



D.C. WORKFORCE INVESTMENT COUNCIL

**WORKFORCE INVESTMENT COUNCIL
QUARTERLY BOARD MEETING**

MONDAY, OCTOBER 22, 2018

**MEETING TRANSCRIPT PREPARED BY:
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The Workforce Investment Council met in Suite 300, 1200 19th Street, N.W., Washington, D.C., at 10:00 a.m., Antwanye Ford, Chairman, presiding.

BOARD MEMBERS PRESENT

- ANTWANYE FORD, Chairman
- JOSEPH ANDRONACO, Access Green
- ANTHONY J. CANCELOSI, Columbia Lighthouse for the Blind
- LIZ DEBARROS, DC Building Industry Association*
- BRENDA DONALD, Deputy Mayor for Greater Economic Opportunity
- ANGELA FRANCO, DC Health Benefit Exchange Authority
- KOREY GRAY, DC Water
- LaTARA HARRIS, AT&T
- BERNADETTE HARVEY, BConstrux
- TODD LANG, WIC Executive Director
- SCOTT LOGAN, Intellor Group
- ANTOINETTE MITCHELL, OSSE
- UNIQUE MORRIS-HUGHES, DOES
- BENTON MURPHY, Community Foundation for the National Capital Region*
- ANDREW REESE, DDS
- ELISSA SILVERMAN, Council of the District of Columbia
- NATHAN SMITH, Allied Barton
- STACY SMITH, Hyatt Place
- ROBERT WHITE, Council of the District of Columbia
- LAURA ZEILINGER, Department of Human Services

*Present via teleconference

ALSO PRESENT

- TONY JOHNSON, UDC-CC
- TYGRESSA JONES, Enlightened, Inc.
- LIZ WEISS, DC Council
- NICOLE REECE, DMGEO
- ADRIENNE STEWART, ASM
- DANIEL SAVERY, DC Council
- JAMIE FRAGALE, Academy of Hope
- VANESSA WEATHERINGTON, DOES
- MARY TERRELL, DOES
- JANECE KLEBAN, Goodwill
- AMY DUDAS, DCAYA
- KIARA DUNN, WMATA
- EVAN DAVIES, ConnActions, LLC
- CRYSTAL DAVIS, WIC
- LAUREN SCOTT, WIC
- DIANE PABICH, WIC
- JOE JAROSCAK, WIC
- GINA TAK, WIC
- BRIDGETTE ROYSTER, WIC

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PROCEEDINGS (10:24 a.m.)

MR. FORD: I'm going to call the meeting to order. We need one more person for a quorum, but we can move forward on the information exchange.

Good morning, everyone. We'll have to wait to approve the minutes until we get a quorum but I will start off with the introduction to our new deputy mayor, interim maybe for now.

I do have a quorum? Okay. I do have a quorum, thank you. I've got my quorum now, but I'm going to continue now with introducing Deputy Mayor Brenda Donald, who I've worked with for a number of years, and had a great relationship with up and down, but mostly up.

She's a great leader and somebody I dearly respect. Someone who I think couldn't have been a better choice for us to get through this interim step.

We keep putting this word interim, I don't like it, but she has three jobs, one more that she doesn't tell me about. But her relationship with this city, her leadership of this city is unparalleled.

The way she leads, I've watched it from afar, and I've watched personally, and it's something that I dearly respect, and I'm glad that I could spend this time working with her.

But she's got a lot to say, so I'm going to turn it over to you.

MS. DONALD: Thank you. Thank you so much, Mr. Chairman. Good morning, everybody. Thank you for that warm welcome. I didn't expect applause; I know that's going to be the highlight of my week. I'm sure.

MR. FORD: I thought you might get it.

MS. DONALD: I certainly accepted the mayor's request to take on this additional responsibility. Workforce development is not kind of my primary field.

But some of you may know that I was in the state of Maryland as the cabinet secretary, and I did have our tenant and public benefits programs and child support programs as well as child welfare.

And we had a very strong interest in workforce opportunities for the clients that we serve and create a workforce system that I think was a good model for you can work across systems, and I think that's what this is all about.

So I am in this role for an interim period as long as the mayor needs me to be here while she figures out long-term, but my commitment is to people that we serve across all of our agencies.

And it's also to our residents in Wards 7 and 8, and those of you who don't know, I grew up in Ward 8, and that's where my heart is, and that's where most of the families that we serve are.

There's lots of room for opportunities, but I really do bring a kind of systems thinking to this and I hope some clear eyes, I know that's hard sometimes when you're really down into it, and you're at the micro level of issues to kind of think, you know, what needs to happen more systemically?

And working with partners, sister agencies that I think that there are a lot of opportunities to make this a system that works for the residents of the District of Columbia.

I'm learning a lot, and so I'm not going to do a lot of talking, but I do often ask lots of questions, but that's part of my learning style, so I will always ask the indulgence of the Chair but I may have questions.

And the last thing I'll say is that my goal is to support the staff, the Workforce Investment team and that's what the role that the mayor is really to stand up and support and make sure they have what they need to do the job that we asked them to do. So, thanks. I look forward to learning a lot.

MR. FORD: Thank you so much. I want to introduce at least one of our new Board members, Bernadette Harvey, who has been a friend for a while and we were in Boston together, and at the airport, I said, "You must make sure you join this board."

And we were at the airport coming back to Washington from Boston and so, Bernadette, would you like to introduce yourself?

MS. HARVEY: Good morning, and thank you for this opportunity. I'm a native Washingtonian. I am a small business owner as well. And I have been since my prior business, BConstrux, been very focused on trying to create opportunities.

But it's generational, quite frankly. Experienced people, people with education and then unskilled people who have lives, and specifically Wards 7 and 8, quite frankly. Because I do think they are underserved. So that's it for me.

MR. FORD: So much looking forward to working with you. We do have two other Board members, they're not here today. New Board member, one's Scott Logan, and Nicole let's see, Quiroga, she's from the Greater Washington Hispanic Chamber of Commerce. I'm looking forward to meeting with them.

A couple other key items and then I'll call for the vote on the minutes. One of the things that Latara will be talking about later is our survey results.

We've been sitting down, and we've established a committee to go over that led by Thomas Penny. Latara's on that committee; she'll talk a little bit later more about it.

But just too high a couple things, one, we definitely heard from everyone on the Board regarding better communication. And so we'll be talking more details about that, we saw an example this week when we had the phone call.

So we want to get back to those types of calls where we're able to talk and meet about the business of what we do outside of this particular meeting.

So we'll hear more about some of the activities and things that we'll be doing in terms of our communication plan.

The other key issue is making sure that and Deputy Mayor Donald is going to appreciate this statement when we say we're going to do something, we will do it in the date and time frame then be done with it.

That was one of the issues that came out of the results. We'll talk more about that. And then making sure that we are more effective when it comes to transparency and data.

So I know Joe is going to like that statement. And we are going to make sure we focus on that, and we'll maybe mention the transparency act a little later. But we've been working behind the scenes significantly with that particular committee.

They've had several meetings to talk about addressing the results of the survey. And I just wanted to make sure you guys understood how important that was, and that they dissected it and Latara's going to talk a little bit more about that later.

Other comments from me, two other quick ones. One is I've been working with the Chancellor Selection Committee. And I want to make sure that you guys know, are aware of what we're doing.

This is not the committee to select the chancellor. This is the committee to select the characteristics that we want from a chancellor. That committee's being led by Dr. Charlene Drew Jarvis and President Sylvia Burwell from the American University.

We've been having probably weekly conversations and meetings regarding the types of characteristics that we want from a chancellor. They've been having a lot of community meetings. I'm not sure if you've heard about them.

They've met with school systems, they've met with the principals of schools, and we've met with students, teachers, community leaders just to understand some of the characteristics that we want.

A couple of things that I've been doing just from the business community standpoint is that I've worked with the chamber of commerce; I sat down with the D.C. Chamber for a while.

I've sat down with a couple of other organizations; we sat down internally with Stacy. We talked about what are the characteristics that the business community really wants from our school systems?

And so the goal is that we have a final committee meeting in about a week and a half, and that information is going to be used to ensure that when we select a chancellor for our, so when the mayor selects a chancellor for our school system, these are things that we think are important.

And so I represented the business community, some things from the WIC, and then some other activities. But I wanted to mention that is going on and at that point, there is a survey that is still open.

I'm not sure if you guys have had the opportunity to complete that. If you have not, we're going to check with our chief of staff. Can we make sure I send out that?

You've probably seen it on invitations. The city's been trying to push that out. I will send that out to WIC members. It's going to and giving your opinion on what things you think are important.

But that's coming fast; ultimately if there's recommendations, as I understand from MOTA, they're still taking recommendations from individuals from individual who you believe may be a good chancellor.

If you have those ideas, please send it. And this is very open, so this is an opportunity for us to get involved. It's an opportunity for us to be able to say some things, and the mayor ultimately is going doing the interviewing and selection.

But MOTA's really looking at a real open selection. So I just wanted to give you guys an update in terms of where we are from there.

The only thing that we were going to do on the retreat and one of the things I think at some point I'm going to talk to Director Todd about making sure we have the opportunity we have an open conversation about the retreat.

Is to really get back to understanding our roles and responsibilities from the WIC. And I think that's important and I'm going to sit down with Deputy Mayor Brenda Donald and talk about our roles and responsibilities. What's under our jurisdiction if you go to Seven Basic Habits? What's in our circle of influence versus circle of concern?

