

Workforce Investment Council Quarterly Board Meeting April 12, 2016



GOVERNMENT OF THE DISTRICT OF COLUMBIA
MURIEL BOWSER, MAYOR

CALL TO ORDER

ANDY SHALLAL

CHAIRMAN, WORKFORCE INVESTMENT COUNCIL



VOTING ITEM



Vote: February 1, 2016 WIC meeting minutes

AGENDA



- I. Call to Order**
- II. Chairman's Remarks**
- III. Executive Director's Report**
- IV. WIOA State Plan Update**
- V. WIOA Implementation**
- VI. Programmatic Spotlight**
- VII. Public Comment**
- VIII. Adjourn**



GOVERNMENT OF THE DISTRICT OF COLUMBIA

MURIEL BOWSER, MAYOR

CHAIRMAN'S REMARKS

ANDY SHALLAL

CHAIRMAN, WORKFORCE INVESTMENT COUNCIL



VOTING ITEM



Vote: Proposed quarterly meeting schedule

- **Informed by WIC member requests for different day/time**
- **Aligned with the federal reporting calendar**
- **Allows the WIC to receive programmatic data to inform strategic decisions**



GOVERNMENT OF THE DISTRICT OF COLUMBIA

MURIEL BOWSER, MAYOR

DIRECTOR'S REPORT

Odie Donald

EXECUTIVE DIRECTOR

WORKFORCE INVESTMENT COUNCIL



DC HIGH RISK UPDATE



- **DC is considered a High-Risk grantee by USDOL**, meaning that unresolved compliance issues have been identified.
- The District has been on High-Risk status since 2010.
- September 2015 audit reaffirmed this status requiring a DOL-approved Corrective Action Plan (CAP) in order to avoid sanctions.
- High-Risk designation will remain until CAP deliverables have been met, and/or 3 quarters of positive performance have been documented.
- **WIC and DOES-formulated CAP approved on March 15, 2016**

DC HIGH RISK UPDATE



DOL Findings and Concerns:

- WIOA Youth program issues related to enrollment, participant documentation and privacy, policies and procedures, and cost allocation
- WIOA implementation steps not completed on time – including WIC policy updates
- WIC Board governance issues, including WIOA required membership composition and board functions

DC CORRECTIVE ACTION PLAN



CAP Solutions – 1-Year Plan to Resolve Status:

- Expanded WIOA Youth enrollment through contracting and outreach; improved performance through better sub-grantee coordination, service offerings, and case management
- Expedited WIOA implementation, including WIC policy updates, WIC-led WIOA implementation groups, updated procurement processes, and increased program integration
- WIC Board governance updates, including seating of compliant Board, bylaws, and robust board training

WIOA STATE BOARD COMPOSITION



State and Local Board Requirements

- Minimum Board Size is 19
- Majority representatives of business
- At least 20% representatives of workforce, including labor organizations and community-based orgs
- Representatives of government, including core program agency leads, Mayor/Governor, 1 member from each house of the legislature, and economic development
- Representatives of education and training, to include higher education

State Board & DC Law



DC LAW and MAYOR'S ORDERS CLARIFY WIC FUNCTIONS

- Section 32 of the DC Code and DC Law 20-263 – Workforce Investment Implementation Amendment Act of 2014 designate the WIC as DC's State and Local board and provides additional guidance on role.
- Mayor's Order 2011-114 (<http://dmped.dc.gov/node/678582>) further defines the WIC's role and shared responsibilities with DOES. It also establishes the WIC Executive Committee and Youth Committee, and allows for other committees to be established (consistent with WIOA guidance on committees).
- **Both the local legislation and the Mayor's Order pre-date WIOA and must be updated. WIC Staff and consultants are coordinating with Mayor's Office on updates, to be in April 2016.**

