



**D.C. WORKFORCE INVESTMENT COUNCIL**

**WORKFORCE INVESTMENT COUNCIL  
QUARTERLY BOARD MEETING**

**MONDAY, JULY 23, 2018**

**MEETING TRANSCRIPT PREPARED BY:  
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WASHINGTON, D.C. 20005-3701**



The Workforce Investment Council met in the Mayor's Press Briefing Room, 1350 Pennsylvania Avenue, NW, Washington, DC, at 10:00 a.m., Antwanye Ford, Chairman, presiding.

#### **BOARD MEMBERS PRESENT**

- ANTWANYE FORD, Chairman
- JOSEPH ANDRONACO, Access Green\*
- STEVEN BONEY, WMATA
- ANTHONY J. CANCELOSI, Columbia Lighthouse for the Blind
- ANGELA FRANCO, DC Health Benefit Exchange Authority
- LaTARA HARRIS, AT&T
- SOLOMON KEENE, Hotel Association of Washington, DC\*
- TODD LANG, WIC Executive Director
- KATHLEEN McKIRCHY, Metropolitan Washington Council, AFL-CIO\*
- ANTOINETTE MITCHELL, OSSE
- UNIQUE MORRIS-HUGHES, DOES
- BENTON MURPHY, Community Foundation for the National Capital Region
- THOMAS PENNY, Donohoe Hospitality Services
- ANDREW REESE, DDS
- THE HONORABLE ELISSA SILVERMAN, At-Large Councilmember
- NATHAN SMITH, Allied Barton
- STACY SMITH, Hyatt Place
- COURTNEY SNOWDEN, Deputy Mayor for Greater Economic Opportunity
- TONY SUMMERS, UDC-CC
- DARRYL WIGGINS, DigiDoc, Inc.
- LAURA ZEILINGER, Department of Human Services

\*Present via teleconference

#### **ALSO PRESENT**

- AMEER FLIPPIN, Urban Public Finance
- JONATHAN TOYE, DOES
- ADRIANA CRAWFORD, Grants Associates
- VANESSA WEATHERINGTON, DOES
- GEM THOMAS, DOES
- JUDY BERMAN, DC Appleseed
- TONY JOHNSON, UDC-CC
- TYGRESSA JONES, Enlightened, Inc.
- LIZ WEISS, DC Council
- OPEYEMI FASAKIN, DOES
- ROXANNE WILLIAMS, URBAN Ed
- MICHAELA MILLER, OPLA
- ANIKA HOLMES, UDC-CC
- CRYSTAL DAVIS, WIC
- LAUREN SCOTT, WIC
- DIANE PABICH, WIC
- JOE JAROSCAK, WIC

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PROCEEDINGS (10:13 a.m.)

**CHAIRMAN FORD:** Good morning, everyone.  
(Chorus of good morning)

**CHAIRMAN FORD:** Hopefully no one built an ark this weekend but ---  
(Laughter)

**CHAIRMAN FORD:** -- if you did, open the door when I knock on it please. I want to call the meeting to order. Before I get started on my report, I do want to get approval for the minutes from July 23rd. All in favor say aye.  
(Chorus of ayes)

**CHAIRMAN FORD:** Thank you very much. That's the ---

**PARTICIPANT:** Aye.

**CHAIRMAN FORD:** Oh, I like that, thank you. Appreciate it.  
(Off the record comments)

**CHAIRMAN FORD:** Oh, good. Do we have any opposition?  
(No audible response)

**CHAIRMAN FORD:** Abstentions?  
(No audible response)

**CHAIRMAN FORD:** We're good. Thank you so much.

A couple of comments before we get started. I do have a very tight deadline, so my Chief of Staff, wave your hand, Todd, is going to help me with time. Because I want to make sure particularly we give time for the committees, because we've been short-changing the committees at the end. So I want to make sure that we give enough time for the committees in this meeting. So be patient, be quick in what you say and, you know, don't get upset if I cut you off. But I'll give you the time that we have here.

A couple of things to mention, I did have a conversation with the DC Chamber of Commerce along with UDC.

One of the things I mentioned is that we are trying to pull off a quote-unquote, fall event, where we get all of our major employment organizations, chambers, Hispanic Chamber of Commerce, those types of organizations together, Restaurant Association, such that we can really talk about what their needs are. So from a structural perspective, what we're really looking to do is talk about what their members need, what types of jobs do they see on the horizon, then we'll talk a little bit about what types of skill sets that they need and then we want to bring that to almost a summit in the fall.

So I'll be working with Deputy Mayor Snowden, Director Todd, and some of these organizations to really talk about this, bring them together so we can have a collective thought process.

Overall, I really want commitments from the business community around jobs and the types of jobs that they want and the skill sets that they're going to commit to.

I even talked to Marie Johns, who's the current Chair of the DC Chamber of Commerce, about getting commitments from some of the organizations that are coming into the city, that are joining the Chamber, as well as I'll be meeting with the Hispanic Chamber of Commerce, the Restaurant Association, the Construction Association.

Anybody else that you think is an organization that I need to meet with, please let me know or see Todd Gresa (phonetic), and I will be scheduling those meetings accordingly.

A couple of other quick things. I want to have Thomas Penny talk about the Governance Committee in a second.

Director Todd and I had really good conversations last week as well as Saturday. And one of the things that we really want to do is have much more of a structured communication plan to the Board such that the Board is really aware of some of the things that's happening.

And so we're going to sit down and strategize a little bit more about the way you want to hear information, the way we want to present information.

And at the next Board meeting, we'll be talking about a communication strategy that'll really look at it across the board, not just the Internet, not just the Web, but across the board how you want to see it. Because we want to make sure that the information is flowing and that you're aware of what's happening and some of the great work that we're doing around the city. And I think we want to -- we want to do whatever's necessary to be a much more inclusive Board and, I would say, a much more active Board.

And so there's meetings that's happening around the city that Dr. Morris and her crew are usually there. And I really want the Board to be a part of that.

And so we had a good conversation about that. And so one of the things that she's going to be doing is counting on you guys to be a part of the meeting and being part of the community that's happening. So we've been having conversations about that. And I really want you guys to reach out. So we'll be very proactive about that particular function.

To let you know, we did kickoff the Governance Committee meeting. I will have Thomas Penny, he's chairing that committee. I appreciate him for pulling this together. And so, Thomas, do you want to give an update on kind of where we are in the whole function.

**MEMBER PENNY:** So we had our first Governance Committee meeting last week. It was an engaged discussion around how do we increase Board participation as well as collaboration.

One of things we're going to kickoff, and you'll get this by Friday of this week, is a Board poll survey to help us identify the areas of priority for the Board, as well as to help us to understand how you would like to be engaged, as well as to really just solicit your thoughts around what we should focus in on in the coming year.

Secondly, as Antwanye described, we're going to try to have more communication building on what he has started with the early morning conference calls, such that folks can get information in real time. He talked about the newsletter. We're going to try increase communication by way the Governance Committee. We're also going to be scheduling some sessions where we're going to bring in some critical community stakeholders to talk about some of the pertinent things happening in the community.

For example, right now the Hispanic community is dealing with some unique challenges, and we want to make certain that, as a Board, we're aware and we're responding to those unique challenges.

And then lastly, and I think Darryl is going to cover much of this, but we're going to work with the Education - -- I mean, his committee, the Employment Services Committee, to basically get the dashboard launched.

And he's going to, I think, present some things today. And we're going to solicit the Board's opinion to add more metrics, such that we can measure effectively our collective contribution while we serve the WIC.

**CHAIRMAN FORD:** Thank you, sir. One of the things that --- and we were talking to Thomas this weekend, or last week --- is really having a Board that's going to be focused on our personal objectives as an organization so that we have structured goals and objectives that the Board has that we want to march towards.

And so he's going to be establishing that with the Governance Committee. So when they reach out to you, I think that'll be important. Thomas, can you talk to --- tell them who's on the Governance Committee so people are aware of that?

**MEMBER PENNY:** Stacy Smith's on the Governance Committee, Latara Harris is on the Governance Committee, Angela Franco is on the Governance Committee, and who am I missing, one more person?

**MEMBER PENNY:** Joe, Joe Andronaco is on the Governance Committee.

**CHAIRMAN FORD:** Thank you so much. Next we have the Deputy Mayor's report. They said you can do this within ten minutes, so I'm happy.

(Off the record comments)

**CHAIRMAN FORD:** That'll be good. Thank you so much.

**MEMBER SNOWDEN:** Well, good morning, everyone. We are very excited about some of the fantastic progress we've made since we last had an opportunity to speak. And I wanted to just, at a very high level, go through where we are.

But first, I wanted to congratulate our workforce system partners at the Department of Employment Services for getting a clean audit on their WIOA Title I and Title II funds. This is a pretty big accomplishment --- (Applause)

**MEMBER SNOWDEN:** -- given how far we have come with the Department of Labor. And so I want to thank the Department of Employment Services, their team, and Director Morris-Hughes for her leadership in that Agency.

We have really been hard at work to really figure out how we can ensure that we are providing the best resources to the business community. We continue to hear from our partners around the table a couple of things.

One, they aren't exactly sure, businesses are not exactly sure how to interact with our system. They are not clear about what programs are available to them, how they can be useful, and importantly, how they can use them to decrease their bottom --- or increase their bottom line, get more revenue, identify really fantastic talent, and also importantly, comply with all District laws.

And so we're going to use a part of today's discussion to talk a little bit about a resource that we hope to launch very soon. You see the first iteration of it in front of you. I think the Director is going to talk more about it, so I won't go into detail.

But this is really an opportunity for everyone on the Board, but in particular the business members, to talk to us about the resources that you will find most helpful.

My vision, our shared vision for this is that over time we will see a document that has a lot of information in it, and a live and robust website that business community members can go to to get absolutely every single thing they need. So you all will play an important role in helping to inform them. And I just want to thank you in advance for that.

As many of you have probably read, and seen on the news, we have experienced -- while we have experienced an overall decrease in crime, we have experienced an increase in homicides and in particular in Wards 7 and 8.

We have an all hands on deck strategy across government to really address this, that is in addition to MPD doing its very hard work to police communities and, importantly, to ensure the safety of residents.

We also have an effort that lives beyond that, that is run primarily through our safer, stronger DC Office or the Office of Neighborhood Safety and Engagement.

A part of that work that we have launched is something called 1000 Opportunities. And hopefully, you have heard about it, but if not, you should visit [1kopportunitiesdc.com](http://1kopportunitiesdc.com) which is a website to point District residents to, should they have an interest in pursuing an opportunity.

So the goal in 90 days from -- what date was that --- the day we launched SYEP, we hope to have 1,000 new participants in our programs, in a job, or connected to a training provider.

There's also a place where I think employers can input information if they are interested in being a 1000 Opportunity employer and securing those opportunities.

You're going to hear --- we're going to have a conversation about the Workforce Intermediary Program. And we're incredibly excited about the significant progress that we have made in that area too. We have a couple of different pieces coming down the pike. But there's one piece that I am particularly passionate and excited about, well, a couple.

One, we will be launching in short order, an RFP will be out in the not too distant future, a Workforce Intermediary Program focused on the DC United Soccer Stadium to the tune of about \$750,000. We're going to make sure that folks, through that program, are trained effectively for the jobs that exist there and through other DC-based contracts. And importantly, we'll provide wrap around services.

And as part of 1000 Opportunities, and really in response to what we have heard from our employers, some even around this table, we know that a good --- that some number, not a good number, there are DC residents who present to us who on day one, when we meet them, are really not quite ready for any opportunity.

We could not send them to you, Thomas, to go to you. We could not send them to you, Steven, to go to WMATA. Because they're just not ready yet. What Dr. Summers calls 21st century learning skills, some call basic job readiness, they just don't have yet.

And so we've developed a Workforce Intermediary Program to really respond to that need. And what we're really excited about is that we're leveraging all of the resources of the Deputy Mayor for Greater Economic Opportunity, and her cluster to really leverage those resources to make sure that we're getting the best bang for our buck in that opportunity.

So we will be able to train District residents in maintenance-related opportunities and partner with what we think is a very high quality provider, Career Path DC.