And I want to make sure that we understand and we operate within our circle of influence and then if there's a concern that we echo those things out.

And then sometimes I want to make sure we understand where our boundaries are. So we're going to be working those things out for clarity. And I think those things are important.

For now, those are my general comments. Any questions of me before we move the meeting forward?

Couple of things -- oh, I didn't mention this I'm sorry. Board appointments, we obviously have some open Board appointments, and that's going to be extremely important.

I need a co-chair, it needs to come from Labor, and so we're still efforting that, but it has come from Labor so that you do not understand that.

I will be working with MOTA, I have sent some recommendations to the director, and I'll be working with Deputy Mayor to see what we can push through.

I know a few people need co-chairs, i.e., Stacy. And so I did meet with Stacy, and she does need a co-chair. I was her co-chair, and that spot is empty, and it's very important that we do that.

MR. ANDRONACO: So, and I know we're going to talk about it more later, but I also believe that we need someone to continue the Implementation Committee.

MR. FORD: We do, we do.

MR. ANDRONACO: Make sure we keep the people engaged, especially so our study won't drop off later if we had a situation arise.

MR. FORD: And that was important, we talked about making sure that I do that.

MR. ANDRONACO: We talked about it, but here it's October already.

MR. FORD: We'll cover it, we'll cover it. Yes, sir.

MR. CANCELOSI: Mr. Chairman, I just want to comment in reference to veterans. We are working with the homeless veterans right now.

MR. LANG: Can you speak up just a little?

MR. CANCELOSI: But one of the things we are really looking at is within the District of Columbia the unemployment rate among veterans is more than 40 percent.

And so I think there's an opportunity for us, especially now when we're looking at these homeless shelters or living quarters for homeless veterans.

It could be a great opportunity for us to inject what we might think could be some real programs for veterans. Ely Ross, who represents veterans to the mayor, he and I have been meeting about how we can create job opportunities for veterans and service-disabled veterans within the District of Columbia.

So somewhere I think we should maybe create a small committee that could address this because we're going to be putting veterans into these nice quarters, from what I understand. We call them quarters but that we can do stand downs and provide clinical services and so forth also.

MR. FORD: Yes, I think that's great. You said 40 percent?

MR. CANCELOSI: Forty percent unemployment among veterans.

MR. FORD: I think that's important Mr. Cancelosi, sir.

DR. MORRIS-HUGHES: I think that's an awesome point to make. I'd like to partner with you in the future. Solomon Keene who either is or at one point was on the Board.

PARTICIPANT: He is on the Board.

DR. MORRIS-HUGHES: On the Board, and Thomas Penny, and Councilman Fuller, and myself are participating in a veteran's event. We have a veterans' job fair coming up. So let's get together and see how we can better coordinate.

MR. WHITE: We have a Navy veteran also here.

DR. MORRIS-HUGHES: Awesome, okay.

MR. FORD: If you guys can make sure then I'll follow-up, but also I know that the Office of Small Business has an entrepreneurship program that they're talking about.

And so there was talk of ensuring that we started more service-disabled veteran owned businesses. Because that is the number one set-aside for VA.

And so from the federal sector, it is the number one priority above Eight A's, of zones, all the rest of it. So that's going to be important that we stand those companies up.

MS. ZEILINGER: Mr. Cancelosi, are you taking the lead on this?

MR. CANCELOSI: I'm sorry?

MS. ZEILINGER: Are you taking the lead on this initiative? Just are we observing you –

MR. CANCELOSI: He's an Army guy. I don't know who's Army here but the Board ought to get an Army guy on the Board.

MS. ZEILINGER: Army and Navy.

MR. FORD: We got a two for one with that.

MS. ZEILINGER: Branches of the military, we've got that. Homeless and hungry continuum, workforce programs that, you know, the other subsidies and healthcare.

And you're the intersection of that, so we should just make sure that all of those legs of the stork are coordinating --- I already talked to Ely, who is the coordinator.

MR. CANCELOSI: What we've uncovered right now is that there is a significant amount of money available through grants, we just applied for a grant and got one for homeless veterans to do stand downs. So we've got the first contract right now to do one at a church in Montgomery County to actually bring our medical van there.

But then that gives us the opportunity of getting the names of the veterans and their families because we're going to treat them and also their children.

The VA does not have a very good program for treating children of veterans, and so we're offering that program. The object is to get them and then start looking at job opportunities and training for them.

But I'll share all that when we do our first one.

MR. LANG: And just so people clear, the DDSR has a BR counselor who's at the Mayor's Office of Veteran's Affairs. So we've been coordinating with Ely.

MR. FORD: Sorry. Of all the things, I need a motion to approve the minutes of July 23rd.

MR. ANDRONACO: I have a question, was this the transcripts or actual minutes.

MR. LANG: The transcript of the minutes were sent.

MR. ANDRONACO: Oh, it's a transcript.

MR. LANG: Yes.

MR. ANDRONACO: What for? Oh, I think they're similar.

MR. LANG: Yes, people did receive them.
(Simultaneous speaking.)

MR. FORD: Notes -- will you please note the extension?

MR. LANG: Thanks, everyone. So I think we want to make sure to go over some discussion points, but thanks Deputy Mayor Donald for being here at the first Board meeting.

It's extremely special to me to be in this room today. This is the room ten months ago where I met everyone. I want to thank and introduce this director before the end of my three-year journey to get to D.C. and LTC Residential Service in the Bowser Administration.

So it's particularly special to be here with all of you, and also I want to acknowledge the staff of the WIC for

all the hard work that they put in to make sure that all the things that we're talking about in this meeting happened.

We do have a few updates if you want to just run through Antoinette, you know, I'd like to start off with you. The WIC is really proud of our work with OSSE.

And with the efforts of making sure that District residents include a combination of literacy and numeracy skills as well as recruitment working through Pathways.

We started this initiative a year ago and are continuing it now. It has some really great results with District residents that Antoinette is going walk us through it. So thank you.

MS. MITCHELL: Great, thank you very much. It's a pleasure for me to share with everyone some of the preliminary outcomes from a grant that was funded jointly by OSSE and the WIC.

I want to start though with just talking about what our sphere of influence is as the WIC. And that is enforcing the state plan that we all wrote maybe two years ago now, two to three years ago now.

That state plan is supposed to be our guide to the work that we do for the residents of the District. And that same -- that plan has four goals in it.

The alignment of the workforce system, access to integrated workforce and educational services, sector strategies and alignment with business needs, and increased performance and accountability.

MS. PABICH: If I could get you to use the mic up there so that everyone can hear you clearer. You have such great information to share, so thank you.

MR. FORD: Thank you.

MS. MITCHELL: And so with those goals in mind, we set out, OSSE set out to -- I'm going to stand over here because I want you to see that.

So we set out to offer a grant, and the grant would first and foremost be designed with the sector strategies that we have identified as the WIC based on labor force information.

So business administration, construction, healthcare, hospitality, infrastructure, and law and safety. These are the areas; I don't know why these are the areas that are important in this grant.

And those are the areas that we asked everybody who applied for the grant to partner with in order to have a real coming together of both literacy as well as industry providers.

PARTICIPANT: We'll get on this.

MS. MITCHELL: So the grant really focuses on providing partnerships with employers, and the role of the employers is multiple. One is to validate the curriculum.

Two to provide work-based learning opportunities and then three for employment opportunities for the graduates.

In program year '17/'18, which closed, we granted approximately \$4.3 million to 10 eligible providers. The providers are community-based organizations and we even a slide with those organizations there.

The important piece about this is that this is blended funding and this doesn't happen very often in D.C., unfortunately. But we were able to put together monies from federal funds, \$2.3 million in local funds, and then just under \$1 million in WIC funding.

We brought all of those funds together to grant to ten organizations, and it is our hope that this a three-year commitment. So the first year is over, we're moving into the second year right now.

We're very happy to say that the money is all lined up and ready to go. And then '19/'20 is the third year of this grant, and we're certainly hoping that that coalition can come together once again.

We plan to do a new competition next year. Listed are the ten sub-grantees who received this funding along with the industries that they are focusing on.

So I'm not going to read each one of them, these are community-based organizations that everybody in the room knows quite well. And I believe you know the quality of the work that they have been doing.

And that is also shown in the results that we have been able to pull together from the first year. We made a very conscious decision at OSSE to decrease the number of residents that we serve but to increase the quality.

Thinking that the outcomes would be better, and we have found that that has worked. 45 percent of the persons that benefitted from this grant were functioning at the fifth-grade level or below, and 87 percent were functioning at the eighth-grade level or below. So this is a grant that is truly reaching those most in need of our services.

475 students, or 46 percent of the students, made a measurable skills gain, and that is big news. That's big news because we've never been close to 45 percent before -- 46 percent -- and the national average is 45 percent.

So D.C. is now above the national average in terms of making skill gains with low literacy learners. 46 students, or 37 percent of the students who entered the program who were functioning at the ninth grade level or above, earned their secondary credential.

Again, this is big to move folks who were reading at the ninth grade level to that credential within one year. And then finally, 420 students earned an industry-recognized certification.

And again, because we linked the industries that the sub-grantees received with the high-demand occupations of the city, we're very excited about the fact that we're engaging in these stackable credentials at this point. And to get 420 certified individuals is pretty impressive.