Board Comparison



State	SWIB Members	Local Boards	Counties	Population
District of Columbia	45*	0	0	672,228
North Dakota	23	0	53	756,927
Wyoming	27	0	23	586,107
New Mexico	33	4	33	2,085,109
Georgia	40	19	159	10,214,860
Kentucky	41	10	120	4,425,092
Maryland	53	12	24	6,006,401

****Currently non-compliant State Board.***

PROPOSED DC WIOA Board



<u>Category</u>	<u>Required</u>
Mayor (Governor) - 1	DC Mayor/Designee
Legislature - 1	One member of each Chamber
Workforce - 7	Labor
	Labor
	Apprenticeship
	CBO-Employment, Training or Education of those w/barriers to include community college
Government - 4	Core Program Lead - DOES
	Core Program Lead - Education
	Core Program Lead - DDS
	Core Program Lead - DHS/TANF
Business - 19	Small Business (1)
	Law/Security
	Construction
	Information Technology
	Healthcare
	Hospitality
	Business Organization
	Retail
	At-Large (Five can be at large or spread across any categories)

PROPOSED WIC COMMITTEES



Executive Committee

- 7 Members
- Initially appointed by Mayor to comply w/CAP

Youth Committee

Implementation Committee

- Does not vote
- Monitors system implementation
- Makes recommendations to EC

Ad-Hoc Committees (Decided upon by EC)

- AJC Subcommittee
- Career Pathways Taskforce

WIC BUDGET



WIC FY 2016 BUDGET

Program	Approved FY16 Budget	Proposed FY17 Budget
WIOA Funds – from Title I State Set-Aside (federal appropriations, support 4 FTEs and Board operations)	\$400,000 (\$543,545 with carryover)	\$395,000
Adult Career Pathways Innovation Fund (federal via MOU from DOES, supports grants and technical assistance)*	\$500,000	\$1,500,000
Workforce Intermediary and Adult Career Pathways Task Force (local, supports 3 FTEs, WI grants, and technical assistance)	\$1,806,000	\$1,595,000
Total	\$2,706,000	\$3,490,000

***Adult Career Pathways Innovation Fund funding is not listed in the proposed FY 2017 Budget, but is mandated under current law and planning is in progress for program implementation.**

WIC & FEDERAL PROGRAMS



WIC & Federal Programs

The WIC is responsible for oversight of the following DOES-Administered Programs.

DOL PY 16 allotments, show a 32% increase for DC compared with about 5% nationally based on a formula that factors in population, unemployment and concentrated areas of unemployment, and numbers of economically disadvantaged youth.

Program	PY 15 Allotment	PY 16 Allotment
WIOA Adult (supports AICs, contracted occupational training, and staff)	\$2,119,253	\$2,829,641 (+33.5%)
WIOA Dislocated Worker (supports AICs, contracted occupational training, and staff)	\$3,443,627	\$4,499,821 (+30.7%)
WIOA Youth (supports contracted youth services and staff)	\$2,329,955	\$3,086,388 (+32.5%)
Total	\$7,893,105	\$10,415,850 (+32.0%)

The WIC is also responsible for informing Adult Education and Vocational Rehabilitation programming and broader workforce investments (over \$100 million spent on workforce-related activities in District).

WIC QUARTERLY ACTIVITIES



Adult Career Pathways Task Force and Innovation Fund

- \$500,000 for FY16 to plan for and issue Career Pathways Innovation grants to design, pilot, and scale best practices in the implementation of adult career pathways consistent with the Adult Career Pathways Task Force's city-wide strategic plan
 - ✓ \$350,000 available in FY16 funding, to be used to develop a community of practice for adult basic education (ABE) providers.
 - ✓ FY17 funding (\$1.5 million) will fund Career Pathways partnerships in high-demand sectors, based on nationally recognized models

INNOVATION FUND



FY 16 FUNDING

- Career Pathways Task Force recommendation informed a decision to create a community of practice to provide TA and professional development to adult education and workforce providers and system partners focused on DC Economy and Sector Strategies, Program Design and Curriculum, and System Alignment, delivered through forums and webinars
- Provide professional development and technical assistance for WIC Board and Staff
- GOAL: Create a better prepared, informed, and skilled workforce system, ready to successfully implement career pathways

INNOVATION FUND



FY17 IMPLEMENTATION GRANTS

- Fund career pathway initiatives within high-demand industries that connect employers, post-secondary institutions, nonprofits, economic development authorities and other workforce system stakeholders.
 - Focused on populations with low skills and/or barriers to employment and upskilling them quickly to enter and move forward into a career pathway.
 - Successes from these initiatives will be scaled and replicated moving forward.