Some of you know Charlie Whitaker who has had a ton of success at engaging folks who aren't ready, getting them work-ready, and moving them into opportunities. Some, Thomas for example, has hired some of those folks. So we're incredibly excited about the future of that.

The other thing that you will see in this meeting, and you will start to see in meetings going forward, is data. We have talked a lot about it, and so we're going to have a couple of presentations today that will highlight some interesting data questions and talk about sort of where we are in our WIOA reporting. And also we'll hear from our friends in the Labor Management Informations Division --- Information Division.

**PARTICIPANT:** Close.

**MEMBER SNOWDEN:** Close. It's LMI.

**PARTICIPANT:** Labor Market Information.

**MEMBER SNOWDEN:** Labor Market Information Division, who will help to sort of provide an overarching understanding and narrative about our system and the success, not just the success, and what is happening in our labor market. And then we'll dive into some of the WIOA data.

Our goal is to make sure that we have a good story to tell, and can help you understand the data as easily, and make it as accessible as possible. But there continue to be challenges as we work to ensure that we develop data.

So we've continued to have vendor stats and cap stats with the Mayor and the City Administrator to really dig in as deeply as we can into the data, but importantly, also make sure all of our systems are communicating.

And thanks to the leadership of the Councilmember, we will have two new individuals focused on data to help us make even more sense of what has become --- what is clearly a really big problem.

We are really excited as SYEP is getting closer and closer to coming to its end. We have had a really successful summer. And one of the things that we're particularly excited about is we've been able to leverage SYEP and all of the other programs to make sure that people have access to high quality opportunities.

We'll continue to do that over the coming year, and we'll continue to really rely on those of you who are employers around this table to help create opportunities for District residents.

And then finally, I want to say something that I think the Director of DOES will be happy about, but one of the things you will see in this red document in front of you is that we're talking about sourcing talent. I think there's been a perception of our workforce system that we are the folks who only serve those with the highest barriers. And what we know is that is actually not accurate. We serve everyone, those with high barriers, those with low barriers, and those with no barriers.



And so we need your help in communicating to the business community that we are --- that we should be their first source of talent and that we are here and, as we say, open for business to help them figure out all the things that --- all of the things that they need to be successful businesses, from sourcing high quality talent, to compliance, to all of these other things. So we'll be eager to continue a conversation about that.  
(Off the record comments)

**MEMBER SNOWDEN:** Yes. And we're going to get Chairman Ford a video, because he really wants one. And he's right. Yes, yes, you know what, we should start working on that this week. We'll storyboard that out. Let's go. You're going --- Before the next Board meeting, I want everyone to hear this here first, before the next Board meeting, we'll have a video.

**CHAIRMAN FORD:** Thank you.

**MEMBER SNOWDEN:** You are welcome.

**CHAIRMAN FORD:** The video is -- really what she talked about was being able to have something that the business community can go and see to talk about what we just talked about.

Our perspective if that we only focus on the hardest to hire, where I've actually gotten accountants. And then I have some other requirements that I'll be sending out, and looking at those folks that are just between jobs and are greatly trained. And so we want to make sure we look at that.

**MEMBER PENNY:** Chairman Ford, just in reference to the video, on the Marriott Marquis, there is still a video that Marriott did that runs on all Marriott full service hotel, their hotel channel, that captures the essence of the Marriott Marquis project from recruitment to the hotel opening. So I'll show it to you.  
(Off the record comments)

**MEMBER WIGGINS:** I just have a quick follow-up question on the 1000 Opportunities. With the 1000 Opportunities, are we able to post positions? And is it then public facing that allows people to see it? So how does that website work?

**MEMBER MORRIS-HUGHES:** That's a great -- oh, thank you. That's a great question. So yes, you can post opportunities through the 1kdc.com website. And then those opportunity seekers, that's what we call them, opportunity seekers, and we will call you an opportunity provider, but an opportunity seeker can see the opportunity that's available.

They can complete an application on our website. And it's a very easy application. And then we will follow back up with them immediately and connect them to the opportunity that they're most interested in.

**MEMBER MURPHY:** Quick question also on the 1000 Opportunities. I remember a couple of months ago we were exploring a partnership with Starbucks for their 100,000 Opportunities initiative. Is that still in the offing, or are we still --- is that a possibility at this point?

**MEMBER MORRIS-HUGHES:** Yes, it's still a possibility. It's still happening. Matter of fact, they just reached out to me. They are in the process of seeking a director for DC to help facilitate the project. So it's still in the works.

**MEMBER SNOWDEN:** Thank you. So the big difference --- they're connected, of course, all of the programming is connected. But I would just mention that for the 1000 Opportunities, it's primarily focused on those who come from communities from the hardest --

-- that have hardest hit by the homicides which doesn't mean they can't go to Starbucks. They absolutely can. But it's a very focused effort to make sure that we're giving those folks an opportunity in 90 days.

**MEMBER MORRIS-HUGHES:** And so that's the website right there. As of today, oh, sorry, as of today I'm proud to say that we have about 350 people that have been registered and that have active engagement or are in involved in opportunities, either through job placement, training, I think we've had two classes graduate, our Flagger, OSHA 10, and one CDL. So in just a short period of time, we've been able to reach part of our goal.

**CHAIRMAN FORD:** So also another point, one of the things I want to make sure is I challenge the Board a little bit, so I'm going to put you guys on the spot to commit to adding at least one job to work with your organization

So can you -- there, I'm going to raise your hand for you, can you raise your hand if you guys can commit for one job?

**PARTICIPANT:** I've got four.

**CHAIRMAN FORD:** You got four? Excellent. So make sure you have everyone's name that committed. And then just help us understand what we need to do to commit to those jobs.

**MEMBER MORRIS-HUGHES:** So post haste this meeting, I will send out information to everybody. And we will get you involved, Application DC.

**MEMBER S. SMITH:** Is that a DC application or is it going to be sent through my application process?

**MEMBER MORRIS-HUGHES:** Good question. So they have to do an initial application and screening through us. And then we have a hand-off process that you have to then go through your own internal application.

We also have subsidized opportunities, so if you do not have the budget or ability to hire someone, we have subsidized opportunities. We just have people who are looking to get work experience.

**CHAIRMAN FORD:** Great, excellent.

**MEMBER S. SMITH:** Thank you.

**CHAIRMAN FORD:** Any other point before we move on on the 1000 jobs? Yes?

**MEMBER SILVERMAN:** Sure. Thank you, Mr. Chairman. I think we're microphone challenged, so not on purpose. Thank you.

I just had two questions on this initiative. So the dollars being used for this are DOES dollars for the 1000 Opportunities initiative?

**MEMBER MORRIS-HUGHES:** Yes.

**MEMBER SILVERMAN:** What bucket does it come from?

**MEMBER SNOWDEN:** They come from a different bucket. So different agencies are involved in different ways in 1000 Opportunities.

We basically cull the variety of opportunities together, but DOES is the primary partner that's responsible for it, as they are with many of our workforce programs, responsible for coordinating it.

**MEMBER SILVERMAN:** So this is coming out of adult –

**MEMBER SNOWDEN:** So the ONE'S Office --  
(Off the record comments)

**MEMBER SILVERMAN:** Yes, so where in DOE is ---

**MEMBER SNOWDEN:** Oh, I'm sorry. I didn't know ---

**MEMBER MORRIS-HUGHES:** Yes, so we are ---

**MEMBER SILVERMAN:** Where in DOEs is this?

**MEMBER MORRIS-HUGHES:** And I don't have a microphone. So I'm just going to speak really loud. Is that okay?

**MEMBER SNOWDEN:** I could repeat it if necessary.

**MEMBER MORRIS-HUGHES:** Okay, all right. So not only is DOES a partner, but the ONEs Office is a partner, DMGEO is a partner, DSLBD has been supporting us, DPR is a partner, DME is a partner. So all of the partner agencies have a little skin in the game as it relates to funding this.

**MEMBER SNOWDEN:** So just for folks on the phone, as I mentioned, all of the partner agencies have a little bit of skin in the game to get it done. And we're really excited about it. It's going to be a great opportunity, and we'll be eager to celebrate what we hope will be more than 1,000 but certainly 1,000 folks getting connected to an opportunity.

**MEMBER SILVERMAN:** Perhaps I asked, I'm sorry to interrupt Deputy Mayor --- perhaps I asked my question incorrectly or obtusely. So where is the money in DOES coming from?

**MEMBER MORRIS-HUGHES:** Oh, so I don't have the specifics right now to share at this meeting. But I'm happy to follow-up with you at another opportunity or another time. What I think is most important here is that there are a lot of sister ---  
(Off the record comments)

**MEMBER MORRIS-HUGHES:** Oh, you can't hear me.  
(Off the record comments)

**PARTICIPANT:** We're not able to hear on the phones.

**MEMBER MORRIS-HUGHES:** Sorry, can you hear me now? So the question was, where is the money coming from in DOES? And what I said, at this meeting I'm not prepared to dig into the details about where and in which budget code.

However, I think what's most important is that there are multiple District agencies that are committed to funding it

**MEMBER SNOWDEN:** And I should just mention, thankfully the Mayor actually found additional funding to respond to the spike in homicides and allocated an additional \$1.5 million to help support workforce programs.

**CHAIRMAN FORD:** Great, we'll move on. But somebody will follow-up, and we'll go from there –

**MEMBER SILVERMAN:** Sure, sure.

**CHAIRMAN FORD:** We'll have the Executive Director's Report, Todd Lang.

**MEMBER LANG:** Good morning, everyone, and thanks for being here. And we'll move on to a couple of quick updates on the Executive Director's Report.

The WIC is finishing up over a year-long process of working on the efforts of DC United Stadium. So this has included outreach, and facilitation connections for training employees at the Stadium. This is really a highlight as the District grows as our sports capital.

The WIC has played a role in working with many different organizations, many different partners, many of those in the room that have worked to try to make sure that DC residents are getting jobs there.

So we've got at least 480 DC residents that are hired through this exciting expansion of the stadium. And we just wanted to give a little bit of an update on that.

Again, we've worked with many of you in coordination with job fairs and coordination with the employers. So we wanted to thank the people who have worked on that and give that update.

We have a Board retreat coming up. So we'll send information about this. I believe it should be on peoples' calendars, but this is for September 28th. It will be in the morning and early afternoon. We've got a great location at YMCA Anthony Bowen on W Street, so we'll share information from that.

I suspect the Governance Committee, the work that's happening with the Governance Committee will really fuel a lot of the work for this retreat as we look at some of the things that we talked about as far as communication, and really understanding where are the responsibilities of Board members.

This is something that I spoke about in the first Board meeting making sure that people --- that we're equipping Board members to utilize your resources, and tools, and experiences as best as possible. So I look forward to the Board retreat to dig into some of that work.

We're pleased to have six Board members whose tenure's are winding down but who have offered to stay on the Board. And we're absolutely thankful of that, so Joe Andronaco, Anthony Cancelosi, Solomon Keene, Thomas Penny, Queenie Plater, Nathan Smith, thank you all so much for your work over the two years on the Workforce Investment Board, as well as another two years coming. So we appreciate your work and service on that.

If you've not been in contact yet, there will be a Mayor's swearing in ceremony on September 17th. You

should receive information about that for those that are coming back on the Board. If not, reach out to me, and we'll make sure you get that information.

We have two Board members that are finishing up, so Norbert and James, they are both exiting the Board right now. Norbert is retiring, so he's going to relax and step down from the Board. James Moore, James has new employment status and is not able to continue with the Board.

I will say that both Norbert and James, unsolicited, said that they would both be able to continue to counsel in their areas of expertise, you know, apprenticeship for Norbert and technology and services for employers with James Moore. So neither are here right now, but we can give them a silent round of applause in their honor for their efforts, well, not a silent one.

(Applause)

**MEMBER LANG:** We want to make sure we've got some updates on work from the WIC. So I want to start off with the notion of continuous improvement. Now, if you were ever in sales or currently in sales, the mantra is always be closing. For the WIC and our workforce efforts, the mantra is always be improving. So it's not as catchy, it's not an ABC, but it's an ABI.

