

FY19 Workforce Development Expenditure Guide

# Accompanying Document

Version 01

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## Background

[The Transparency Act \(D.C. Law 22-95\)](#) mandated that the Workforce Investment Council (WIC) develop and update annually a Workforce Development System Expenditure Guide (Expenditure Guide) that outlines all District government spending on workforce development and adult education. In addition to budget information, the Expenditure Guide also seeks to track performance outcomes. This data collection effort will help ensure that:

- Residents are aware of the workforce supports and resources offered by the District; and
- District agencies understand the breadth of services available and can better provide coordinated, cohesive, and integrated supports.

The first iteration of the Expenditure Guide captured data for Fiscal Year 2018 (FY18) and required that a smaller subset of agencies participate in the data collection process. Fiscal Year 2019 (FY19) is the current submission, the second annual update, and expands participation to all District agencies involved in workforce development or adult education. Due to the wide array of services provided, different reporting structures and metrics, the WIC is using this opportunity as a discovery phase to gain a better understanding of the supports and resources provided by agencies. The hope is to build upon the data collected to develop a more aligned structure of reporting metrics across agencies that show program success across a wide breadth of services.

## How to Use These Documents

As a response to the Transparency Act, the WIC has created two documents:

1. **Expenditure Guide Spreadsheet:** The act, in part, requests the guide be delivered via a manipulated spreadsheet. To deliver upon this request, the WIC developed a Quickbase application, where agencies could log-in and self-report data. The spreadsheet that is a part of this submission is a download of the information captured in the application. There are two main tabs that include:

Programs	Workforce Activity
<ul style="list-style-type: none"> <li>• Provides an overall description of the program within an agency that has a specific goal, measurable outcomes, and targeted participants</li> </ul>	<ul style="list-style-type: none"> <li>• Drills down into specific activities within programs or agencies, like academic course, credential training, internship, work experience, etc</li> </ul>

In addition to these main tabs, agencies were encouraged to provide existing reports that spoke to their progress and these reports have been added as additional tabs.

2. **The FY19 Accompanying Document:** intends to provide additional context, particularly data or narrative that might have been difficult to include in the spreadsheet, including project origin, methodology, overall summary of the data collected, agency specific information, and recommendations for future updates.

## Methodology

Starting in late 2019, the WIC hosted a debrief meeting with the Fiscal Year 18 participating agencies (DOES, DDS, DHS, DOES, and OSSE) to collect feedback about the data collection process and to share updates about the FY19 update. Using feedback collected from the group, the WIC developed a guidance document that broadly defined data points that would be collected, including

- Budget;
- Performance outcomes;
- Provider and programmatic logistical data,
- Participant eligibility requirements;
- Participant demographic data;
- Provider services; and
- Industry sectors.

In addition to developing the guidance document, significant updates were made to the Quickbase application. Next, an introductory meeting for all participating agencies was held to review the data collection process and metrics. Agencies were then given access to the Quickbase application to begin reporting data. Finally, the WIC worked with agencies to undergo several rounds of data review and cleansing for both the spreadsheet and this document.

## WIOA Performance Measures

The [Workforce Innovation Opportunity Act \(WIOA\)](#) establishes performance indicators and reporting requirements to assess the effectiveness of workforce programs receiving federal funds. The WIOA measures requested in the FY19 Expenditure Guide include:

- targets and outcomes for employment 2<sup>nd</sup> and 4<sup>th</sup> quarter after exit;
- outcomes for credential attainment;
- median earnings; and
- measurable skills gained.

All agencies that track WIOA Performance Measures will have a check symbol in the upper right hand corner of their page.

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<sup>1</sup> See full definitions of WIOA performance measures at <https://www.dol.gov/agencies/eta/performance/performance-indicators>

## Unreported Data

Due to the significant amount of data missing in the first iteration of the Expenditure Guide, the WIC developed three options to categorize the data that agencies could not report: *data not available*, *data not captured*, and *data not applicable*. These options were provided to gain more insight into why agencies could not report data to inform the future data collection process.

- **Data Not Available:** Data is relevant and tracked, but the data is not available at the time of request.
- **Data Not Captured:** Data is relevant but the agency does not have the infrastructure to track this measure.
- **Data Not Applicable:** Data is not relevant nor is it tracked.

## Participating Agencies<sup>2</sup>

The agencies listed below participated in the data collection process:

- Child and Family Services Agency (CFSA)
- Department of Behavioral Health (DBH)
- District of Columbia Housing Authority (DCHA)
- Department of Human Resources (DCHR)
- District of Columbia Public Schools (DCPS)
- District Department of Transportation (DDOT)
- Department of Disability Services (DDS)\*
- Department of Human Services (DHS)
- Department of Energy and Environment (DOEE)
- Department of Employment Services (DOES)\*
- Department of Small and Local Business Development (DSLBD)
- Department of Youth Rehabilitation Services (DYRS)
- Mayor's Office of Asian and Pacific Islanders Affairs (MOAPIA)
- Mayor's Office of Latino Affairs (MOLA)
- Office of Cable, Television, Film, Music and Entertainment (OCTFME)
- Office of the State Superintendent of Education (OSSE)\*
- Public Charter School Board (PCSB)<sup>3</sup>
- University of the District of Columbia (UDC)
- Workforce Investment Council (WIC)

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<sup>2</sup> The asterisk (\*) indicates an agency that reports WIOA metrics.

<sup>3</sup> The Public Charter School Board (PCSB) data is not included in this report. PCSB provided public reports that track spending data and performance metrics. These reports are included as attachments to the FY19 Expenditure Guide.

## Overall Summary

This section includes a high-level summary of reported data across all agencies included in the FY19 Expenditure Guide spreadsheet.

### Overview Reported Data

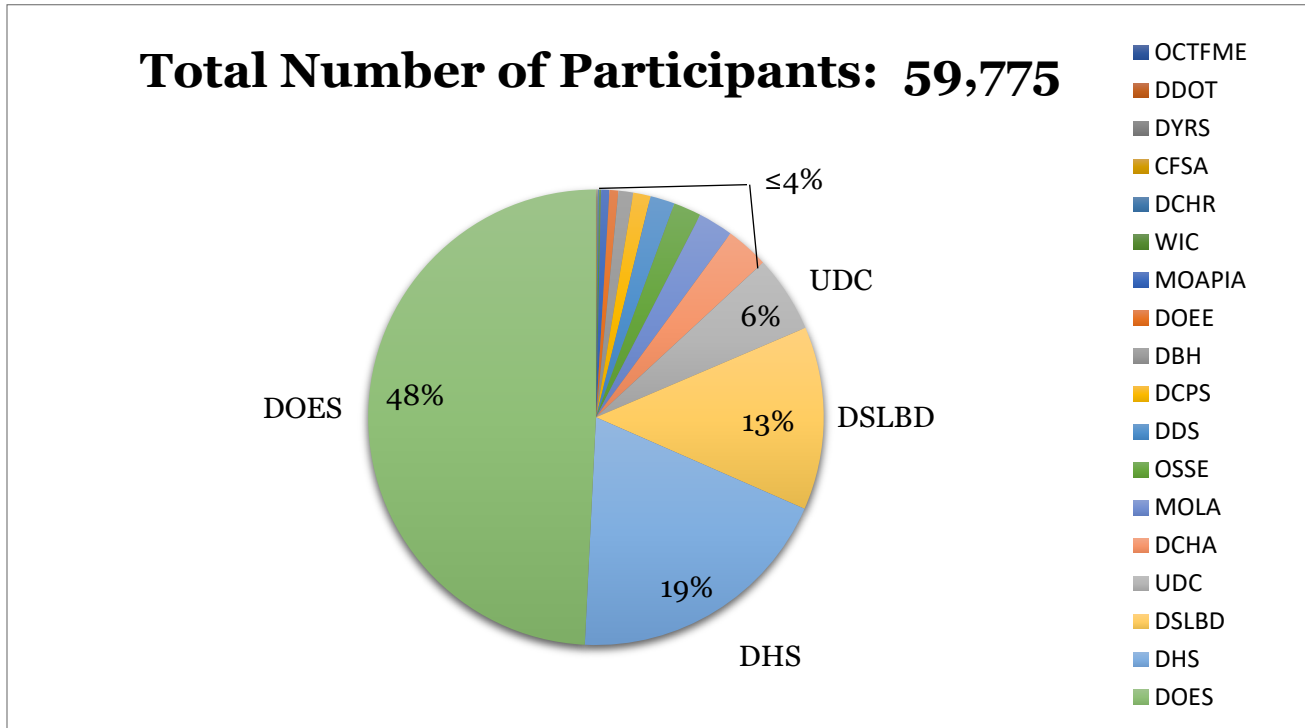
Total Number of Agencies	18
Total Number of Programs	62
Total Number of Workforce Activities	324
Total Number of Providers	180

### Budget and Funding

Across 18 agencies a total budget of **\$131,954,626.58** was reported for workforce development and adult education programs. The top five agencies with the highest budgets were DOES, DHS, UDC, OSSE, and DSLBD, respectively.

Agency Acronym	Program Total Budget
<b>DOES</b>	<b>\$68,602,315.60</b>
<b>DHS</b>	<b>\$37,230,982.21</b>
<b>UDC</b>	<b>\$5,564,003.57</b>
<b>OSSE</b>	<b>\$4,508,994.81</b>
<b>DSLBD</b>	<b>\$3,646,424.00</b>
MOLA	\$3,085,000.00
DOEE	\$2,361,457.23
DDS	\$1,889,323.00
DBH	\$1,644,554.00
DCHR	\$742,652.00
WIC	\$700,000.00
CFSA	\$632,062.00
DCHA	\$459,260.00
DCPS	\$316,000.00
DYRS	\$235,349.06
OCTFME	\$203,387.10
DDOT	\$114,612.00
MOAPIA	\$18,250.00
<b>Grand Total</b>	<b>\$ 131,954,626.58</b>

## Total Number of Participants



## Unreported Data

WIOA Measures were captured and reported by the following agencies: DDS, DOES, and OSSE. As such, the vast majority of agencies did not report WIOA measures due to two reasons: data not available and data not applicable. For Employment 2<sup>nd</sup> and 4<sup>th</sup> quarter after exit outcomes, data not applicable represented 53% of the data that was not reported, and data not available represented 31% of the data that was not reported. The remaining 16% represented data that was reported.