We are working on the last step of the pathway which is actual employment. Our numbers, I believe, the requirements require us to look at that information four to six months out. And so we are gathering that information even as we speak. Yes?

MR. ANDRONACO: So, you know, I never saw a number, because it shows that you've made some progress and you exceeded your expectation. So just a few follow-up questions or more information.

For the folks that are the providers, could you share the results for me to the Board and which ones are also eligible training providers? Because I'm not sure, all of them are eligible training providers.

And also what I would suggest last is, so out of the 420 who got industry certifications, how many of them have received a job or are on track for a job?

MS. MITCHELL: I actually don't know. I can eyeball this and say that most of the organizations on this list are providers. So I can tell you that.

MR. ANDRONACO: Okay.

MS. MITCHELL: In terms of the jobs, when I indicated that our mark is four to six months out, so we are still collecting the employment information.

MR. ANDRONACO: Perfect.

MS. MITCHELL: We are happy to come back and share that with you later.

MR. ANDRONACO: Please do.

MS. MITCHELL: Sure. Chairman?

MR. ANDRONACO: One, congratulations, because like as Joe said, good numbers are saying what really is necessary. I think the second part of this; I'm going to challenge the Board as I always do.

We need to look at these internal programs and get people hired. All right, I mean, effectively, our businesses need to look at what we're producing and have an opportunity to hire folks.

So I would like to sit down with you and get an understanding of where the needs are, and I'm literally going to send it out to some of the Board members and say, "What opportunities do you guys have?" and even to prospective Board members.

So the universities, the hospitals that we, I may have relationships with. But I think ultimately this is about a job moving towards careers.

MS. MITCHELL: Yes.

MR. ANDRONACO: And I think that's the outcome that we want to make sure we have. The same thing, you and I have talked about that where we want to get that. Yes, sir?

MR. ANDRONACO: Well, and actually I use DOES for my –

MR. FORD: Yes.

MR. ANDRONACO: -- for the employment agency, sometimes great, sometimes not so good. But if you've got a Business Services Department, that I think, you know, one of the things they basically said, we should look at that because that's critical to have already cleared and engaged with the worker.

MR. FORD: Absolutely, and the reason I'm talking about basically the value proposition to this feeding what

she's doing is that at the end of the day business owners if they look at the DOES as their employment department saves money. Okay?

I expect to be saving money if I'm using my resources here to recruit for me, and so I think that's one of the effects.

So I really congratulate you on this. I just want to make sure we plug in to what you're doing.

MS. MITCHELL: Absolutely.

MR. FORD: And as a board, making sure we get people hired.

MS. DONALD: Thank you. One other question, in terms of the data. Do we capture data about participants and how many other programs they may participate in? For how long?

So is there anything that we look for cross systems and across other programs and the fact that we may want to see if they're cycling through multiple programs or if this is the first and best stop?

MS. MITCHELL: Fortunately, all of the participants are in the Data Vault, and that Data Vault is specifically designed to track individuals' interactions with different government agencies. So we do have some of that information available, yes.

MS. DONALD: And who has the keys to this Data Vault?

MS. MITCHELL: Well, fortunately, the WIC has a subcommittee that's working on the Data Vault. OSSE takes a lot of the lead on the Data Vault so between that subcommittee and OSSE; we can provide some of that data.

MR. LANG: Yes, and our next Data Vault meeting is a week from today, Monday, so we can plan on providing an update on that to all Board members.

MS. DONALD: Okay.

MS. MITCHELL: Yes, ma'am?

MS. SILVERMAN: I want to thank you for the information. So is program year the same as fiscal year?

MS. MITCHELL: No, it's a little bit different.

MS. SILVERMAN: So are we going to have the same providers for program '18 through '19 and has that money, I guess, I think I've heard some concerns from providers that they're unsure whether they're going to be receiving money for the next program year.

MS. MITCHELL: So the grant is a three-year grant, we've made a three-year commitment to the ten providers. The first year is a wrap, and this is the data from the first year.

The second year is all set. And I want to say thank you to everybody in the room that facilitated that and made that happen. And there were many hands in that pot to make it happen. So thank you to everyone.

The last of the three years is next year, and that funding is not quite secure yet, we are hopeful. But the last year's funding is not secured, but this year's funding for '18/'19 is solid.

MS. SILVERMAN: So just a clarification, so I hear there's a grant application request that needs to out. Am I correct about that?

MS. MITCHELL: The Word version of the application is out. We opened a system called EGMS, and that is forthcoming, but the seven grantees know the fund are available.

They know they will receive the funds. They're working on a Word version of the application even as we speak.

MS. SILVERMAN: So, I'm sorry. So what is the grant application for?

MS. MITCHELL: The grant application is the continuation application for these funding's.

MS. SILVERMAN: Why do they need to do that if it's a three-year grant?

MS. MITCHELL: Because every year they have to reapply.

MS. SILVERMAN: I see, so it's not really three-year funding. They have to reapply for the funding. (Simultaneous speaking.)

MS. MITCHELL: They have to reapply; they're the only ones that get to reapply for the funding. So it is a three-year commitment as long as they hold up their end of the bargain.

I think we would be remiss if we just gave a three-year bargain without that caveat.

DR. MORRIS-HUGHES: So it's not a competitive, it's just a –

MS. SILVERMAN: Renewable.

DR. MORRIS-HUGHES: Yes, the continuation application is just the –

DR. MORRIS-HUGHES: It facilitates like the start of the next program year.

MS. SILVERMAN: I know we need to move along so where is the line drawn in terms of whether they'll be able to get a grant? In terms of outcomes.

MS. MITCHELL: We do in a monitoring; it's a hundred point scale. We look to make sure that people are at least at around 70 percent. The monitoring has happened for the past year.

Eight of the organizations were above 80, and I believe two of the institutions weren't quite about 80. They are because they're above or around 70.

MS. SILVERMAN: Joe's request will give us the information that shows that? We might not be able to see that?

MS. MITCHELL: We have that information.

MS. DONALD: Sorry, can you also --- and maybe this is to staff -- send the breakdown of the local funds since we're going into our RF20 budget planning process so I can know which of our agencies have those discreet funds?

MS. MITCHELL: Absolutely.

MS. DONALD: Thanks.

MR. ANDRONACO: I'm still a little confused by the fact that we have the programs that the state might have, and I'm not sure if you have an inventory. Maybe the Council has?

MR. WHITE: I get contacted by --

PARTICIPANT: Well, we will in February, right Councilman?

MR. WHITE: -- There's a DHS in the program, in the workforce program.

MS. MITCHELL: Yes, there will be, yes.

MR. LANG: Yes.

MS. MITCHELL: Stacy, are you going to move forward with transparency act?

MS SMITH: Yes.

MR. FORD: Yes, so hang tight, we're going to ask for it. Thank you much, we appreciate it.

MR. LANG: Wanted to give a few updates on some items that we spoke about the last meeting. The WIC was really happy to be able to partner with the Department of General Services on some their contracts with the focus of providing industry-based knowledge.

And then also to focus of making sure that people get placed in jobs. So you may remember this from the July meeting, Lee Parker is with, again, with DGS to focus on some of their projects.

What we did was assembled a group of five really solid training providers that were focused on the hospitality or the construction industry for three-week trainings with these individuals to focus on making sure they get credentials that could help them in their job placement. So CIRTE, Allied Government Solutions, Payback Group, ROIs, Come In The House, they are the providers that were initiated with this work to make sure that residents do get these certifications, and we're pretty proud of the results that have happened.

So we had 154 District residents enrolled in these training programs to start off which led to a 94 percent completion rate. 144 of these participants completed the two-hour training receiving credentials in either hospitality or constructions.

And these firms had strong connections with the workforce, and we're looking at about a third of these participants receiving unsubsidized training so far, which is just outstanding results.

And with an average/median range of a little bit over \$15 an hour. So we're really, really happy with the work involved with these training providers and with projects with DGS. It's really exciting.

I think that, you know, one thing to focus on is that, you know, as some of you knew, this was trying to get folks connected with projects like Audi Stadium and others.

We, you know, but by the time we worked with DGS here, not as many opportunities there right off the bat. But what we did to make sure there's even more opportunities is we had an exclusive career fair just for these participants.

So this was a fair that was held at the R.I.S.E. Center in Ward 8 that, again, was customized for those that were part of this program.

We brought in six vendors for this, you know, to meet with these applicants, so representatives from D.C. United, Levy Restaurants who does a lot of the concessions with DGS projects.

And CM Builders which is a construction management firm that works often with DGS. Thomas Penny helped out with his firm, Donohoe Hospitality, and a couple of the union folks.

We had 34 people attend that career fair, again, this was only sent out to those that completed that training. And, you know, we didn't get any jobs on the spot there but, you know, we've heard some really positive things from the vendors as far as pending hires down the road.

MR. ANDRONACO: Sorry.

MR. LANG: That's okay, Joe.

MR. ANDRONACO: So send that to me -- to us. So when you do have that information, how are we tracking it? And are they permanent or just seasonal jobs?

So that's great, I'm very thrilled. Also, how many eligible training providers were on that list?

MR. LANG: Right, so we're just starting to get the reports in from this on the data side, but we plan to follow-up with that information.

Go to the mic? Okay.

But I did want to share a little bit of the quotes with you on this. D.C. United was really happy with the opportunity. They said that they are going to be looking at more hiring soon.