Our, you know, a basic premise of our WIOA state plan is continuous improvement. We wanted to give you some updates on things that all of our partners and others here in the room have been working on to make sure that DC job seekers and DC business customers are served in the best way possible.

This is somewhat in response, not completely in response, but somewhat of a response to the certification report that we covered thoroughly last meeting. We wanted to make sure that people were aware of progress on moving some of those specific recommendations from that report.

At the same time, I want to say this is not all in direct response to that report. That report shows some ideas -- it shows some ideas of areas to improve. But we also believe there are areas that we know that we're working on, continue to provide continuous service each day.

The first really is I want to sort of give an update on the data vault. The structure on this, I see some are squinting, I hope that they can see this on the screen.

(Off the record comments)

**MEMBER LANG:** Okay. If we can get some printed copies, that'd be great. What I did here to kind of share that message is kind of looking at the recommendation, what we're doing, and then finalizing with the value to the customer to make sure people are understanding how these efforts are continuing to serve DC residents in the best way possible.

So there's a recommendation of implementing technology that enables web-based interactions. Essentially that's what the data vault is, is an opportunity for our agencies to meet with customers and to speak --- make sure that the work that they're doing on their behalf is connected from agency to agency.

So again, this allows agencies to communicate, so through their technology systems. Currently OSSE and DOES are two agencies that are wrapped into the data vault, have been for some time, have served over 3,500 customers. Through that data vault exercise, they have the abilities to serve those customers.

And we've got exciting news that DDS, beginning August 3rd, is getting implemented into the data vault. So we want to make sure that --- so that gives us another opportunity to make sure that customers, as they're being referred from agency to agency, are getting the services that they need.

We're developing, this is a lot of work, but we're developing standard intake forms to make sure that, as customers are coming into the system, that frontline staff is collecting all of the information in a standard way to make sure that that information can be shared from agency to agency.

And just to show the impact and the integration of this, tomorrow, Wednesday, and Thursday there's going to be over 80 DOES frontline staff that's getting trained on this system. So it just exemplifies how much of a infrastructure improvement this is, that we're really excited about.

What does this mean in the end? I know people aren't always interested in standard operating procedures and integration. What this means and what's important is that there's going to be even more accurate and timely referrals for customers that are coming to our system to make sure that they receive the services that they need and also making sure the job seekers aren't having to be reassessed, which is a very frustrating time-taking process for all.

So when you go to an agency and get an assessment, perhaps a process exam, or you get referred to another agency, you don't have to take that exam over. That information is viewable and actionable for the person that that customer is referred to, so essentially, improving customer service for all DC job seekers that are coming in through our system ---

**MEMBER HARRIS:** So, Todd, is that what's happening now, they have to retake this ---

**MEMBER LANG:** Yes. In some cases you need to -- not in all cases but sometimes, because the systems aren't communicating to each other when you make a referral, that referee doesn't have that information on the customer. So we're speeding that up through the use of technology and integration of the system.

The second thing I wanted to talk about, make sure people are aware, is the really exciting news of co-location, which is part of our WIOA state plan to make sure that, when customers visit an American Job Center, that they're getting all of the services that we have for them and that are available to them. This is, you know, as you see, this is taking aim at the obligation of establishing open communication between partner organizations.

Currently we have the Department of Disability Services and the Department of Human Services co-located at the American Job Centers, extremely huge advancement for our system. What this really does is make sure that some of our most needy customers, our most vulnerable populations, are getting the services that they need.

(Off the record comments)

**CHAIRMAN FORD:** One thing to mention while he's gone is that I just called a few of you guys to talk a little bit about the fact that the outstanding comments and issues regarding the certification, those things that we did, we are working through a detracting mechanism.

So, Director Todd, they do have it. And one of the things that we're going to be doing is part of the communication plan, making sure that information -- because I want to follow up on some of the calls that I did make.

David, I think I talked to you, Tony, I think I talked to you, regarding the fact that we should not forget any of the issues that were still there. We're working through the proper mechanism. Some, as you see, are a result of some of the action here. But what we're going to really do is make sure that any issue that's going to be an actionable item, that comes through over the next several months of the program, I did want to make sure that we followed up with that.

**MEMBER LANG:** Sorry, just one second. So just continuing on the notion of colocation and convening of our workforce partners, our One-Stop operator is working --- is convening monthly meetings with all of our partners to make sure that there is sharing of services that are provided, that there's cross-training of all of our different partners, that we're building standard operating procedures for referrals.

So I mentioned those referrals that are so important when other job center front staff -- when my staff was to, like, meet a customer, to send them to the services that they --- to the people that will provide the services really fast.

So again, what does this mean? And as I mentioned, some of our most vulnerable residents are getting quicker -- have more applicable services to make sure that they're getting the needs that they have. And it is also just much shuffling of customers from partner to partner that slows down service delivery.

One thing that we heard about from the certification report was the notion of driving more job seekers to our American Job Centers. So we're making sure to do this by having a really exciting marketing campaign that will promote the services of the American Job Centers and drive more people to them.

Soon you're going to be seeing advertisements on metro buses that advertise the American Job Centers, and what they have to offer, and how customers can take advantage of that work.

And we're also going to be unleashing a really sophisticated social media campaign driving people to the American Job Centers. So for instance, the Facebook ads, and Twitter ads that are geocoded to customers, so when they're in areas that are near an American Job Center, receiving ads to promote the Center so they can find out about them.

The value to the customer here is pretty simple. It's more DC residents finding out about the great services that our workforce system provides and driving them to those services.

And finally, something to finish off on this that we're really excited about has been referenced not in response, necessarily, to the certification report, but something that I early-on saw as a need here, and working with the Deputy Mayor to strategize on some of this, is what they both mentioned in the beginning, is the coordination of our business services work.

So just to set the framework for this, business services, as I refer to that, it's really the different agencies and partners that are providing services, such as sourcing talent to our business customers, who realize that, essentially, all of our WIOA partners -- and as you may all remember, there's eight WIOA partners -- are providing business services to folks in a certain type of way.

What we did is convene, for the first time ever, all of those teams, that are working on behalf of business customers, to try to get an understanding of how we can make sure to collaborate and coordinate these efforts, and try to establish best practices in this work.

So we convened them, all eight partners, for the first time. We're going to be meeting on a regular basis to make sure that we can share information and that we can understand how to build strategies to provide the best customer service possible to our business customers.

We sat around the table and took an inventory of the different types of services that these organizations are providing to businesses, trying to see where there are redundancies, where are there things that are similar, where are the services that perhaps some agencies are providing that others aren't.



And the value here really is really improved customer service on the business side. There's a lot of business people around this room. I know what you're looking for constantly is to make sure that government can help you approach your bottom line.

You know, you want to save time, and you want to save money when working with government, so we're making sure that we coordinate and collaborate our services so that can be provided as best as possible.

And we also want to make sure that the business community is knowledgeable of the services that we provide for them. And that really speaks to the next point, which is something that you all have in front of you, which is a collateral piece that we've developed in regards towards these efforts.

As the Deputy Mayor said, this is really a start of what we see of a much larger campaign where we are, again, taking the approach to make sure that the business customers are aware of what are the great services that we have, that we can provide on their behalf.

So I say that this is the start of the campaign. What we really want, and we'll solicit feedback after this meeting, we want the business community to make sure that we know what is best for the community --- for this community.

So we've shaped their --- and I've got some things there that are the services that we provide in regards to its talent sourcing, in regards to its compliance, in regards to how you can save money through a different type of trainings for DC residents. And we're pretty confident that this is a solid piece that describes a lot of the services that we provide.

But I'm going to be reaching out to, you know, to all Board members, but particularly those in the business community, to make sure that -- are these messages that we're putting out there, and something along this latter piece as we move forward, are these the things that are resonating with the business customer. Are these the services that you're looking for? What are the things that we're missing? And to make sure that we are getting the message out there, how we can serve the business community as well as possible.

I did a lot of work with working with businesses, you know, prior to DC. It's something that I'm really excited about, to make sure that the business community here is, again, receiving the message of what we provide and that we're connecting them to the best service possible.

I'm interested in any thoughts on that, initially on any collateral --- on the collateral. But again, as we said, we'll be reaching out to everyone, specifically through email, to try to get some more of your thoughts on how this can be even better.

**MEMBER HARRIS:** So Todd, Hi, just have one comment. So thank you for your leadership on this. I think it's really game changing.

One of the things that I speak about quite frequently, the Deputy Mayor mentioned this, is really changing the narrative on how District workers and District residents are viewed, that District workers and residents are resilient, they're talented.

We are a source of talent, and so what I think you are seeing here is the makings of a new campaign that's going to help people change the way they think about District residents. Thank you.



**MEMBER LANG:** Thank you so much, Director.

**MEMBER SILVERMAN:** Thank you, Todd, for your presentation. First I want to ask about the soccer stadium. So I noticed that this agreement was signed July 18th of 2018. Is this the --- this is the agreement between the memorandum of understanding ---

**MEMBER LANG:** Oh, sorry, yes.

**MEMBER SILVERMAN:** -- between DGS and WIC? Is this the only intermediary we've had for the soccer stadium.

**MEMBER LANG:** There's previous work in the construction of the stadium which was intermediary work that predates, that I'm aware of.

**MEMBER SILVERMAN:** Okay. And that was a WIC intermediary for the soccer stadium?

**MEMBER LANG:** Yes. I believe so. Do you --- yes ---

**MEMBER SNOWDEN:** Yes, it was a partnership with DMPED led out the WIC. They helped to fund a staff person who coordinated outreach, and it also included placement and a partnership. So there wasn't a specific training provider that we worked with.

**MEMBER SILVERMAN:** So this is, you know, something we commonly hear from residents all the time about getting a great return on the investment on the taxpayer dollars that we're investing. So we're investing \$150 million in infrastructure for DC United. DC United is paying for the vertical costs, the \$150 million in vertical costs. And that's what, I guess, confuses me here. Because first of all, the District paid for the infrastructure part so -- okay, what confuses me is that we're doing this now.

As you said, Todd, my office participated in a hiring event with Levy's which was very successful. They've done their first round of hiring already. The soccer stadium opened on July 14th. I mean, this agreement was signed after the soccer stadium opened.

So why did it take so long for us to do an intermediary? Because I know from my relationship with Levy's they've hired, mostly for this season now. And it says construction, you know, that we'll be training for construction jobs. Unfortunately, part of the railing fell off. But beyond that, I think that all the construction's been completed on the soccer stadium.

And then for the hospitality part, Levy's has done their first hiring already. So are we going to give intermediary help to those who've already been hired?

And then I'm not sure what environmental services there are, but my point is it seems like this should have been done a long time ago.

**MEMBER LANG:** Sure. So, just in response, I appreciate it. So, as we said, the WIC has been very involved with the work to get D.C. residents hired at that stadium. This work now is continued training for workers that are hired at that facility, as well as other DGS-related contracts.

In regards to this construction, that involves maintenance as well, so, making sure that the stadium is

maintained. And we do suspect additional rounds of hiring in the hospitality sector.

So, this is essentially working to make sure that, not only that those residents are hired, but also trained to work at the roles with the stadium, and, like I said, as well as other potential DGS projects. So, maybe we can talk further about that afterwards.

**MEMBER SILVERMAN:** So, I'd be interested in that. I mean, I think at our Levy's event we had a few hundred people hired on the spot. This was held with the help of Events DC at the R.I.S.E. Center.

I'm sure some of those folks -- and I think Thomas can give additional comment or correct me. I mean, at the Marriott Marquis the intermediary was successful, initially. But then we saw it drop off for District residents working at the Marriott Marquis.

So it's sort of that sustainability and help that the intermediary can give once someone's hired to stay on the job. So, do we have plans to work with Levy, who is the main hospitality contractor? What are the plans?

**MEMBER LANG:** Yeah. So, as I said, we're working with DGS and the contractors that are involved with that stadium to make sure that they are getting -- as I said, hires that come up that are kind of second or third round, as well as training those people on the job to make sure that they're providing --- to get them to serve those customers.