INNOVATION FUND



In-line with national best practices:

- Minnesota FastTRAC
- MarylandEARN
- Georgia FastTrack
- Wisconsin's Regional Industry Skills Education (RISE)

WORKFORCE INTERMEDIARY PROGRAM



WORKFORCE INTERMEDIARY PROGRAM

Sector strategy pilot program administered through the WIC that

- Invest \$1.6 million annually in innovative, performance-based workforce initiatives in high-demand industries;
- Is driven by feedback from business advisory committees, and intended to supplement and improve existing programs across other agencies; and
- Currently supports over 250 participants per year in hospitality and construction training and retention through three grantees
 - ✓ DC Central Kitchen – culinary arts training
 - ✓ AFL-CIO Community Services Agency – construction pre-apprenticeship
 - ✓ Collaborative Solutions for Communities – construction support services

WORKFORCE INTERMEDIARY OUTCOMES



Outcomes & Activities

- Construction Industry Advisory Committee met on April 5, 2016. Hospitality Committee meeting planned for Spring.
- Grantee Quarterly Performance Payment Outcomes – October – December 2015

Grantee	Job Placement Rate for Enrollees – 62% is WIOA Benchmark	Portion of Placements at or Above Wage Benchmark* - 50% equates to WIOA	Retention Rate (3-6 months) – 79% is WIOA Benchmark
DCKK	60% (15/25)	53% (8/15)	NA
AFL-CIO CSA	59% (10/17)	80% (8/10)	NA
CSC	NA	NA	92% (11/12)

****Benchmark is \$13 for DC Central Kitchen and \$13.80 and/or apprenticeship placement for AFL-CIO CSA based on industry focus.***

SYSTEM OVERVIEW



WIOA CORE PROGRAMS

- Adult and Dislocated Worker Title I Programs (**DOES**)
- Youth Title I Program (**DOES**)
- Wagner-Peyser Title III Program (**DOES**)
- Adult Education and Family Literacy Title II Program (**OSSE**)
- Vocational Rehabilitation Program (**DDS/RSA**)

TITLE I PERFORMANCE (PY2015 Q2)



WIA and Labor Exchange Title I Performance - District of Columbia- PY2015 QTR2 QUARTER 2 DATA ONLY

		Timeframe	ETA Negotiated Standard	District's Performance	% of Standard Achieved	Calculation Basis	ETA Negotiated Standard
Performance Measure							
Entered Employment Rate	Adults	01/01/15-03/31/15	62%	67.3%	108.5%	33/49	62%
	Dislocated Workers	01/01/15-03/31/15	63%	90.9%	144.3%	10/11	63%
	Labor Exchange	01/01/15-03/31/15	56%	50.0%	89.3%	11,410/22,769	56%
Employment Retention Rate	Adults	07/01/14-09/30/14	79%	77.1%	97.6%	37/48	79%
	Dislocated Workers	07/01/14-09/30/14	84%	100.0%	119.0%	2/2	84%
	Labor Exchange	07/01/14-09/30/14	79%	81%	102.5%	11,079/13,649	79%
Average Earnings	Adults	07/01/14-09/30/14	\$13,550	\$ 12,028.20	88.8%	\$420,987/35	\$13,550
	Dislocated Workers	04/01/14-06/30/14	\$17,750	\$ 13,979.50	78.8%	\$27,959/2	\$17,750
	Labor Exchange	04/01/14-06/30/14	\$18,000	\$ 16,687.00	92.7%	\$184,869,822/11,079	\$18,000
Youth Attainment of Degree or Certificate		01/01/15-03/31/15	34%	10.0%	29.4%	1/10	34%
Youth Placement in Employment or Education		01/01/15-03/31/15	64%	50.0%	78.1%	5/10	64%
Youth Literacy/Numeracy Gains		10/01/15-12/31/15	58%	0.0%	0.0%	0/0	58%