## Industry Sectors by Workforce Activity

Industry Sector	# Reported	% Reported
IT and Business Administration	87	27%
Hospitality	54	17%
Healthcare	49	15%
Construction	46	14%
Varies	44	13%
Data Not Captured	39	12%
Infrastructure and Transportation	32	10%
Law and Security	26	8%
Other	21	6%
Educational Services	19	6%
Social Assistance	18	6%
Other ( <i>Cosmetology, Broadcast Media, Child Development, Carpentry, Culinary, Early Childhood Education, Educational Services, Financial Services, Multimedia, Performing Arts, Data Not Applicable, Data Not Available</i> )	21	6%
Government and Public Sector	11	3%
Manufacturing	11	3%



## Agency Summary

The section below provides an agency overview of the data reported in the FY19 Expenditure Guide. In addition, agencies were encouraged to provide additional information about their work, either contextually or in data form, that was not captured in the spreadsheet. Information provided in this section includes:

- an overview of each reported program;
- program budgets;
- number of providers per program;
- number of participants per program; and
- program performance.

### Child Family Services Agency (CFSA)

CFSA is the public child welfare agency in the District of Columbia responsible for protecting child victims and those at risk of abuse and neglect and assisting their families.<sup>4</sup>

#### Workforce Development/Adult Education Programs

**Career Pathways Unit:** A program that is centered on connectivity and exposure to paid internship opportunities. The program offers paid internships to youth participants in various industry sectors.

**Chafee Funds:** Used for vocational programming and overall well-being of supporting foster youth (travel, purchasing needs, etc.) The grant is also used for partnering with local vendors to provide mentorship, work experience, and internships for participants.

#### Overview

Program Name (2)	# of Providers	# of Participants	Total Budgeted Amount
Career Pathways Unit	Not Reported	22	\$150,000.00
Chafee Funds <sup>5</sup>	6	N<10	\$482,062.00
<b>Grand Total</b>		<b>31</b>	<b>\$632,062.00</b>

<sup>4</sup> From CFSA (n.d.) *About CFSA* <https://cfsa.dc.gov/page/about-cfsa>.

<sup>5</sup> The Expenditure Guide only reports provider data for the Chafee Funds Program.

## Department of Behavioral Health (DBH)

DBH provides prevention, intervention, and treatment services and supports for children, youth and adults with mental and/or substance use disorders including emergency psychiatric care and community-based outpatient and residential services. DBH serves eligible adults, children and youth and their families through a network of community based providers and unique government delivered services.<sup>6</sup>

### Workforce Development/Adult Education Programs

**Evidence Based- Supported Employment:** A program for adult consumers with serious mental illness for whom competitive employment has been interrupted or intermittent as a result of a significant mental health problem. Supported Employment involves obtaining a part-time or full-time job in which a consumer receives supports in a competitive employment setting and in which the consumer earns at least minimum wage.

#### Overview

Program Name (1)	# of Providers	# of Participants	Program Total Budget
Evidenced Based Supported Employment	7	610	\$1,644,554.00
<b>Grand Total</b>	<b>7</b>	<b>610</b>	<b>\$1,644,554.00</b>

#### Performance<sup>7</sup>

Provider Name (7)	Total Number of Participants in Workforce Activity	Total Number of Participants Employed
Anchor Mental Health	171	96
Community Connection, Inc.	131	76
MBI Health Services	123	22
Pathways to Housing DC	43	24
PSI Services, Inc.	26	N<10
Psychiatric Center Chartered, Inc.	67	28
Psychiatric Rehab Services	49	48
<b>Grand Total</b>	<b>610</b>	<b>303</b>

<sup>6</sup> From Department of Behavioral Health (2020, May 14). *About DBH*. <https://dbh.dc.gov/page/about-dbh>

<sup>7</sup> The employment performance metrics included in this document are not reflected in the FY19 Expenditure Guide because the employment metrics tracked by DBH do not accurately align with WIOA measures.

## District of Columbia Housing Authority (DCHA)

DCHA provides quality affordable housing to extremely low- through moderate-income households, fosters sustainable communities, and cultivates opportunities for residents to improve their lives.<sup>8</sup>

### Workforce Development/Adult Education Programs

**DCHA Workforce Development Initiative:** A program that supports participants to identify employment opportunities. Participants are assigned a job developer, who aids the participant in preparing a resume, practicing interviews, and learning soft skills.

**First AID & CPR:** Participants can earn their First Aid/CPR certification by completing a one day course.

**Food Handlers Certification:** Offers a food handler’s certification to all participants who complete a one day course.

**Occupational Safety and Health Administration Certification:** Participants can complete a one day course to receive their OSHA 30 Certification.

**Sherwin Williams Commercial Painters License:** Through partnership with Sherwin Williams, participants enroll in a week long course to earn a Commercial Painting License.

**UDC Courses:** In FY19, DCHA partnered with UDC to offer courses in Leasing & Property Management, Medical Office Administrative Professional, Hospitality & Tourism, Skills Development, and Digital Literacy.

### Overview

Program Name (5)	#of Providers	#of Participants	Program Total Budget
DCHA Workforce Development Initiative	1	1,442	\$305,460.00
First AID & CPR	1	53	\$3,000.00
Food Handlers Certification	1	71	\$7,800.00
jobs for Veterans State Grants (JVSG)	1	N<10	\$3,000.00
Sherwin Williams Commercial Painters License Course	1	26	\$0.00 <sup>9</sup>
UDC Courses	1	208	\$140,000.00
<b>Grand Total</b>	<b>6</b>	<b>1,807</b>	<b>\$459,260.00</b>

<sup>8</sup> From District of Columbia Housing Authority. (2019, August 2). *About us*.

[https://webserver1.dchousing.org/?page\\_id=277](https://webserver1.dchousing.org/?page_id=277)

<sup>9</sup> The Sherwin Williams Commercial Painters License Course does not have a budget or cost for DCHA because it is paid for by Sherwin Williams.



**Performance**

DCHA tracks employment throughout participant enrollment in DCHA workforce development/adult education programs. In FY2019, there were 221 participants across all programs who were employed after DCHA completed a 30 and 60 day employment check-in.

## Department of Human Resources (DCHR)

DCHR provides human resource management services that strengthen individual and organizational performance and enable the District government to attract, develop, and retain a well-qualified, diverse workforce.<sup>10</sup>

### Workforce Development/Adult Education Programs

**District Leadership Program:** An internship program designed to provide tomorrow’s leaders with the knowledge, tools, skills, and experiences that can be readily applied to their future challenges and pursuits, whether personal or professional. The program is open to undergraduate juniors, seniors, or graduate-level college students. Applicants are vetted through a highly-competitive process. Upon acceptance, prospective interns are additionally screened directly by host agencies before a final match is made. Interns are primarily located onsite at host agencies, except for scheduled learning activities, check-ins with DCHR program manager, and special events.

#### Overview

Program Name (1)	# of Providers	# of Participants	Program Total Budget
District Leadership Program (DLP)	34	64	\$742,652.00
<b>Grand Total</b>	<b>34</b>	<b>64</b>	<b>\$742,652.00</b>

#### Performance

A primary goal of the District Leadership (DLP) is to serve as a recruitment strategy for the District of Columbia Government.

- Since spring 2012, more than 125 DLP Alum have secured full employment with the District of Columbia Government.
- The most recent cohort of Year-Round FY19 included 64 interns. To date, 4 of the 64 have been hired by the agencies.

Several District agencies use DLP as a strategy to recruit specific talent and skillsets for their positions:

- A few agencies have provided testimony of the program’s utilization as it is used to support key roles and have also used the program to build organizational capacity. Some of the agencies have chosen to exercise formal Memoranda of Understanding (MOUs) to solidify the additional capacity. These agencies include but are not limited to Office of Planning; Office of Unified Communication; Department of Human Services; and Office of Contract and Procurement.

<sup>10</sup> From Department of Human Resources. (n.d.). *About DCHR*. <https://dchr.dc.gov/page/about-dchr>

The DLP is the entry point for undergraduate and graduate students into the District's professional setting and the first step in the ladder of leadership development. The program offers its participants the opportunity to experience growth professionally and personally.

- A great number of its alum have provided reflections as the value of the program to their professional growth three-plus years after they have started their career.
- They have access to mentoring and coaching from high level and high performing leaders and managers in the District.
- They are afforded the opportunity to network with peers, successful and high performing mid-career professionals, and leaders throughout the District of Columbia Government.
  - They have used the experience of the DLP to successfully apply for Capital City Fellows and the next level of professional and leadership development within the Certified Public Manager (CPM) program.

## District of Columbia of Public Schools (DCPS)

DCPS has a mission to ensure that every school guarantees students reach their full potential through rigorous and joyful learning experiences provided in a nurturing environment.<sup>11</sup>

### Workforce Development/Adult Education Programs

**Career Bridge Program:** Provides opportunities for students to jump start their career in an industry of their interest while receiving one-on-one career coaching, career exploration, professional skill building, and a paid internship opportunity. For SY18-19, the DCPS Career Bridge partners included seven career pathway partners that provide established pre-apprenticeship and/or technical skills programs that can lead directly to certification, apprenticeship, and/or employment for participating students: Building Trades Pre-Apprenticeship Program (DOES/Finishing Trades Institute), Pepco Training Program, Per Scholas IT Training Program, RCM Healthcare, Champions Childcare, Hyatt Regency & Donohoe Hospitality, DC National Guard.