We are launching the solicitation soon. It's not out the door yet. And glad to, you know, to update you and other Board members on more of the specifics as we roll this out.

**CHAIRMAN FORD:** Thank you so much. By the way, I am saving time after the committee reports. I know there's at least one, maybe another Board member, that needs five minutes to those. So I am saving some time for those activities.

**MR. JAROSCAK:** Hi, my name's Joe Jaroscak. I'm the program manager to the Career Pathways Taskforce Initiative at the D.C. Workforce Investment Council, and just wanted to give a brief update on some of the great work that the taskforce is doing.

So, the Career Pathways Taskforce is developing sector strategies and career pathways in our target industries through a phased working group approach.

This process will develop resources to support D.C. residents in making informed career and program choices. And, you know, through providing them specific D.C.-based labor market information to understand the opportunities for employment and advancement in given industries.

And so through this process we have business-led working groups that'll be meeting over the next month. And then they will convene District partners that are service providers and training providers to present their kind of preliminary work, and, after that, kind of engage them to improve the process and advance it forward.

Another important goal of the Career Pathways Taskforce is to administer trainings for service providers and training providers who serve District residents.

We've held three trainings so far this year, and we have two trainings upcoming. And the trainings that are upcoming are on performance measurement and unified business engagement.

We're developing the curriculum for those programs now, and we're really excited to continue providing those resources.

So far, engagement and feedback on the trainings have been very positive. And we're continuing to expand the community of practice through continued engagement. Thanks.

**MEMBER LANG:** Thanks, Joe. We're excited about this work. Nathan, you've been really involved with this. We want to just spend a moment, talk a little, you know, if you had any comments on this and how exciting some of the efforts have been and some of the things going forward. We really appreciate your work in regards towards Career Pathways.

**MEMBER N. SMITH:** Thanks, Todd. I think this is great opportunity, particularly for what Antwanne mentioned earlier about the folks at different levels in their career path, because this opportunity is going to allow us to work with a broad spectrum of job seekers, opportunity seekers in the District in a number of targeted industries.

So, the work that is being done by the Career Pathways Taskforce is, I think, very valuable. And I would highly encourage anybody that would like to know more about it to talk to Joe. He's really knowledgeable on it.

**MEMBER LANG:** Thank you, Nathan.

**MEMBER SNOWDEN:** I really do appreciate all the conversation. I want to make sure that there's not one piece of information floating that I didn't respond to.

So, just so we're clear, the Workforce Investment Council actually did a good amount of work on making sure we were connecting residents to opportunities at the stadium. They worked with DOES, among others, and we had a person inside the agency that was helping to connect folks. I just wanted to make sure people know that.

**MS. PABICH:** Good morning, everyone. I don't know if many of you had met Joe Jaroscak. He has about five months with us. And we just want to thank him. He's a wonderful addition to our team. He came in hitting the ground running. And within five weeks, he was actually hosting his first Career Pathways Taskforce. So, thanks, Joe. Thanks for the information today.

And so, Councilmember Silverman, yes, in answering your question, a portion of that, yes, there's been tremendous work done through our workforce intermediary with our coordinator for D.C. United Stadium where we have been working directly with Levy to actually ensure that they have the talented, skilled staff that they need to continue to rotate throughout the stadium over the next year.

And we do have a meeting upcoming with them to look at what their needs are and how to expand those opportunities. But I believe they did hire 148 individuals on the spot, and 200 of them still that they're working with to get cleared. So, we'll keep you posted on these updates.

So, I am Diane Pabich, the Deputy Director of the Workforce Investment Council. Over the last year and a half, the WIC has worked with the EWA Committee members to gain their input and their expertise to be able to expand eligible training provider lists and to look at continuous improvement with this program.

Because of their great work and their insights, the WIC staff has been able to refine policies, processes, and

strategies that actually expand the program to include more quality training vendors.

We now, for the first time, offer more high demand occupational training for our District residents because of their work. Some of that work happens to be in the program management, PMP, some of it now is information technology as combo courses, and EMT, security guard and CDL, because these are the needs that we've been seeing based on the feedback from our EWA Committee.

So, thank you again for all your great work. I won't get into all of the accomplishments that your committee has completed over the year, because shortly here you will hear from the co-chair, Latara, who will give you more information regarding those accomplishments.

Today, though, what I would like to provide you with is an overview of what the eligible training providers performance looks like and the requirements as it relates to the federal funding.

In order for them to receive any funding at all, they do have to meet specific requirements. I won't read each one of the indicators that you see here. But most specifically, we do have two new indicators, the measurable skills gained, effectiveness in serving employers that I'll get into a little bit more.

But what I'd like to do is just give you some of the highlights that we have accomplished from FY16 fiscal year with our training providers, and some data with our FY17 training providers.

And so if you think about it and reflect back, in FY16 we closed out the year with ten providers. In FY17, we closed out the year with 25 high performing, quality trainees.

So, in FY16, we had 404 who started training. Of those 404, 256 have actually completed, 176 received credential attainment.

Let's look into FY17 now. In FY17, we now had stricter policies, we had a more robust process. We looked at procedure, we provided technical assistance to our training providers to ensure that they had the tools and resources to be successful and understand what accountability meant from their part as they report annually to the WIC.

So, in FY17, we had 370 individuals start training. Of those, 283 successfully completed. If you look at the difference, yes, we had more who started the training in FY16 -- a smaller number, about 35 difference in FY17 -- but yet our increase in successfully completed went up tremendously. And the credential attainment for those who completed was 193. So that was 283 who successfully completed and approximately 193 who reached credential attainment.

So, with that said, I'd like to say that we are continually looking at continuous improvements through this committee who's helped us attain these high quality standards. This does not include the apprenticeship program or any of the baseline new incoming training providers that have been added to the list.

One thing I will say is the WIC continually looks at monitoring on an annual basis. But based on the recommendations of the EWA Committee, we have most recently reassessed, and we are doing quarterly monitoring. And the quarterly monitoring is to ensure that our providers are successful; and, if not, then we have an opportunity to really provide them the tools, the resources, and technical assistance to really get them back on track.

So, as you can see from the overview, the collection of performance requirements is not just for federal reporting. It also allows the ability for us, the WIC, and the WIC Board to really identify best practices and data-driven decision-making to continuously improve our focus.

If there are any questions, I'd be happy to address them. Councilmember?

**MEMBER SILVERMAN:** Thank you. How many people got jobs? You said 176 got credential attainment. How many people got employment?

**MS. PABICH:** I didn't bring those numbers with me, but I'll be happy to provide those.

**MEMBER SILVERMAN:** Okay. And where do we see these numbers? Are they on the WIC website? I think a greater overall transparency issue, and I'm happy to work with Thomas on this to make sure --- how do we, as Board members, see the results, either of the EPTL program or how we're following through on the recommendations from Joe's customer service report at the AJCs. Where can we find the information?

**MS. PABICH:** So, thank you for that. So, those are one of the areas that we're looking at in terms of continuous improvement. How can we be more transparent? How can we provide our customers, and our businesses who are our customers, with those facts that identify not only what ward the training is in, but what is the quality of their training, what are their outcomes, and how many individuals have been put through employment.

So, when we look at these, in FY17 we spent, roughly, on each individual IT, \$3,700. Overall, we spent a little under \$1 million, that was \$900,000, as of April 30, that we paid out for 20 vendors in terms of their training.

So our next step in working with the EWA Committee is to look at what is a valid score card. What is the information and data that we need to post publicly, either on the website or commingled with the DOES website, so that all individuals coming into American Job Center are looking for those trainings and how those trainings can impact them in either their ward or in the specific locations, or enhance their skill sets from where they're at.

So that is something we're currently working on. I'm also working on putting together some of those scorecards that I also sent to Chairman Penny for his Governance Committee. And so I will be sharing that also so they can make those recommendations.

**MEMBER PENNY:** A great part of the conversations we've had by way of the Chairman as well as the Governance Committee is to get this data.

One, we believe we might be doing some things --- we know we're doing some things right, and we want to share it. And so we definitely want to send the metrics out.

And I know Chairman Ford has been talking about it, Todd's been talking about it, I've been talking about it, Darryl's been talking about it. I mean, we're working aggressively together.

**MEMBER MORRIS-HUGHES:** So it's actually a perfect segue to the data presentation that my labor economist and labor market information team is getting ready to present.

The good news is that we have heard you loud and clear. I've had discussions with Mr. Ford. And as a direct result of those discussions, we are bringing you data today to talk about the workforce, not only our performance but continuous improvements in the workforce system, and then the DOES' performance as well.

So I think it's a perfect segue. Diane, unless you have some other things to share, I'm going to queue up the

presentation for my team.

**MS. PABICH:** No, I thank you. And I'd just like to close with continuous improvement, as it's defined within the workforce development system, is supported through evaluation, accountability, identification of best practices, and data-driven making decisions.

(Off the record comments)

**MEMBER CANCELOSI:** Just to point out, and I think you know what I'm going to say. It does not mention people with disabilities at all. If the goal is for low income individuals, dislocated workers, where are people with disabilities in that sentence, in that paragraph? Am I missing it?

**MEMBER LANG:** Just to address that briefly. So, thanks, Anthony, for bringing it up. So, as we know, we've talked about how the EWA Committee should be focusing efforts on making sure that those with disabilities are getting the training that they deserve.

You and I talked recently about the WIC performing different types of technical assistance to the providers that are on our eligible training list to make sure that they can be mindful of those needs and addressing within their curriculum some of the issues for those with needs. So, working out something that will work with that. And I'm excited to hear your input.

**MEMBER CANCELOSI:** It's very easy to add that to that paragraph.

**MEMBER LANG:** Oh, that as well, yes.

(Simultaneous speaking.)

(Off-microphone comments.)

**MEMBER MORRIS-HUGHES:** Perfect, okay. Come on, rock stars of the team.

Okay. So, I think this is actually a really good segue. And you all come stand behind here. I'm a little bit of a momma bear when it comes to my folks.

So, one of the things that, like I said before, as a direct conversation for Mr. Ford, is being more transparent about the data that we have and then sharing it with you all. And so that's why we are here today.

So, a couple of things to keep in mind. One, these are probably the best labor economists that exist in the District of Columbia and I'm super proud of them and the work they do.

Two, DOES is getting better at being more data efficient and data fluent. Those are two things I talk about all of the time. We are moving the needle on how we report and track performance in the workforce system. I think you're going to see that today.

Three, we are going to get a little wonky on data. And so, you know, we were asked to talk about workforce performance and the labor market, and so we're going to get very technical, because that is what labor economists do. But we will answer, and I will help to answer and translate what you see on the screen to actually, you know, real, less wonky responses. So, okay, fellas, take it away.

**MR. TOYE:** Thank you. And again, good morning. My name is Jonathan Toye. I'm the program analysis officer for the Office of the Labor Market Information and Performance.

**MR. FASAKIN:** My name is Jaime. I work with Jonathan.  
(Laughter)

**MR. TOYE:** So, what we're going to do today is just give you an overview of the Labor Market Office, the data that we provide, and some of the dashboards that we issue. The first thing is the Office of Labor Market Information and Performance offers reliable labor statistics for the District of Columbia and the surrounding metropolitan area. Our office analyzes, delivers timely, you know, data to help economics and improve economic decision-making.

**MEMBER MORRIS-HUGHES:** Jon, I need to say one thing. And I promise I'm not going to do this too often. But what is really important to note here is that this particular group of labor economists that we have in the agency is actually funded by the Department of Labor.

And so it's like they are the extension of the Bureau of Labor Standards for the Department of Labor. So it's a more elevated, for lack of a better word, game. But they are at the top of their game. The standards in which they must report to and on are much higher than what I think we may even have locally. And so this is the real deal.

**MR. TOYE:** Thank you. And simply put, labor market information is just any quantitative or qualitative information or analysis related to employment or the workforce. The goal of LMI is to help our customers, both job-seekers and employers, to make data-informed decisions.

Now, each month our office produces a labor market indicator report that we submit to the Mayor's office and to the WIC that outlines some of the performance for our labor market from January 2015 to the current month of June of 2018.

