

**GOVERNMENT OF THE DISTRICT OF COLUMBIA
Workforce Investment Council**



**Responses to FY2020-2021
Performance Oversight Questions**

Ahnna Smith, Executive Director

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

February 5, 2021

John A. Wilson Building
1350 Pennsylvania Ave. NW
Washington, DC 20004

**WORKFORCE INVESTMENT COUNCIL (WIC)
FY2020-2021 Performance Oversight Questions
Committee on Labor and Workforce Development
Councilmember Elissa Silverman (At-Large), Chair**

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I. Agency Priorities, Performance, and Evaluation

1. Please discuss the WIC’s **top five priorities**.
 - a. How did the agency address its top five priorities in FY2020, and how did COVID 19 health crisis impact the priorities and work of the WIC?
 - b. What are the agency’s top five priorities in FY2021? Please explain how the agency expects to address these priorities in FY2021.

Response 1a: In FY2020, the WIC continued to lead the development and improvement of the District’s workforce system through implementing program implementation and stakeholder engagement. The WIC was able to deliver on its core work and responsibilities as mandated by federal and local statute; however, some areas of work were impacted by the ongoing COVID-19 public health emergency. Top priorities in FY2020 and progress in these areas are captured in the table below.

FY2020 Priorities	Progress and Impact of COVID-19
WIC Staff and Organizational Structure	In FY2020 and FY2021, to date, the WIC completed a full reorganization into two primary functions, Operations and Program, and established two teams—Performance and Impact and Business Engagement—within the Program function. The WIC is now fully staffed with 13 FTEs.
American Job Centers (AJC) and the One Stop Operator (OSO)	The WIC continued to oversee the One Stop Operator contractor responsible for coordinating the service delivery among partner agencies at the American Job Centers (AJCs). In FY2020, the WIC completed a new solicitation and awarded a new four-year contract for these services. Additionally, the One Stop Operator and WIC supported workforce agencies as they modified service delivery to customers through enhanced communication, coordination, and best practice sharing among AJC partners (see the response to Question 35 for more information). The One Stop Operator also supported delivery of hiring events that were developed in response to the COVID-19 public health emergency.
Workforce Development System Expenditure Guide	In July 2020, the WIC delivered the Workforce Development System Expenditure Guide. This data report included more than double the number of agencies and significantly expanded upon information from the inaugural report. Additional details can be found in response to Question 52.
Career Pathways Task Force	The Career Pathways Task Force was established by Council passed legislation with the aim to better align adult basic education programs with workforce development to ensure all District residents can access career pathways in high-demand fields. In late 2019, the Task Force delivered an updated Strategic Plan. Many of

	the strategies and recommendations of this Plan have been incorporated in the work of the Workforce Innovation and Opportunity Act (WIOA) State Plan and its implementation working groups, as well as the newly launched Business Engagement team within the WIC. Due to the COVID-19 response and recovery priorities, the Task Force has not formally convened, but the WIC will revisit how best to engage and leverage this body in FY2021.
District’s 2020-2024 Workforce Innovation and Opportunity Act (WIOA) State Plan	The WIC successfully delivered—with approval and no modifications required by the US Department of Labor—the WIOA State Plan in March 2020.

Response 1b: In FY2021, in addition to supporting recovery from the COVID-19 public health emergency, the WIC will continue its required compliance and oversight roles and continue to expand its role in delivering on the coordination within government and across sectors in support of a coherent workforce development system. The top five priorities for FY2021 are listed below:

FY2021 Priorities	Description of FY2021 Work
WIC Staff and Organizational Structure	<p>In addition to bringing on and supporting great talent, the team has focused on building a strong culture and strengthening internal management and operations, supported by two all-staff, day-long retreats in December 2020 and January 2021. The WIC will continue to have quarterly team mini-retreats to align on our priorities and support and strengthen our operations and organizational culture throughout the year.</p> <p>In FY2021, the WIC will further develop the work of the two new teams within the Program function: Performance and Impact and Business Engagement. Additionally, the added capacity will enable the WIC staff to further develop its ability to engage and leverage members of the WIC Board and other critical external partners in furthering the work of the organization and the workforce system.</p>
COVID-19 Recovery Priorities	<p>The WIC will continue to support the Mayor’s economic recovery efforts broadly, as well as in the development of a framework to drive recovery priorities within the workforce system (see Question 5 for more information). In addition to research, analysis, and coordination of partners, the WIC has supported and will continue to support shifts among partners to meet the needs of residents and employers, including but not limited to moving education and training to a virtual posture, with an added focus on digital literacy; conducting virtual hiring fairs; and updating career pathway and training resources based on the current and future post-COVID landscape.</p>

	<p>Additionally, the WIC has and will continue to work with employers and business organizations such as the Federal City Council, DC Chamber, Black Chamber, and Hispanic Chamber, to bring employers to the table and ensure policies and supports delivered across workforce agencies continue to meet their changing needs. As part of the engagement of employers and residents, WIC is supporting a branding and communications campaign that will ensure employers and residents are well-positioned and prepared for further reopening of the economy this year as the COVID-19 vaccine becomes more broadly distributed in the city and region.</p>
<p>Performance and Impact</p>	<p>The WIC has established a Performance and Impact team within the Program function of the organization. This team will be responsible for ensuring the WIC is able to deliver its required compliance and oversight roles, including delivery of the American Job Centers with support of the One Stop Operator; review, development, and implementation of WIC and workforce system policies to ensure they remain relevant and updated to meet our system’s needs; and development and deployment of data coordination, analysis, and reporting—including the Expenditure Guide and support for full implementation of the Data Vault across AJC partners.</p>
<p>Business Engagement</p>	<p>A key function of the WIC is to lead and coordinate alignment between education and workforce training providers, employers, government agencies, and residents. Building upon the work done in FY2020 to develop career pathway maps in the District’s high-demand sectors, WIC will continue to build out its capacity to develop and support implementation of common resources that can be used by stakeholders throughout the system to organize and invest in their work in an aligned way and towards greater impact for residents and businesses.</p> <p>In addition to establishing a Business Engagement team within the WIC that will support coordination of employer engagement efforts across workforce agencies, and streamlining of identifying and meeting needs of employers seeking talent, the WIC has awarded a Healthcare Workforce Partnership grant that began in January 2021.</p> <p>The partnership grant will launch an intermediary for employers, training programs, and other support organizations in the healthcare sector, to conduct research and develop recommendations and initiatives to support employers’ talent needs and assist more</p>

	residents in accessing occupations in this high-demand, high-growth industry.
Training and Skills Development	The COVID-19 public health emergency caused significant disruption to education and workforce training programs due to public health mandates that halted in-person learning, and subsequent adjustments that have been required to enable enrollment of individuals in new or continuing training delivered virtually. In FY2021, the WIC will work to expand access to high-quality training and skills development opportunities that align with the needs of employers and support residents moving into or along in high-demand occupations.

2. Please list each **program** or body of work operated or administered by the WIC during FY2020 and FY2021. Highlight any programs new in FY2020 or FY2021. For each program, please provide a description of the program, the office that carries out the program, activities in FY2020 and FY2021, and any documented results of the program.

Response: The table below includes initiatives led by the WIC in FY2020 and 2021.