**Career Ready Internship:** Managed by the College & Career Programs Division, places highly qualified Summer Youth Employment Program (SYEP) applicants into competitive, paid internships aligned to their career field of study, based on the student’s Career & Technical Education (CTE) pathway. Upon completion of the Tenacity Employability Skills training, students are eligible to interview with leading industry employers in their career field of choice. These internships are designed to expose students to the world of competitive employment and help guide students through the career exploration process.

#### Overview

Program Name (2)	# of Providers	# of Participants	Program Total Budget
Career Bridge Program	Not Reported	100	\$158,000.00
Career Ready Internship Program	Not Reported	622	\$158,000.00
<b>Grand Total</b>		<b>722</b>	<b>\$316,000.00</b>

<sup>11</sup> From District of Columbia Public Schools. (n.d.). DCPS offices. <https://dcps.dc.gov/page/dcps-offices>

## District Department of Transportation (DDOT)

DDOT is committed achieving an exceptional quality of life in the nation’s capital through more sustainable travel practices, safer streets, and outstanding access to goods and services. Central to this vision is improving energy efficiency and modern mobility by providing next generation alternatives to single occupancy driving in the city.<sup>12</sup>

### Workforce Development/Adult Education Programs

**Quick Path to Transportation:** Supports DDOT’s workforce development strategy to create a talent pipeline of skilled workers for the agency's front-line operations. In partnership with DOES, DDOT piloted a nine month training program included both classroom and On-the-Job Training (OJT) for District residents with a career interest in transportation. The program consisted of two weeks of classroom instruction in fundamental courses required for entry-level transportation positions and six weeks of On-the-Job Training (OJT) experience within DDOT's Street Sign Installation Unit, Field Operations Division.

#### Overview

Program Name (1)	# of Providers	# of Participants	Program Total Budget
Quick Path to Transportation	1	N<10	\$114,612.00
<b>Grand Total</b>	<b>1</b>	<b>N&lt;10</b>	<b>\$114,612.00</b>

<sup>12</sup> From District Department of Transportation. (n.d.). *About DDOT*. <https://ddot.dc.gov/page/ddot-who-we-are>.





## Department of Disability Services (DDS)

DDS is composed of two Administrations that oversee and coordinate services for residents with disabilities through a network of private and non-profit providers: Developmental Disabilities Administration (DDA) and Rehabilitation Services Administration (RSA).<sup>13</sup>

### Workforce Development/Adult Education Programs

**Occupational & Vocational Training:** Vocational Rehabilitation (VR) program provides vocational and rehabilitative services to individuals with disabilities to help them prepare for, secure, regain, retain, or advance in employment.

#### Overview

Program Name (1)	# of Providers	# of Participants	Program Total Budget
DDS- RSA - Occupational & Vocational Training	44	1,015	\$1,889,323.00
<b>Grand Total</b>	<b>44</b>	<b>1,015</b>	<b>\$1,889,323.00</b>

#### Performance<sup>14</sup>

**Employment 2nd quarter after exit<sup>15</sup>** - The percentage of participants who are in unsubsidized employment during the second quarter after exit from the program. Data is not available until 2 quarters after the 2nd quarter after exit.

**Employment 4th quarter after exit** - The percentage of participants who are in unsubsidized employment during the fourth quarter after exit from the program. Data is not available until 2 quarters after 4th quarter after exit.

**Median earnings** - The median earnings of participants who are in unsubsidized employment during the second quarter after exit from the program. Data is not available until 2 quarters after the 2nd quarter after exit.

<sup>13</sup> From Department on Disability Services. (n.d.). *About DDS*. <https://dds.dc.gov/page/about-dds>

<sup>14</sup> A participant exits the VR program when his or her service record is closed in accordance with VR program requirements. Exit status is a “trigger” for including a participant in the performance calculations. A participant’s record of service may be closed once the participant achieves **and** maintains an employment outcome (in accordance with 34 CFR § 361.56). An individual achieves an employment outcome once they obtain the employment goal described in the individual's individualized plan for employment and employment is consistent with the individual's unique strengths, resources, priorities, concerns, abilities, capabilities, interests, and informed choice. Then, the person is exited from the program once the individual has maintained the employment outcome for an appropriate period of time, but not less than 90 days, necessary to ensure the stability of the employment outcome, and the individual no longer needs vocational rehabilitation services. A participant’s service record may also be closed because the individual did not achieve an employment outcome or the individual has been determined ineligible after receiving services (in accordance with 34 CFR § 361.43).

<sup>15</sup> Due to the lag in receiving Unemployment Insurance (UI) wage data, State Vocational Rehabilitation Agency's data will be two quarters behind reporting this data for Employment Rate 2nd Quarter after Exit, Median Earnings 2nd Quarter after Exit, and Employment Rate 4th Quarter after Exit.

**Credential attainment**<sup>16</sup> - The percentage of those participants enrolled in an education or training program (excluding those in on-the-job training (OJT) and customized training) who attain a recognized postsecondary credential or a secondary school diploma, or its recognized equivalent, during participation in or within one year after exiting from the program. A participant who has attained a secondary school diploma or its recognized equivalent is included in the percentage of participants who have attained a secondary school diploma or its recognized equivalent only if the participant also is employed or is enrolled in an education or training program leading to a recognized postsecondary credential within one year after exit from the program. WIOA Performance Targets are agency-level targets and the methodology to compute these targets is dependent upon the entire population that RSA serves. As such, providers do not have a Credential Attainment target.

**Measurable skills gains** - The percentage of program participants who, during a program year, are in an education or training program that leads to a recognized postsecondary credential or employment and who are achieving measurable skill gains, defined as documented academic, technical, occupational, or other forms of progress, towards such a credential or employment. WIOA Performance Targets are agency level targets and the methodology to compute these targets is dependent upon the entire population that RSA serves. Targets were not set for individual providers and it isn't equitable to assign the agency level targets to providers as many additional factors need to be considered. As such, providers do not have a Measurable Skills Gain target.

Provider Name <sup>17</sup>	Employment 2nd Quarter After Exit-Outcome	Employment 4th Quarter After Exit-Outcome	Measurable Skills Gained
Becker Professional Development	0	0	100
Bennett Career Institute, Inc.	19%	0	-
Bladensburg Barber School	0	0	33
Career Technical Institute (CTI)	16%	0	100
Catholic Charities of the Archdiocese of Washington, Inc.	0	0	17
1st CDL Training Center of NOVA	16%	0	-
JM Davis Consulting Group, LLC	14%	0	-
Pendergrast Alston Consulting	15%	0	-
Potomac Massage Training Institute	22%	0	100
Toni Thomas Associates, Inc.	16%	0	-

<sup>16</sup> DDS RSA is undertaking a business process improvement initiative to improve our ability to measure the effectiveness of training providers. One of the expected outcomes of this effort will be defining equitable and standardized performance metrics for DDS RSA training providers. The effort includes re-engineering the end-to-end life-cycle on how training provider performance data is collected and evaluated. Currently, DDS RSA uses provider submitted progress reports to gauge provider performance.

<sup>17</sup> This table only includes providers and corresponding WIOA measures that had data reported in the FY19 Expenditure Guide.

## Department of Human Services (DHS)

The mission of DHS is to empower every District resident to reach their full potential by providing meaningful connections to work opportunities, economic assistance, and supportive services.<sup>18</sup>

### Workforce Development/Adult Education Programs

**The TANF Employment & Education Program (TEP):** TEP is the primary method for providing holistic case management services to families who are receiving TANF in the District. TEP provides multi-generational (2-Gen) supportive services, which includes connections to educational and occupational services, as well as, employment and retention-related services. Based on the age of the youngest child, recipients are required to engage in weekly activities, which must be verified and supported through documentation. Parents whose youngest child is age five and under must engage in a minimum of 20 hours of activities each week and parents whose youngest child is six and over must engage in a minimum of 30 hours of activities each week. Those activities include 11 federally recognized activities as well as activities that fall under a multigenerational framework nationally known as ‘2 Gen.’ There are several factors which distinguish the TEP program from other workforce programs in the District of Columbia:

- It is fundamentally a case management program, with multiple services.
- Services are only available to District residents who apply, and are found eligible, for TANF. Once eligible, engagement with a TEP provider is mandatory. Unlike other “traditional” employment or training programs, customers are required to participate. However, if they elect not to participate, they are only penalized by a six (6%) percent reduction in their grant.
- TEP does not ‘pay’ for training or specific services. TEP Human Care Agreements (HCAs) and Task Orders (TOs) are partially performance-based. DHS pays for case management services, reimburses service providers for issuing approved customer incentives, and approves bonus payments to service providers for achieving employment and education-related outcomes.
- **New Employment Placement:** DHS considers a customer to be successfully placed into an employment slot when he or she meets their weekly hour’s requirement for two (non-consecutive) weeks. Meaning, a customer can obtain employment on January 1, 2019, but not be counted as employed until March 1, 2019, due to inconsistent hours. The goal of the TEP program is not to place customers into any employment opportunity –and incentivize a Service Provider for such a placement-- but rather place customers into opportunities that include benefits and career-ladder growth potential.
- The program is designed to stop issuing ‘participation’ payments to service providers once a customer becomes employed and start tracking towards employment incentives (customers) and bonuses (service providers). However, if the customer is not meeting full weekly hours requirements due to fluctuating hours, the service provider and customer do not receive compensation - the business model incentivizes the service provider to identify employment opportunities with benefits and career-ladder growth potential.