This is our latest report. Some of the highlights of the graphs that we're going to show you are outlined here, where it shows you that the unemployment rate for the District of Columbia has decreased by 1.8 percentage points from January 2015 to June of 2018. That is a 24.3 percent percentage drop decrease. Another thing is, in Ward 7 and 8, unemployment has decreased by 2.7 percentage points in Ward 7 and 3.4 percentage points in Ward 8.

Again, we're not going to go down each of these, because you should have a copy in front of you. But what we want to do is show you some of the graphs and dashboards that our office produces.

So, the first graph that we have up is the District's unemployment rates from January 2015 to June 2018 by month. So you can see, in January 2015 we were at 7.4 percent. And as of June of this year, we're at 5.6 percent for the unemployment rate.

Moving right along, if you compare our unemployment rate versus the United States, as you can see, in January of 2015 the U.S. rate was 5.7, DOES was 7.4, as I just indicated. And as of June of 2018, as you can see, both levels have decreased. The U.S. level is at 4.0 percent, and D.C. is at 5.6. And you can see the difference of 1.7 percent for the United States and 1.8 percent for the District decrease in unemployment.

We've broken down that unemployment by ward, so you can actually see each specific ward, where they were in 2015 versus 2018, and the percentage of decrease for each of the wards. As you can see, Ward 8 has the largest decrease, of 3.4 percent, followed by Ward 7 with 2.7 percent. And Ward 5 had a 2.4 percent percentage decrease in unemployment for 2015 and 2018.



And, again, we just did a heat map of the city outlining the wards and the unemployment rates for each ward to give you a better idea of where we, you know, need to do a little better work.

Now, this slide here is outlining our total jobs and total private sector jobs in the District of Columbia. So, as you see, in 2015, there were 755,000 total jobs and 520,000 private sector jobs.

You move into 2018, you can see those increased, both the total jobs increased by 38,100 and the private sector increased by 35,600 jobs per the Department of Employment Services. I know this is exciting information, isn't it?

(Laughter.)

**MR. TOYE:** Now, if you compare the total employment by the private sector, from January 2015 to June, you can see the trend. You know, it's positively moving up as far as our employment increase, and then the total jobs in the private sector have grown as well.

And, again, this is a snapshot of the District's labor force. As you see, in January of 2015, there were approximately 384,000 citizens in the labor force. And currently, there's over 408,000 currently in our labor force.

And the next slide is just the employed D.C. residents. We had 355,000 employed in January of 2015. And it looks like it's up to 385,000 as far as June of 2018. So that is a positive trend that we're looking at.

And another important statistic is our median duration of unemployment in weeks. As you can see, all of our races have decreased as far as, you know, white, black, Hispanic, and all other races. The largest decrease has been in the African American community in the duration of unemployment weeks. So we're tracking all of this data. In addition to the workforce data, we're tracking jobs, duration of unemployment, claims, all of that information.

We also track in industries. This graph here shows the top five industries with the highest employment increase from January of 2015 to June of 2018. As you can see, professional business services has the largest growth with 9,600 additional jobs, followed by leisure and hospitality.

So, we look at the total job openings versus the number of unemployed individuals in the District. So you can see, in January 2015, there were 28,600 unemployed residents while there were 52,000 job openings.

In June of 2018, both of those numbers have decreased. Now we have 22,000 unemployed residents and 44,831 number of job openings. And you can see the decrease at the top of 5,700 for our number of unemployed residents and a decrease of 7,300 for the number of job openings.

**CHAIRMAN FORD:** Hold on just for a second. I wanted to underscore something here that's very important. It's very important as we look at the jobs that are open among the individuals that are probably beyond sort of the entry level, because we're seeing this in certain technology industries, seeing it in other industries where you need people that maybe have a higher caliber.

That's why I appreciate the work that you guys are doing looking at folks who are maybe in the mid-career level, because the openings that we may have, you can see that there's a decrease in number of people.



And they're seeing this throughout the country, which means the business community is really going to want, not only the entry level folks, but the mid-tier folks, such that we hire people that are focused in D.C.

So I just want to underscore the need. As you look at the statistics, there's a meaning behind it when it comes to job-seekers and employers wanting folks, not only entry level, but mid-career.

**MR. TOYE:** Thank you. And then our next graph here just shows the top five job openings January 2015 through June of 2018. And you can see the average salaries for those opportunities.

So, software developer applications look like was 3,200 with the average salary of \$112,000, whereas computer occupations, all other had 2,700 job openings with an average salary of \$116,000. So it gives you a good idea of what certain industries are making as far as those that are continuing to grow.

And then we can see the top five job openings that require less than a bachelor's degree. So we have computer user support specialist that grew, you know, 1,700 positions and the average salary of 60,000 a year, where web developers have 1,558 additional jobs with \$85,000 a year.

So we, again, we produce a lot of Hot Jobs dashboards that give customers a better idea of what careers they can go into based on their education level. So if they haven't achieved a bachelor's degree, we have links for, you know, a GED, high school diploma, and below.

And again, like I just mentioned, we have a Hot Jobs, and it shows you how it is weighted. We do the top 50 occupations. I believe we have a link here. I'll show you an example of one of our Hot Jobs links. So we have overall Hot 50 Jobs, then we have Hot 50 Jobs for high school graduates, then you have Hot 50 Jobs for education below a GED.

So I'll just pick on the one below a GED, and see it gives you the occupations, maids, housekeepers, cleaners. It tells you the long term growth from 2014 to 2024. It gives you the annual median wage for that occupation. It tells you what work experience is required and if any training is required. And you can see for most of our opportunities for less than a GED, you see a lot of short term OJT as the, you know, required training for that opportunity.

**MEMBER SMITH:** Yes, I had a question about that real quickly.

**MR. TOYE:** Sure. I can go back to that.

**MEMBER SMITH:** Some industries, you know, I'm thinking, you know, like mine in particular because that's what I'm familiar with, but other ones as well have high turnover rates so there's a lot of churn in the job opportunities that become available and they're not necessarily adding to the jobs available, but they are creating employment opportunities for people. So is that considered in these statistics?

**MR. FASAKIN:** Usually. It considers the churning and then looks at the additional stuff too. So it considers the additional stuff too, so when you take out the people leaving because of the additional jobs created then you have the number there.

**MR. TOYE:** So that data's factored in.

**MEMBER SMITH:** Thank you.

**MR. TOYE:** You're welcome. So, again, that's how the Hot Jobs are weighted. And again we have them for dependent upon your education level. And in addition to that, you know, we have the Top Five High Demand, High Wage sectors in the District of Columbia.

You can see business and information technology is number one, with 37,000 annual job postings, followed by healthcare, who has over 18,000 annual postings, and hospitality that has over 10,000 annual postings.

And you can see the short term growth, the two-year growth here for each of those sectors. And then you can also see the long term growth. And, again, we're sharing this information with our AJC, so as they're helping, our workforce development specialists are helping customers determine what career fields or what new career fields to go into, they have this data available for them to show you what is inclining and what is declining.

And then, lastly, our office also produces our federal WIOA performance. We submit our performance dashboards to the Department of Labor.

And this is just a snapshot of those dashboards. So, we have six primary indicators of performance for our federally-funded programs. And each quarter, 45 days after the end of the quarter, our unit completes a performance report that we send to the Department of Labor that outlines how we performed on each of those performance measures.

Now, as you can see, we have some real-time measures and that's reflected by the participants served measures. And then we have our entered employment rate, both in the second quarter after exit, and then our fourth quarter after exit, then are looking at median earnings, credential rates, measurable skills gained, and effectiveness in serving employer.

Now, if you notice, some of these performance measures are baseline. For program year '16 and '17, for some of our measures it was a baseline year. Department of Labor was just collecting data to determine what our negotiated goals will be in the future.

However, for the second quarter after exit, you can see we had negotiated goals for PY '17. And also –

**MEMBER MORRIS-HUGHES:** PY '17?

**MR. TOYE:** PY '17, yes. On our federal side in our WIOA programs, we operate on a program year. So, we operate from July to June. So, that's consistent of a PY. Currently, we are in PY '18, starts July 2018 and goes to June 2019.

**MEMBER MORRIS-HUGHES:** Can you speak a little bit about the negotiated performance metrics.

**MR. TOYE:** Sure. Each year, the Department of Employment Services goes into performance negotiations with the Department of Labor. What they do is they pull our historical performance, how we achieved on those measures, and, as Director Lang mentioned earlier, they're always attributing for continuous improvement.

So, what they do is they look at our negotiated goals. They can determine how we achieved on those goals quarterly. And then annually we have an annual report that shows how we did on the annual overall. And if we're exceeding performance, when we go into the next year's negotiations, they would have factored that in and you would normally see an increase in the negotiated goals.

Now, these goals are reflective of customers that we enroll in our workforce programs. When they exit out of employment, they're looking at the second quarter after they exit, whether or not their wage is reported in the wage database.

And, again, for adults, we're at 62 percent. But as you can see in our latest Quarter 1, we achieved 77.5 percent. So when Labor's up to negotiate next year's performance, it's likely that this 62 percent will be increased to a higher level.

And each year we go through this process with Department of Labor. So, you know, we determine that our programs are effective and that we're continuing to improve in the services that we provide.

And if you notice, effectiveness in serving employers, that is still going to be baseline for PY '18. They are still collecting data regarding that measure from all of our partners. And that particular measure's a combined measure. It's combined with all of our partners, so not just a DOES-specific measure, so.

**MEMBER WIGGINS:** So, this may not be a question for an economist, but one of the things I want to identify is what replicatable activities led to this improved performance across the board?

So I'm looking at the quantitative measures, but really, what are the qualitative measures that we can identify and how do they become replicatable? And that probably is not a question for our economists, but it's probably a question for Dr. Hughes.

**MEMBER MORRIS-HUGHES:** Thank you for giving me the opportunity to answer. So, what I think is a replicatable practice for us to continue to build upon is having strong work-based learning programs with a foundation in soft skills.

And so we have really built -- my predecessor and former colleague used to use this analogy of the -- I think it's like the Copeland's brand restaurant. I might just be making that up. And then so if you think of work-

based learning in this umbrella of work-based learning, under the umbrella there's a suite of programming that may be geared towards a specific customer or client, both on the industry and sector side and then on the District worker and resident side.

So we've gotten really good at looking at the LMI data and then tailoring programs that meet a direct need to business and industry. And I think that's part of our success.

**MEMBER SNOWDEN:** Can I just add one other thing?

**MEMBER MORRIS-HUGHES:** Sure.

**MEMBER SNOWDEN:** It's going to sound like I'm tooting my own horn, but I am not. I think a decision of the Mayor to create a Deputy Mayor for Greater Economic Opportunity and move agencies from DMPED, which was a cluster of a lot of agencies, and really elevate the work of the Department of Employment Services and the Workforce Investment Council, in particular, help to lead to this change happening, right?

We had a Deputy Mayor very focused on helping to turn the agency around. We created a turnaround team, which Director Morris used, led for us. We built and improved our relationship with the Department of Labor.

We took effective programs that we knew were working, like Project Empowerment, we expanded that model across several of our programs, all of our programs.

We created the Division of State Initiatives, which really speaks to the Director's point about how we insured that we were getting more work-based learning.

We did a lot more outreach directly into the community, with the Workforce on Wheels bus and with our teams that literally walked the streets. And all of that has led to -- and we've worked really hard, even with some major barriers, really to get more data-fluent, as the Director likes to say, and use that data to help determine how we deploy resources more effectively.

**MEMBER WIGGINS:** The trick for me is to figure out how we document that, right, as Chairman of the Employment Services Committee.

One of our strategic goals is access, right? So how do we document that, right? And after we document it, how do we determine where it's replicatable, right, and how we make that actionable?

**CHAIRMAN FORD:** Okay. I think following up on that would be really good. Before I move on, I do want to thank Dr. Hughes for this great job. A great job, gentlemen. Really appreciate this. One, because after the last meeting we sat down and had a really good conversation at our office about data. As an organization, we said we want transparency, we want to get more data. And the good doctor said, "Antwanye, I got a lot of data, what do you want to see?" Right?