And the head of the fair was helpful in finding interested candidates, and they were going to be in touch with them with future opportunities.

And MCM said they've already met a few candidates that they are looking to work with on opportunities. And Thomas Penny and Donohoe talked about the fact that they've had 25 people, all with very strong certificates in hospitality.

And what they went on to mention is that they're looking for opportunities for three of the people that they met at that fair.

So all in all, yeah, we're hoping to have, you know our goal was to have a 40 to 50 percent of the people placed from this program. And we're getting there; we're excited about this opportunity.

MS. HARRIS: This whole sort of process for individuals getting training and finding employment, is something that our committee --- the training provider --- is struggling with because we can get training providers to get people in the system, but then how many are staying employed six months post that? And Dr. Mitchell and Nathan and Tony and Tina and Ted were talking about: how do you incentivize that piece?

Because you saw the drop and, you know, you've got a third who must have received employment or interview, I'm not sure.

But the workforce system, we need to figure out how to get them over that hump, and so I didn't know if there was centralized funding or programs that could help us get people even past that. Because when they get in, you know, that's one thing, but are they going to stay in?

MR. LANG: Right, right, so the key to this office, especially with those training providers that have counseling and follow up support for, you know, for the people as they get placed, is key to that.

To make sure that those people are receiving constant services. You know, not all firms have the different types of capacity, but that's something that's, you know, right, where you hear often is where that's going to be the most valuable.

DR. MORRIS-HUGHES: For the eligible training providers that we contract with, we do include in many of the contract retention. Our contracts are structured so the payments could either be based on retention or a payment based on like actual placement.

For one of our programs in Project Empowerment, participants get a retention incentive or bonus if they are still working six months after.

And it could be something as simple as like a pizza gift card. So there are strategies to incentivize both the opportunity seeker who have been connected to employment, and to the eligible training provider.

MR. LANG: Nathan?

MR. SMITH: Part of the challenge to that is like the WIOA committee that authorizes the ETPL list doesn't receive that follow-on data. So once again we're back to the issue of data sharing and transparency.

Because, you know, when we're, it just happened at our last subcommittee meeting where, you know, we had to kind of grant a conditional approval because, you know, we didn't have enough data or the appropriate data to be able to make an informed decision.

DR. MORRIS-HUGHES: I mean, if you just tell me, we can provide it. I mean I provided it, I mean if folks just ask, I can get that data.
(Off-mic comment.)

MR. SMITH: Well, yes, I mean when it came up in our subcommittee meeting it wasn't the question of whether or not, it was more, whether or not the data was available.

I mean, we receive like a packet of information. Right? And, you know, when we have questions to ask, the ability to answer that question isn't necessarily the person that has the answers isn't there to answer it. Right?

DR. MORRIS-HUGHES: I mean, perhaps, I mean I think it, there's a resounding theme the last few meetings to data available and to look at data as it relates to performance.

And so I can work with Todd and your staff, if you give me some parameters or some data points around performance, especially your ETPL providers, we will provide the data that we have for you. That's a simple ask for us.

MR. SMITH: Not to make this a dispute or anything, but three years ago we asked for this.

DR. MORRIS-HUGHES: I can't really answer for three years ago, but things have changed since then substantially.

MR. FORD: I do hear with respect around that it's a really great idea that when we come up with some of this first ask, and then I'd like to hear a little bit more about some of these problems, and I'll work with you guys on that.

MS. ZEILINGER: And I'd just like to suggest also, so similarly to Project Empowerment and the TANF program, now since October 1st, all of our new tech vendor contracts went live, we have always had performance incentives around retention, now they align with our WIOA measures.

So around for people who are job seekers around attaining employment and retaining employment, at 6 months and 12 months, where both the vendor and the participant gets a bonus.

But also in terms of, you talked about getting in the door to training, but how many people are actually staying and seeing it through?

So we've also shifted out incentives to also be able to pay people when they're successfully maintaining themselves in a training program, so that they don't have to try to offset the need to get out of that in order to work.

And to create more earn and learn opportunities consistent with what our strategies are here. We do have this new MOU around data sharing in that Data Vault.

So one of the things we could do if you think it makes sense is to have the data subcommittee or the Data Vault Committee really look at the connection between how we're using that data to measure these particular things as opposed to looking at it separate from the Data Vault Committee.

Because it's sort of how are we able to manipulate and use that data to see: where are positive outliers? And where are people falling through the cracks, and what is different in terms of the touch points? That's all.

MS. SMITH: And just to piggyback, the retention part of this. As I've partnered with Department of Housing, taken participants from their training programs, it is that lack of on-the-job training. They feel that this prior force of getting this certification, but now they haven't been trained or actually been able to demonstrate the work ethic and show the work ethic.

So this is where they fall through, they get terminated because of time management, not getting to work on time, child care, all of these other things and barriers.

I really would love to the breakdown on what was the reasons why they were terminated. Because this is where, if I've been preaching to anyone it is the earn and learn, let's get that SIEP program year round, get them in training so at least they can build some type of work ethic.

And not be the making the mistake about being fired because when you're a hired employee, I'm going to hold you accountable to that handbook.

When you're in training, I can give you the handbook, and this is what you will be modeled on, and this is when I'm going hire you: when you can meet these expectations.

MR. GRAY: From D.C. Water, I'm curious to hear about what you said, I'm curious to hear about lessons learned from this experience.

D.C. Water entered the program a year and a half ago; we abandoned this short-term three-week program because it didn't lead to a career.

I think someone mentioned careers versus jobs. Our training programs are a year, year and a half minimum, regardless of the skill set.

And so when we're looking at the salaries, \$15.37 is nice, D.C. Water jobs, I'm paying \$40 an hour for everybody.

And I can't have someone on a job site with three weeks of training, even three months of training because they didn't get the on-the-job training that they needed.

Not just the soft skills; the soft skills, I think we overplay that now. Everybody does soft skills, but they need to get job-skill training and the ability to do the work.

And so when I saw your slide, it's good, but I wondered because I couldn't take any of the trainees after three weeks of training because none of my contractors at D.C. Water would be able to place in any kind of successful career track.

So lessons learned from that and I'd to hear you talk maybe about and then how do you improve on that. And I'll just throw out something as a teaser.

D.C. Water's goals, 80 percent new hires are also training, not 40 percent. And we do that by hands-on, intense, in-depth training. A year of support services that we follow-up with and they are partners in life. But you know, I've got to train them for a job, not train them for a certificate that doesn't lead to sustainable service.

(Simultaneous speaking.)

MR. FORD: One at a time, please.

MR. ANDRONACO: No, no, no.

MR. SMITH: Well, I just want to, I know you're not asking to speak about this later on in the meaning. But I do think that the Career Pathways program does help by the link from those jobs to careers.

You know that step that is missing right now. You know, I think there's an opportunity there with that program, you know, for people that once they have their jobs can get referred to the Career Pathways program to help them develop those skills to turn it into jobs.

Now where we're at right now with that, you know, we've made some progress since the last meeting.

We just had a task force meeting on Friday.

You know, the working groups for the three sectors that we determined, you know, to start with, to tackle first. The working groups have been formed, they've met, and they've provided their input to the mayor and mayor consultants.

The actual Career Pathways are now in the process of being developed. They're going to be kicked back to the working group sometime within the next four to six weeks.

And at that point, by the time we get together at the next meeting, we should have a more detailed, you know, description of what those specific pathways are going to look like to talk to your point there about the jobs to careers gap.

MR. LANG: Yes, and that's just exactly what Nathan, you know, talking about there as far as Career Pathways. You know this alignment of industry with knowledge and expertise of what they're looking for within our specific industries.

And sharing with their training providers to make sure that, you know, providers are receiving the exact skills that they need to get placed, you know, placed in jobs and Korey, I'm looking forward to hearing more about that.

MR. ANDRONACO: I do want to say that I knew nothing of this; no one contacted me to hire any of these folks. And to Korey's point with a 0.00 percent chance that folks that we take out to some of these environments are going to succeed with the three-week program.

They need to be ready for a job so that the worst thing they do won't get them into trouble. That's it.

MR. LANG: Clear pathways and Nathan mentioned that update, and in the interest of time, we'll move past this. I do want to give a few minutes to the floor for a guest that we have.

So for at the last meeting, Steven Boney from WMATA talked about the work that he was doing within our workforce system at the Department of Employment Services.

How Steven had an unfortunate incident this morning couldn't be here. He's okay, I don't want to raise any alarms, but something came up for him.

But we do have someone that we wanted to talk, bring up and speak for just a few minutes about how the work through the training and employment that she received through WMATA and working with DOES, and the success story that she's had.

Ms. Dunn, could you come up and join us for just a few minutes? This is Kiara Dunn.

MS. DUNN: Good morning everyone. I'm born and bred Washingtonian, so I went through a lot of the programs here in D.C. I went through DOES a few times; also I've been through the Latin American Youth Center, through their programs and their support as well.

But for some reason, I just recently went through the DOES again when they were merged with WMATA to, you know, at least that employment rate.

But before this year, well, I'm going to say last year, because I did this last year. Before last year any other time that I've been to the program, through a D.C. program, I would finish all the training and do everything I was supposed to do.

But the bridge between the employment with the actual industry and the business just wasn't there. I would find myself still back out looking for employment on my own, even though I had this certification, this certification.