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<sup>18</sup> From Department of Human Services (n.d.). *About DHS*. <https://dhs.dc.gov/page/about-dhs>

- **High Wage (Living Wage or better):** DHS will compensate a service provider when they successfully assist a customer in achieving employment (as defined above) making at least \$14.50 per hour.
- **Employment Retention for 12 months (meeting weekly required hours each month):** DHS considers a customer to be successfully engaged in employment retention tracking when he or she meets their weekly hour's requirement over each month, for a total of 12 months. Meaning, a customer can obtain employment on January 1, 2019, but that employment not be tracked as retention month #1 until March 1, 2019, due to inconsistent hours.
- **Post-employment Promotion:** DHS will compensate both the service provider and customer if the customer achieves a promotion post-employment, and that promotion includes a high wage, and a new title or more responsibility.
- **Exit TANF Due to Earning:** DHS will compensate service provider and customer if the employment opportunity and the service provider assists the customer in obtaining makes the customer ineligible for TANF benefits (incomes exceeding eligibility requirements), the benefits case is closed, and the customer does not return to apply for benefits for at least four months.
- **Education Completion:** DHS will compensate both service provider and customer for completing educational programs (certification, credential, GED, etc.) based on the length of training (Categorized into five levels/lengths of training). The compensation is not made upon completion of the training program, but rather upon the customer successfully obtaining the nationally recognized certification/credential, etc.
- Finally, **Point-In-Time (PIT)** refers to the caseload size that each TEP service provider is contracted to serve. DHS assigns customers in increments of 150 (+/- 10%). Subject to participation requirements, customers are removed for non-engagement. The number of customers who are removed for non-engagement is replenished with that same number of customers for the service provider to engage. The PIT means that at any given time, the service provider is within ten percent of their contracted PIT.

**Supplemental Nutrition Assistance Program Employment & Training (SNAP E & T):** Provides employment and training services to SNAP recipients that do not receive TANF benefits and choose to participate, as DC is a voluntary participation state. The program provides individualized service delivery to SNAP customers through comprehensive case management and four eligible program components: job search training, job retention, education and vocational training, and improving employability, including through work experience and/or training. Services are provided both in-house and through subgrants to over 15 community-based organizations and government entities – including four District-funded programs administered by DOES. Participants may complete eligible services in anywhere from a few months to multiple years depending on their needs, and services offered through different providers vary significantly.

The SNAP E&T program is funded through a combination of District and federal appropriations through the U.S. Department of Agriculture Food and Nutrition Service (USDA-FNS), including 50% matching funds for eligible services, as well as philanthropic funds leveraged by subgrantees. Only \$370,373 in federal funds are provided without a match, with all other federal dollars received contingent upon match of other non-federal funds; primarily raised by our grantees through other sources they have identified (i.e. not specifically earmarked for SNAP E&T).

USDA-FNS requires annual reporting on five national reporting metrics for the SNAP E&T program overall, three of which are similar to Workforce Innovation and Opportunity Act (WIOA) performance indicators. DHS also tracks detailed participant information related to program and credential completion, initial job placements and wages, and hours of participation. Details on each national reporting metric and additional context are as follows:

1. The number and percent of current and former participants in unsubsidized employment during the 2nd quarter after completion of participation in SNAP E&T (similar to WIOA metric). Note that data for this metric is derived from the DC DOES's Unemployment Insurance (UI) Wage Records. This data excludes individuals working in other states, federal employees, and self-employed individuals; which likely results in significant underreporting of outcomes achieved.
2. The median quarterly earnings of current and former participants in unsubsidized employment during the 2<sup>nd</sup> quarter after completion of participation in SNAP E&T (similar to WIOA metric).
3. The number and percent of current and former participants in unsubsidized employment during the 4th quarter after completion of participation in SNAP E&T (similar to WIOA metric). Note that data for this metric is derived from the DC DOES's Unemployment Insurance (UI) Wage Records. This data excludes individuals working in other states, federal employees, and self-employed individuals; which likely results in significant underreporting of outcomes achieved.
4. The number and percent of current and former participants who completed training, educational or work experience, or an on-the-job training component. Note that components are uniquely defined for the SNAP E&T program and do not easily translate to program completions for other types of federally and locally funded workforce programs.
5. Participation data, including some demographic characteristics and information on whether an individual is subject to work requirements for receipt of SNAP benefits. Note that the District currently has a waiver that allows us to exempt all individuals from Able-Bodied Adults without Dependents (ABAWD) work requirements.

### Overview

Program Name (2)	# of Providers	# of Participants	Program Total Budget
SNAP Employment & Training	15	1,212	\$6,325,735.00
TANF Education & Employment Program (TEP)	13	10,000	\$30,905,247.21
<b>Grand Total</b>	<b>28</b>	<b>11,212</b>	<b>\$37,230,982.21</b>

### Performance

DHS provided internal reports to track performance measures, which can be found in the FY19 Expenditure Guide.

## Department of Energy and Environment (DOEE)

DOEE is the leading authority on energy and environmental issues affecting the District of Columbia. Using a combination of regulations, outreach, education, and incentives, DOEE administers programs and services to fulfill its mission. DOEE works collaboratively with other government agencies, residents, businesses, and institutions to promote environmentally responsible behavior that will lead to a more sustainable urban environment.<sup>19</sup>

### Workforce Development/Adult Education Programs

**Green Zone Environmental Program GZEP):** A partnership with the Department of Environmental Services (DOES), Marion Barry Summer Youth Employment Program (MBSYEP). Program participants are introduced to energy, environmental, and sustainability challenges and opportunities that impact the District of Columbia. Through education, career preparation, and hands-on environmental projects, such as installation of rain gardens, solar panels, invasive plant removal, tree maintenance, and beautification and conservation services, GZEP participants learn strategies and make great contributions to help make their neighborhoods and the District the greenest and most sustainable city in the nation. DOEE implements a comprehensive curriculum that is designed to educate GZEP participants about sustainability, energy, water, wildlife, and natural resources issues impacting the District, and provide green career development and job training opportunities. Participants receive their education and training from experts at DOEE, local-non-profit organizations, and other partnering organizations and sister-agencies.

**River Corps:** The program runs two cohorts for five months each, and enrolls 24 District residents, ages of 18-24, each fiscal year. Program participants work on watershed protection activities involving the maintenance and inspection of recently completed stream restoration and green infrastructure (GI) projects. These projects provide trainees entry-level skills in the growing green economy and education in GI. This program is implemented by a grantee. Program participants gain experience in the technical skills needed to install, inspect, and maintain GI, and learn the soft skills to seek, find, secure, and keep long-term employment. The grant activities include the following:

- Management of invasive species which control of up to 10 acres of land in the District;
- Litter removal along 10 District streams;
- Photo monitoring two times per year per stream at the following locations: Nash Run (1,400 feet); Watts Branch (9,000 feet); Pope Branch (4,000 feet); Alger Park (1,500 feet); Fort Dupont (10,000 feet); Springhouse Run (1,800 feet); Broad Branch (1,600 feet); Linnean Park (900 feet); Milkhouse Ford (1,800 feet); Bingham Run (700 feet); Spring Valley (900 feet); Stickfoot Branch (1,800 feet);
- Rain garden/bioretention maintenance of 25 rain garden/bioretention sites in the District and inspect 10 percent of RiverSmart Homes practices annually (approximately 70-80 homes) and perform maintenance on approximately 15% of the practices at homes inspected;
- Provide OSHA 10-hour Construction Training and CPR training for program participants;

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<sup>19</sup> From Department of Energy & Environment (n.d.). *About DOEE*. <https://doee.dc.gov/page/about-doe>

- Plant up to one acre of native herbaceous plants and shrubs along streams in the District.

**Solar Works DC:** The District’s low-income solar installation and job training program spearheaded by DOEE and DOES. The program is located within the DC Infrastructure Academy (DCIA) in Ward 8 and implementation is done by a grantee. Through this program District residents participating in this program prepare to enter careers in the solar and related industries while reducing energy costs for qualified low-income District homeowners by installing solar systems on their homes. Solar Works DC launched in May 2017 with the intention to train more than 200 District residents and install solar systems on up to 300 low-income single family homes in the District over three years. Income eligible homeowners receive solar at no-cost and can save 50-99% on electric bills. The cost savings per household is roughly \$15,000, which translates to approximately \$600 in savings per year.

Two 12-week cohorts operate in the Fall and Spring for District residents, ages 18 and over; during the summer, a six-week prorated program runs for District residents, ages 18-24, who are enrolled in MBSYEP/GZEP. Participants in the 12-week sessions will complete installation basics training, earn industry relevant certifications, and be able to demonstrate competency in real-world solar installations. Program participants receive CPR/First Aid and OSHA 10-hour Construction Training certifications, and are able to sit for the North American Board of Certified Energy Practitioners (NABCEP) Photovoltaic (PV) Associate Credential exam. Four critical components of this program outside of technical training are work readiness, career counseling/mentorship, case management, and other wrap around services to aid in retention and long-term success, and to provide additional support to trainees for their immediate needs where they are facing significant challenges (e.g. housing, daycare, etc.).

**Green Fellows Program:** Launched in the fall of 2015, this leadership development program is focused in the fields of energy and environment and offers a paid opportunity for graduate students attending local higher education institutions and DC residents enrolled in area graduate programs. Fellowship opportunities are available in the Office of the Director, Office of the Chief of Staff, Office of Urban Agriculture, Operations Services Administration, Environmental Services Administration, Natural Resources Administration, Energy Administration, and Urban Sustainability Administration. DOEE encourages applicants pursuing studies in public policy administration, urban planning, energy and environment, sustainability or related fields to apply.

Green Fellows’ responsibilities include research and policy development, act as project management leads on high-profile agency projects, and perform a variety of assignments designed specifically to enhance their public service values, environmental knowledge, critical leadership skills, and project management abilities. Fellows have opportunities to come together with their cohort to participate in cross-disciplinary trainings, field work, volunteerism, and special events. Fellows are connected to a program area which matches their unique skill-set, background, expertise and interests. All fellows in the FY19 cohort were placed in local, federal, and private jobs during the fourth quarter.

**Green Ready (GZEP Extension) Program:** An eight week paid career exploration program which provides selected individuals, at least 18 years old, the opportunity to gain “real world” work experience in a professional environment; explore how their interests and skillsets align with possible careers within the agency; participate as a team member on key agency projects; network and build relationships with agency leaders; and gain confidence by further developing their professional skills to prepare for careers post program. Program participants are selected

from the pool of summer staff and MBSYEP/GZEP participants who successfully complete the six-week summer program. Participants apply for available positions, interview through a competitive process, and are hired to work in a program area that best suits their interests, backgrounds, and skillsets.