And so we sat down and talked about certain things. And so as a precursor to the next conversation, one of the things that I want this board to think about is asking questions about what information that we want to hear. What questions do we want to answer?

What I don't want us to get into is the analytics and how we do it. Our job as a board is to understand, hey, we need these types of information. How are we getting jobs, what's the career path, how many people took a class, got jobs, and still have the jobs?

We want to be able to ask questions, and I think if we stay at that level and then we essentially are providing requirements to the various organizations that support the data.

And so as you guys think about these presentations, think about the answers, think about the questions that you want to know, and then we'll come up with a mechanism, I think via probably Darryl's committee, to get that information such that he has a list of those questions that need to be answered.

We will then have to prioritize those, because we can't boil the ocean, to move forward. But I want you guys to think about the questions about the information that we want.

**MEMBER LANG:** And Darryl, just a few words on the work that you've been doing on Employment Services Committee.

**MEMBER WIGGINS:** Excellent segue for us. So, as the chairman of the Employment Services Committee, we have really been focused on how we diversify and increase access points

And so in increasing those access points, I was amazed to hear that what we're doing in terms of identifying those prospective employees who are just not employees who have barriers to employment, that we become

the first choice for employers and also this thousand jobs opportunity. So that really gives us an opportunity as an Employment Services Committee to identify how we increase access points.

One of the other points that we wanted to identify is how do we create an ecosystem that properly looks at alignment?

I know as an employer in the District for the past 20 years, my challenge in using some of these services is just making sure that the people who were available to me had the proper trained skills to be able to be a value to my corporation.

So, one of our challenges in the Employment Services Committee is to identify what that looks like, to make sure that the training providers are focused on that, so that we as employers see opportunity in going to DOES to look for those employees.

I mean, we all look at our Indeed bills every month, right? Antwanye looks at it, I look at it, because as growing IT companies, we have probably more jobs than people to fill them every day, right, and we're constantly going and finding either H1B people or people out of state, because we clearly don't have an aligned strategy to make sure that the employees that we're looking for have the skill set that's required.

So that's part of what my committee has been tasked with doing in making sure that we have that proper alignment.

One of the things that you're going to see is that Director Lang is going to talk about some of the data points and WIOA points that we've been looking at from a dashboard perspective. We are going to show you some screenshots as well of some of the things that we've identified in the dashboard. Our committee has had three meetings to really drill down on what a prototype dashboard should look like.

And I know that, in our larger committee meetings, people have identified some of the metrics that they want to be able to measure. And we're going to address that in the Employment Services Committee meeting, but right now we really want to focus on some of the WIOA metrics so that we can create a MVP and actually now have a dashboard where we can start the process.

**MEMBER LANG:** Thank you, Chairman. So, I want to go through this. We're running a little bit behind, as I think is par for the course, but so we may not spend as much time as intended.

But what we really wanted to do was give a vision of some of the data that could be captured, the reporting that could be captured, and the ability to make decisions that we could provide for you. So, essentially, thanks to the chairman's work, put together a demo dashboard focusing on two items. Now, I'm not going to get into the nitty -gritty on some of the data reporting. John and team have done a much better job on that than I can do already, but we wanted to give a framework.

So, what if, in our dashboard, board members were able to make sure to be able to hop on and take a look at what the core measures are that our agencies are reporting on? So you could have the definitions of these key performance metrics to make sure that you're aware of what's being measured.

Right here, as this loads up, we took a look at agency performance. This is essentially the slide that Jonathan showed. So again, you know, in this dashboard if we, you know, make available access to the current

performance for all of our different agencies -- like I said, this is essentially the same thing that Jonathan showed that's a representation of what could happen on a dashboard to show for our core WIOA metrics.

So, essentially what we have here is the metrics that we show, participants served, employment for second quarter after exit, employment for fourth quarter after exit, media earnings, credential attainment rate, measurable skill gained, and effectiveness in serving employers.

Here in this column is the negotiated rate that DOES made with the Department of Labor as far as the goal setting, again keeping in mind that this is baseline year. So as we're looking to really understand what potential performance should be and measure and report going forward.

Here what you have is the Quarter 1's performance for each of those measures. And then the percentage of how they did in regards towards those measures.

You'll see here everything is either green or blue, thanks to Director Morris's excellent leadership and her staff.

So, again, this is an example of the type of things that we're looking to show to make sure that Board members have a quick access so you don't have to Google things to find this. You can go directly to the dashboard and see current status of different agencies' work.

We did a similar exercise with OSSE and the work that they're reporting on to the Department of Education. You'll see some blanks here, obviously. And just for explanation of that, for '17, '18, '19, and '20, OSSE only has that one negotiated rate with the Department of Education.

So I think these types of things are important as well to make sure that board members are understanding what is and isn't being reported on, in accordance with either Department of Labor or Department of Education. So that in this regard, the row that OSSE is reporting on is measurable skill gains.

And so, again, so this is an opportunity where board members can be able to see the different work and performance that's happening with OSSE and --

**MEMBER SNOWDEN:** And top, that measures literacy and numeracy?

**MEMBER LANG:** Yes. Yeah, yeah. Sorry, yes. Literacy and numeracy gains for employees that -- sorry, for-job seekers and participants that are taking advantage of those services within a year after exiting that program.

We did the same for DDS. And here, and Director Reese, I know you may want to end up addressing this briefly. DDS is still going through -- what we wanted to do was give a snapshot right now of where we are with data.

DDS is still reconciling some of their data for this current performance year. What we wanted to do was make sure that you understood the different metrics that DDS is reporting to Department of Labor. I believe it's mid-August, Andy, when this data will be available?

**MEMBER REESE:** Yes. To Education.

**MEMBER LANG:** Yes. I'm sorry?

**MEMBER REESE:** Education, not Labor

**MEMBER LANG:** Sorry. Department of Education, yes. So, Director Reese said that mid-August the reporting that they have for Department of Education. So, again, that's one side that we wanted to look at in regards towards abilities of a dashboard and making sure that board members have insight into the work.

I wanted to spend just a brief moment on something else as well. And Councilmember, I promised you didn't queue this up but it's something that we've been thinking of.

You know, so the team and I were looking at our, all the different data from our customers participating in the eligible training provider program. And we were looking at there's, like, there's a lot of data points. There's a story here that we can tell and some analysis that we can do to improve on effectiveness.

What we did here was take -- this is not connected to any real, any individual data. We wouldn't be able to share that.

But what we did was take about 300 participants from the eligible training provider program and took a look at some peaks, some key items as far as the data points that we have, as far as successful completion rate, credential attainment rate, average cost of that training, the average program duration for that training, a little bit of demographic information that, for as far as percentage of adults, percentage of dislocated worker, not a high school grad, college degree, disabled, male.

Alternatively, we could have female there. I'm not sure we don't on this first iteration, and U.S. citizen. We have reading and math levels which are determined by CASAS exam.

And then we also did something with the average zip code unemployment rate. So looking at the participant's zip code, comparing that to the average D.C. employment rate of all the wards, and seeing where those things lie.

So what you can start to do here which is really exciting, is start to perform some analysis of how programs are operating, where are we doing well, where we could possibly do better.

I know we don't have time to go through all of this but these things are sortable as well. You know, so we can take a look at perhaps -- so this shows all customers. If we click on construction, you'll now see the data for those 50 or so construction participants that went through some sort of construction programming.

And these yellow or black lines show where the average is. So where the average was. Deputy Mayor?

**MEMBER SNOWDEN:** And when will this be available to play with?

**MEMBER LANG:** So this is something that we're working with the Employment Services Committee to roll out on this dashboard. We still have some timelines that we need to figure out.

This is again a representation of the areas that we want to go with the dashboard, as well as the feedback that you provide to Darryl Wiggins and I and the type of additional data that you'd like, Nathan.

**MEMBER N. SMITH:** Real quick, is this establishing a baseline that we're going to be able to compare and



Contrast to at some point in the future? So because I think what's valuable for us from a strategic point of view is evaluating trending and so on and so forth.

**MEMBER LANG:** Yes, I think so. I mean, you can take, if, you know, you can take what we have for the duration of this period here or other time periods that we do the analysis of and then plot where we're going, yes.

**CHAIRMAN FORD:** I'm going to change that to that's a question –

**MEMBER LANG:** Yes, right.

**CHAIRMAN FORD:** -- that I want you to give to Darryl.

**MEMBER LANG:** Yes.

**CHAIRMAN FORD:** Because what you just did is exactly what I want you guys to do. We need trends along those lines, right. So I'm going to ask Chairman Darryl over the next, before the next board meeting, and I know you had planned to do this, but really focusing, and I talked about this, on reaching out and you guys reach out to him, what are some of the questions that you guys want to know.

And so I think you and I talked about what your plan was, you were going to mention?

**MEMBER WIGGINS:** So I really want to do that in an Employment Services Committee meeting, right, because that gives us an opportunity to, so we don't have redundant questions and people can bounce off and build synergy to get to where we want to get to.

So I'd like to at the next Employment Services Committee, invite people to come to attend who want to come up with different metrics.

**MEMBER SILVERMAN:** When is that?

**MEMBER LANG:** Yes, we're still scheduling that. We'll reach out.

**MEMBER SILVERMAN:** That'll be through the full board?

**MEMBER LANG:** Yes.

**MEMBER SILVERMAN:** We haven't found, like there's certain meetings we wanted to come to. We were unaware of when they were.

**MEMBER WIGGINS:** So we try to communicate to the entire board every Employment Services Committee meeting. You all don't, does everybody get that notice?

**PARTICIPANT:** No.

**MEMBER LANG:** Okay. Well, we'll make that happen. Yes. So again, we don't have a lot of time to follow-up on this too much but I hope what we're getting at here is so we spent the last 40 minutes or so drowning everyone in data.





This is, you know, this is as a response to request to make sure the people understanding that -- and frankly, us showing you that the metric, that the measures are moving, that the needle is moving on our work force efforts.

There's a lot of good work that's happening and we're trying to make sure that we're telling that story as well as possible all the time and appreciate the upcoming feedback on the different type of again, questions that we want to be answering that could be answered and shown through data, so thank you.

**CHAIRMAN FORD:** Thank you guys, so much. What I'm going to do, make one move, I'm going to make sure I make time for the committee meeting and then we have some other things, so can you -- (Simultaneous speaking.)

**CHAIRMAN FORD:** I think he did but I want to make sure that we -- yes?

**MEMBER HARRIS:** Okay. So we'll go ahead and do an update quickly on the eligible training provider work.

You know, we are data geeks. Especially, you know, coming from the business world. So knowing that if you don't measure it, you cannot monitor it so I'm really very pleased to see the direction that the committee is moving on the data.

You saw a lot of the results in Deputy Director, you know, Pabich also gave us an idea of sort of where we are, but we are also asking those tough questions. We hear the number of training completed, credentialed, but how many are in jobs. And even beyond that, how many have sustained employment?

We, as a committee, have been asking the tough questions. Is there a way that we can incentivize people to institute programs that can help people stay employed longer?

We know that with kind of the Federal Regulations that it only tracks really through job placement and not necessarily afterwards, so is there something we can do in terms of introducing some sort of a grant or something to keep people on the job?

And we also are looking very closely at the pace of this. I mean, we, our goal this year -- so you saw in 2016 it was ten providers, 25 providers. I think our goal was something like 30 or something to that number.

So that's great but we know that there are a lot of people in the District that absolutely are in need of employment.

So I just wanted to, you know, transparency of the process is a huge thing for us in terms of our committee. We actually mapped out the process in our committee, letting people know where they, you know, get on board, you know, what are the next steps that they need to take.

We also looked at sort of the barriers to getting the training and some of the challenges and a key reason why we have, we put together the engagement forum. So we had providers and so forth come into the room and they can understand a bit more about the process and those forms have been very, very successful.

So in terms of our work, you know, in terms of the barriers, we know that an OSSE certification is a huge barrier for some of the folks. So how can we partner some of these training providers with OSSE certified individuals.

So our group really has been looking very closely at that and I want to make sure that our data and what we are

seeing, Darryl, is included in what you all are doing as well.