Program/Body of Work	Description
WIC Operations Team	The Operations team, led by the Chief of Staff, oversees all internal processes and procedures in support of the goals and priorities of the WIC. This includes management of professional development; dashboards and tools to support implementation and tracking of projects; budget and procurement for the organization; Board management and logistics; and other special projects.
WIOA State Plan Implementation	The WIC has established working groups with representatives from core workforce agencies and other agency partners from across the government that will be responsible for ensuring the District advances the work and priorities set forth in the current WIOA State Plan. Through these working groups and a publicly posted dashboard on State Plan implementation, partners and other members of the community will have the opportunity to be updated and inform our progress on implementation of State Plan.
District of Columbia Nondiscrimination Plan	WIOA requires recipients of WIOA funds to have a plan and system in place to reduce or eliminate discrimination in the delivery of workforce system services. This plan is in addition to existing DC requirements and regulations regarding non-discrimination. The WIC led training for workforce system partners on non-discrimination efforts in FY2020 and will lead additional training, as needed.
Workforce Development System Expenditure Guide	The Workforce Development System Expenditure Guide is a tool used to track performance outcomes and financial data across all DC agencies that manage, administer, oversee, or fund workforce development and adult education programs. The WIC will continue to work with agency partners to develop this report and identify

	opportunities to make the data actionable in support of continuous improvement of the workforce system. The FY2020 Expenditure Guide can be found at dcworks.dc.gov .
Healthcare Workforce Partnership	In January 2021, the WIC awarded a one-year, \$250,000 grant, renewable up to four years, to support the establishment of a healthcare sector intermediary. This work is under the Business Engagement team and will be supported by efforts to further deepen coordination and engagement of government and external partners. The work of the Partnership will complement other investments in healthcare in DC, including the development of a new hospital at St. Elizabeth's.
Training and Skills Development	In addition to managing the Eligible Training Provider List and program, in partnership with the DC Department of Employment Services (DOES), the WIC leads a working group that supports education and workforce training and skills development coordination across government partners. Through this work, the WIC staff and other agencies will work to conduct a landscape analysis of training capacity to inform the development of a workforce training plan that meets the needs of District residents and employers.
Performance and Impact	This team oversees management of the One Stop Operator, development of the Workforce Development System Expenditure Guide, all WIC and WIOA-required policies, and data alignment and coordination. This team has played a critical role in supporting the full deployment of the Data Vault across AJC partners, with training completed in January 2021. This deployment will support greater alignment of services to customers and will support development of tools, data resources, and analyses to measure and continuously improve the performance of the workforce system. Additional information about FY2020 program outcomes can be found in response to Question 35.
One-Stop Operator	This work is managed by the Performance and Impact team and supports service delivery across the eight required partners of the American Job Centers: Department of Employment Services, Department of Human Services, DC Housing Authority, Department of Disability Services, National Center for Black Aging, Office of the State Superintendent of Education, Potomac Job Corps, and the University of the District of Columbia. The One Stop Operator is an external contractor that supports coordination and alignment, training and development, and service delivery through regular meetings and initiatives outlined in their contract. In FY2021, the One Stop Operator will play a critical role in support of COVID-19 recovery efforts including the coordination of hiring events and marketing and engagement campaigns directed to employers and job-seekers.

Business Engagement	This team oversees training and skills development, coordination and engagement with employers, the Healthcare Workforce Partnership, and the development and delivery of other tools and resources to advance implementation of career pathways and sector strategies in service of the needs of job-seekers and employers.
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3. Please describe any **initiatives** that the WIC implemented in FY2020 or FY2021, to date, to improve the internal operations of the agency or the interaction of the agency with external parties. Please describe the results, or expected results, of each initiative.

Response: Please see chart below.

Initiative	Description
Organizational Structure	Based on Board, partner, and team feedback, WIC has made shifts to the organization’s structure and to some roles within the team. This was done to better align capacity with the organization’s priorities, and to support greater collaboration and workflow across the WIC’s priorities and portfolio.
Strengthening Team Culture	There has been an added focus on team culture in the last year, including greater communication, stronger cross-collaboration among projects, and encouraging continued professional development for staff. Two staff retreats have been held, in addition to an annual Board retreat, to further these goals.
Developing Standard Operating Procedures	Given the change in tasks and structure referenced above, the WIC is working to codify standard operating procedures for the agency’s operations, including budget, procurement, human resources, program management, and convenings. This is being done to increase uniformity in tasks; support better project management; to set clear expectations for roles and responsibilities; and to strengthen the organization’s ability to operate through potential transitions in the future.
Increased Collaboration with Agencies	The WIC is committed to continued fostering of increased inter-agency collaboration as a value add to the workforce system. The goal is to understand the various initiatives throughout the District in order to connect partners and highlight the great work taking place across the District.
Participation with National and Regional Organizations	To increase the visibility of the District’s workforce system, expand access to partners, and share and receive information to better provide strategic recommendations, the team has attended and participated in external workforce events with the: <ul style="list-style-type: none"> • Markle Foundation’s Skillful State Network (DC became a member in FY2020), • National Association of Workforce Boards, • US Conference of Mayors, • Results for America,

	<ul style="list-style-type: none"> • Talent Ready Pipeline, and • Employers for Equity.
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4. Please provide a copy of the WIC’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, also note whether they were completed by the project completion date of the objective and/or KPI and within budget. If they were not on time or within budget, please provide an explanation.
 - c. For any objective not met or completed, please provide an explanation.

Response: Please see attachment “Q4 WIC FY20 Performance Accountability Report.” All objectives were met and completed by September 30, 2020 and within budget.

5. Regarding the WIC’s FY2021 **performance plan**,¹ please explain the WIC’s role in respect to COVID recovery efforts. Specifically, please answer the following questions:
- a. Does the WIC have any strategic objectives or initiatives regarding COVID recovery efforts?
 - b. Will Business Engagement include COVID recovery activities? If so, please explain the role of business and the planned activities.
 - c. Will the WIC issue Policy Guidance on the use of WIOA funds for reskilling or training residents displaced by the COVID pandemic?
 - d. Will the new labor market forecasting completed by Bain be used to modify the high demand industries and occupations reflected on the ETPL list?
 - e. What technical assistance activities will focus on COVID recovery best practices? If so, please provide the topics of planned activities, method of delivering the activities, target audience and dates of planned activities.

Response 5a: The WIC is working in coordination with Mayor Bowser’s broader COVID recovery priorities being led by the Deputy Mayor for Planning and Economic Development. Additionally, the WIC has worked closely with the Deputy Mayor for Education, DOES, and other workforce agencies to identify seven priority COVID response and recovery issue areas that have and will continue to guide our work to support employers and workers. Within each issue area we have identified key action items to support immediate and longer-term recovery efforts. Our current efforts in support of this framework are articulated in subsequent responses in this section. The issue areas and action items are outlined in the table below. This work connects to and is embedded within each of the WIC’s FY2021 Key Performance Indicators and Strategic Initiatives.

¹ Available at <https://oca.dc.gov/sites/default/files/dc/sites/oca/publication/attachments/WIC21.pdf>.

Issue areas	Description	
Strategy	Area of Focus Within Each Strategy	Prioritized Actions
Training	Evolve training/pathways to address business and worker needs	<ul style="list-style-type: none"> Shift, launch & scale training programs informed by employer demand Recruit and support workers and students in programs (e.g. UDC, IE&T)
Employer-Job Seeker Connections	Enable massive rehiring/rematching to support rapid recovery	<ul style="list-style-type: none"> Modify & scale traditional hiring/placement methods Implement new massive rehiring methods
	Support employers through recovery	<ul style="list-style-type: none"> Build priority sector strategies, including healthcare Coordinate employer engagement and supports Plan for other employer target populations
Supportive Services	Integrate supports for workers, especially vulnerable populations, and expand access to services	<ul style="list-style-type: none"> Engage workers and integrate supports, including digital equity Support youth/young adults through recovery Plan for other target populations (e.g. long-term unemployed)
	Ensure response and reopening of core services	<ul style="list-style-type: none"> Operate virtual core jobseeker services Operate virtual core employer services
Enabling Conditions	Conduct labor market scenarios	<ul style="list-style-type: none"> Craft quarterly supply and demand analysis and scenarios
	Adjust systems and operations, including board engagement and system alignment	<ul style="list-style-type: none"> Shape budget and engage external resources (e.g. philanthropy) Develop policy responses Modernize workforce data system and use of technology across system Assess progress based on qualitative and quantitative system performance goals

Response 5b: As a result of the COVID-19 pandemic, the WIC has worked in conjunction with DOES and AJC mandated partners to stand up two working groups: business engagement and customer engagement. These two groups are focused on the needs of stakeholders and customers. The business outreach and recruitment group is focused on employer engagement strategies and is building a shared plan with targeted outreach by sector and employer. The customer engagement group focuses on assisting residents with successful participation in District hiring events. Assistance includes preparing and referring customers and seeking creative ways to bridge the digital divide to ensure equitable access to District residents. These two groups have worked towards launching a Back to Work DC campaign. This campaign maximizes opportunities for resident and employer participation and outcome achievement. The WIC has responded to the stated needs and requests for information that WIC has identified via customer surveys, town halls, and partners.