### Overview

Program Name (5)	# of Providers	# of Participants	Program Total Budget
Green Zone Environmental Program	1	250	\$294,264.00
RiverCorps Training Program	1	20	\$400,000.00
Solar Works DC PV Installation and Job Training Program	1	100	\$1,448,675.00
Green Fellows Program	1	N<10	\$174,147.17
Green Ready (GZEP Extension Program)	1	N<10	\$44,371.06
<b>Grand Total</b>	<b>5</b>	<b>384</b>	<b>\$2,361,457.23</b>

### Performance<sup>20</sup>

Program Name	Employment 4th Quarter After Exit- Outcome	Credential Attainment- Outcome
Solar Works DC	-	60
RiverCorps	-	20
Green Zone Environmental Program	-	0
Green Fellows Program	N<10	0
Green Ready Program	N<10	0
<b>Grand Total</b>	<b>10</b>	<b>80</b>

<sup>20</sup> This table only includes providers/programs and corresponding WIOA measures that had data reported in the FY19 Expenditure Guide.





## Department of Employment Services (DOES)

The mission of DOES is to connect District residents, job seekers, and employers to opportunities and resources that empower fair, safe, effective working communities. The Department of Employment Services provides comprehensive employment services to ensure a competitive workforce, full employment, life-long learning, economic stability and the highest quality of life for all District residents.<sup>21</sup>

### Workforce Development/Adult Education Programs

**Back to Work 50+:** This universe of job seekers includes valued community members between the ages of 50 and 64 that were previously employed and are ready to get back to work. Back to Work 50+ at DC DOES (BTW50+ DC DOES) is an exciting initiative launched by the Department of Employment Services in collaboration with AARP Foundation that expands employment opportunities for mature job seekers from all eight wards of the District.

**DC Career Connections:** A work readiness program designed to provide more than 400 out-of-school and unemployed young adults with opportunities to gain valuable work experience, skills training, and individualized coaching and support to obtain employment.

**DC Infrastructure Academy (DCIA):** A key initiative of Mayor Muriel Bowser's administration, led by the Department of Employment Services. Infrastructure is one of the fastest-growing industries in the country. DOES opened the DC Infrastructure Academy to meet the need for skilled infrastructure professionals in Washington, DC. DCIA coordinates, trains, screens and recruits residents to fulfill the needs of the infrastructure industry and infrastructure jobs with leading companies in this high-demand field. DCIA is located in the Anacostia neighborhood in Ward 8.

**Fire & Medical Emergency Services (FEMS):** The Cadet Program is a one-year program that provides District of Columbia residents between the ages of 18 and 21 years old the opportunity to become members of the D.C. Fire and Emergency Medical Services Department (DCFEMS). During the program, Cadets attain their National Registry EMT, Firefighter I & II, and Hazardous Materials Awareness & Operations Certificates. The Cadet participate in a departmental rotation, where they are exposed and acclimated to all aspects of the D. C. Fire and EMS Department.

**Jobs for Veterans State Grants (JVSG):** The Jobs for Veterans State Grants (JVSG) program provides federal funding, through a formula grant, to 54 State Workforce Agencies (SWAs) to hire dedicated staff to provide individualized career and training-related services to veterans and eligible persons with significant barriers to employment and to assist employers fill their workforce needs with job-seeking veterans.

**Learn Earn Advance and Prosper (LEAP):** A network of interconnected partners utilizing the “earn-and-learn” approach that will link the city’s unemployed residents with employment, education and training opportunities.

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<sup>21</sup> From Department of Employment Services (n.d.). *About DOES*. <https://does.dc.gov/page/about-does>

**Local Adult:** The American Job Center, formerly the DC Works! One-Stop Center, offers job-seekers, students, businesses and career professionals access to a comprehensive array of employment-related services and tools in one convenient location. Through the District's American Job Center, residents can utilize resources such as career counseling, career planning, résumé assistance, direct job placement, classroom and on-the-job-training, information about local and national labor markets, unemployment compensation and much more. The Department of Employment Services, supported with resources from the District government and the US Department of Labor, operates the centers that are strategically located and accessible throughout the District. The District of Columbia's American Job Center network, is geared to assist all job-seekers develop solid career plans that lead to satisfying careers. The American Job Center staff understands that without a plan, job-seekers may become sick from stress working in a field they do not like. Planning your job search and developing short and long-term employment goals are central to any good career plan.

**Marion Barry Youth Leadership Institute (MBYLI):** Founded in 1979 as a year-round program to train District of Columbia youth in the concepts of leadership and self-development. The MBYLI training model emphasizes practical, hands-on experience and a holistic approach to developing leaders for the 21st century. Each year, 150 young people participate in the year-round program and 350 youth participate in the Summer Training Program.

**MPD Cadet Corps:** A specialized program for 17- to 24-year-old Washingtonians to serve part-time as uniformed, civilian employees. As a member of the Cadet Corps, you will earn a salary, while also taking college courses, and will earn up to 60 tuition-free credits toward a degree – putting you on track to enter MPD's Police Officer Recruit Program. The Cadet Corps is a place to learn hands-on about policing while attending the University of the District of Columbia Community College and earn college credits. Cadets will spend part of their time working specific job assignments for MPD while also working toward their degree.

**On-the-Job (OJT) Training:** On-the-Job (OJT) training is a workforce development strategy where employers of all sizes have an opportunity to train, mentor and hire candidates as they become fully proficient in a particular skillset or job function. Through the OJT model, candidates receive the hands-on training necessary to increase their skills, knowledge and capacity to perform the designated job functions. The OJT strategy ensures unemployed and underemployed jobseekers have a chance to enter and reenter the workforce through an “earn and learn” model. This streamlined approach developed between select employers and the Department of Employment Services (DOES) allows employers to be reimbursed at an established wage rate in exchange for the training provided to participating OJT candidates. Pre-screened and job-ready candidates are matched with employers willing to provide skills-based, on-the-job training. DOES will provide wage reimbursement from 50 to 75 percent of the candidate's salary from one to six months (in some cases up to one year) for qualifying District of Columbia residents and employers. OJT employers maintain complete control over hiring decisions, and are assigned a DOES liaison to initiate recruitment efforts and provide support throughout the length of the OJT agreement. Clearly written OJT agreements detail the individual training outline, objectives, duration of agreement, and reimbursement rate.

**Pathways for Young Adults Program (PYAP):** Designed to assist out-of-school and out-of-work District residents ages 18-24 by combining occupational training, life skills development and work readiness instructions to connect them back to the world of work successfully. The areas of occupational training include Construction, Information Technology, Commercial Driver's License (Class B), Unarmed Security, and Culinary Arts.

**Project Empowerment:** A program that has helped reduce economic disparity in the District by serving thousands of individuals with multiple barriers to employment. The program's work readiness model is designed to provide nearly 700 unemployed District residents with opportunities to grow in education, training, and subsidized employment placements each year.

**Senior Community Services Employment Program (SCSEP):** Serves DC residents 55 years of age and older who are not job ready. Participants are placed in subsidized work experiences to learn the skills required to secure competitive unsubsidized employment.

**Summer Youth Employment Program (MBSYEP):** A locally funded initiative sponsored by the Department of Employment Services (DOES) that provides District youth ages 14 to 24 with enriching and constructive summer work experiences through subsidized placements in the private and government sectors.

**Wagner-Peyser Program:** The Wagner-Peyser Act of 1933 established a nationwide system of public employment offices, now known as the Employment Service. The Employment Service seeks to improve the functioning of the nation's labor markets by bringing together individuals seeking employment with employers seeking workers. Under the Workforce Innovation and Opportunity Act, the Employment Service offices are collocated with the approximately 2,400 American Job Centers nationwide. The American Job Center network, part of the One-Stop system, provides universal access to an integrated array of labor exchange services so that workers, job seekers, and employers can find the services they need. The Wagner-Peyser Employment Service focuses on providing a variety of services including job search assistance, help getting a job referral, and placement assistance for job seekers. Additionally, re-employment services are available for unemployment insurance claimants, as well as recruitment services to employers with job openings. Services are delivered in one of three modes including self-service, facilitated self-help services and staff assisted service delivery approaches. The services offered to employers, in addition to referral of job seekers to available job openings, include assistance in development of job order requirements, matching job seeker experience with job requirements and skills, assisting employers with special recruitment needs, arranging job fairs, assisting employers analyze hard-to-fill job orders, assisting with job restructuring, and helping employers deal with layoffs. Job seekers who are veterans receive priority referrals to jobs and training as well as special employment services and assistance. In addition, the system provides specialized attention and service to individuals with disabilities, migrant and seasonal farm-workers, justice-involved individuals, youth, minorities, and older workers.

**WIOA- Dislocated Worker & Adult:** The One-Stop Center, offers job-seekers, students, businesses and career professionals access to a comprehensive array of employment-related services and tools in one convenient location. Through the District's American Job Center, residents can utilize resources such as career counseling, career planning, résumé assistance, direct job placement, classroom and on-the-job-training, information about local and national labor markets, unemployment compensation and much more. The Department of Employment Services, supported with resources from the District government and the US Department of Labor, operates the centers that are strategically located and accessible throughout the District. The District of Columbia's American Job Center network, is geared to assist all job-seekers develop solid career plans that lead to satisfying careers. The American Job Center staff understands that without a plan, job-seekers may become sick from stress working in a field

they do not like. Planning your job search and developing short and long-term employment goals are central to any good career plan.

**Youth Earn and Learn Program (YEALP):** The program provides occupational skills training, career awareness counseling, work readiness modules, basic education, GED preparation, supported internship experiences, as well as vocational skills training. Training is currently provided in, but not limited to: Retail Services, Hospitality, Administrative Assistance (MOS), Information Technology, Culinary Arts, and Automotive Services. Out-Of-School programs serve young adults ages 16- 24 who are no longer attending secondary or post-secondary school.