We also added two new partners in information technology, seven new apprentice sponsors, and so again, we are working very, very, very aggressively on this.

Dr. Mitchell, Nathan, and Tony and Queenie, who's not here, in her absence have been working on this. Tony's going to bring to your attention some of the concerns that we've had around the disability community, knowing that there are some things that are coming down the pipe that we need to be very concerned about.

We talked as a committee about seeing how we can integrate it, some of Tony's concerns into what we are doing. So Tony, you want to take over the hat?

**MEMBER CANCELOSI:** I think it's more than just people with disabilities. Some of my background, anybody familiar with Sylvan Learning, that I was one of the founders of Sylvan Learning. I'm proud of that. Put that whole curriculum together. So anybody in the room that went to Sylvan Learning, raise your hand. Darryl went. There I get, there's my big endorsement.

**MEMBER WIGGINS:** Yes. My child.

**MEMBER CANCELOSI:** One of our concerns about all of the training providers is to make sure that the curriculum is designed in such a way that it's presentable to all individuals, not just people with disabilities.

Making sure, you know, it's at the right reading level, it's understandable, it's got testing available to everybody that can be tested and move on. So it goes deeper than just to people with disabilities and access.

It's that the curriculums are good and that they are presented in a way that people can learn. That is the essence of it so that the, we're pretty tough on them on the curriculum so I think that's another part of it.

The other part of it is I think that we're faced with a changing time in reference to accessibility. Common web sites are going to have to be accessible.

So what we don't want to get involved in is where we're presenting curriculums and approving training

providers that are not certifiable. And I think that's the key that that program is certifiable, that that person will gain the skills and be able to get that job and sustain that job.

You know, one thing I didn't hear today was upward mobility. I mean, we're going to create jobs for people but are they going to be in that same job for 30 years? They might be but what are the chances for them to move up?

**CHAIRMAN FORD:** Yes, just and that's what we call career pathways and so ultimately making sure that we're just, we're going beyond a job, right. We want the careers, pathways to the middle class and beyond. Thank you guys so much. Appreciate it.

A quick report from our representative from the Youth Committee?

**MS. SCOTT:** Good morning. Is this working?

**PARTICIPANT:** Yes, I think you just have to lean in.

**MS. SCOTT:** Hello. Okay. There we go. So I'll keep it quick. The next Youth Committee meeting is this Wednesday at 1:00 p.m. where a lot of this information will be shared in much greater length, so we always invite everyone to come and participate and learn more about what the committee's doing there.

But just to give you a quick overview of what's been happening over the last quarter, the Youth Committee chairs visited with the Latin America Youth Center on May 1st and I know they'll be sharing a lot about what they learned with that visit.

And, you know, we won't do it here or I'll just note like some of the things that we learned included like how to be more inclusive in the job centers.

And one of the lessons that we learned or one of the quick takeaways that we got from them was, you know, simple things like, you know, having Spanish or other languages on signage when you walk in. That way if no one is available to talk to them in Spanish, they would be able to, you know, get directions on what, on where to land once, you know, once they arrive.

So a lot of good information from that meeting which the chairs will be sharing on Wednesday and I think some of the folks from that organization will be there as well.

The Committee also held their May meeting with youth. So one of the objectives for meeting their goals this year was engaging a lot more youth and the, you know, the research that they're doing and the information that they're gathering.

So they held their May meeting at the Department of Employment Services with about 30 youth and the chair directed that meeting and gathered a lot of feedback from youth directly which we will be incorporating into the work that we'll be doing going forward.

And then the committee also held two focus groups with, one with in-school youth and one with out of school youth which were much smaller groups of students and gathered feedback.

One of the main things that we learned is that the youth want to be involved and that they're very interested and, you know, giving back to their communities, being ambassadors for, you know, the work that we're doing and connecting their peers to better opportunities.

So what we're going to be doing is creating three seats on the committee for youth to participate and we're trying to figure out how we can, you know, just work that into, you know, the system and getting them credits and, you know, certain things, or those kind of things. So all those things we'll talk about more on Wednesday, again, 1 o'clock.

And if you have any questions you can reach out to me or -- oh, it's going to be at the WIC, yes. 1:30, or excuse me, 1 o'clock to 2:30 on Wednesday at the WIC.

**CHAIRMAN FORD:** Good job. Thank you so much.

Steve, just one second.

Just to take into consideration, I am, was appointed to working with the folks that are looking at the chancellor for the new school system. And so we are taking these types of information in consideration about the characteristics of the new chancellor.

So thinking about the jobs. That's why getting the data about where should people be looking and what type of educator do we want thinking about workforce.

So I am on that committee representing the WIC and so this type of information is very valuable in terms of what they're doing so we can get direct feedback regarding the type of chancellor that we want in Washington D.C.

Steve, you're going to talk about employers?

**MEMBER BONEY:** So good morning, everyone. I've been asked to briefly discuss kind of the partnership between Department of Employment Services and Metro.

I think partnership is the key word which is why I titled this slide DOES and Metro partnership. And basically, I just want to give you a quick snapshot of how we partner with not only the Department of Employment Services but also the other service industries offered in D.C.

A course through initial engagement is important in notifying businesses that the services do exist here in D.C., not only again through DOES but services provided by DD RSA and also the Department of Human Services.

And then there's a line of the services offered by the Department of Employment Services in making sure that there is a direct alignment so that the employer and the opportunity seeker are both meeting the need that they're actually looking for.

And then there's training programs that will help to connect the two or bridge the gaps and then of course, we have to track those metrics.

So again, from a background perspective, the marketing of services to employers I think is critical and we talked about that a little bit today. If businesses don't know about the services offered, not only through DOES but through all of the agencies, then of course they won't be able to engage and recruit people from those different services.

And then also myself, I was invited to join the WIC Board which also helped to bring Metro to the table and learn a little bit more about the services offered.

From there I had one-on-one conversations from the direct level down to the site directors as well as to the staff members at each of these locations and the relationship began from there.

So it's not only dealing with the directors of the centers, but we also deal with the staff members pretty regularly and my staff deals with them regularly as well, so again, it's a partnership.

So what we did is we defined the gaps, what positions did we need to fill that were low hanging fruit, so to speak.

One of the things that is key for the partnership to work is you have to identify the gaps kind of on both sides, the business side and the employer, and the job seeker side or the opportunity side.

On our side, we're a federal government contractor so our background standards are very high. Also, we don't have many positions that are entry level. A large majority of our positions do require some experience.

There's a program that I'm working on now to address that so that there will be more entry level positions in the future.

And then on the Department of Employment Services side, it's making sure that those people they refer to us have the soft skills that are needed, making sure that they have the technical skills, and then making sure that they are aligned for success once they apply to the job.

So we had to figure out the target demographic as well again, so that the alignment is for success so we target the right individuals.

So we looked at the existing programs that were offered through the Department of Employment Services and we looked at where there might be a need for new programs to satisfy our need and we started Program Development.

And we brought in one of our actual partners to work with the Department of Employment Services to help with some of the training and became one of these training providers.

We worked with UDC and we've had conversations where we've brought in UDC as well as our managers from the departments where we had the gap or the need to talk and discuss curriculum development, so again, it's a partnership.

And from there we decided what kind of programs we can actually develop that don't exist already. CDL training of course was one that was critical for us because right now we hire 45 bus operators every month. So we need people who are trained to get their CDL.

One of the barriers in Washington D.C. is that there is such a long wait list for people to take their road tests to obtain their CDL. That kind of held people back who are District residents.

So what we said is how can we get people accelerated through our process so that they can get to the point of taking that road test and being done with that, and then come to us ready to rock and roll.

So when we put the relationship together, what we did is we actually started going to the centers and what we were doing is, we would take our applicants, send that list over to the Department of Employment Services, all four centers, and say these are people who applied to the job. These are folks who did not identify that they came through the Department of Employment Services doors. We're going to actually come to your site. We're going to conduct a test onsite there.

At the same time, you guys get them registered, you have them take the CASAS so they can go through all the steps they need to go through in that one single day. And then once they're done with that, we can continue moving on through the process.

So that's what we in essence did and from that we've had several hires come out of -- and they were accelerated as well, through us kind of partnering and working in that way.

That involved having meetings with the directors of the different centers and of course, having my staff involved so they would actually go to the center and conduct the testing.

So the type of training that was needed, I'm going to stick with the bus operator example and we do have an ELES apprenticeship program where right now we do have an agreement with Department of Employment

Services where we take two people into that program which starts every four years. But I'll stick to bus operator as well.

Existing vendors or solicitation of new vendors, when I first joined the WIC we realized that of course we need to solicit new vendors. And we did so and there were maybe one or two CDL driver vendors that were added to the approved list.

And at one point in the recruitment process is training needed? So for us we need people to come through as soon as they apply, we needed them to go through training for the bus operator position because we wanted them to have their CDL license when they come through.

Out of those 45 that we hire every month, probably 20 percent of them have a license versus those who have a permit. So we're always looking for people who already have the license and getting those D.C. residents a head up, an edge on all the other folks who didn't, who do not have a license but just a permit.

**MEMBER MORRIS-HUGHES:** I think there's an opportunity to partner with you all. With OSSE I believe we worked with DMV to arrange for like a day of testing. A day of testing, thank you.

**PARTICIPANT:** Yes, a day of testing.

**MEMBER MORRIS-HUGHES:** A day of testing. So I want to work with you on that. I think that we can do that and cut through some of the red tape and administrative stuff that leaves District residents behind.

**MEMBER BONEY:** Yes, thank you for that. So some things have changed since then. Actually now we are allowed to conduct road tests ourselves.

**MEMBER MORRIS-HUGHES:** Good. Okay.

**MEMBER BONEY:** So, yes, we can road test doing the training ourselves.

**MEMBER MORRIS-HUGHES:** Good.

**MEMBER BONEY:** So that's one barrier we've removed but we still operate with the Employment Services Centers the same way that we used to.

We did, and then there's also some changes to the process as well where we're no longer testing right now. We'll go back to testing soon but right now we're not testing and we'll talk about that when we meet.

And then the training curriculum development, so prime example, our mechanics. Right now we're working with UDC. We're working with the Infrastructure Academy and with, is it, DPW, thank you, and DPW to get a mechanic training curriculum developed so that program can begin through the Infrastructure Academy. They've already began their CDL training program which we've hired people from, I believe they've only had two classes and I think we've got four people on board through that at the Infrastructure Academy.

So of course then there's metrics. We're always talking about metrics and what metrics matter most for me. And for talent acquisition at Metro, it's hires. We want to get hires from the efforts.

How do we track those metrics? So we have a tracking mechanism on our end but so does the Department of



Employment Services. So my staff member liaises with the Department of Employment staff and they compare those numbers.

So again, a point of contact for Metro and a point of contact at Department of Employment Services.

And then there's goal setting. What are the goals that we're looking to achieve through this partnership? So for me again, it's increased hires. And I can say that since between 2014 and 2017 we've been able to double the amount of hires we're seeing come from the Department of Employment Services, specifically over the last year and a half.

(Applause)

**MEMBER LANG:** Thank you, Steven. Just a quick comment on that. You know, when we were talking about soliciting feedback from the business folks in the room and the business colleagues that you have throughout the District, I really think, you know, Steven and I, he detailed this to me in my office one day and I was just blown away by the coordination.

I think using, like somebody mentioned replicating earlier as far as replicating services.

You know, how can we, understandably not all employers may have the capacity that WMATA has as far as their ability in driving workforce but how can we use what you've built there within our system in replicating that so employers can have a framework to work within once we're reaching out to them with the education of the things that we provide. You know, we would really rely on you to helping, you know, helping you to map that out with us even further to replicate that.

**CHAIRMAN FORD:** Yes, so Darryl, one of the things to mention if, because this is a great program, Steve, so we can kind of get those best practices from the employee perspective. I think that would be good if you could just take that as an action because I want to emulate what you're doing with the other employees.

Want to take this time now to open it up for Board Members. I know Councilmember Silverman had something she wanted to open up with. Other Board members may have either comments or questions, but I want to take this time and then we'll open up for public comment.

