYEP OCC interns are not included in the total above because their placements were not directly aligned to interns' CTE program of study.</i></p>			

132. Please complete the attached Excel table regarding 2020 applicant and participant information. Note: many of the metrics are not captured (at all or consistently) in the annual reports.

Response: Please see attachment “DOES POH 2021 Q132.”

133. The 2019 MBSYEP independent evaluation recommended DOES complete a more targeted survey during the employment cycle to identify the reasons and challenges for the statements listed below. Will a targeted survey during the employment cycle be implemented in FY2021 MBSYEP program to address these? Will the data be collected during the employment cycle versus at the completion of the program as recommended?

Response: Youth are surveyed prior to their employment start date and after. This has been OYP’s practice for the last few survey cycles. Youth receive a pre- and post-satisfaction survey from the independent evaluator. DOES believes a survey in the midst of the program would be of limited use, since participants would not yet have had the full experience and may transfer to another host site.

- **Why some youth participants are not satisfied with the application process and the candidate selection process.**

Response: DOES requested that this year’s evaluation take a deeper dive in providing feedback/data as it relates to the application and selection process. The evaluator adjusted their pre and post questionnaires to provide the agency with better data, specifically on these two topics.

Feedback provided from the 2020 independent evaluation stated that MBSYEP should take a more “hands on” approach when assisting youth through the application process. The evaluator also recommends onboarding job counselors to assist youth with the job selection portion of the application.

Based on that feedback, this program year, we will conduct virtual application information sessions to assist youth with completing their application. These applications information sessions were available for youth and parents with special needs last year. Therefore, the program will expand its portfolio to include separate virtual application information sessions for all MBSYEP applicants. Lastly, all applicants who attend these sessions will be tracked through the application and certification process to see if these methods work.

Furthermore, our application process will continue to remain posted online at summerjobs.dc.gov. The program is also considering sending pre-recorded YouTube videos to youth, walking them through the application and certification process.

As it relates to the certification process, is now virtual as described in previous questions. The program has strengthened its certification process to allow all MBSYEP participants to complete certification virtually, which is especially beneficial to out-of-state college workforce population. The program selects applicants based on the certification process.

The certification process is designed so that youth can submit supporting documents to validate their application. Certification measures include validation of the following: age, residency, parental consent, social security validation, permission to work in the U.S. Youth must also complete a banking quiz and complete a W-4. This information is posted on our website each year at summerjobs.dc.gov under the Youth Tab, see important documents.

- **Why some youth participants felt unprepared to start working at their worksites despite participating in the orientation process.**

Response: According to the 2020 Independent Program evaluation, less than five percent of youth stated that they felt “unprepared” to start work. The program strives to ensure that 100 percent of our youth feel prepared; however, a 95 percent positive rating in this area is acceptable.

- **Why some youth participants were not happy with their job placements or felt underutilized at their workplace.**

Response: The program received high ratings on job matching in the 2020 Independent Evaluation. The program did not see anywhere youth felt they were underutilized at a job site.

Part of the matching process depends on the availability of host providers. This year, the program did see a considerable drop in host providers due the pandemic; however, many of our youth were closely matched to areas of interests despite these barriers. One of the program recommendations stated that increasing program counselors to assist in vetting youth interests. Traditionally, we have a career information session each year; however, due to the pandemic, this was not possible. The program is hosting virtual career information sessions during the application period through certification.

- **Why some host employers/worksites felt more training was required for youth participants involved in clerical work.**

Response: This specific issue was not raised in the program evaluation and was not communicated to program. Please provide us with evidence for review.

- **Why the organization of the program was challenging to some employers/worksites.**

Response: This specific issue was not raised in the program evaluation and was not communicated to program. Please provide us with evidence for review.