The WIC continues to work with partners in our two working groups on planning and execution. Additionally, the WIC is working with the appropriate communications teams for marketing strategy and development.

Response 5c: The WIC has launched workgroups to explore the potential for reskilling the parts of the District’s workforce displaced by the COVID pandemic. Future work of these workgroups may include development of policy recommendations. The Training and Skills Development workgroup and the Adult Training Provider workgroup convene agencies and partners to routinely to share resources, coordinate efforts, provide guidance or updates to policy (as needed), identify new training opportunities and needs while maximizing resources to support DC residents and the business community. Focusing on the virtual opportunities to train and up-skill residents while remaining cognizant of the digital divide and limitations on virtual learning is a heightened focus for this group in the wake of COVID-19.

The WIC is in the process of exploring our reciprocity options with neighboring jurisdictions. We are assessing opportunities for the provision of virtual offerings for our provider partners.

Response 5d: The analysis completed by Bain informed the preliminary development of updated career pathway maps and labor market information (LMI) that has and will guide our work to ensure the District has the training pathways in high-demand occupations and industries. The WIC will continue to use the analysis to inform outreach to providers and employers, and development of strategies to expand training provider capacity.

Response 5e: As part of the COVID recovery, the WIC is working with the One Stop Operator and American Job Center partners to ensure customers have the information they need to navigate the necessary systems to attain services that assist with their employment searches including:

- Technical assistance through staff training around resources and services that can assist their customers;
- One-on-one meetings with partners to identify service gaps that could be supported by another agency;
- Data Vault completion and implementation providing coordination of services and customer referrals and tracking;
- Hosting of virtual hiring events to assist with employment and career development; and
- Partnering with the public library system to augment resources to information, services and internet connectivity.

6. What are the **key performance indicators** for measuring objective #3 Occupational Skills Training and objective #5 create and maintain a highly efficient, transparent and responsive District government?

Response: For Objective #3, the WIC will seek to increase the number of high-quality Eligible Training Providers able to offer training for high-demand occupations to District residents. For Objective #5, the WIC will seek to expand public communication about the work of the organization and the District's workforce system through emails, newsletters, reports and/or social media.

7. For all **studies, surveys, research papers, reports, evaluations, and analyses**, including those provided by contractors or consultants, that the WIC prepared or contracted for during FY2020 and FY2021, including the survey of unemployed workers and survey of training programs:
- a. For any study, paper, report, or analysis that is complete, please attach a copy.
 - b. For any study, paper, report, or analysis still underway, please provide report name, author(s), expected completion date, purpose and description of contents, and contract number or grant name if the report is being produced by a contractor or grantee.

Response: Please see attachments:

- "Q7. Nondiscrimination Plan."
- "Q7. DC COVID-19 Workforce Recovery Analysis."

8. Please list and describe any **reviews, investigations, audits, or reports by outside entities**—including the Office of the Inspector General, D.C. Auditor, US Department of Labor, US Department of Education or other federal or local oversight entities—that were conducted during FY2020 or FY2021 (or are ongoing) and *that involve the WIC or any WIC employees*. Include any routine or ad hoc monitoring, site reviews, desk audits, or other reviews or audits.
 - a. *Attach copies* of any such document.
 - b. List any recommendations for the WIC in such report and provide an update on what actions have been taken to address each recommendation.

Response: Documentation related to monitoring by the US Department of Labor should be requested through the grantee. No reviews, investigations, audits, or reports to date that involve the WIC or any WIC employees have been conducted in FY2020 or FY2021.

9. Please attach a copy of the agency’s **FOIA disclosure report(s)** for FY2020.

Response: The WIC did not receive any FOIA requests for FY2020.

10. Please attach a **log of all FOIA requests** received in FY2020 and FY2021 with the request number, the name of the requestor, the request date, and a brief description of the information requested.

Response: The WIC has not received any FOIA requests in FY2020 or FY2021 to date.

II. Budget and Expenditures

Budget

11. **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 program and activity, for fiscal years 2020 and the first quarter of 2021. For each activity, please include total amount budgeted and break down the budget by funding source (federal, local, special purpose revenue, or intra-district funds). For intra-district funds, *note whether the originating funds were federal or local*. Include any over- or under-spending. Explain the reason for any variation between the revised budget and actual expenditures for FY2020 for each activity code.

Response: Please see attachment “Q11 FY20 and FY21 Budget.”

12. Please provide a copy of the detailed FY2021 NPS **spending plan** for each activity or other budget level in WIC’s budget.

Response: Please see attachment “Q12 FY21 NPS Spending Plan.”

13. Please provide the following information for all **intra-District memoranda of understanding (MOUs)** for FY2020 and FY2021 to date, 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.

13.a Response: Please see attachments:

- “Q13.1 MOU with DOES for WIOA Pass Through (FY2020).”
- “Q13.2 MOU with OSSE for Career Pathway Grants (FY2020).”
- “Q13.3 MOU with DCHR for Capital City Fellow (FY2020).”
- “Q13.4 MOU with DOES for WIOA Pass Through (FY2021).”
- “Q13.5 MOU with OSSE for Career Pathway Grants (FY2021).”

13.b Response: Please see attachment “Q13b MOU Summary.”

14. Please provide the following information for all **intra-District memoranda of agreement (MOAs)** for FY2020 and FY2021 to date, including anticipated MOAs for the remainder of FY2021.

- a. *Attach copies* of all intra-district MOAs.
- b. For each MOA, including anticipated MOAs, complete the table below; add rows as necessary.

Memoranda of Agreement, FY18 and FY19, including anticipated MOAs

<i>Description of MOA services or purpose, including name of project or initiative</i>	<i>Names of all agencies party to the agreement</i>	<i>Service period (dates)</i>

Response: There were no Memoranda of Agreements executed in FY2020 or FY 2021, to date.

15. Please provide the following information for each **interagency reprogramming** of funds into and out of the agency for FY2020 and FY2021, as of Jan. 15, 2021, including anticipated inter-agency reprogrammings for the remainder of FY2021.

- a. Please *attach copies* of the reprogramming documents, including the Agency Fiscal Officer’s request memos and the attached reprogramming chart.
- b. For each reprogramming, including anticipated reprogrammings, complete the attached chart in Excel.
- c. Please include in the chart a detailed rationale for the reprogramming: why the funds were available and what they will be used for.

Response: There were no interagency reprogramming for FY2020 or FY2021, to date.

16. Please provide the following for each **intra-agency reprogramming** *within* your agency during FY2020 and FY2021, as of Jan. 15, 2021, as well as any anticipated intra-agency reprogrammings for the remainder of FY2021.
- Please *attach copies* of any reprogramming documents.
 - For each reprogramming, including anticipated reprogrammings, *complete the attached chart* in Excel
 - Please include in the chart a detailed rationale for the reprogramming: why the funds were available and what they will be used for.

Response 16.a: Please see attachment:

- “Q16.1 FY20 GW0 Reprogramming.”

Response 16.b/c: Please see attachment:

- “Q16.2 Intra-Agency Reprogramming.”

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

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

Expenditures

18. Please *complete the attached table* in Excel with the following information on each **contract, procurement, and lease** leveraged in FY2020 and FY2021 as of Jan. 15, 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 a contract—aggregating information by vendor for all task orders under the HCA, where relevant.

Response: Please see attachment “Q18 WIC Contracts and Procurements.”

19. Please *complete the attached table* in Excel with information on each **grant** awarded by your agency during FY2020 and FY2021, as of Jan. 15, 2021.

Response: Please see attachment “Q.19 Grant Awards.”

20. 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. 15, 2021; add rows as necessary. 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.