Performance	
	= Exceeded Standard
	= Meeting Standard (at least 80% of standard)
	= Failing Standard (Performed below 80%)

TITLE I PERFORMANCE PY2015 Q3 (PREDICTIVE)



WIA and Labor Exchange Title I Performance - District of Columbia- PY2015 QTR3 (Predictive) QUARTER 3 DATA ONLY

		Timeframe	ETA Negotiated Standard	District's Performance	% of Standard Achieved	Calculation Basis	ETA Negotiated Standard
Performance Measure							
Entered Employment Rate	Adults	04/01/15-06/30/15	62%	56.6%	91.3%	56/99	62%
	Dislocated Workers	04/01/15-06/30/15	63%	55.8%	88.6%	43/77	63%
Employment Retention Rate	Adults	10/01/14-12/31/14	79%	75.4%	95.4%	43/57	79%
	Dislocated Workers	10/01/14-12/31/14	84%	100.0%	119.0%	2/2	84%
Average Earnings	Adults	10/01/14-12/31/14	\$13,550	\$ 10,627.38	78.4%	425,095/40	\$13,550
	Dislocated Workers	10/01/14-12/31/14	\$17,750	\$ 21,224.00	119.6%	42,448/2	\$17,750
Youth Attainment of Degree or Certificate		04/01/15-06/30/15	34%	84.2%	247.6%	16/19	34%
Youth Placement in Employment or Education		04/01/15-06/30/15	64%	52.9%	82.7%	9/17	64%
Youth Literacy/Numeracy Gains		1/01/16-3/31/16	58%	0.0%	0.0%	0/0	58%

Performance

	= Exceeded Standard
	= Meeting Standard (at least 80% of standard)
	= Failing Standard (Performed below 80% of standard)
	= No Data

WIC ACTIVITIES



NEW/PROPOSED

- Un-subsidized Small Business WEX Program
- White House/LinkedIn Partnership
- Millennial Week Hiring Fair

WHITE HOUSE/LINKEDIN



Through the Obama administration's Summer Opportunity Project, the White House and LinkedIn partnered to engage small and medium businesses leaders to help young people, including those who are not in school or working, access summer jobs in 72 cities, including the District. **The White House found that last summer nearly 46% of youth who applied for summer jobs were turned down.**

The summer “opportunity gap” can contribute to gaps in achievement, employment, and college and career success, particularly for low-income students. Summer opportunities have been shown to divert youth from criminal involvement and reduce overall violence, and also offer youth their first exposure to the workplace and vital financial skills.

WHITE HOUSE/LINKEDIN



- WIC is leading this initiative in DC in partnership with DOES, entitled **DC Summer Link**
- Goal is to co-enroll SYEP WIOA-eligible out-of-school youth, provide them with a summer work experience at a small or medium business, and enroll them into year-round WIOA services
- 131 area businesses expressed interest in being a part of DC Summer Link
- The WIC is working with these employers, many of whom are new to the District's workforce development system, to coordinate their participation. DOES will oversee enrollment and placement of youth.