134. Please provide an update on the development of a five year MBSYEP strategic plan.

Response: DOES is committed to ensuring that the Office of Youth Programs maximizes opportunities for District youth. To that end, DOES awarded an Innovations in Youth Employment Research Grant to Quality Education for Minorities Network (QEM) at the end of FY2019. The goal of the grant was to determine regional and national best practices for programs that provide support in youth employment. This was a year-long evaluation. DOES received the final report in October 2020 and are now using this research to help guide the development of a five-year strategic plan. The programming recommendations from QEM's report were creating youth-centered employment programs, focusing on closing the opportunity and achievement gap and focusing on critical investment areas. Program will focus on the theme of equity and access when addressing and reimaging programming areas, post-pandemic. A draft comprehensive five-year plan is now underway, with a finalized version set for 2021.

135. Please discuss the Department's 2020 efforts and results to place at least 100 participants with host employers that also have registered apprenticeship programs.

Response: The Office of Youth Programs partnered with the Office of Apprenticeship Information and Training (OAIT) to procure a provider, Washington Literacy Center, to offer 100 youth pre-apprenticeship opportunities through the Mayor Marion S. Barry Summer Youth Program (MBSYEP). Youth received training and access to roughly 10 registered apprenticeship sponsors/programs through this partnership. These included but were not limited to W Concrete, Plumbers Union Local #5, McCullough Constructions, etc.

Washington Literacy Center provided youth with a virtual pre-apprenticeship training experience in high-demand industries such as Construction, Hospitality, and Allied health. Participants received credentials in OSHA 10, Flagger, Certified Guest Services, the American Hotel Lodging Education Institute certificate, and CPR first aid. Participants also had access to 8 virtual hiring events with registered apprenticeship sponsors of which six took place during the MBSYEP program.

XII. Agency Evaluation, Operations, and Disputes

- 136.** Please provide a list of all studies, research papers, reports, evaluations, and analyses (including contractors' or consultants' reports), that the agency prepared or commissioned during FY2020 or FY2021, as of Jan. 1, 2021, including all reports prepared by the Office of Program and Provider Monitoring, as well as all appendices (personally identifiable information should be redacted).
- a. Please attach a copy if the study, research paper, report, evaluation, or analysis is complete.
 - b. For each study, paper, report, or analysis, still underway, please include:
 1. Report name, author(s),
 2. Description or purpose; and
 3. Source of funding (program and activity codes).

Response: Please see attachment "DOES POH 2021 Q136." While the agency does perform internal monitoring activities through the Office of Program and Provider Monitoring, they are intended for internal management consumption only and to be utilized by agency programs. Please reference question 94 for WIOA reports submitted to the US Department of Labor (USDOL).

- 137.** Please list and describe any investigations, audits, or reports by outside entities that involve the agency or any employee that were conducted during FY2020 or FY2021, as of Jan. 1, 2021, or that are ongoing. *Attach copies* of any such document. Include any routine or ad hoc monitoring, site reviews, desk audits, or other reviews or audits by federal agencies (such as the U.S. Department of Labor Employment and Training Administration or DOL's Inspector General), the District of Columbia Inspector General, Board of Ethics and Government Accountability, the DC Auditor, or *any other* local or federal governmental entity.

Response: Please see attachment "DOES POH 2021 Q137" a list of completed external audits and links.

The following investigations are still pending from FY2019:

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

- 138.** List all FOIA requests received in FY2020 and FY2021, as of Jan 1, 2020, with the request number (for ex., 2018- FOIA-00345), the name of the requestor, brief description of the type of documents requested, note if DOES has not yet responded

to the request due to the COVID-19 emergency, and note if no responsive documents were found.

Response: Please see attachment “DOES POH 2021 Q138”. For clarity, “N” means no responsive documents found and “C” means on hold due to COVID-19.