Credit and purchase card expenditures, FY2020 and FY2021

<i>Employee name</i>	<i>Date of purchase</i>	<i>Vendor name (do not list “Pay Pal;” name the ultimate vendor)</i>	<i>Dollar amount</i>	<i>Purpose of expenditure</i>

Response: Please see attachment “Q20. Credit and Purchase Card Expenditures, FY2020 and FY2021.”

III. COVID Pandemic and Recovery

21. Discuss in depth the WIC’s **plans related to economic and jobs recovery** due to the COVID-19 pandemic.

Response: The WIC will continue to build capacity in the workforce system to connect more residents to jobs in high-demand occupations; connect more residents to education and training aligned with high-demand occupations, and deepen engagement and coordination with employers and business groups to ensure they have access to the talent pipelines they require to grow and thrive. Additional details are referenced in response to Question 5a.

22. During the WIC’s September 2020 Board Retreat, members decided to **revise and update the WIOA state plan** as a result of COVID. Please describe the revisions and updates to the WIOA State Plan. Have the revisions been submitted to or approved by the Department of Labor? Please provide a copy of the revisions.

Response: The Board discussed strategies that the WIC could lead in response to COVID and, the WIC has participated in multiple, District-wide initiatives to support recovery. The WIOA State Plan, which was submitted in March of 2020, has not been revised or updated to include any COVID-related activities. The US Department of Labor (US DOL) may request such activities in not-yet released guidance in connection with the two-year modification. The WIC, like workforce agencies across the country, is awaiting further guidance from US DOL.

23. Please provide copies and describe the outcome of the **COVID Recovery Priority Action (Initiative #1) Demand analyses**, including LMI impact scenario analyses and general and sector specific analyses of key positions and skills affected—including an analysis of in demand skills transferability for rapid re-matching and **Supply analyses**, including public and private education and workforce training, and identification of potential national or regional virtual resources.

Response: Please see attachment “Q7. DC COVID-19 Workforce Recovery Analysis.”

24. Please provide any analysis completed on the **Impacted Worker Survey**. Please provide a copy of the survey and data results.

Response: Please see attachments:

- “Q24.1 Workforce Survey DME Deck.”
- “Q24.2 Workforce Survey Questions.”

IV. Workforce Development System Coordination and Oversight

25. For each **high-demand sector**, describe the WIC’s planned activities and any goals for the remainder of FY 2021.

Response: The District has identified six high-demand sectors: Business Administration and IT, Construction, Healthcare, Hospitality, Infrastructure, and Law and Security. In FY2021, the WIC will launch its first Healthcare Training initiative, designed to guide and inform training focused on connecting more residents to careers that will put them on the path to the middleclass. Additionally, the WIC awarded and has begun to support establishment of the Healthcare Sector Partnership (HSP) Intermediary. In the coming weeks, the WIC will finalize and release a solicitation for healthcare training grants.

We will continue to refine our strategy as the workforce system leader, to connect as many District residents to employment and training opportunities through District events, such as virtual hiring events. Additionally, we will enrich the quality of life of District residents by connecting businesses to qualified talent, while leveraging partners in the workforce system and their resources via working groups and system wide coordination.

26. In FY2021, is there a plan for the WIC to update the **list of high-demand sectors or high-demand occupations**? If not, when will the WIC next update the list of high-demand sectors or occupations?

Response: The WIC continuously reviews labor market data to affirm that the current sectors, those identified in response to Question 25, continue to be high-priority (i.e. high wage, high growth, and high demand). The WIC will update the list as necessary and based upon sound labor market data.

27. In late 2019 and early 2020 the WIC completed a **Business Services Scan** across DC agencies. According to the WIOA state plan, “*The DCWIC will develop recommendations to strengthen government coordination on business outreach and engagement, including clarity of functions and roles of partners, so that businesses have greater clarity about supports and talent pipelines available to them.*”² Please provide a copy of the recommendations completed by the WIC. If the recommendations are not complete, please provide an update and timeline for completion.

² District of Columbia WIOA Unified State Plan July 2020-June 2024, page 84, available at <https://dcworks.dc.gov/sites/default/files/dc/sites/dcworks/publication/attachments/DC-WIOA-Unified-State-Plan-2020.pdf>

Response: Please see attachment “Q27 DC WIC Business Services Scan Report.”

V. Workforce Innovation and Opportunity Act (“WIOA”)

28. At the November 2020 WIC Board Meeting, the Executive Director reported the work plans for the **implementation of the WIOA State Plan** were forthcoming in December. Please provide a copy of the work plans and timelines

Response: The WIOA State Plan implementation working groups launched in January 2021. Each working group will spend the coming months developing work plans in their respective areas of focus. Work plans and timelines for implementation will be shared with the full WIC Board at the April quarterly Board meeting for review and feedback.

29. WIOA Outcomes.

- a. Please describe the methodology and data used to determine the outcomes (Expected Levels) by Title identified in the WIOA State Plan.³
- b. Have the Negotiated Levels (with the US Department of Labor) been determined? If so, please provide an updated chart. If not, when are they expected to be determined?
- c. Will the negotiated levels be modified as a result of the COVID 19 health emergency?

Response:

- a. Attached is “Q29.1 TEGL 11-19” that outlines the Performance Negotiation Process for the Expected Levels of Performance.
- b. See response to Question 32 for the District’s negotiated Performance Goals for PY2019 and PY2020. See also attachment “Q29.2. DOES PY2020 & PY2021 WIOA Performance Goals.”
- c. WIOA Performance Measures are adjusted at the end of every Program Year using the Statistical Adjustment Model (SAM). SAM takes into consideration economic factors and demographics of the customers we serve when determining the Adjusted Levels of Performance. The goals have not been re-negotiated due to COVID. Should that requirement change, U.S. DOL will inform the District.

Youth Services

30. List the providers of **youth workforce investment activities identified as eligible**, and list all that were funded under WIOA in FY2019, FY2020, and FY2021.

Response: Please see below for a list of providers that were identified as eligible and received WIOA funding, divided by fiscal year.

FY2019	FY2020	FY2021
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³ District of Columbia WIOA Unified State Plan July 2020-June 2024, Appendix 1: Performance Goals for the Core Programs, page 255-257.

Associates for Renewal in Education	Associates for Renewal in Education	Adult Career Technical Academy
Center for Innovation, Research and Technology	Center for Innovation, Research and Technology	Bay Atlantic University
Community College Preparatory Academy	Community College Preparatory Academy	Community College Preparatory Academy
Dance Institute of Washington	Dance Institute of Washington	DC Central Kitchen
Dramatic Solutions	Dramatic Solutions	Healthwire
HealthWrite Training Academy	HealthWrite Training Academy	KBEC Group
Nai Xander	Nai Xander	Next Tech
Toni Thomas	Toni Thomas	OIC
Youth Entrepreneur Institute	Youth Entrepreneur Institute	Solutions by SF, LLC
Can I Live Inc		Toni Thomas
Contemporary Family Services		
Greater Washington Urban League		
KBEC Group Inc.		
Opportunities Industrialization Center		

31. Were any **youth providers selected by the WIC**? If not, WIOA empowers the WIC to identify and award youth workforce provider grants or contracts. Is there intent by the WIC board to do so in FY2021 (either through OCP or directly)?

Response: WIC is the State Workforce Development Board for the District of Columbia. Like a small number of other States and territories, DC consists of a single local workforce area. Special designation provisions for single area states are outlined in 20 CFR Part 679.270, including conducting the functions of the local workforce board, but may do so in a manner that reduces unnecessary burden and duplication of processes. Under those parameters, DOES procures services as necessary, including for youth providers.

Performance Management and Oversight

32. Please *complete the attached table* in Excel with the **outcomes of each WIOA title and program** for each quarter in PY2019 and PY2020 Q1 and Q2, operated by all 3 administering agencies. Please include this information even if it has not been required by or reported to the federal government.

Response: Please see attachment “Q32 – WIOA Performance.” PY20 Q2 data is unavailable at this time and is forthcoming in spring 2021.

33. Please provide a list of **policies or guidance to implement WIOA** that the WIC plans to develop and draft in FY2021. Please include citations to the relevant provisions of DC Code or of WIOA.