WIC ACTIVITIES



MEETINGS & HEARINGS

- Executive Director testified at Committee on Business, Consumer, and Regulatory Affairs (BCRA) Hearing on the WIOA Unified State Plan – February 26
- 7 WIOA Public Engagement Sessions held in March/April*
- Career Pathways Taskforce – March 14
 - Bi-monthly meetings (second Monday of the month, 2-3:30pm)
 - Next meeting: May 9, July 11, September 12
- Workforce Intermediary – Construction Industry Advisory Committee – April 5

WIOA STATE PLAN UPDATE

Geoff King

Workforce Intermediary Program Manager

WIOA PLAN SUBMISSION



- Draft WIOA State Plan approved by WIC Board on February 1, 2016, barring any substantive changes
- State Plan Public Comment Period, open from February 12-March 14, 2016
 - WIC held WIOA State Plan Engagement Sessions throughout this time to solicit feedback from the public and stakeholders
 - Non-substantive edits made by WIC and partner agencies
- **WIOA State Plan submitted to US DOL and ED on March 31, 2016 (in advance of the deadline)**

PUBLIC ENGAGEMENT



ENGAGEMENT SESSIONS

- COUNCIL FOR WORKFORCE DEVELOPMENT
- DC ADULT AND FAMILY LITERACY COALITION
- DISCONNECTED YOUTH CHANGE NETWORK (DYCN)
- DC INTERAGENCY COUNCIL ON HOMELESSNESS
- COMMUNITY FOUNDATION
- WORKFORCE INVESTMENT COUNCIL YOUTH FORUM
- NEW COMMUNITIES

✓ APPROXIMATELY 300 DISTRICT RESIDENTS

✓ 40+ ORGANIZATIONS

✓ 7 EVENTS

PUBLIC ENGAGEMENT



PUBLIC ENGAGEMENT



Organizations Represented

DC Appleseed

SOME

N Street Village

Miriam's Kitchen

DCOA

People for Fairness Coalition

Friendship Place

Housing Counseling Services, Inc.

DC Fiscal Policy Institute

DC Statewide Independent Living Council

Washington Legal Clinic for the Homeless

YWCA National Capital Area

WC Smith

Collaborative Solutions for Communities

University of the District of Columbia-Community College

Community Foundation for the National Capital Region

Capital Area Asset Builders

Coalition for Nonprofit Housing and Economic
Development

Young Women's Project

DC Central Kitchen

Lutheran Social Services (NCA)

DC Alliance of Youth Advocates

Opportunities Industrialization Center

Access Green

DC Goodwill

Urban Ed, Inc.

Academy of Hope

Washington Literacy Center

Neighborhood Legal Services Program

Homes for Hope, Inc.

Fatherhood Initiative

Food for Life

United Planning Organization

Latin American Youth Center

Consumer Action Network

Hope Project

Youth Build Charter School

Capital Guardian Youth Challenge Academy

Sasha Bruce

SC Youth Tech

Wayne Place

Contemporary Career Connections

PUBLIC ENGAGEMENT FEEDBACK



COMMON THEMES

- Data Vault – timeline, scope, intake and assessment, privacy/security
- Career Pathways and Innovation Fund – timeline and next steps
- Earn and learn – opportunities for youth and adults
- Performance – process for setting goals, scorecards
- Special populations – supplemental services, career pathways
- Funding – coordinated federal and local spending

WIOA IMPLEMENTATION

Jeanna Fortney

WIC Career Pathways Coordinator

ITA POLICY UPDATE



- WIOA requires the WIC to update its policy on Individual Training Accounts (ITAs) that can be used for federally funded training under the Act in order to ensure compliance. Additional changes have also been made to improve the quality of program offerings and ensure compliance with local law.
 - Requires DOES to contractually negotiate a payment amount of **up to** \$5,000 per participant for training services based on market rate research for comparable training programs while also allowing for reimbursement for additional training costs and career and support services. This update will provide greater flexibility in meeting tuition needs while preventing overpayment.
 - Registered apprenticeship instruction is also now included as an eligible activity for ITA payment, consistent with new WIOA requirements and the recently update ETPL policy.
 - Incorporates a local District law intended to ensure provider quality by ensuring that training providers are not just relying on ITA funds to support their offerings.
 - Removes the requirement that individuals have literacy and numeracy levels at the 8th grade level or higher to access ITA-supported training.
- ✓ **Vote on whether to approve updates to WIC's Individual Training Account (ITA) policy**