**Youth Innovation Grants (YIG):** The purpose of this program is to support the delivery of innovative workforce services that will drastically improve the opportunities in Entrepreneurship or Post-Secondary credit for youth between the ages of 18-24.

## Overview

Program Name (18)	# of Providers	# of Participants	Program Total Budget
Back to Work 50+	1	64	\$250,000.00
DC Career Connections	Not Reported	411	\$4,221,573.00
DC Infrastructure Academy (DCIA)	14	3,038	\$0.00
Fire & Medical Emergency Services (FEMS)	Not Reported	18	\$493,305.60
Jobs for Veterans State Grants (JVSG)	Not Reported	332	\$478,028.00
Learn Earn Advance and Prosper (LEAP)	Not Reported	51	\$2,366,364.00
Local Adult	6	163	\$0.00
Marion Barry Youth Leadership Institute (MBYLI)	Not Reported	500	\$502,526.00
MPD Cadet Corps	Not Reported	43	\$250,000.00
On-the-Job (OJT) Training	22	27	\$576,570.00
Pathways for Young Adults Program (PYAP)	8	212	\$1,000,000.00
Project Empowerment	3	874	\$10,125,938.00
Senior Community Services Employment Program (SCSEP)	Not Reported	34	\$511,643.00
Summer Youth Employment Program (MBSYEP)	Not Reported	11,358	\$18,817,397.00
Wagner-Peyser Program	Not Reported	10,394	\$1,988,531.00
WIOA - Dislocated Worker & Adult	31	1,350	\$25,807,940.00
Youth Earn and Learn Program (YEALP)	3	39	\$500,000.00
Youth Innovation Grants (YIG)	Not Reported	0	\$712,500.00
<b>Grand Total</b>	<b>88</b>	<b>28,908</b>	<b>\$68,602,315.60</b>

## Performance

**Employment Rate (2nd Quarter after exit)** - Based on the customer's exit date. For customers that exited 07/01/2019 - 9/30/2019, the 2nd quarter after exit would be 1/1/2020 - 3/31/2020. When the expenditure guide was submitted, DOES had not reached the end of the 2nd quarter after exit. Additionally, there is a 1-quarter lag time of reported wages. As a result, the employment rate 2nd quarter after exit may be higher than what was reported due to when the report was submitted and timeframe of the exit quarters.

Exit Date	2nd Qtr. after Exit Timeframe
10/01/2018 – 12/31/2018	04/01/2019 – 06/30/2019
01/01/2019 – 03/31/2019	07/01/2019 – 09/30/2019
04/01/2019 – 06/30/2019	10/01/2019 – 12/31/2019
07/01/2019 – 09/30/2019	01/01/2020 – 03/31/2020

**Employment Rate (4th Quarter after Exit)** – This data point reflects, of the number of participants that exited in FY2019, how many had wages reported in the 4th quarter after the exit quarter. Verified data is not available for FY19 participants because not enough time has elapsed to measure 4 quarters after the exit quarter.

Exit Date	4th Qtr. after Exit Timeframe
10/1/2018 – 12/31/2018	10/01/2019 – 12/31/2019
01/01/2019 – 03/31/2019	01/01/2020 – 03/31/2020
04/01/2019 – 06/30/2019	04/01/2020 – 06/30/2020
07/01/2019 – 09/30/2019	07/01/2020 – 09/30/2020

**Median Earning** - The median earnings of participants that had wages reported in the 2<sup>nd</sup> Quarter after exit. Based on the customer's WIOA exit date, data captured in the Expenditure Guide may be incomplete at the time of reporting.

**Credential Attainment** - Of the participants that exited during FY2019, how many earned credentials from training programs. Participants may not test for their credential immediately after they complete training. Additionally, WIOA allows customers up to 1 year after they exit from the program to obtain the credential. Based on the participant's exit date, the allowable time to obtain the credential has not elapsed to capture complete data.

**Measurable Skills Gains** – This is a real-time measure, measured by the US DOL by Program Year. Of the participants in a training program, it indicates how many achieved skills gains have been attained, reflecting progress toward the desired credential. Progress must be documented by providers. This is a new measure under WIOA and was not tracked for providers prior to WIOA implementation.

Program Name <sup>22</sup>	Employment 2nd Qtr after Exit - Outcome	Employment 4th Qtr after Exit- Outcome	Average Median Earnings	Credential - Outcome
Back to Work 50+	0	0	\$0.00	0
DC Infrastructure Academy (DCIA)	0	0	\$0.00	802
Local Adult	0	0	\$0.00	97
On-the-Job (OJT) Training	0	0	\$21.51	0
Pathways for Young Adults Program (PYAP)	0	0	\$0.00	68
Project Empowerment	0	0	\$0.00	12
WIOA - Dislocated Worker & Adult	150	45	\$9,283.94	68
Youth Earn and Learn Program (YEALP)	0	0	\$0.00	10
<b>Grand Total</b>	<b>150</b>	<b>45</b>	<b>\$4,854.08</b>	<b>1057</b>

<sup>22</sup> This table includes a summary of the reported data for WIOA measures by Program. The FY19 Expenditure Guide has a full review of all WIOA measures by provider.

## Department of Small and Local Business Development (DSLBD)

DSLBD supports the development, economic growth, and retention of District-based businesses, and promotes economic development throughout the District's commercial corridors.<sup>23</sup>

### Workforce Development/Adult Education Programs

**Business Development:** Provides assistance to Certified Business Enterprises (CBE) and CBE-eligible businesses focused on access to capital, contract opportunities and capacity building resources. The Business Development team consists of business development professionals that specialize in referral-based technical assistance.

**DC Procurement Technical Assistance Center (PTAC):** Offers personalized business counseling and competitive insights for navigating the government contracting process successfully. DC PTAC helps businesses get help with strategies to pursue state, local and federal government contracts.

**Innovation & Equitable Development:** Tasked with helping build the entrepreneurial ecosystem in the District of Columbia, working with Mayor Bowser's Administration to identify and develop small businesses owners. Inno.ED has several statutory programs as well as agency initiatives under its wing, each designed with the goal of removing barriers to entrepreneurship. Materials developed are open source so that anyone may train or adapt the materials. Print workshop materials are offered in-house and there is an associated cost.

### Overview

Program Name (3)	# of Providers	# of Participants	Program Total Budget
Business Development	1	403	\$1,498,304.00
DC Procurement Technical Assistance Center (PTAC)	1	4,084	\$574,908.00
Innovation & Equitable Development	1	3,110	\$1,573,212.00
<b>Grand Total</b>	<b>3</b>	<b>7,597</b>	<b>\$3,646,424.00</b>

### Performance

DSLBD provided internal reports to track performance. The reports have been included as a tab in the FY19 Expenditure Guide.

<sup>23</sup> From Department of Small and Local Business Development. (n.d.). *About us*. <https://dslbd.dc.gov/page/about-us>

## Department of Youth Rehabilitation Services (DYRS)

DYRS is responsible for the supervision, custody, and care of young people charged with a delinquent act in the District of Columbia in one of the following circumstances:

- Youth who are detained in a DYRS facility while awaiting adjudication;
- Youth who are committed to DYRS by a DC Family Court judge following adjudication;

Youth can be initially committed to the agency until age 18 and may remain in the care of DYRS until the age of 21. The agency provides comprehensive support services to committed youth in secure facilities as well as within the community. DYRS is designed to help young people get on the right track and successfully transition into adulthood. Further, they work with fellow District agencies, community partners, and juvenile justice experts to implement innovative, research-based models that align with best practices in the juvenile justice and youth development fields.<sup>24</sup>

### Workforce Development/Adult Education Programs

**Carpentry:** This training taught the tools and procedures that are used by construction professionals to complete residential and commercial building projects. Students were taught safe-work practices and power tool identification and operation. The training provided detailed coverage of framing techniques, interior and exterior finishing practices.

**Video Production:** The training allowed students to work on video productions, 3D animation and photography. Students were exposed to the advances of video production technology including, green screens, HD cameras, professional lighting, green screens and video editing.

**Youth Café:** The youth cafe was a hospitality training program that was implemented through a partnership with Starbucks Cafe.

### Overview

Program Name (3)	# of Providers	# of Participants	Program Total Budget
Carpentry	1	N<10	\$108,824.53
Video Production	1	N<10	\$108,824.53
Youth Cafe	1	10	\$17,700.00
<b>Grand Total</b>	<b>3</b>	<b>24</b>	<b>\$235,349.06</b>

<sup>24</sup> From Department of Youth Rehabilitation Service. (n.d.). *About DYRS*. <https://dyrs.dc.gov/page/about-dyrs>



## Mayor’s Office of Asian and Pacific Islander’s Agency (MOAPIA)

Created in 1987, the Office on Asian and Pacific Islander Affairs was part of the Executive Office of the Mayor until October 2001, when it became an independent agency through DC Act 14-85, "District of Columbia's Asian and Pacific Islander Community Development Act 2000."

MOAPIA’s mission is to improve the quality of life for District Asian Americans and Pacific Islanders through advocacy and engagement. MOAPIA advises the Mayor, the Council, and District agencies on the views, needs, and concerns of the AAPI community. MOAPIA provides recommendations on District programs and initiatives affecting the AAPI community, and helps coordinate programs and initiatives within the government that promote the overall welfare of the AAPI community.

MOAPIA organizes and facilitates public and private programs on public safety, human rights, economic development, housing, employment, social services, public health, transportation, education, and multicultural development to ensure accessibility for the District’s AAPI community. MOAPIA is the liaison between the District government and the AAPI community.<sup>25</sup>

### Workforce Development/Adult Education Programs

**AAPI Community Grants Program:** Offers funding to District Asian Americans and Pacific Islanders (AAPI) community-based organizations to provide supplemental services to the AAPI vulnerable residents, mostly with limited English proficiency who need help in various areas such as education, housing, legal services, health and human services, arts, domestic violence, economic development and others. In 2019, one of its grantees provided job readiness skills and English as second language classes for adult immigrants.