Response: The WIC cannot project what federal guidance will be released in the future. That being said, the WIC is committed to developing policies or guidance as needed and as required to maintain compliance with federal law.

34. Please provide copies of any specific **oversight or monitoring that the US Department of Labor or the US Department of Education conducted** in FY2019, FY2020, or FY2021 of WIOA implementation (any title) or use of WIOA funds by any agency in the District, including the WIC, Department of Employment Services (DOES), Department of Disability Services (DDS), Office of the State Superintendent of Education (OSSE), or any other agency or office. Please work with the Deputy Mayor for Education, the formal representative of the WIOA grantee (the District) to obtain this information.

- a. Please describe any ad hoc or routine desk audits, desk reviews, site audits, site reviews, or other monitoring conducted by a federal agency; meetings held between a federal agency and District agency; reports submitted by a District agency *to* a federal agency; etc.;
- b. *Attach copies* of any document produced as a result of this monitoring;
- c. Include copies of the “quarterly letters” sent quarterly by USDOL and US Department of Education to DOES, DDS, and OSSE; and
- d. Include copies of the DOES Quarterly Status Reports (QSR) for FY2019-FY2021, which are to be submitted to the WIC on the thirtieth date after the quarter ends, as stated in the WIC WIOA Policy Manual.⁴
- e. List any recommendations for the WIC in any reports and provide an update on what actions have been taken to address each recommendation.

Response: Documentation related to monitoring by the US Department of Labor should be requested through the grantee. As a result, this request should be addressed to DOES.

As for US Department of Education (US DoE) funded implementation, the following information has been made available:

The DC Office of the State Superintendent of Education (OSSE) was the first state monitored by the US DoE for implementation of WIOA, Title II, Adult Education and Family Literacy Act (AEFLA). This monitoring visit took place in April of 2018 and resulted in four findings, all of which have since been addressed. Please see the attached “Q34.1 DC CAP Closure Letter dated October 14, 2020 from the US DoE”. No recommendations for the WIC were listed in the transmittal letter.

⁴ District of Columbia, WIC WIOA Policy Manual, 4.3 Quarterly Reporting page 93, available at <https://dcworks.dc.gov/sites/default/files/dc/sites/dcworks/publication/attachments/WIC-WIOA-Policy-Manual-May22.pdf>.

In addition, OSSE submits annual performance and statistical reports to US DoE. There are no reports for FY21 as the fiscal year is not complete. The following documents are included in the attachments:

- “Q34.2 FY 19 DC OSSE AFE Annual Performance Report.”
- “Q34.3 FY 20 DC OSSE AFE Annual Performance Report.”

DDS submitted a monitoring report from an on-site visit conducted in April 2019. See attachment “Q34.4 DC RSA Final Monitoring Report - FFY 2019”.

American Job Centers (AJCs) and the One-Stop System

35. Please provide a copy of any **materials or documents produced or drafted by the One-Stop Operator**, DB Grant Associates, in FY2020, including project plan, status updates of project plan, interagency meeting agendas, meeting minutes, desk manuals, reference materials, intake forms (whether draft or final), referral forms (draft or final), monitoring reports, data reports, recommendations to the WIC or DOES, or any other materials.

Response: The One Stop Operator (OSO) made considerable strides in the final year of the contract. Due to COVID-19, the OSO pivoted to an exclusively virtual operation while ensuring that both AJC partners continued to receive the support needed to effectively serve residents impacted by the pandemic. See attachment “Q35.1 OSO FY20 Work Plan Deliverables”. Highlights include:

- Coordination of virtual services;
- Sponsorship of virtual hiring events;
- Staff Development training (including topics addressing vicarious trauma and distance learning):
 - “Q35.2 Staff Development Series - Working from Home”; and
 - “Q35.3 Staff Development Training - Career Pathways Training”;
- Provided regular regional labor market information to help inform business engagement and hiring event strategies:
 - “Q35.4 Employment Market Regional Analysis (8-3-20)”;
 - “Q35.5 - Employment Market Regional Analysis (8-24-20)”;
 - “Q35.6 - Employment Market Regional Analysis (8-31-20)”;
 - “Q35.7 - Employment Market Regional Analysis (9-14-20)”;
 - “Q35.8 - Employment Market Regional Analysis (9-21-20)”;
 - “Q35.9 - Employment Market Regional Analysis (10-19-20)”;
- Finalizing Data Vault Implementation processes and procedures for One Stop operations; and
- Created Standard Operating Procedures for One Stop operations and processes. See attachments:
 - “Q35.10 - SOP WIC OSO Meeting”;
 - “Q35.11 - SOP AJC Partner Meeting”;
 - “Q35.12 - Sample Agenda AJC Partner Meeting - April 9, 2020”.

36. **AJC evaluation.** Under WIOA (20 CFR 678.800, 34 CFR 361.800, and 34 CFR 463.800), the State Workforce Development Board (WDB) must establish objective criteria and procedures for the Local WDBs to use in evaluating the effectiveness, physical and programmatic accessibility, and continuous improvement of one-stop centers and the one-stop delivery network. The State WDB must review and update the criteria and procedures every two years, in conjunction with review and modification of the State Plans. As the District’s State WDB recognized under WIOA, what steps has the WIC taken to establish criteria for 2021? Please provide a copy of the evaluation criteria, denote updates to the 2019 criteria, and provide the timeline for implementing the evaluation in 2021.

Response: The WIC has shared proposed updates to the AJC certification criteria and process with the WIOA State Plan Steering Committee and will incorporate their feedback in a final updated policy to be completed in Spring 2021. Proposed updates to the certification criteria/process will be shared with the full WIC Board prior to implementation.

37. Please provide copies of the following **deliverables** outlined in the America Works One-Stop Operator contract CW86561, effective Oct.27, 2020.

Item	Deliverable	Due Date
1	Aggregate report, per month and cumulative, showing system- wide performance for one-stop partners that includes data on: number of referrals, number of enrollments, and length of time from referral to enrollment, as described in C.5.5(e)	Monthly; contingent upon receipt of data from partners
2	Raw data file for aggregate report mentioned in item 1 that includes data on: number of referrals, number of enrollments, and length of time from referral to enrollment, as described in C.5.5(e)	Monthly; contingent upon receipt of data from partners
3	Quarterly report containing: 1. Partner performance report including data on: percent of referrals successfully enrolled, percent of enrollees who complete program, percent of enrollees who obtain employment, and percent of enrollees who maintain employment for at least three months, as described in C.5.5(e) 2. Partner performance report for customers to help inform their selection of training programs or services that they are qualified to receive, as described in C.5.5(c) and C.5.5(e) 3. MOU adherence report detailing whether agreements are being honored, gaps in adherence, and recommendations for enhancing MOU adherence, as described in C.5.2(d)	Quarterly
4	Proposed standard operating procedures as described in C.5.2(c)	Within 3 months of award; Review Annually
5	Meeting materials as described in C.5.2. (g-h)	As needed
6	Draft proposal of notification process for informing WIC about partners seeking new, additional, or expanded workspace, funding, programs, or projects as described in C.5.2(e)	Within 3 months of award
7	Report on new services, service organizations and development of functional clusters as described in C.5.3(a) and C.5.3(d).	Quarterly

Response: America Works has only recently brought on staff and begun providing services. At the time of this request they are still in the process of developing deliverables. See attachment: “Q37 – OSO Contract Info.”

38. The District invested significant resources in development of the **Data Vault** to facilitate efficient referrals between DOES, OSSE and DHS service providers. To date the system has been limited in use and not all providers are connected. Please provide an update on the WIC's past and planned work to increase the use of the Data Vault by AJC's and methods to perform oversight and compliance of such use.