WIOA Working Groups



- WIC-led working groups comprised of system partners began meeting in November 2015
 - Contributed to planning and drafting of the WIOA State Plan
 - Consisted governmental agency stakeholders
- Enhanced WIOA Implementation Work Groups will inform and make recommendations on key decision points
- Groups will be staffed by WIC, supported by TA consultants, and comprised of system partners, WIC board members, business representatives, community stakeholders (including District residents/job seekers)

WIOA Working Groups



WIOA Implementation Working Groups:

- *System Integration*: One-Stop partner integration, unified business services, ensuring access to all DC residents, coordinated service delivery, alignment of youth services
- *WIOA Funding and Procurement*: One-Stop procurement and funding, drafting MOUs, procurement of new service providers to meet District needs and align with WIOA, leverage resources between local and federal dollars, contract and resource sharing
- *Data Integration and Performance*: Integrate data systems required by WIOA and ensure enhanced delivery of services, sharing of Labor Market Information to guide policy decisions, identify optimal common performance measures
- *Administration and Board Structure*: Identify and inform new policies in light of WIOA and District goals and strategies

WIOA Working Groups



WIC Proposal for Working Groups:

- Meet monthly (in-person or by phone) starting this month
- Agency directors will meet monthly at the WIC offices to review work group progress, provide feedback, and make any key decisions

Next Steps:

- Agency directors will receive a request 4/13 to identify a representative for each group
- Select WIC Board members and applicable stakeholders will also receive requests
- WIC staff will finalize membership and schedule meetings for week of April 25

WIOA IMPLEMENTATION: HUMAN CARE AGREEMENTS

Jerome Johnson,

Office of Contracts and Procurement, DOES

HUMAN CARE AGREEMENTS



- The WIC determines the policies and provides guidance in governing the use of the Federal workforce development funds;
- DOES serves as the fiscal agent responsible to the day-to-day management of the program to include procuring goods and services;
- OCP serves as the District's authorized entity to obligate the District in contractual matters and includes sourcing; and
- DOES has a contracting officer with delegated contracting authority from the Chief Procurement Officer (OCP) to prescribe the appropriate sourcing practices, facilitate the procurement process and execute contract awards on behalf of DOES. ***Please note that this authority is for contractual agreements not grant agreements.***

HUMAN CARE AGREEMENTS



The Human Care Agreement is a procurement method authorized by the Procurement Practices Reform Act of 2010 to facilitate the acquisition of human care services. The DOES contracting officer has determined that the acquisition of training services for Individual Training Accounts is best facilitated by the Human Care Agreement process because DOES (District Government) is not the direct beneficiary of the contractual service. Previous procurement methods involved the establishment of Blanket Purchase Agreements (BPAs) by the WIC, however this process had 2 major flaws...1) BPAs are agreements used to simplify the purchase of goods and 2) the WIC did not have the statutory authority to execute procurements. The Human Care Agreements provided an opportunity for:

- 1) The agency to be nimble and scale up if and when necessary.
- 2) Reduced processing time.
- 3) Quickly establish training in newly identified occupational areas.
- 4) Allowed for faster negotiation of contracts that are tailored to a provider's expertise.

HUMAN CARE AGREEMENTS



The WIC provides DOES with the minimum requirements for a vendor to be added to the Eligible Training Provider List (ETPL). The DOES Procurement team posts the requirements in the District Sourcing system (virtual marketplace) for vendors to submit qualifications and pricing. Once offers are received, the DOES Agency Contracting Officer evaluates the offer against the minimum requirements provided by the WIC and awards the Human Care Agreement to successful offerors. The executed Human Care Agreement is submitted to the WIC for the offeror to be added to the ETPL. Additionally, the Human Care Agreement is sent to DOES for the execution of task orders per participant/trainee. DOES requests task orders per trainee via the ARIBA (PASS) system. Once the request is approved the trainee is authorized to proceed with training.