#### Overview

Program Name	# of Providers	# of Participants	Program Total Budget
AAPI Community Grants Program	1	342	\$18,250.00
<b>Grand Total</b>	<b>1</b>	<b>342</b>	<b>\$18,250.00</b>

<sup>25</sup> From Mayor’s Office on Asian and Pacific Islander Affairs. (n.d.). *About MOAPIA*. <https://apia.dc.gov/page/about-moapia>

## Mayor’s Office of Latino Affairs (MOLA)

MOLA’s mission is to improve the quality of life of the District's Latino residents by addressing a broad range of social and economic needs through strategic management of public and private partnerships, expertise on policy, community relations, civic engagement, and community-based grants.

Since 1976 the Mayor's Office on Latino Affairs (MOLA) has served the Latino community of the District of Columbia. Working with the Mayor, the City Council, the diverse governmental agencies of the District, community organizations and the private sector, MOLA serves as the community liaison informing them about the different services available in the areas of health, education and social services.

MOLA administers the grants assigned by the Mayor to the different community organizations and collaborates with a wide range of DC government agencies to ensure the proper implementation of the DC Language Access Act.<sup>26</sup>

## Workforce Development/Adult Education Programs

**Latino Community Development Grant:** Offers one-time grants of up to \$50,000 to CBOs with a current and valid 501(c)(3) status located in the District of Columbia. The grant is intended to enhance Latino-serving programs focused on Education (all ages), Workforce Development, Economic Development, Housing Services, Civic Engagement, Legal Services, Crisis Intervention, and Arts, Culture and Humanities.

**Summer Youth Employment Program:** A program administered by MOLA and DOES that offers District of Columbia Youth ages 14-24 meaningful and structured employment, career readiness opportunities, and services with a variety of community-based partners for the duration of SYEP.

### Overview

Program Name (2)	# of Providers	# of Participants	Program Total Budget
Latino Community Development Grant	19	2,040	\$2,955,000.00
Summer Youth Employment Program	19	97	\$130,000.00
<b>Grand Total</b>	<b>28</b>	<b>2,137</b>	<b>\$3,085,000.00</b>

<sup>26</sup> From Mayor’s Office on Latino Affairs. (n.d.). *About us*. <https://mola.dc.gov/page/about-mola>

## Office of Cable, Television, Film, Media, and Entertainment (OCTFME)

The mission of the OCTFME is to produce and broadcast programming for the District of Columbia’s public, educational, and government access (PEG) cable channels and digital radio station; regulate the District of Columbia’s cable television service providers; provide customer service for cable subscribers; and support a sustainable creative economy and labor market for the District of Columbia.<sup>27</sup>

### Workforce Development/Adult Education Programs

**Creative Economy Career Access Program (CECAP):** Offers qualifying District of Columbia residents access to entry-level media skills training curriculum, followed by a paid 11-month on-the-job training internship. The programs that participants are placed with include creative economy industry companies, nonprofits, and public sector agencies that provide mentorship and on-the-job training.

#### Overview

Program Name (1)	# of Providers	# of Participants	Program Total Budget
Creative Economy Career Access Program (CECAP)	1	N<10	\$203,387.10
<b>Grand Total</b>	<b>1</b>	<b>N&lt;10</b>	<b>\$203,387.10</b>

<sup>27</sup> From Office of Cable, Television, Film, Media and Entertainment. (n.d.). *About the office of cable, television, film, media, and entertainment (OCTFME)*. <https://entertainment.dc.gov/page/about-octfme-0>



## Office of the State Superintendent of Education (OSSE)

OSSE is the state education agency for the District of Columbia charged with raising the quality of education for all DC residents. OSSE serves as the District's liaison to the U.S. Department of Education and works closely with the District's traditional and public charter schools to achieve its key functions:

- Overseeing all federal education programs and related grants administered in the District of Columbia.
- Developing state-level standards aligned with school, college, and workforce readiness expectations.
- Ensuring access to [high-quality child care](#) and universal pre-kindergarten for eligible District families.
- Providing resources and support to assist the District's most vulnerable student populations.
- Administering the annual [Partnership for Assessment of Readiness for College and Careers \(PARCC\)](#), the statewide student academic achievement exam.
- Providing regional, door-to-door [transportation to school](#) for District children with special needs.
- Awarding [higher education financial assistance](#) to eligible District students at public and private colleges and universities in DC and across the country.
- Increasing health and physical education awareness as well as ensuring access to free meals year-round.
- Providing common, comparable information for families and educators about all public schools in the District of Columbia through the [DC School Report Card](#)<sup>28</sup>

### Workforce Development/Adult Education Programs

**OSSE Adult Education and Family Literacy Act:** Responsible for administering the Adult Education and Family Literacy Act (AEFLA) authorized by Title II of the Workforce Innovation and Opportunity Act (WIOA) of 2014 (Pub. Law 113-128), codified at 29 U.S.C. § 3271 et seq. and its implementing regulations at 34 CFR Part 463. The AEFLA grant program is supported with a match of local funds, as required by Title II, Section 222(b) of WIOA codified at 29 U.S.C. § 3302(b). OSSE AFE works in collaboration with the WIC to co-fund eligible providers to offer Integrated Education and Training Programs to DC residents via WIC Career Pathways funding. Additionally, OSSE awards Gateway to Careers funding to eligible providers to offer integrated adult education and literacy and workforce preparation services aligned to the WIC's high demand industries to DC residents with literacy or numeracy skills at or below the 5th grade level. WIC Career Pathways local funding is authorized by the Mayor's Order 2016-086 and the Workforce Investment Implementation Act of 2000 (DC Code 32-1601 et seq.). All other local funding (AFE State, AFE Local and Gateway to Careers), is authorized by the State Education Office Establishment Act of 2000, effective October 21, 2000 (D.C. Law 13-176; D.C. Official Code § 38-2602(b)), as amended, and the Fiscal Year 2018 Budget Support Act of 2017, sec. 4052.

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<sup>28</sup> From Office of the State Superintendent of Education. (n.d.). *About OSSE*. <https://osse.dc.gov/page/about-osse>

## Overview

Program Name (1)	# of Providers	# of Participants	Program Total Budget
OSSE Adult Education and Family Literacy Act	13	1,149	\$4,508,994.81
<b>Grand Total</b>	<b>13</b>	<b>1,149</b>	<b>\$4,508,994.81</b>

## Performance<sup>29</sup>

**Employment Target (2nd quarter after exit)** - OSSE AFE did not have a federally negotiated target for this metric during this reporting period. Data reported during Program Year (PY) 2017-18, 2018-19 and 2019-20 is considered baseline data by the US Department of Education for the purpose of establishing performance targets beginning in PY 2020-21.

**Retention in Employment (4th quarter after exit)** - OSSE AFE did not have a federally negotiated target for this metric during this reporting period. Data reported during Program Year (PY) 2017-18, 2018-19 and 2019-20 is considered baseline data by the US Department of Education for the purpose of establishing performance targets beginning in PY 2020-21.

**Median Earnings & Median Earnings Type** - OSSE AFE did not have a federally negotiated target for this metric during this reporting period. Data reported during Program Year (PY) 2017-18, 2018-19 and 2019-20 is considered baseline data by the US Department of Education for the purpose of establishing performance targets beginning in PY 2020-21.

All employment and wage data listed above is collected through follow up surveys with program exiters and through a data match with DOES's Unemployment Insurance wage data. However, matching against the DOES UI wage data requires a social security number which we do not require for enrollment in AFE programming and for which only a fraction of our learners voluntarily provide. Additionally, the DC UI data currently only includes wages within the District of Columbia. We know that both of these factors lead to an under-representation of our learners employment and wage data.

Despite the fact that, at the state level, the District reports the highest median earnings in the country for those residents who are employed two quarters after exit, the employment rates second and fourth quarters after exit reflects lower than expected outcomes. As such, OSSE AFE is actively working on strategies to improve performance in these areas such as incorporating into the new RFA additional requirements around providing incentives for work-based learning and dedicated staff to support education to employment/post-secondary education transitions. OSSE is also actively working with UDC CC on establishing dual-enrollment pathways for adult learners enrolled in AFE's subgrantee programs and exploring contracts with external vendors to support job placement of program graduates. We are confident that these added components will help improve these outcomes.

<sup>29</sup> In addition to WIOA performance measures, OSSE also considers over-enrollment in programs as a measure of success.

**Measurable Skill Gains** - OSSE AFE’s federally negotiated target for this metric during this reporting period was 43%. At the state level, this exceeded their target by almost 7%, achieving 49.8%. Over the last two years of implementing the new IE&T model, the measurable skill gains rate has increased from 37% to 49.8%, which represents a 12.8% increase or a 35% increase. Comparing this to other state data for the same time period, DC’s outcomes are near the top of the 3rd highest quartile and above the national median of 44.8%.

**Credential Attainment** - OSSE AFE did not have a federally negotiated target for this metric during this reporting period. Data reported during Program Year (PY) 2017-18, 2018-19 and 2019-20 is considered baseline data by the US Department of Education for the purpose of establishing performance targets beginning in PY 2020-21. From a national reporting perspective the credential attainment metric includes both industry-recognized credentials (IRCs) and secondary credentials. The attainment of IRCs is one of the key benefits to the IE&T service model and as such, the District’s overall credential attainment rate was 43.8% which falls within the highest quartile in the nation and which far exceeds the national median of 27.15%.