Response: The WIC, in partnership with OSSE, has made significant strides in standing up Data Vault. When fully operational, it will utilize AJC mandated partners and targeted community-based organizations to refer customers to additional services, including wrap-around services, to assist with employment attainment. See below specific updates to the Data Vault:

- **Development of User Provision List**
 - All partner agencies have identified key staff that will be responsible for utilizing the Data Vault to receive and forward referrals.
- **Data Vault Training**
 - OSSE has established regularly scheduled trainings to ensure that all staff identified through the User Provision List have been trained on the usage of the platform.
 - Training will be offered on an ongoing basis in response to staff turnover and included as a part of onboarding new agency staff who will have the usage of Data Vault as part of their role and responsibility.
- **Data Vault Working Group**
 - This team represents the technical staff from each partner agency. The Data Vault Working Group meets monthly to address and review platform-specific concerns, challenges, etc.
- **Reporting and Analysis**
 - The One Stop Operator will be responsible for providing monthly reporting on referrals including:
 - Duration of wait time for referrals,
 - Demographics of customers being referred,
 - Tracking of customers that have been referred, and
 - Customer outcomes (this will vary depending on the referral)
 - Technical issues.
 - The WIC will review monthly report, provide analysis and address any issues regarding compliance, training and any other issues that arise that require action to ensure platform usage and continuity of the referral process.
- **Expansion of Data Vault Referrals**
 - One Stop Operator will be engaged in identifying key community-based organizations to add to the platform both to refer customers and to receive referrals.
 - The DC Public Library System is preparing to train their staff so they can utilize the system to refer library customers to employment services and supportive services.
 - Additional expansion over 2021/2022 include:

- Expanding information about training opportunities,
- Expanding information about education opportunities, and
- Expanding information about access to technology and connectivity (laptops and internet).

39. Please describe any updates to how the WIC has met its requirement under 29 USC 3152(d) and 20 CFR § 679.380(a)(3) requiring **dissemination through the one-stop system of information on each eligible training provider to support consumer choice** in individuals’ selection of training providers and under DC Code §32-1607(f)(2) which states: “The WIC shall publish annual report cards for each eligible training provider that includes performance data and cost information in a manner that helps enhance customer choice in selecting training services” [emphasis added]. Also, when will the WIC publish annual report cards for each eligible training provider?

Response: WIC policies on Eligible Training Providers (ETPs), Individual Training Accounts, and the Eligible Training Provider List (ETPL) are found online at dcworks.dc.gov. Information about ETPs is provided to AJC customers by staff at the AJC. Comprehensive information about each ETPL provider, including performance data, cost, and accessibility is available to the public on the DC Networks website as well as in the Workforce Development Expenditure Guide. The WIC will continue to collect data on performance outcomes and measures to inform ETPL outcomes.

Eligible Training Providers

40. Please provide a copy of ETA-9171 (Eligible Training Providers (**ETP**) **performance report**), due October 1, 2020, pursuant to TEGL 24-19. If not included in the report, please also provide the performance results for *each* eligible training provider in PY2019 and in PY2020, including these measures for *each* provider:

- Participants Served (N only)
- Employment rate (2d quarter after exit)
- Employment rate (4th quarter after exit)
- Median earnings (2d quarter after exit)
- Credential attainment
- Measurable skills gain

Response: DOES does not provide a formal ETP performance report to the US Department of Labor (US DOL). Rather, raw data is submitted and US DOL certifies the submission. In addition, DOES does not have the requested performance information by ETP. DOES only has this information for WIOA-enrolled participants.

Based on data from DC Networks, and shared with ETPL providers in November 2019, data regarding WIOA-enrolled participants can be found in attachment “Q40 ETP Performance Report.”

41. Were any eligible training providers on **probation** in FY2020 or FY2021 as of Jan. 15, 2021? Please list them and explain why they were or are on probation:

Response: The following ETPL providers are not currently receiving ITA referrals due to not achieving the performance outcomes outlined in their Human Care Agreements. We are working with these providers to identify supports and plans for improvement:

- Healthwrite,
- Intellectual Point,
- Westlink, and
- Vets Group.

There is only one ETPL provider, OIC-DC, that is currently receiving limited ITA referrals as part of their performance improvement plan. We are working with the provider to identify supports and plans for improvement.

42. Please provide a copy of any updated **ETPL Policy** the WIC has drafted. If the policy is not completed, please provide a timeline for completion.

Response: The ETPL policy available on the WIC’s website is current.

43. The ETPL previously listed a number of courses and programs at the **University of the District of Columbia-Community College**. However, the current list⁵ does not include any UDC classes.

- a. Please explain why UDC classes have been removed.
- b. Please provide an update on the status of adding UDC-CC classes and programs to the District’s Eligible Training Provider List (ETPL) as stated in the WIOA State Plan page 84.

Response: UDC has not requested continued eligibility. Additionally, because their classes do not incur a cost, they are not able to receive tuition reimbursements. We will continue to look for other ways to cover materials and other fees. In the meantime, US DOL funds can cover materials and non-fee costs. The WIC will continue to work with UDC to foster a stronger partnership.

44. Identify any **new ITA providers** added to the Eligible Training Provider list in 2019, 2020 or 2021.

Response: Three providers were approved and added to the Eligible Training Provider list in 2019:

- TrainACE,
- DC Central Kitchen (Culinary Job Training (CJT@Café), and
- University of the Potomac.

Three providers were approved and added to the Eligible Training Provider List in 2020

⁵ Dated June 2020 and available at https://dcworks.dc.gov/sites/default/files/dc/sites/dcworks/page_content/attachments/Training-Provider-List-June-2020.pdf

- Toni Thomas Associates,
- Constituent Services Worldwide (CSW), and
- ADV Technical Institute.

45. What is the WIC’s plan to **expand the ETPL** in FY2021?

Response: The WIC continues to work with DOES to identify and add approved apprenticeship programs to the Eligible Training Provider program. In 2021, WIC, through its work to analyze gaps and needs in training programs aligned with career pathway maps in the District’s high-demand occupations, will identify and conduct outreach to providers with proven records of success in those areas. Additionally, WIC will continue to focus on increasing performance and outcomes of providers on the Eligible Training Provider List. The WIC is also researching ways to expand the ETPL through reciprocity agreement with neighboring jurisdictions as well as surveying the DC landscape with the help of the Expenditure Guide and provider questionnaires to find current new providers to add to the ETPL.

46. The WIC policy, DC-WIGL-2017-011-ETP-Apprenticeship, states, “**Registered Apprenticeship** program sponsors are automatically eligible for placement on the District’s ETPL, and may remain on the list as long as the program is registered or until the program sponsor notifies the WIC that it no longer desires to be included on the list.” Please explain why the registered apprenticeships do not currently show on the approved ETPL list in VOS or on the WIC website, <https://dcworks.dc.gov/service/eligible-training-provider-list-etpl>. Is there a plan to include registered apprenticeship on the ETPL and if so what is the timeline for addition?

Response: WIC is working with DOES to ensure it has the most updated Apprenticeship list; once that is confirmed, those organizations will also be included on the WIC’s ETPL list.

47. Please complete the following table with information on each **Eligible Training Provider** that was on the District’s ETPL in FY2019 and FY2020; add rows as necessary.

Eligible Training Providers, as of Jan. 15, 2021

ETP name	Names of certifications offered, including name of the educational company that developed the credential, where applicable (e.g. Serve Safe, a National Restaurant Association credential).	Negotiated rate per participant (\$)	Is ETP for-profit or non-profit?	Number of ITAs/participants in FY2020 for each certification	Number of ITAs/participants in FY21 (as of Jan. 15, 2021) for each certification

Response: Please see attachment “Q47 Eligible Training Providers.”

48. Please describe any efforts made or planned in FY2020 or FY2021 to improve **performance of the eligible training providers**.

Response: In an effort to improve performance of the eligible training providers, the WIC will continue to provide technical assistance to increase program operation and management capabilities, provide information or special training, discuss areas of concern, and evaluate program operation.

49. Has the WIC provided any **capacity building** to interested or approved Eligible Training Providers to utilize the teaching methodology Integrated Education and Training? If so, please list the date of training, attendees, content and facilitator. If not, please explain if there is a plan to do so and plan to fund these services.