I honestly had like 20 certifications, and then just getting a job, like a career, you know. So it's been very difficult for me. Last year I had just left my job, I worked like a mule.

I worked at Home Depot for three and a half years in the flooring department, so all day tile/concrete/grout just dirty, just dirty.

I also always find myself driving, I had my certification for forklift; I had OP license, and I was out there just not your typical girl.

So after, you know, they would say, you know, you work so hard, and you know, thank you so much, we just want you to do everybody's job.

And I just couldn't do any more. I just couldn't meet those needs of that business any more. So I decided that I needed something better; I needed a career.

You know, I had family, I had just recently gotten married, and they were just --- it just wasn't going well at all. So I decided to leave with not even a Plan B, not even a Plan B.

That's just how fed up I was. And one day I'm lying in my bed, and I had an email, and it came from DOES, and I saw it was from Cassandra McDowney who's from WMATA, and they were like, oh, we heard, you know, this is, you know, this is a position for a Metro bus operator, and we want you to come down to take the test.

Well, I'm like yeah, right, like I didn't apply for this, what is she talking about, you know? So I was thinking that it was some kind of scam at first, but I'm like, "Okay," so I called the number and she answered.

So I talked to her for a while, and so I'm okay, I'll give it a shot. I had nothing to lose. So I went there, I took the test, whatever, and I had to leave unfortunately like right after the test because that was the day that my son was graduating from elementary school.

So, you know, Ms. McDowney she was like, "I'll just call you, let you know your test scores, and we can go from there." So I said, "Fine."

So like about a day later, she called me and let me know, "Hey, you passed the test. We would love for you to come back to see," you know if I was eligible to go through the CDO program which was through DOES.

So I went, "Okay," so I went through the program there. You know, I got the grant to go to DP for my CDO license. So I stuck in there, you know, shortly after that I lost my dad and my sister in that year.

I was crushed, I was crushed. You know, but it still hurts, guys. I'm sorry. But I stayed persistent. It still feels like it happened a few days ago.

But, you know, having someone in your family who's ill and not having a means of getting to them is so hard--ever, so I'm sorry, I didn't want to do this. I'm sorry.

But now like, actually I've been in deployment, I didn't know when I'd get my training program, I didn't look for the incentives that you guys you were talking about.

I looked for the improvement in quality of life, I wanted to change me, and I wanted to give them a better mom, a better wife, a better person. And it was so truly amazing because the quality of life has improved so much.

Everyone looks to me and my family, I have a very large family, and everyone depends on me. And I wasn't able to do anything, and now I'm able to do those things for them because of this.

And I really appreciate everything and all between everyone who had a part in that. And I just wanted to say, you know, I thought Ms. McDowney would be here today, just to thank her personally.

Because she was calling me, I wasn't responding like I should have because I was always at the hospital. And she was like; "You know, I don't usually call," but she didn't know my situation at the time. She was like, "I don't usually keep calling people, you know, to give them opportunity" and then I was explaining to her what was going on--- and that got to me. To see what was going on in my life, I wouldn't be here today. And I just appreciate everything that everybody that had a part in this and that's pretty much it. Thank you again.

DR. MORRIS-HUGHES: You know, it takes a lot courage for someone to get up and share their life story and their personal experiences. And regardless of whatever our, you know, our focus is or what we're talking about at the moment.

I hope everyone knows that you all are part of what we are trying to do at DOES really to improve the lot of life of District residents.

MS. SMITH: I just want to piggyback and also thank DOES because every year DOES gets better. Because I can see the support-- (applause).

I see their success folks; they come to the hotel, they call the hotel, they not only speak to the employer, they speak to the participant.

I have one participant that lost her dad and her cousin on the front doorstep, so when life happens if they don't have that wrap around service and that support that they need to be successful.

And this is when she was already hired six months after so kudos to DOES, it is getting better and better. And I'm ready for more participants. Thank you.

MR. LANG: All right, Kiara. Thank you so much. So we want to turn to the next item on the agenda. I think this is going to be review for some folks.

I really appreciate people sitting in on a call last week on the One Stop Operator of the situation. I really wanted to frame this in kind of four parts as far as what's happening with the work style.

Starting out with the contacts and reminding the background and moving on to a kind of situation, so three parts and looking at next steps.

As you all remember, the WIC played a major role; the WIC Board play a major role on the One Stop Operator structure for the District of Columbia and the selection of the vendor ultimately.

And in September 2017, the WIC contracted Grant Associates to be the One Stop Operator for American Job Centers. Just more for those, you know, as a reminder and then for some new to the table, we all at Workforce Investment and Opportunity that requires a One Stop Operator you know, for the support American Job Centers.

And for the Workforce Board to define the role of the One Stop Operator and competitively select and to go through a competitive procurement.

The contract consisted of the WIC Board, approved model of what many have called the mall manager which is essentially that with the WIC approved model that the One Stop Operator would not provide direct service to customers but would really act in this coordination and assessment and recommendation model.

And where one of the major goals is to make sure that our system, all the different partners that we have, are fairly unified in a way that makes sure that District residents get what they need from staff wherever that they enter our workforce system are getting connected to the services that are right for them.

So Grant Associates started in September of '17, I think, you know, many of your know from the call or through information that was shared that Grant Associates has decided not to continue with the contract. So, you know, they are stepping away from this work and, you know, a major reason, and this is really in conversations with them is that we have a different model here with our districts that, you know, they're used to.

This is the first time that Grant Associates is looking at this model of the mall manager. I'm familiar with Grant Associates' work in other places and the notion where they are, where they are kind of essentially managing the full center, managing the operations and staffing of that center.

And they, you know, are frankly not getting the same impact that they're looking to or hoping to get with this contract, not the best fit.

Because of this, again, they're not looking to continue. They have given us an extension of this contract, a three-month extension essentially through the calendar year.

And we're working now to select, you know, have a procurement process just to select a new vendor for this –

MR. ANDRONACO: And I have some comments from the presentation committee.

DR. MORRIS-HUGHES: Perhaps, can we let him finish the update, and then go to the questions?

MR. ANDRONACO: This is crazy -- he says something.

DR. MORRIS-HUGHES: Well, make a note and then I think a lot of folks might want to add on.

MR. FORD: Yes, just hold on until he finishes and I think, and I told Joe he can have some time to make a comment, and I want then Deputy Mayor Donald to be able to do that, and I told Joe he can respond.

MR. LANG: With this said, one thing I think is imperative to note that there have been strong results, you know, with this vendor.

As I mentioned, system alignment is a major focus of this. Again, to make sure that District residents are getting all the services that are right for them.

So Grant Associates did a great job in partner cross-training and convening different partners within the workforce system. Again, allowing District residents to get right to the services they need.

They really worked on improved customer service at the American Job Centers. One way through this was the development of universal intake.

I think you all have heard stories about residents that have to go through barriers several times when they get referred to different partners explaining their situation, entering information in databases multiple times.

So this universal intake form for all partners is definitely a way to make sure that customers are getting connected to the right services faster. And we're also doing some work to make sure what we're sharing the great news about that happened at the America Job Centers, you know, through a marketing campaign that will be launched on city buses and through social media.

So there's been some efforts on this and results, as I said, that are definitely improving the lives of District residents.

What we wanted to give an update on that, so we are working with the District's Office of Contracting and Procurement to really have a commitment in having no break in service for this contract.

We think that's really important and we're looking at several options right now with OCP on what exactly this next procurement with a vendor will look like.

We think it's going to be really important of course to evaluate the experience of a vendor and the ways to work with its model and the type of staff that they're providing for the next contract.

Grant Associates is building a transition guide so we, you know, this was the first time we had gone through this, you know, as a District.

So I'm confident that as we get a new vendor on-board that the infrastructure and the experience that we've built over the past year is going to make sure that new vendor comes on and hits the ground running, and not as much of a transition.

And finally, you know, we are looking to make sure that in the selection process that we're, you know, looking at the Board to make sure that we work through this procurement in a way that has as much involvement as possible by Board members in the selection. So that's the major points that we wanted to hit on this.

MS. DONALD: I just want to add this was one of the first things that the staff brought to me and so I have elevated the conversation and am talking directly with the head of the Office of Contracts and Procurement who has given us several options for how we can go forward without any break in service.

And so there are a couple of things, and we have to weigh which one makes the most sense. And I do know to Todd's last point that members of the Board have expressed interest in participating.

And I just want to talk with Director Schutter to find out exactly what is legal and appropriate and certainly want to give the Board the opportunity but we have to mind the procurement processes as well.

So that's where we are now, and it's a high priority. And I appreciate too Todd's points about building on what has already, what we have learned, and there may be opportunities.

Or maybe a desire down the road to even tweak or the whole procurement contract but we have to make that first we have the seamless transition and then build from there.

MR. ANDRONACO: So when I received, thank you, and if I seem a bit anxious and intense about this is because all my employees are residents or folks east of the river.

Also, I didn't look for a long time, and I've been hearing some of the same stuff over and over. Data Vault, which is, I would love to see it. If it's like on gold or something.

We have no measure to speak, I hear about GW doing a study. These folks don't have time for these studies. And the real re-- when the WIC was reauthorized on June 22nd, 2014 in the Workforce Innovation and Opportunity Act authorizing it for six year from 2015 through 2020.