139. Please list all settlements entered into by DOES or by the District on behalf of the agency in FY2018, FY2019, FY2020, or FY2021, as of Jan. 1, 2021, including those authorized by D.C. Code § 2-402(a)(3), which requires the Mayor to pay certain settlements from agency operating budgets if the settlement is less than \$10,000 or results from an incident or allegation within two years of the filing date. For each settlement, provide:

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

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

In FY2019, DOES entered into the following settlements:

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

In FY2020, DOES entered into the following settlements:

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

- 140. Please list in chronological order any grievances filed by labor unions against the agency or any of its employees in FY17, FY18, or FY2021, as of Jan. 1, 2021, including any opened before FY17 that is unresolved. Also include any grievances filed by unions about a current employee of the agency that is related to a matter that arose at previous District government employment of the employee at another agency. For each grievance:**
- a. Identify the union name and number, briefly describe the matter, and provide the current status.**
 - b. Describe the agency response to each and any resulting changes to agency policies or procedures.**
 - c. For any resolved in FY2020 or FY2021, as of Jan. 1, 2021, describe the resolution.**

Response: DOES has no record of any grievances filed by labor unions against the agency or any of its employees in FY17, FY18, FY19, FY20, or FY21.

- 141. Please list in chronological order any other (non-union) grievances or complaints against or regarding the agency or any of its personnel filed, by any District government employee, that were filed or pending in FY2020 or FY2021. Include complaints filed in any forum, including to other District agencies; complaints on any matter, including human resources, personnel, sexual harassment, financial, or other matters; and complaints filed against a current agency employee related to their employment at the agency, or to any previous employment at another District agency. Include on the list any earlier complaint that is still pending in any forum, including review by another District agency. For each grievance or complaint:**
- a. Provide the agency name and office of the complainant at the time the matter occurred.**
 - b. Provide the name of the forum or agency to which the complaint was filed.**
 - c. Specify if the complaint concerns a colleague or supervisor.**
 - d. Provide a brief description of the matter and the current status.**
 - e. Describe the response to the complaint or grievance, including any disciplinary action taken and any changes to agency policies or procedures**
 - f. For any complaint or grievance that was resolved in FY2020 or FY2021, as of Jan. 1, 2021, describe the resolution or outcome.**

Response:

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

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

142. Please list in chronological order all administrative grievances or complaints filed by *parties outside District government* against the agency regarding services provided by or actions of the agency or any employee of the agency in FY2020 or FY2021, as of Jan. 1, 2021. Include on the chronological list any earlier grievance that is still pending in any forum.

- Describe the complainant (e.g. [Program name] customer)**
- For each grievance or complaint, give a brief description of the matter as well as the current status.**
- Please describe the process utilized to respond to the complaint or grievances and any changes to agency policies or procedures as a result.**
- For any complaints or grievances that were resolved in FY2020 or FY2021, as of Jan. 1, 2021, describe the resolution.**

Response:

- In FY2019, an unemployment insurance claimant filed a complaint with the USDOL Civil Rights Center alleging a failure to provide reasonable accommodation. This complaint is pending.
- In FY2019, the Archdiocese of Washington, Catholic Bishops, and Catholic University filed appeals with the Office of Administrative Hearings (OAH) challenging a determination of liability for payment of paid family leave tax. The appeals were dismissed by OAH.
- In FY2019, the Archdiocese of Washington, Catholic Bishops, and Catholic University filed appeals with the District of Columbia Court of Appeals (DCCA) challenging a determination of liability for payment of paid family leave tax. The cases were dismissed by the DCCA.
- In FY2020, an unemployment insurance claimant appealed an OAH affirmation of a DOES disqualification to the DCCA. OAG negotiated a settlement of the case.
- In FY2020, an unemployment insurance claimant appealed an OAH order affirming a DOES disqualification to the DCCA. OAG is handling the case.
- In FY2020, an unemployment insurance claimant filed suit in the DC Superior Court (DCSC) seeking allegedly due/overdue unemployment insurance benefits. OAG is handling the case.
- In FY2020, an unemployment insurance claimant filed suit in DCSC seeking allegedly due/overdue unemployment insurance benefits. OAG is handling the case.
- In FY2020, a FOIA requester filed suit in DCSC challenging the redaction of statutorily exempted information. OAG is handling the case.