Response: The WIC continues to look for opportunities to expand capacity and quality of Eligible Training Providers, including those able to provide the Integrated Education and Training (IE&T) model. Some suggestions include developing reciprocity agreements with neighboring jurisdictions and partnering with other agencies and community-based organizations that provide training and skills development opportunities to residents. In FY2020, the WIC had planned to work with OSSE to host opportunities for education and training programs to learn about the IE&T model, however funds to support this work were impacted due to COVID-19.

WIOA Funding

50. The DC WIC WIOA Policy Manual states, “DOES receives **annual allocations** for WIOA Adult, Youth and Dislocated Worker programs from the U.S. Department of Labor and must allocate funds in compliance with guidance issued by the WIC.”⁶ Please provide a copy of the written guidance issued by the WIC and include the methodology used for determining allocation levels.

Response: Each year DOES and the WIC work together on the allocation of funding levels in accordance with 20 CFR § 683.120, which outlines how Workforce Innovation and Opportunity Act Title I formula funds are allocated to local areas.

Washington, DC, like a small number of states and territories, consists of a single local workforce area. In these jurisdictions, the local chief elected official and Governor are the same individual, in this case Mayor Bowser.

State Workforce Board functions are outlined in 20 CFR Part 679.130; Local Workforce Board functions are outlined in 20 CFR Part 679.370; Special designation provisions for single area states are outlined in 20 CFR Part 679.270, including conducting the functions of

⁶ District of Columbia, WIC WIOA Policy Manual, 2.2 Grant Allocation page 14, available at <https://dcworks.dc.gov/sites/default/files/dc/sites/dcworks/publication/attachments/WIC-WIOA-Policy-Manual-May22.pdf>

the local workforce board, but may do so in a manner that reduces unnecessary burden and duplication of processes.

The State Workforce Development Board in the District is the Workforce Investment Council (WIC). The WIC performs both state and local workforce board functions. WIOA and the implementing final rules provide the Chief Local Elected Official/Governor chief responsibility over the system. The Governor/Mayor (1) appoints the WIC; (2) chooses the fiscal agent; (3) assigns key duties such as monitoring and procurement actions; and, (4) approves the annual operating budget. The Mayor may delegate administrative responsibilities to DOES or another department as she sees fit. State Workforce Development Boards make strategic recommendations to the Governor/Mayor. The Governor/Mayor may assign implementation of the recommendations to the public employment service (DOES). This is the most common WIOA administrative model in single local workforce area states nationwide.

As a result, the allocation of costs between the WIC and DOES is done based on the owners of the required activities for state funds with the approval of the Mayor or her designee.

51. **WIOA funding District-wide.** Please complete the following table with the dollar amount for all WIOA funding received by the District for each year of FY2019-2021. If there are any other funding streams under WIOA, please add rows as appropriate so that the table shows all available WIOA funding provided to the District. (Note that the WIC funds shown should be the final amount received via MOU or Intra-district transfer; the DOES amount should be the final amount retained by DOES. The two agencies’ budgets should equal the total for each funding stream.)

WIOA Funding, FY2019-2021

Funding stream	Funding amount (\$)			
		FY2019	FY2020	FY2021
WIOA Title I Adult state	DOES			
	WIC			
	Total			
WIOA Title I Adult local	DOES			
	WIC			
	Total			
WIOA Title I Youth state	DOES			
	WIC			
	Total			
WIOA Title I Youth local	DOES			
	WIC			
	Total			
	DOES			

WIOA Title I Dislocated Worker state	<i>WIC</i>			
	<i>Total</i>			
WIOA Title I Dislocated worker local	<i>DOES</i>			
	<i>WIC</i>			
	<i>Total</i>			
WIOA Governor's reserve (state set-aside)	<i>DOES</i>			
	<i>WIC</i>			
	<i>Total</i>			
WIOA Title II (Adult Education)	<i>OSSE</i>			
WIOA Title III (Wagner-Peyser/Employment Services)	<i>DOES</i>			
WIOA Title IV (Vocational Rehabilitation)	<i>DDS</i>			

Response: Please see attachment “Q51 WIOA Funding.”

VI. WIC Programs, Contracts, and Grants

52. The WIC is responsible for implementing **the Workforce Development System Transparency Act**, which requires the development of an annual Workforce Development System Expenditure Guide.

- a. Please provide an updated copy of the blank data template and any instructions from the WIC to the agencies that must provide information and data for the version of the Expenditure Guide due Feb. 1, 2021.
- b. Please identify any efforts implemented to improve in the report about 2020 the data reporting gaps of the FY2019 report.
- c. Will the 2020 report be delivered by the Feb. 1, 2021, deadline?

Response: In preparation for the FY20 Expenditure Guide, the WIC met with various constituents to gather feedback about the FY19 Expenditure Guide. The WIC met with staff of the Committee on Labor and Workforce Development, DC Appleseed Center for Law and Justice (an organization that has done a lot of work related to workforce development), and participating agencies to gain insight about opportunities to improve the data collection, data review, information dissemination, and reporting process. The WIC announced the improvements, which are listed below, to participating agencies during our launch of the Expenditure Guide in October 2020. The updates included prioritizing updating data for FY19 and requesting similar data requests for FY20 to allow the opportunity for year-over-year (YOY) comparisons. Coincidentally, this approach allowed agencies more time to improve their data for FY19 and allowed them to utilize any updated internal data collection systems that accommodated the Expenditure Guide data requests.

Additionally, the WIC created more opportunities for community building among POCs by developing a Microsoft Teams Account to post announcements and resources, and held

monthly optional check-in calls for agencies. The WIC also created more opportunities for agencies to meet with the WIC, by introducing optional check-in meetings, where agencies could schedule individual meeting times to meet with the WIC to address any questions. Finally, the WIC shared feedback more transparently through emails, direct comments on agency's data pages, and uploading feedback to agency assigned folders. The goals of these approaches were to improve data quality, develop community building to encourage sharing of best practices across agencies, and enhance accountability for agencies' POCs and the WIC.

Please see attachments:

- "Q52.1 FY20 Expenditure Guide Blank Template"
- "Q52.2 FY20 Expenditure Guide November Optional Call"
- "Q52.3 FY20 Expenditure Guide December Optional Call"
- "Q52.4 FY20 Expenditure Guide January Optional Call"
- "Q52.5 Expenditure Guide Sample Feedback Form"

53. The WIC is responsible for implementing the **Career Pathways Innovation Fund (CPIF)**, authorized by D.C. Code §32-1605.01 and funded via §51-114. The WIC has collaborated with the Office of the Superintendent for Education (OSSE) to provide grants to adult education providers using an integrated education and training (IET) model. Please provide a narrative and data to explain the participation and performance outcomes of this program in FY2020 and FY2021.

Response: Please refer to Question 34 attachments for OSSE's annual performance reports, including data regarding the Adult Education and Family Literacy grants supported by the CPIF funds.

54. Please identify how the **\$100,000 additional enhancement** in FY2021 to the Career Pathways Innovation Fund was utilized. Were any computers, tablets or Wi-Fi access distributed to participants? If so, please list the type of device and number distributed.

Response: The WIC distributed \$1.6 million to OSSE from the Career Pathways Innovation Fund to support adult learners accessing integrated education and training through the Adult Education and Family Literacy grant program. Grantees can spend some of those funds on devices and access to ensure participants are able to engage with remote learning. Due to the COVID-19 pandemic, the WIC is working with Office of the City Administrator to review budget pressures and any decisions will be reflected in the Mayor's Fiscal Year 2021 Supplemental Budget.

55. What training grants does the WIC intend to release in FY2021 as required by the **Healthcare Workforce Partnership?**

Response: As currently budgeted, the WIC plans to make significant investments in FY2021 in support of the Healthcare Workforce Partnership and training. To expand innovative programming and meet the demands of District residents, the District anticipates awarding grants to eligible applicants to perform outreach, recruitment, training, and direct hire

activities. The agency will work with the selected grantee for the Intermediary role to refine our strategy and use Labor Market Information data to drive our decision making on which specific training grants to pursue.