So we have been at it for four years without a stable One Stop Operator, without measures which can't harm folks. I mean to me, this is life and death for some of these folks.

Whereas the state mandates or directs these separate partnership and Career Pathway models including high levels of accountability. And Todd you said that you or mine that the reason that Grant Associates said that they were leaving is because this was a new model for them and they were selected for this model.

And if our procurement department did not allow business to have input, it kills the intent. Well, it does. We've been given a hit; while we're here we've got to do it.

It happened to us with the American Job Center. If the city really wants the business sector's involvement, which really drives employment, then we've got to start behaving differently.

And the last time I voted for re-certification of the American Job Center, but if you take it out of the employment executive branch of the city. D.C. would have lost that vote nine to seven, I never, and this is all of our issues.

And honestly, I'm frustrated, I lost three guys last week because they, to Korey's point, and I'm a bit more of a career innovator, take more risk than D.C. wanted.

It's not the actual work –

MR. FORD: Hey, Joe.

MR. ANDRONACO: -- which are hampered, and continue to harm them by not providing what they need. I do not see things as well, perhaps, as others do. I am very disappointed. Back to you.

MR. FORD: I did have a conversation with Joe, and I appreciate, Joe knows we go back for a while. And one of the things I did ask and I had a conversation with Deputy Mayor Donald that to the maximum extent that we can that the Board be involved subject to whatever the rules are.

And that was my commitment in terms of whatever roles that we can play and so we did ask her to escalate that just from a—

MR. ANDRONACO: I'm just confused how the Implementation Committee was suddenly dropped from the WIC. I called Thomas Penny this morning, "Hey, is this something out of governance?"

This is something that we implemented just to give you guys a sense. We had a mystery shopper report, and they were 75 percent through a best practices thing which could really inform us.

But Todd, honestly, but I keep saying, "I'll get back to you," and you don't. So I don't, I mean, my recommendation is that we've got to get this thing going. Let's get some stuff on to study.

MR. FORD: Thanks, Joe.

PARTICIPANT: Counselor.

MR. FORD: Yes.

MR. WHITE: Thank you. Just to verify some questions, so WIOA requires a One Stop Operator but to what extent does the law outline what role the operator plays?

MR. LANG: So the local board and the state board defines the model in which the One Stop Operator will work. So this predates me, but in 2016 the Board approved, you know, this model based on-- I think, you know if I remember correctly three different models that the Board voted on.

And went with small manager, so, you know, it's the local area that works on what exactly that structure will be which the WIC Board approved in 2016.

MR. WHITE: So if Grant signed a contract to do work for X amount of money. They left because they wanted to do more work. That's not usually a problem that we have with contractors. If they want to do more work, why do we not let them?

MR. LANG: Yes, not more work it is really, as I said, the structure in which our system operates, you know, is not the type of management and control of American Job Center in which they're used to.

So that access, you know, and control is something that, so frankly this was something that Grant Associates realized wasn't a good fit.

MR. WHITE: They are committed to, you know, to helping the District, you know, continue. They have the contracts in other areas and are subject to TANF program by working to make sure of a smooth handoff and did allow us this extension to make sure that it would be as seamless as possible.

DR. MORRIS-HUGHES: To shed some additional light and provide some additional context, in Soup to Nut New York, Grant and Associates actually runs the American Job Center.

So they staff it, they hire the staff, they manage it soup to nuts, the model that the Board had approved was not that model.

And so what Grant and Associates was used to having full control of all aspects of American Job Center's operation. That's not our model, and so I think that is one of their, you know, probably of the few chief complaints about the contract.

MR. ANDRONACO: So why were they selected?

MR. FORD: Hold on a second.

MR. WHITE: Because I mean, it seems like they have more experience than this with this than we do. So what are we holding on to? Why did we not say, "All right, Grant Associates, you know what you're doing?" I just don't know what it is, what control level they want to or why.

MR. LANG: It's not control, but it's just the manner in which they're working and main reason they chose to step away. Because they're saying that they're not getting the impact that they expected.

So it's not as if we're a situation where we're controlling their work. It's just that the manner in which their scope of work is defined was a new approach for them.

MR. WHITE: I just want to make sure we're not making a mistake because they have more experience here than we have.

MS. MITCHELL: I guess the question is, do we have the right model?

MR. SMITH: So, I mean, I'm looking at the law right now and you know we are responsible for determining what that model is. So I guess my question is if there was an issue that Grant brought to us that there was some kind of inefficiencies in our model.

How come that wasn't brought to the Board so we could discuss it and maybe come up with a solution rather than starting over from square one?

MR. LANG: Well, I mean, this was, you know, a decision that happened towards the end of the summer on their end, and they're warning us.

And like I said, they agreed to extend to, and now we're at the point to get somebody else in there to do the work.

DR. MORRIS-HUGHES: And Todd, maybe I could add that, you know, I think we, you know the folks on the ground that are, you know, eliciting operations of this thought that we would move into the second year with Grant and Associates and have a more defined scope.

Because I think that is one of the challenges is that the scope is very broad and that Grant and Associates decided not to proceed forward. But it's not being driven by us, and we did not know that this was going to occur.

MR. SMITH: So if the model is a problem, are we going to revisit the scope?

MR. FORD: Yes, so to your point, I did have a conversation with both folks. I think as whole, and we talked this weekend about the model. All right?

To your point, is it right for us? This is something we voted four years ago, three?

MR. LANG: 2016.

MR. FORD: 2016, so some of us weren't here. And so to that point, I was talking to Joe about that and Joe was like, "What model are you talking about?" And I said like, "Yes, thank you." So I think we have to be –

MR. ANDRONACO: Who was involved in the selection? The Board was not that involved.

MR. FORD: So I think we need to revisit that to your point, Counselor, because you're like, "Are there best practices that they were pointing out?"

Whether we deal with them or not, is the model right for Washington D.C.? And I think that's the important thing that we want to do.

MR. WHITE: Can we do that before we select another contractor?

MS. DONALD: So I think what I thought given the short time that we have that they are really doing a hard stop on December 31st. One is that we have to ensure that there is no break in service. Right?

So that we're meeting with premise of the law to have an operator until technically and legally this is the city's and the state's operator. I do plan to meet with them to see if there's any, you know, to understand better what the issues were.

And about the structure and if, you know, any possible opportunity to cure it, I think that's already down the road and perhaps that may not be doable.

But I think the other thing and in my conversations with Director Schutter that whether or not, how significant changes can be made to continue this in terms of procurement requirements. Right?

So can we make some modifications if we're talking about the Board wanting to revisit the model and then that may be a whole another procurement, and then there could be an emergency procurement to bridge that period of time.

So I'm going to come back to the Board with some real concrete options for a path forward over this next year.

MR. WHITE: Can one of those options be for us to re-vote before their contract ends and if we're wrong, then we shouldn't let them go.

MR. FORD: If they –

MS. DONALD: Well, I mean legally, yes they could be forced to continue the work but if they're not going to do. I mean when the options, when there's multi-year contract and the option actually lies with the city.

So they could be forced to perform but if, and that's part of that, "Can we make this marriage work?" Because if they don't want to do it and they're going to walk, they're going to walk.

And they would then deal with whatever legal ramifications to them. So I think that is in a way, council member, one of the options to see if we can convince them to stay if that makes sense.

MR. WHITE: If we change our model, the Board votes to change the model to something more aligned with what they want to do. The problem may be the easiest solution.

MS. DONALD: It may be a moot point too depending on how big of change it is.

MR. ANDRONACO: And how long it's going to take. Who selected the model in the first place?
(Simultaneous speaking.)

DR. MORRIS-HUGHES: The Board.
(Simultaneous speaking.)

MS. DONALD: So maybe we should have a report and some recommendations for people who weren't here. Many of us to say, "What was that? And then here's where we landed." So we could do that, and maybe that's in one of your internal projects or meetings?

MR. FORD: We'll do one internal meetings-- (simultaneous speaking).

MS. DONALD: To bring everyone up to speed.

MR. FORD: -- before our next board meeting because we have to do it before then.

MR. ANDRONACO: And procurement takes a long time, I do not want to have that --

MS. DONALD: Right, that's why we want to it, yes.

MR. FORD: Like we mentioned on the call, give us a little bit of time to kind of get our arms around because there's a lot of moving variables and then we'll go from there.

MR. SMITH: All right, I think you answered my question because from a process point of view we kind of find ourselves in this position often where we have to make a decision before the next board meeting.

MR. FORD: That's why I said we're going to have an interim meeting. Council member?

MS. SILVERMAN: Nathan I think covered it a little bit but just for clarification. So, Deputy Mayor, you're coming back to us with what kind of role the Board can play in the procurement decision?

MS. DONALD: Yes, that's part of it.

MS. SILVERMAN: And how will that information be given to the Board?

MS. DONALD: So, I'll, I mean I'll do a report and layout options in it, so it's kind of a briefing whether hoe the Board prefers to get that I prefer to do it in writing.

MS. SILVERMAN: Right.

MS. DONALD: In kind of a decision memo that will lay out some options.

MS. SILVERMAN: Okay, that's great because, you know, I think for those who weren't members of the Board before where we weren't making this decision as it was so we had to do it.

We were under the gun, we were already past the deadline, and I think many Board members feel like that's not a good option to have.

I would also just echo the comments I think that's been asked by my colleague and others. I don't mean to put too much of a connotation on it but applaud model then there's no contract.