To date DOES has executed 13 Human Care Agreements and 290 Task Orders. The average processing time for this transaction is 3.7 days, which represents a reduction in processing time of over 800%.

WIOA IMPLEMENTATION: **DC DATA VAULT**

Michelle Johnson, *OSSE*



DC Vault

RAISING TECHNOLOGY TO THE

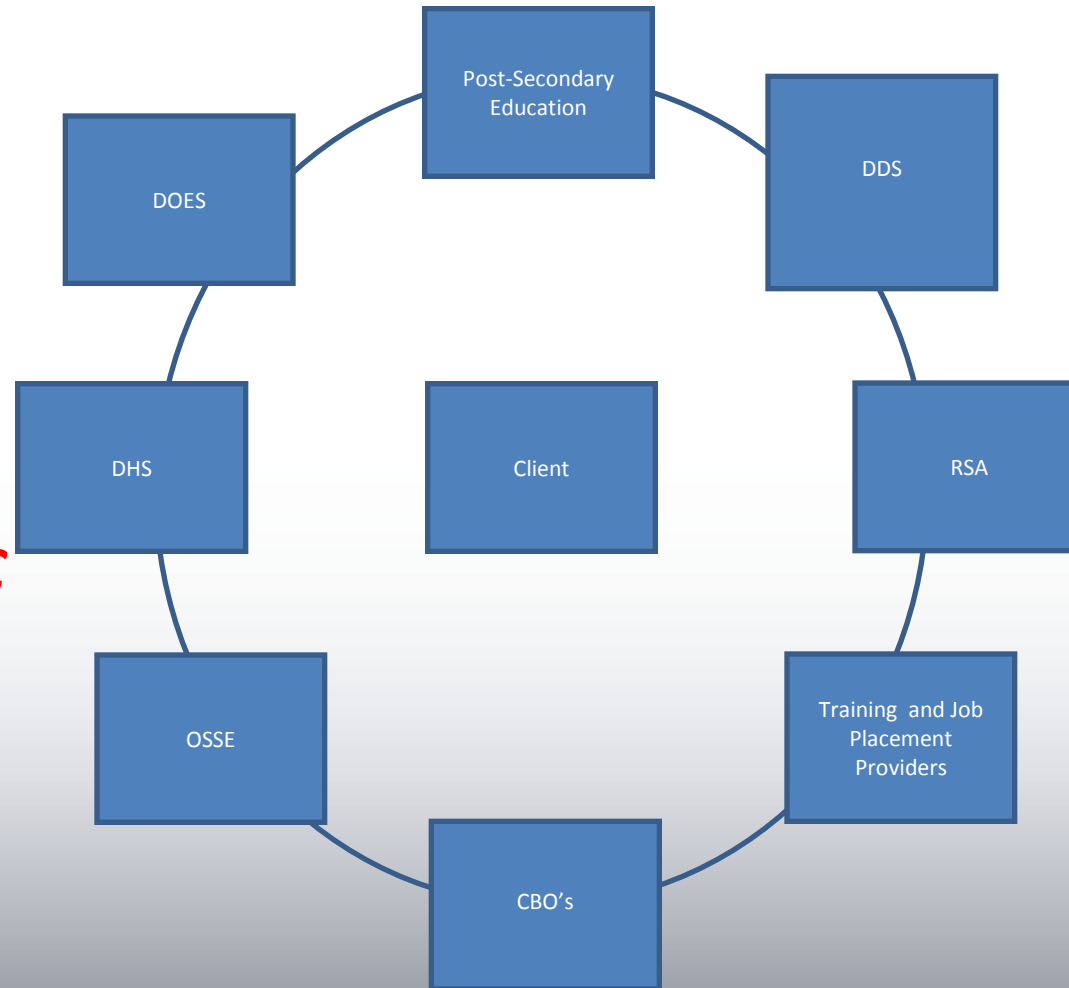
POWER OF GOOD



DC Data Vault

Community-Focused / Customer-Centric

District residents are commonly served by **multiple DC agencies.**



Every DC agency has a **unique** role to serve District residents.