**MEMBER SILVERMAN:** Thank you Mr. Chairman, for giving me a moment. I know I'm between you and lunch, everyone and lunch so I'll make this quick.

I circulated a letter that I had sent to the Director Lang and Chairman Ford about what looks like a reprogramming out of the money that the Board had funded for the intermediary grant program. So this is different than the soccer stadium.

This was money that, 1.2 million, that was specifically for the intermediary pilot program, so to have this third entity that's between the job seekers and the employers.

So my understanding of how that money has been reprogrammed is 500,000 of it has gone to DOES to work with, I think it's DCCK on a very successful intermediary program they've had. So that's not my issue. The issue is the additional, the 700,000 remaining.

So my understanding from documents is that we are instead of putting that money toward an intermediary, 200,000 of it is going to go to DSLBD for the clean teams. 250,000 is going for technical assistance and I guess that leaves, if my math is right, \$250,000 to go to the Infrastructure Academy.



You know, these might all be worthy things. I can tell you that clean teams is something that the Council funds, increases funding for every year because it's very successful.

But my point is that we know that there is a need to help jobs, those in employment stay in employment. I think we've all talked about that and that's the role the intermediary serves.

So my concern is that this funding change of resources was made and it gets back to, you know, I hope to work with Thomas on this and certainly Chairman Ford, that things are done without Board either knowledge or approval.

And I do think this is a concern because this is a very important program that I think fills a very important gap that only the WIC really funds. And so shifting that money out of an intermediary when we know from our employers that this is so critical, is very concerning to me.

And I guess, so Todd and I had an exchange. We had an additional exchange that I think he had CCed everyone on last night but it, you know, even I had difficulty consuming it this morning.

But I guess, Todd, if you can give us an explanation of how this decision was made, whether Board, whether you sought any advice from the Board or the Executive Board on it, and then just the logic and reasoning toward the decision to move these funds out of an intermediary.

**MEMBER LANG:** Sure, sure. Glad to comment on some of that. Deputy Mayor, I'm sure you may have some thoughts as well.

So I, we are always looking to be as transparent but always providing the best services as possible for our residents that have needs right now.

I think that some of, we may need to educate and clarify some of the funding situations there because not all of that is accurate. I apologize if it wasn't necessarily detailed correctly.

But in like regards towards the money for DOES, that is an MOU that's been in existence for quite some time and I want to make sure that we're clear on the budgetary side.  
(Simultaneous speaking.)

**MEMBER LANG:** Yes. So yes, just make sure that we get you the correct data. We are, all of these things that we've detailed is a valid and strong, sorry, are valid and strong workforce intermediary programs and that we're working to make sure that are meeting the needs of District residents right now as I said.

We have not changed strategy and it's clear from the many programs that we have that we're doing a lot and we're in training for all of our different high demand sectors and we're going to continue to do that.

We, you know, we've talked about how communication with the Board is important. I think we're working on that to improve things. But as far as a change in strategy or work with our training programs, that hasn't been an issue.

**MEMBER SNOWDEN:** So I'll just add a couple of quick things. I appreciate the committee's continued interest in this issue around workforce intermediary programs and we're really proud of a fair amount of, not fair amount, good amount.



We're proud of the workforce intermediary work. Marriott Marquis is sort of a gold standard, that project was, but we've continued to develop different programs.

I talked a little bit about the program that we developed, Focused on Maintenance, which is where that leveraging resources of the DMGEO cluster. These are not traditional clean teams in the way that you view them or think that you understand them.

So I just want to think about, I want folks to think about this as a workforce intermediary that we've put together, that we worked really hard to do quickly, and wanted to make sure it created immediate opportunity. And so we're really --

**MEMBER MORRIS-HUGHES:** And Deputy Mayor, we call them environmental services, not clean teams.

**MEMBER SNOWDEN:** Right. Thank you. I'm sorry. It's Maintenance and Environmental Services. So we're really excited about this partnership and we know it'll yield a lot of successful results.

In terms of the mayor, mayor piece, one of the things that we know and as we sort of move through this exercise with transferring the workforce intermediary program from the WIC, the two programs from the WIC to DOES, is that those programs have to happen with sustainability in mind.

And so part of what Mayor Mara is helping us do is really develop the sustainability and strategic plan to make sure that as we create and develop new intermediary programs, that we're able to quickly, that as we test them and we ensure that the pilot is effective, that we're able to help them grow and expand beyond the funding from the WIC.

And so they're helping us to develop a strategic plan around sustainability, so we think that is money well spent to strengthen the infrastructure of our workforce intermediary programs.

**MEMBER LANG:** And just to follow up on that Mayor Mara contract, you know, we have had successful intermediaries within the hospitality and construction industry and have run those for several years.

What that vendor consultant partner is doing for us is help build out workforce intermediary programs in additional sectors. So what does that mean, right. So that means understanding the occupations that are within the District to make, you know, to make sure that we're providing pathways and training that is going to be most valuable to providing people career pathways.

It also means building a provider directory so we're working to connect with all the many different providers within the District to make sure that as we're putting out solicitations that they're aware of these solicitations and also that we're getting feedback from them on the types of training that is going to be best served in the workforce intermediary.

And frankly, they're also working, will work with us on solicitation development so a lot of work there that they're providing that is, as Deputy Mayor said, put like addressing the infrastructure and strategic vision of growing out our workforce intermediary program which has been successful but so far rather small.

**CHAIRMAN FORD:** Okay. And make any comment.

**MEMBER SMITH:** So obviously part of the Board's function is oversight of financial and funding issues. But about the only time we ever get an opportunity to weigh in on this is during the January meeting when we're presented with the budget.

But we have no idea, there's no idea whether or not we're sticking to that budget, whether the money's being spent on the right line items. So I think some level of transparency there or regular quarterly reporting like we would have, you know, in our business would be very helpful.

**CHAIRMAN FORD:** Okay. Ask your question.

**MEMBER PENNY:** So I was intimately involved with the Marriott Marquis and we also had some, and that was a successful program with your traditional intermediary.

And I've also been indirectly involved with the three hotels at the Wharf. That did not have the same intermediary support that the Marriott Marquis had.

However, they both have proven to be successful, albeit the services administered to help prepare the residents have been different.

And so I think what we might want to do is, you know, is look at the result and have the result to reflect whether we've been successful or not.

The Marriott Marquis, there was over \$2 million to help prepare District residents. What's most important for me as a business person is again, based upon the investment, how did that equate to District residents getting jobs and retaining jobs.

And so I'd be interested in us looking at the Marriott Marquis against the Wharf. Even if the Wharf's motto was different, if the result was equally as successful then I would be happy with it.

And so to me, I do think that we need to just talk about these things but at the end of the day, success is defined by the number of the residents that get the job, and number of residents that keep the job, and whatever vehicle we find, and there may be multiple vehicles to get us to that destination. I think that's where success lives.

**CHAIRMAN FORD:** Questions? Go ahead.

**MEMBER SILVERMAN:** Well, I want to thank you, Chairman Ford, for allowing me to bring this issue up. I will just reiterate what Nathan said, which is, you know, my, we can, there's no argument about that results good outcomes or good outcomes. The issue is that we have made a strategic decision as a Board that we think the intermediary fills a certain employment gap for us and we are put money toward it and now we're moving money into a different purpose.

And the Board never had an opportunity to discuss that. I mean, it could be the right purpose but the Board is supposed to be the fiscal overseer and I don't recall any discussion of this decision.

**CHAIRMAN FORD:** Okay. Great. One of the things that I am going to sit down with the executive committee to talk about these types of activities. I think obviously we want proper reporting and we want proper objectives and so we'll make sure we have the right mix of that activity.

Yes, sir?

**PARTICIPANT:** I would also like to underscore the request about quarterly budget updates here. I think that

also on the retreat in September it might be, I think earlier, Todd, you mentioned the roles and responsibilities is something that we're going to be discussing.

I would love to get a refresher on decision-making, like the flow chart for decision-making. And so I know, executive committee plays a big role. I would like to understand a little bit better the roadmap for how decisions make and so we know how to orient our own roles wherever we lie on the Board.

**CHAIRMAN FORD:** Just so you know that's one of the prime objectives of Chairman Penny's committee. It's all about the governance of the organization and how we make decisions because ultimately coming out of that committee will be these types of processes and decision making.

**MEMBER HARRIS:** Yes, I guess I don't want to sound like a broken record, but I'm in support also of, you know, having these updates especially if it's something that we are accountable for and where the funding should go. You know, so broken record, you got it.

**CHAIRMAN FORD:** And you're on the committee, so that –

**MEMBER HARRIS:** Yes.

**MEMBER MORRIS-HUGHES:** I just, I would like to add that I think at the retreat it'd be a good time to look at what DOL has laid out as the roles and responsibilities of the WIC.

Two years ago our regional administrator, and he might be the under deputy secretary, came and laid out everything that the WIC was responsible for. And so I do have some concern that we may be straying away from what the WIC is actually responsible for doing.

And not that all of the discussions around, you know, all things workforce is not important. I just want to make sure that first and foremost we meet our administrative obligation in which we are reviewed literally every year. Next week they're coming for five days to monitor the system.

**CHAIRMAN FORD:** And a great point and you and I had a really good conversation about that in terms of understanding what our roles and responsibilities are from a legal responsibility. And so I'll follow up with you on that.

We'd like to hold up for the public comment. I think we have a few people. Do you have a list of folks that registered at all?  
(Simultaneous speaking.)

**CHAIRMAN FORD:** Okay. Three minutes.

**MR. FLIPPIN:** Am I –

**CHAIRMAN FORD:** Keep your thumb on it.

**MR. FLIPPIN:** Okay. All right. Hi. Yes, I'm Ameer Flippin. I'm a D.C. resident. I'm also the founder of a new startup company called Urban Public Finance and we'd like to actually like to carve out a utopia whitespace and we're having some trouble with that. But our mission here at -- is basically to blend public finance with startup companies. That's the primary goal of the company and we sent some emails to Todd Lang and the Board.

But we basically hear there's an unlimited supply of private capital for startup companies and we'd like to recommend to WIC to add startups as an option in the career pathways and workforce system continuous improvement programs.

I'd sort of like to raise the stakes a bit here and propose that the D.C. Workforce Investment Council propose to the D.C. Workforce Investment Council a new D.C. social impact fund of say maybe \$2 million specifically targeting the workforce.

I'm prepared to actually partner with the WIC to raise the private capital to create a proprietary startup incubator process sitting somewhere between workforce small business and doing startups.

The entity could possibly be a P3 public-private partnership. I would like to also orally motion or to ask Todd Lang and the Board to schedule this matter for an inclusion as an agenda item with the Committee and the Board.

The soccer stadium may be an option along with some of the other things you all mentioned today. And the second thing I wanted to mention to the Board is, we actually have an initiative that we have a ballot measure where we're trying to get petition signatures for an inclusion measure. It's called the Money Supply Increase Plus 3000 initiative.

The measure relates to the JOBS Act and startup companies and including anyone who receives social services will be able to invest in startup companies up to \$3000 without losing state or federal benefits. If you would like to support and sign the petition to get it on the ballot, I will around at the end of the meeting. Thanks for the comments.

**CHAIRMAN FORD:** Thank you so much. We'll definitely follow-up regarding the public private partnership so I think that's important.

Anybody else for public comment? Okay, other than that?

**MEMBER LANG:** Oh, yes. One item, sorry. And thank you for reminding me. Many of you contribute to the updates for our state plan so the modifications to our real estate plan over the past few months. Remiss to tell you that we got word on last -- what's that -- Thursday. Thanks, Andy, that our state plan has been approved and accepted by the Department of Labor.

So we are moving in the right direction as we all know but that endorsement from DOL is outstanding. They have applauded us for our efforts and looking forward to continuing to work with us to make sure that we continue to build what is the best workforce system in the country.

So thank you for all of you that pitched in, in work on that on the Agency side and then many of you in our public forums to provide feedback on the strategy for our plan. It's work that's well-received and making us again move the needle in the right direction.

(Applause)

(Whereupon, the above entitled matter went off the record at 12:28 p.m.)