You know we can select somebody, but we're going to end up with the same results. So making sure that we have a model that works, I think is critical to success here.

MR. ANDRONACO: I have a question about the process, about the time and the process. Procurement process, I think they put, and do everything legally but would we want to understand the different models before the procurement to see what's acceptable?

MR. FORD: Well, this is a simultaneous process. Part of the process is what can we do as a Board regardless of the model. All right? What participation can we be a part of based on the D.C. Procurement?

MR. ANDRONACO: Okay.

MR. FORD: At the same time, I think we need to go down, and sort of talk through some of the models and that maybe some of the information that we had before.

But we'll sit down, and so I don't think you were there either.

DR. MORRIS-HUGHES: I wasn't.

MR. FORD: Yes, so let's kind of dig in a little bit, Joe. Because I think part of it, Joe, quite honestly, is many of us weren't around.

So I think we kind of got to dig and get some information.

MR. ANDRONACO: Maybe these two ladies here who can help us with-- (simultaneous speaking).

MR. LANG: Thanks everyone for the comments on that. We want to turn it to Latara. I think that you know that we have built an Ad Hoc Governance Committee which is led by Thomas Penny.

It is really focusing on a lot of the things that are coming up today as far as how we are managing our decision-making process with the Board.

How we're communicating with Board members and how we can, frankly, engage you all to the best ability to share your resources and experiences into something that echoes what we're trying to address. So Latara's going to show that.

MS. HARRIS: All righty. So this was a really good meeting and just hearing how important our work is and how important it is that we really executive.

I mean I know, Nathan is more provocative that I stop to repeat but you're absolutely right. We've got to get this right. Too many lives, like Ms. Dunn, are impacted by this, and we've got to figure this out.

So, excuse me, the Governance Committee had placed out, put out a survey to members of this board here. We want to first thank you for everyone that completed the survey. It really sort of underscored the commitment and helped us kind of move that expeditiously to service the District residents who are counting on us for a strong workforce to move things along.

So we did receive 19 surveys, 19 responses, you know, 54 percent. Most people completed it in a week. So want to sort of give you overarching talking points from the survey.

We're going send the actual survey out to you all after the meeting, tomorrow or something like that. Well, we were planning on having this at the retreat but thought it would be helpful today to kind of let you all hear some of this.

So again, you know, the WIC Board has the right mix of individuals based on the survey, you all saw it in terms of the talent and expertise that are around this table.

More members want to be ambassadors for the District Workforce, and I think that we can tell that just from, you know, the passion that we're hearing at the table about how we really want to figure out how to get this right.

Board members seek more communications from WIC staff, that's no surprise, and I'll talk to you a little bit about that. Board members are seeking more data on workforce programs, Data Vault; there you go Joe. The Board wants committees to better align with our strategic goals, and we want stronger understanding of the decision-making process.

So I'll go into in my talking points and again I'm doing this on behalf of Thomas Penny who couldn't be with us today. But just wanted to kind of condense it a little bit.

We're going to break this down to kind of strengths and then also look at opportunities. So let me just kind of start at the strengths.

You know again we feel that our board is mainly knowledgeable about what we're doing. Consistent with existing WIC priorities, the Board felt the top roles and responsibility of the WIC were and let me just give you some of those.

We thought our top goals were to be an ambassador of the mission, leveraging our networks, a lot of folks doing a very good job of leveraging our existing networks.

Providing our personal expertise, you have people that are, you know, coming to the table with their own kind of skills set to help the WIC move forward. Many of our Board members are bringing their personal expertise here in that area.

In response to the question, "Do you receive enough information?" The majority, 10 out of the 19 that responded felt that although we do receive information, but we don't receive enough.

So we've already started kind of moving in the direction. I won't call it, you know, I'll call it interceding. You know, we've gotten the early results, and we kind of wanted to start doing some things.

So the conference call that the Chairman put on for us before this meeting. Things like that, we've already started moving in that direction to provide more communication around/across the table.

So scheduling those conference calls or meetings and we're, you know, chief of staff back here to the Chairman of the Board is going to get us some information as well in between.

Respondents said that the best way to fill the WIC knowledge is by fall orientation sessions and retreats, a monthly newsletter or update and stakeholder/customer roundtables.

And I believe that Kyle's planning on doing the newsletters and then we're talking about have more customer roundtables. I think we're even talking about that in our committees as well, in general.

One of the things that we certainly want to do is schedule an orientation for recent Board members. I know later that we have a date hereof sort of middle of November. So we do hope to get that one for our new Board members, welcome again being around the table with us.

We talked about potentially scheduling quarterly stakeholder/customer roundtables for fourth quarter 2018 and ongoing. So those are some of the things that we're still working through.

Moving on the majority of the respondents rated the current board governance structure as average. And addressing the opportunities cited in the survey, we can elevate governance above average. We do believe that we can do that if we really put in the work to get it done.

The top four focused priorities is engagement in programs and services; folks want to be connected to the work. I can't tell you, and I've seen for all of you at this table Ms. Dunn's testimony today was extremely helpful for us to constantly keep in the forefront of our minds as we're doing this work.

You know, she didn't talk about jobs; she talked about improvement and quality of life. So anything that we are doing we should absolutely put our minds to that, you know, we're not just getting people jobs.

We want them to be employable and be able to support their families just as everyone around this table is able to do that as well.

Another priority focus area, number two, is a performance evaluation. Board members want to know our money is being well-spent on quality programs that meet their respective performance metrics, data, and data metrics.

Another priority focus area, leadership development was good to see here as well. Board members want to continue to advance their understanding of workforce and how we can work together to do the work at an even higher level.

Excuse me, I have a cough that comes, and then here it comes in the middle. I'm coughing.

MS. HARRIS: So the leadership development, you know we continue to advance our understanding of the workforce and how we can work together.

Succession planning, Board members want to ensure we are not starting over. You know, I know, I hear, "Oh, you weren't here four years ago." We should not be even making that statement.

Whatever we develop should be sustainable to be something that should go from the next to the next to the next. That kind of a conversation, especially in a corporation like AT&T would drive you nuts.

And that's not something we can say around our table and then figure out how to get it done the next time despite who was there prior to.

So we want to work on that and not starting over every time we have new leadership. Furthermore, we want to ensure future WIC Boards will be able to further build on our work as we mentioned.

Almost down to the bottom here. Excuse me. In response to the question, "Do you feel the current committee structure addresses the needs of the WIC and that there is active distribution of responsibilities that leads to effective decision making? That was a question.

The majority, 10 out of 19 said, "No." A lot don't feel that committee structure addresses the WIC needs, or there is an inadequate distribution of responsibilities. We need to make some adjustments to our committees. Which I found interesting if you look at that data. And I think also we've learned in our WIC retreats and just from today, I mean what we heard on D.C. Water and others.

I mean, I won't get with you right away because, on our eligible training, you know our EWA Committee we want to make sure we're doing the stuff. We don't want to have to spin wheels; we want to get this stuff right. So we need to do some adjustments there. Some of the things we've done here are the Board's governance structure will be assessed with recommendations provided to improvement standing committee alignment through strategic priority, CO development and of work plans and work flow to the Board. We're hoping to have that by the end of the year.

Committee chairs will solicit feedback from their respective committee members or recommendations that ensure accurate distribution of responsibilities that lead to the best ideas are being advanced to the WIC. Committee chairs will share feedback to the WIC Executive Committee. So we've kind of developed sort of this interim step that helps to get to the other committees.

Again, helping to improve overall communications before we get to this table and say "I don't know, I don't know, I don't know".

Top three organization changes, all responses were very good, and we need to share of the respective committees so we can find ways again to integrate as much as possible into the ethos of our work. I'll tell Thomas Penny I like that word.

Top five adopted, we know five unified state plan goals. Performance and accountabilities through standardized methodologies.

Number two, supporting our view on the state's education and training force and having its deployment. Three system alignment with fairly defined roles and integrated services.

Again, you'll get all of this data. Actual real data survey results tomorrow. Sector strategies and alignment with business needs in the District.

Access to workforce and education services regardless of skill level ability or disability.

Top four real plan operational elements. Fill out the existing Data Vault and we talked about that and talked about that more and we've talked on and on about that.

Expand our education training transition services by broadening base of providers. Strengthening the District agency of CBO partnerships to improve barrier remediation services and create more opportunities for youth to pursue education and careers.

So some of what we've done here expanding providers, we've completed ongoing training, and we'll talk about that in just a second. I'll give you a quick update on EWA Committee's work. I sat down, so I have to get back up here.

Scheduling a meeting and/or a breakfast with District agencies and CBO partners to advance relations and see what services can be added in the short and long-term to improve barrier remediation services by the end of the year.

Quick performance dashboard and we talked about that. Okay, I did talk to Thomas about that we're hoping to schedule at least two WIC Board meetings a year east of the river to allow us to see here, better understand the response to the daily conditions that confront many of our residents.

I mean we're here, but certainly, want to be on both, you know. all sides of the city as well as the river. Additionally, we are working with Angela Franco on an upcoming event with Hispanic leaders to discuss some of the unique challenges confronting our brothers and sisters in the Hispanic community.

Lastly, we will work with Sonya and Andrews on a future event to tour and meet with service providers who account for with different abilities. And that's my report.
(Applause).

MR. FORD: Thank you. Well done. Thank you. So the committees will continue to meet.