The DC Data Vault helps the District to focus on better serving customers by **dramatically improving interagency collaboration.**

[My Workspace](#)

[Customers](#)

[Reports](#)

Workflow

Quick Intake

☒ ENTER BASIC INFO

☐ REVIEW & COMPLETE

☐ SETUP ASSESSMENT
APPOINTMENT

[Agreements](#)

[Assessments](#)

[LD Screening](#)

[Program Referral](#)

[General Intake](#)

[Documents](#)

[DC Networks](#)

[Disposition](#)

[Training Account](#)

QUICK INTAKE

Enter Basic Info

Step 1 of 3

[Help](#)



First Name *

Last Name *

Birthdate *

MM/DD/YYYY

Social Security Number *

____-____-____

NEXT

Overview of the DC Data Vault



DC DATA VAULT

- Facilitate the referral of customers to and from agency partners for services;
- Allow DOES staff to register customers for assessment and adult education services;
- Provide access to customer information and notifications to key staff at each agency;
- Allow participating staff to upload and maintain customer eligibility documents so that they can be accessed by each agency;
- Link District residents to DC Networks to register in the Virtual One Stop;
- Track customer participation, performance, progress and outcomes across partners; and
- Facilitate cross agency communication, case management and collaboration of services for DC residents.

DC Data Vault Expansions



Data Vault Expansions (FY 2016) - From Date of Contract through September 30, 2016

- Inclusion of additional education and training providers.
- Inclusion of DHS and DDS/RSA.
- Database interfaces to improve data access and accuracy.
- Enhancements that support uniform intake, assessment, and referral mechanisms across core programs, and other workforce and education partners.
- Professional development training and technical assistance for relevant staff.

Data Vault Expansions (FY 2017) – From October 1, 2016 through September 30, 2017

- Continued inclusion of additional education and training providers.
- The expansion of the Universal Intake to be aligned with all participating agencies.
- An introductory tutorial video for the DV Home Page.
- The ability to view and print Standard Operating Procedures and Policies for DC agencies, viewable internally by any stakeholder agency staff member.

DC Data Vault Expansions (Continued)



Data Vault Expansions (FY 2017) – From October 1, 2016 through September 30, 2017 (Continued)

- The ability for coordinated/shared case management across agency partners.
- The ability to send customer service surveys via email and SMS to staff, customers and providers.
- The inclusion of the GLE, EFL, SPL for DOES/WIC training programs based on the curriculum for each course as program selection criteria in the DV.
- The development of a customer profile report that summarizes the customer's barriers and all programs/services that were made available.
- Professional development and technical assistance training for state and local program staff members and partners.
- Exploration of customer self-service functionalities that include the ability to complete the intake form and electronically sign release of information forms, make an assessment appointment, upload required eligibility documents.

DISTRICT SPOTLIGHT:

THE HOPE PROJECT

Raymond Bell, *Founder and
Administrator*



HOPE Project



Funded by DC Youth Tech Grant from DOES' Office of Youth Programs, Community College Preparatory Academy, and United Planning Organization

Program Completion Rate	95%
Credential Attainment Rate	85%
Credential Received	CompTIA A+
Job Placement Rate	80% in 2015
Average Salary	\$19.50/hour (recent graduates); \$43,000 annually (after one year in field after graduation)

<http://www.hopeprojectdc.org/>

RECOGNITION OF SERVICE

Presented by
*Deputy Mayor Greater Economic
Opportunity*



PUBLIC COMMENT

Public comment is the time where the public may make comments and/or ask questions.

NOTE: WIC members may not discuss items not on the agenda. Any action taken as a result of public comment must be limited to asking staff to study the issues raised or scheduling the matter for further discussion or action at a later date.



GOVERNMENT OF THE DISTRICT OF COLUMBIA
MURIEL BOWSER, MAYOR

ADJOURN