56. The Committee on Labor and Workforce Development recommended the WIC create workforce plans centered around upcoming economic development or other projects, such as the **new hospitals** at Howard University and the St. Elizabeth's campus, new infrastructure projects, large IT contracts, and more. Has the WIC implemented this recommendation? If yes, please provide the plans and timing for implementation. If no, please explain.

Response: The WIC recently finalized the grant agreement for the Healthcare Sector Partnership intermediary, which will work with industry partners to determine industry hiring needs and develop a workforce plan by summer of 2021. The WIC is also in preliminary conversations with the Deputy Mayor for Planning and Economic Development's office to identify opportunities to align economic and business development activities and workforce talent development opportunities.

57. In FY2020 the WIC reported the Career Pathways Taskforce developed **career pathway maps**. Please explain who and how the maps are utilized. Please provide copies of all completed maps.

Response: The Career Pathway Taskforce maps were finalized in early 2020. However, due to the drastic economic impact of the combined health and fiscal crises in 2020, we found it necessary to update the career pathway maps again this past fall. We conducted preliminary workforce system staff training in October and will continue to work with partners to use this information to inform training, service provision and program development.

VII. Agency Organization and Personnel

58. Please provide a current **organizational chart** for the agency, arranged by division and subdivision, as of Jan. 15, 2021.
- a. Show for each division and subdivision:
 1. The names and titles of all personnel;
 2. Include on the chart and denote as vacant or frozen any such positions;
 - b. Note on the chart the date of the information.

Response: Please see attachment "Q58 Org. Chart."

59. Please provide job descriptions for new positions added in FY2020 or FY2021.

Response: Please see attachment "Q59 Job Descriptions."

60. Please *complete the attached table* in Excel with a **chart of all positions (i.e. Schedule A)** at the agency, as of Jan. 15, 2021.

Response: Please see attachment "Q60. Schedule A."

61. Regarding **term and temp employees**:

- a. For each term employee included in the schedule A who started in the position in FY2020 or FY2021, please provide a brief narrative to specify why the hire was done on a term or basis and not on a continuing basis.
- b. For each term or temp employee included in the schedule A, indicate the start date of the position and the expected end date; and
- c. For each term employee employed during FY2020 or FY2021 whose hire date is before FY2016, please explain why the employee is term and has not been converted to a permanent employee.

Response:

- a. Kieran Lorenz was hired as a name select; name selects are temporary positions. The WIC intends to convert Kieran into a continuing position before December 9, 2021.
- b. Start date: 11/9/20, NTE Date: 12/9/21
- c. The WIC does not have any term employees hired before FY2016.

62. How many and what percentage of employees at the agency as of Jan. 15, 2021, were **District residents**?

Response: As of January 15, 2021, nine out of 13 employees are District residents (69%).

63. Please list all **settlements** entered into by the WIC or by the District on behalf of the agency in FY2019, FY2020, or FY2021, to date, 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 future 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 underlying dispute (e.g. administrative complaint related to sexual harassment, etc.).

Response: During FY2019, FY2020 and FY2021 to date, the WIC did not, nor did the District on behalf of the agency, pay any sort of settlement.

VIII. Workforce Investment Council Board

64. Please provide the status, timeline, and process for developing a **new Mayor's Order** regarding the WIC Board. If it is drafted, please attach a copy. If it is not yet available, please describe what changes are anticipated from the current order. Describe how the WIC Board

has been engaged in recommendations to the Deputy Mayor for Education on a new Mayor’s order for the WIC. Will it be shared with the Board? Will the board have input prior to issuance?

Response: The FY2020 move of the Workforce Investment Council to the Office of the Deputy Mayor for Education necessitates an update of the 2016 Mayor’s Order establishing the WIC within the Office of the Deputy Mayor for Greater Economic Opportunity. The Executive Committee of the WIC will support the Deputy Mayor for Education and Mayor’s Office of Talent and Appointments in revising the current Mayor’s Order in 2021. The full WIC Board will be engaged in recommendations to the Deputy Mayor for Education once a process and timeline have been established.

65. For the Workforce Investment Council board, how many **members and vacancies** are there as of Jan. 15, 2021? Please also complete the chart below with member information; add rows as necessary.

Workforce Investment Council Board members

<i>Member’s name</i>	<i>Confirmation date</i>	<i>Organization and job titles</i>	<i>Term expiration date</i>	<i>District resident? (y/n)</i>	<i>Committees on which the member sits</i>

Response: Please see attachment “Q65 WIC Board Members.”

66. What is the status of the **WIC Committees**? Please state the names of any committees that met in 2020 or 2021. If no committee other than the Executive Committee convened and met during this time period, please explain why they are not meeting and provide a plan for reconstitution and planned activities, especially for ETPL oversight, implementation and planning, and youth activities.

Response: In 2020 and 2021, the WIC convened the Executive Committee and Economic & Workforce Alignment Committee meetings, as well as the ad hoc Vision Committee established by the Board Chair at the 2019 Board Retreat. At their December Executive Committee meeting, an initial proposal for reconstitution and alignment of WIC committees was presented. The Executive Committee will share their recommendations at an upcoming WIC Board meeting; the goal is to have committees established and convening in the 2021 calendar year.

67. Please provide information on the **WIOA interagency working groups, WIC committees and sub-committees**, or any other groups managed or convened by the WIC, including for each group:

- a. A list of member names;
- b. The number of vacancies;
- c. Attach any meeting minutes prepared in FY2020 or FY2021;
- d. A description of the group’s role and responsibilities, and a summary of activities they undertook or oversaw in FY2020 and FY2021;
- e. A summary of any deliverables or recommendations made to the full WIC or WIC executive committee in FY2020 and FY2021.

Response: The WIC’s committees and membership can be found on its website at <https://dcworks.dc.gov/page/wic-board>. For minutes and notes from committee meetings please see attachment “Q67 Board Committees.”

Additionally, the WIC convenes a WIOA Steering Committee established to support the development of the WIOA State Plan. Members of that committee include:

- Paul Kihn, Deputy Mayor for Education;
- Steve Boney, WIC Board Executive Committee Member;
- Ahnna Smith, WIC Executive Director;
- Unique Morris-Hughes, DOES Director;
- Laura Zeilinger, DHS Director; and,
- Darryl Evans, DDS RSA Deputy Director.

This committee is supported and includes representative staff from the participating agencies as well as the Office of Budget and Performance Management in the Office of the City Administrator.

Finally, the WIC has established WIOA working groups as part of the WIOA State Plan implementation and in service of furthering workforce system coordination. These working groups launched in January 2021.

WIOA Working Groups	Agencies Represented
AJC Partners	WIC OSSE DOES Potomac Job Corps DCHA NCBA DHS DDS UDC One Stop Operator
Training and Skills Development	WIC OSSE DOES DME Potomac Job Corps

	DCHA NCBA DHS DDS UDC
Youth	WIC OSSE DOES DME DHS DCHA Potomac Job Corps One Stop Operator
Business Engagement	WIC OSSE DOES DME DHS DCHA Potomac Job Corps DDS UDC DMPED
Data and Performance	WIC OSSE DOES DDS DHS DCHA Potomac Job Corps UDC One Stop Operator DCPL

68. Please describe how the WIC enforces WIOA (29 U.S.C. 3111)(f) “**CONFLICT OF INTEREST.**—A member of a State board may not— (1) vote on a matter under consideration by the State board— (A) regarding the provision of services by such member (or by an entity that such member represents); or (B) that would provide direct financial benefit to such member or the immediate family of such member; or (2) engage in any other activity determined by the Governor to constitute a conflict of interest as specified in the State plan.” Please provide copies of any signed statements by the WIC Board Members regarding conflict of interest.

Response: WIC staff work with the Board of Ethics and Government Accountability to ensure WIC Board members abide by required local and federal conflict of interest

requirements. In FY2020, two Board members supported a solicitation process conducted by the WIC and were required by the Office of Contracts and Procurement to submit signed statements attesting to not having any conflicts of interest; One Board member signed a statement attesting to not having any conflicts of interest regarding their participation in reviewing the Healthcare Sector Partnership grant solicitation. The Board members' statements can be found in attachment "Q68 Conflict of Interest Forms".