MS. HARRIS: Oh, a list, you yes that's in my, oh go ahead.

MR. FORD: Yes, the committee will continue to meet with actionable items regarding some of the things that they had talked about.

So Thomas and I we talked and these guys will be taking the lead. And just so you know, do you want to take a list of people on the committee?

MS. HARRIS: Sure. Just bear with me.

MR. FORD: Well, on the –

MS. HARRIS: On the governance, yes, so who? Raise your hand if you're on.

MR. FORD: You know, it says Angela and –

MR. ANDRONACO: Oh, I didn't know that. While we're on there--- (Simultaneous speaking).

But one thing she mentioned was really critical is the continuity of certain things. Right?

At businesses, for example, I can't say to, you know, a client, "I was in there first." So one of the big things about having you all come through process is the attrition that you guys go through. Hey, I don't know what that's about, but it's a lot.

And this has to do with programs, and we need that. And so I don't know, and I would like us to see ask a favor of the Board is who could finish the implementation to many works started.

And then you've also got combinations. You have that authority to do one every year?

MR. LANG: Yes.

MR. FORD: Yes.

MR. ANDRONACO: Bless you.

MR. FORD: Yes.
(Simultaneous speaking).

MR. FORD: About 25 percent, you know.

MR. ANDRONACO: Okay, thank you. All right.

MS. HARRIS: And I think some of that continuity that Deputy Mayor Donald and her expertise and organizational development will be extremely helpful to us as we're sort of moving forward.

That's a skill set I think it's really tremendous as we're moving forward. So we had strategic goals and alignment for the Economic and Workforce and Alignment Committee.

So on the committee is still me, and Big Ben, and Dr. Mitchell and we've-- and that's it. Okay, small but mighty, we are. Excuse me.

Excuse me. And we are so serious about our role. We had a goal of getting 50 training providers this year. And we got to the end of it again; this perfect mindset and we're like "we're not there".
(Simultaneous speaking.)

And we pulled together and just made sure, and whoever we were selecting we needed to make sure that they were meeting the criteria you know that we needed in order to get them approved.

So our goal is to increase trainings, business engagement, you can kind of see the strategic priority there. So our data is that we've recently approved the Contemporary Family Services and the Catholic University of Maryland--- excuse me--- of America.

We have an apprentice program launched code and reliance for media and culture. So here's the data, so the 39 providers on the eligible training provider list, 26 providers and 13 apprenticeship programs.

So with that, and then I thought Diane that there were more than qualify, that helped us get to 50. I mean this is what we landed with but there was another definition that was to the law that helped us do it.

Let me just say; I'm not happy with that because I wanted us to, you know, we wanted to hit 50. And not only that we're looking with Gina at our new-- welcome aboard Gina. Our new person here.

And really digging deep into the data. We want to know so we're having all of these forums. Are they making a difference? You know, if you get 50 people, you're pulling out one does it make sense to do that or do we need people to make a call.

We also want to know in terms of kind of the attrition rate and how the people are going through the system. So we're really intending between now and our next meeting to dig deep now that we have Gina onboard in terms of data.

Because we don't want to misstep, we want to make some good steps here. So Diana was on the phone.

MS. PABICH: Oh, that was just your current list as it stands today. What's already been contacted through the apprenticeship program?

Now moving forward the next month you'll see a more robust list based on the new sponsorships of apprenticeships from various high-demand occupations.

And you can share that at your next meeting.

MS. HARRIS: Okay, and so for me any questions? Okay, that's it for me.

MR. FORD: Thank you so much.
(Applause).

DR. MORRIS-HUGHES: I have a question about the Catholic University of America and Todd or Diane, you may be the one to answer this question as it relates to universities.

I remember there was some sort of discussion a while back on whether or not a university should or could be on the ETPL list because they were already like an institution of higher education and their rates being published.

Wasn't there an issue and has that, if there was an issue has it been resolved? About universities being on the ETPL list?

MR. LANG: No, no, we can continue it. Yes, we'll catch up with that. Yes.

DR. MORRIS-HUGHES: There is no issue.

MR. LANG: Not now.

DR. MORRIS-HUGHES: Okay, okay.

MS. HARRIS: So perhaps like work force development programs at different universities is where we should be looking, but they may have their own status. It's something, but you know we'll check into that in our committee meeting.

DR. MORRIS-HUGHES: Okay.

MR. LANG: I know we're getting close the end, so I thought I'd follow-up with a few things. So I was at an event last week and heard this proverb, it said the best day to plant a tree is 20 years ago. And the second best day to plant a tree is today.

So clearly there's some other rumors that people have been talking about that.

You know, really excited, you know, so we'll try on the Governance Committee to try to, to make sure we gather some of these things and engage our Board members as much as possible.

One of those things that was mentioned, of course, was outreach and communication. So we are launching the WIC Monthly Newsletter in an effort to ensure that we communicate with folks.

This is essentially a preview of that which we'll be able to show different types of results that have happened and different types of activities, different types of events that are coming up to make sure that Board members are aware.

And then finally the data work session which we will be sharing information from DOES that we get about labor/market indicators. Some of our program information et cetera. So we're excited about that which would be a monthly newsletter.

We're also going to have something named a WIC Minute which would be just kind of a short burst of information for folks to make sure that they're keeping up to date with the things that are happening.

So it's clear the notion of making sure, I get frustrated when I think about the hard work that the team and I are doing that we're not necessarily sharing with folks, to make sure that we are. Just to make sure that we are, know that we moving the needle.

So one thing that we're going to do to make sure is that constant communication happens to Board members. In regards to data also, I would be remiss if we didn't mention the transparency element of 2018.

So the WIC, this is legislation that was passed, I guess it was this summer. Thank you. Focused on making sure that we can have a clear picture of a lot of things that we're working on.

So the WIC is leading up this initiative which is essentially a report starting off in its first of seven agencies, many are people that are in the room.

So DDS, OSSE, DHS, DOES, the WIC, Deputy Mayor of Greater Economic Opportunity, and District of Columbia Health and Human Resources to really get a notion of all of the different types of programs that these agencies are involved in the workforce development.

And a scorecard of the different vendors, the different metrics, and the different outcomes that these show. So we are working on this for a February deadline, and I think it's going to be a key tool in answering a lot of the questions that you all have.

So it's something that we're focused on, and I think it's going to be received well. Also, I wanted to mention those few parts. I know we're getting close to our time and then give Stacy the opportunity here for you to talk about your committees. Thank you.

Sorry, where are we? Give me just a second as we move to that. Thank you, Stacy.

MS. SMITH: Thank you. So real quick our next meeting is going to be November 7th and I invite everyone to join us at 1:00 at Shannon Place.

Hopefully, we're going to; hopefully by the NEP meeting, we'll be about to get some number from DOES on year over year performance on increasing access for participants.

And then at our next meeting, we'll be meeting with, I've been working with HUD to talk about their Jobs Plus program. I'm looking at where a lot of the communication and breakdown and what are our next year strategic goals going to be?

And what can we do to make an effort on making a difference to our disconnected and disadvantaged youth? I spoke to Council Member Trayon White two weeks ago. Talking about some of the challenges of his residents getting to DOES.

And I have an appointment with Dr. Morris-Hughes to talk about some of those initiative as well. So when we go to our youth meeting, we'll have some ideas to discuss on our focus group.

Also to talk about our youth participants that will be invited to come to the Board as well as Lauren's going to be able to report on her capstone presentation.

And hopefully, we'll come up with a very robust 2019 goals and initiatives for the NEP Committee. Thank you. Yes?

MR. ANDRONACO: Real quick, the overview of the HUD Jobs Plus I'm not sure what that is but are you guys connecting with DCHS?

MS. SMITH: So it's funny, I actually got to present to their Jobs Plus community. It's 30 communities that have been invited to or approved to be in the Jobs Plus program where they incentivize residents to get training, and during the training there they don't have to pay the rent.

So the next step for the Jobs Plus program is to get them connected to opportunities. Well, I did a presentation on what their challenges could be.

I talked about unconscious bias; I talked about them not knowing the trauma and the challenges because they don't live, the majority of them don't live in the communities that they are serving in.

We're talking about half of the room, over 200 participants, half of the room didn't even know what the real state plan was. And this is 30 Jobs Plus sites, so it was all of great information.

Tomorrow I've been invited to speak at the Hill to talk about workforce development and barriers and challenges. So a lot of great things to come out of a lot of moving parts. But I'm hoping that we can make some good progress for 2019.

So that's all I have. Any questions.

MR. LANG: Thank you, Stacy.

MS. SMITH: Thank you.

MR. FORD: I'd like to open it up for public comment at this point--

Any other questions? I noticed traffic was a bit hard to get here. But I do want to make sure that we try to start on time. I think we started about 20, 25 minutes late. So if we can encourage folks to be here on time we'll figure out some things.

No other questions? Again, please look out for an email regarding the questions for the chancellor. Please also look out for a meeting to be able to address some of the issues in this meeting.

We will probably try to meet as opposed to a call regarding these One Stop requirements are going to require us to get together to be able to talk about why we're here today.

Is there a motion for adjournment?

PARTICIPANT: So moved.

PARTICIPANTS: Seconded.

MR. FORD: All in favor.
(Chorus of ayes.)

(Whereupon, the above-entitled meeting went off the record at 12:05 p.m.)