### Participant Performance

Provider Name	Target # of Participants	Total # of Participants
Academy of Hope PCS	150	147
Briya PCS	100	100
Catholic Charities of the Archdiocese of Washington, Inc.	100	108
Congress Heights Community Training & Dev. Corp.	100	157
Four Walls Development, Inc.	75	75
Literacy Volunteers and Advocates - Gateway to Careers	50	17
Opportunities Industrialization Center of Washington-OIC/DC	100	100
So Others Might Eat	100	100
Southeast Welding Academy	50	24
The Latin American Youth Center	60	63
YouthBuild PCS	100	152
YWCA National Capital Area	100	106
<b>Grand Total</b>	<b>1,085</b>	<b>1,149</b>

**WIOA Performance Measures<sup>30</sup>**

Provider Name	Employment 2nd Quarter After Exit- Outcome	Employment 4th Quarter After Exit- Outcome	Median Earnings	Measurable Skill Gains	Credential Attainment
Academy of Hope PCS	n<5%	n<5%	\$6,099.60	56%	16.70%
* <sup>31</sup> Academy of Hope PCS	Data not available for this time period for Gateway to Careers				
Briya PCS	51%	47%	\$5,200.00	62%	43.50%
Catholic Charities of the Archdiocese of Washington, Inc.	n<5%	n<5%	Not Reported	44%	100%
Congress Heights Community Training & Dev. Corp.	41%	54.5%	\$7,670.00	44%	77.80%
Four Walls Development, Inc.	n<5%	n<5%	Not Reported	32%	n<5%
*Literacy Volunteers and Advocates - Gateway to Careers	Data not available for this time period for Gateway to Careers				
Opportunities Industrialization Center of Washington-OIC/DC	44%	48.1%	\$7,800.00	52%	40.70%
So Others Might Eat	43%	51%	\$7,371.00	68%	73.70%
*Southeast Welding Academy - Gateway to Careers	Data not available for this time period for Gateway to Careers				
The Latin American Youth Center	n<5%	n<5%	Not Reported	37%	n<5%
YouthBuild PCS	26%	21%	\$5,200.00	59%	15.80%
YWCA National Capital Area	n<5%	n<5%	\$6,883.76	35%	52.50%

**Public Charter School Board (PCSB)**

<sup>30</sup> The WIOA Performance Measures chart does not include WIOA performance measures that OSSE does not track, for example target data for Employment 2<sup>nd</sup> and 4<sup>th</sup> Quarter. The figures represented in this chart are the measures that OSSE reported in the FY19 Expenditure Guide.

<sup>31</sup> The asterisk (\*) is an indicator of the Gateway to Careers programs. The Gateway to Careers programs' outcome data for Academy of Hope, Literacy Volunteers and Advocates and Southeast Welding Center is not available for this period due to a delayed start to the grant. The grant was funded with new and unexpected funding in FY19 and as such OSSE AFE needed to build the grant and administer the competition. Therefore, the grant period that aligns with this reporting period ended up being March 18, 2019 through June 30, 2019 and the truncated time period made it impossible to realize gains and outcomes in that timeframe. The grant continued through the end of the fiscal year and has received continuation funding in FY 20 as well during which these data points are being collected and will be reported next year.

## **Public Charter School Board (PCSB)**

PCSB is an independent government agency within DC that is led by a volunteer seven-member board. The agency provides oversight to 123 public charter schools which are managed by 62 independently run nonprofit organizations called local education agencies.

As previously mentioned, data for PCSB was not captured in the Quickbase application; however public reports are available that track spending data and performance metrics. These reports can be at the links below:

- [Performance Management Framework - Website](#)
- [Performance Management Framework – Date File](#)
- [Transparency Hub - Website](#)
- [2018-2019 PMF Policy & Technical Guide- PDF](#)



## University of District of Columbia Community College (UDC-CC)

UCD-CC continuously affirms its mission to provide opportunities for students to obtain the requisite skills of today's workforce and to prepare them for the demands of tomorrow. They offer accessible, affordable, and high-quality programs to the residents of the District of Columbia and the region. Their associate degrees, certificates, workforce development and lifelong learning programs are market-driven and learner focused community college.<sup>32</sup>

### Workforce Development/Adult Education Programs

**Construction:** The construction pathway includes opportunities for participants who are interested in pursuing occupations in building and remodeling homes, community, recreational, industrial and office facilities.

**Early Childhood Education:** The early childhood development and services pathway includes occupations related to the nurturing or teaching of infants and young children in child care centers, nursery schools, preschools, public schools, and private households.

**High Demand Industry Courses:** High demand industry courses are designed to support the development of skills to prepare participants to enter the workforce.

**Healthcare Direct & Healthcare Administration:** The direct healthcare services pathway includes occupations related to the tests and evaluations that aid in the detection, diagnosis and treatment of diseases, injuries or other physical conditions. The Administrative Healthcare pathway includes occupations that interact with patients or the public to provide a therapeutic environment for the delivery of health care and also includes technical and professional careers.

**Hospitality:** The hospitality and tourism services pathway includes learning opportunities for occupations that perform a variety of tasks to maintain operations and promote guest services in eating and drinking establishments.

**Hospitality & Tourism:** The tourism industry offers significant job creation across all regions, and has long been an industry with tremendous success for long-term career pathways. Tourism is recognized as a major driver of economic growth and development. Today's successful hospitality employee must have effective guest service skills in today's competitive market. They must be able to engage and connect with their guest to go above and beyond the call of duty. Students may earn the AHLEI Certified Guest Service Professional (CGSP®) & Hospitality & Tourism Management Year I credential upon completing this class.

**Information Technology & Office Administration:** The Information Technology pathway includes occupations related to information technology deployment, including implementing computer systems and software, database management, providing technical assistance, and managing information systems. In addition, network systems pathway includes occupations related to network analysis, planning and implementation; including design, installation, maintenance and management of network systems.

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<sup>32</sup> From University of the District of Columbia. (n.d.) Home. <https://www.udc.edu/cc/>

**Infrastructure Courses:** Program purpose is to prepare District resident with the skills required to successfully pass the Construction and Skills Trade Examination (CAST). The CAST Exam is a pre-employment testing requirement for PEPCO an Exelon Holding Company. The Quick Path to Energy program focuses on CSM, CAST Preparation, OSHA-10, 21st Century Skills, First Aid/CPR Certification, and Interviewing for Success.

### Overview

Program Name (10)	# of Providers <sup>33</sup>	# of Participants	Program Total Budget <sup>34</sup>
Construction	1*	465	-
Early Childhood Education	1*	275	-
Healthcare Direct & Healthcare Administration	1*	1075	-
High Demand Industry Courses	1*	154	\$5,464,593.57
High Demand Industry Courses w/ DCHA	1	950	
Hospitality	1	300	-
Hospitality & Tourism w/ DOES	1*	75	\$58,160.00
Hospitality & Tourism w/ DOC	1*	-	0.00
Information Technology & Office Administration	2	307	-
Infrastructure Courses w/ DCIA	1*	79	\$41,250.00
<b>Grand Total</b>	<b>5*</b>	<b>3,680</b>	<b>\$5,564,003.57</b>

### Performance

Provider Name (5)	Total Number of Participants who Earned a Credential
DC Housing Authority	61
DC Infrastructure Academy	22
Department of Corrections	-
Department of Employment Services (DOES)	46
UDC Community College- Workforce Development	751
<b>Grand Total</b>	<b>880</b>

<sup>33</sup> The providers with an asterisk indicate that they share the same provider- UDC Community College. In total there are only 5 unique providers for the UDC workforce development programs.

<sup>34</sup> UDC Community College uses one shared budget for the following programs: Construction, Early Childhood Education, Healthcare-Direct Healthcare- Administration, Hospitality, and Information Technology and Office Administration.

## Workforce Investment Council (WIC)

The WIC is a private-sector led board responsible for advising the Mayor, Council, and District government on the development, implementation, and continuous improvement of an integrated and effective workforce investment system. Members of the WIC include representatives from the private sector, local business representatives, government officials, organized labor, youth community groups, and organizations with workforce investment experience<sup>35</sup>.

### Workforce Development/Adult Education Programs

**Strategic Industry Partnership Grants:** Partners shall design and implement a program to provide skills training tailored to occupational demands. Programs shall be designed to provide training and resources to District residents for employment attainment and career advancement.

#### Overview

Program Name (1)	# of Providers	# of Participants	Program Total Budget
Strategic Grants	4	80	\$700,000.00
<b>Grand Total</b>	<b>4</b>	<b>80</b>	<b>\$700,000.00</b>

#### Performance <sup>36</sup>

The WIC provided a full report of performance outcomes which is included in Appendix A.

Provider Name	Employment 4th Quarter After Exit- Outcome
AOBA	N<10
DC Central Kitchen	15
Byte Back, Inc.	N<10
Goodwill of Greater Washington	12
<b>Grand Total</b>	<b>43</b>

<sup>35</sup> From Workforce Investment Council. (n.d.). *DC works: Workforce investment council*. <https://dcworks.dc.gov/>

<sup>36</sup> This table only includes providers and corresponding WIOA measures that had data reported in the FY19 Expenditure Guide.

## Recommendations

The section includes opportunities for growth in the data collection process and provides recommendations to improve future updates of the Expenditure Guide.

Through this process, the WIC has recognized that a stronger district-wide governance structure is needed that details how agencies should collect, track, and report their workforce data, across a wide range of services that use different funding streams. There are many different nuances across agencies and within agency programs that creates challenges for a streamlined reporting structure.

As an example, the Expenditure Guide requests WIOA performance measures to capture performance outcomes from agencies. These measures are required for programs that receive federal WIOA funding. Most of the programs included in this report do not fall into this category, as demonstrated by the high selection of “Data Not Applicable” under performance measures. Similarly, WIOA requires agencies to capture performance measures a year after participants exit the program. The lag time in reporting makes it difficult to meet the reporting timeframe for the Expenditure Guide and also standardize timeframes across all programs. To help solve for this, agencies were encouraged to provide existing reports that evaluate performance in different ways than requested by the Transparency Act; however, this makes comparisons across agencies difficult.

The WIC recommends developing standard reporting requirements that honors the diversity of workforce services provided throughout the District but provides structure to support consistent reporting. Currently, the WIC is conducting an assessment of data infrastructure and barriers across District agency partners. The purpose of this work is to learn the commonalities between our partners’ needs, challenges, and goals to ultimately develop recommendations to improve overall agency infrastructure and data integration. Moving forward, the District must continue to invest in and support resources necessary to mitigate these challenges. This cohesion will allow the District to develop data driven strategies that will improve workforce development and adult education for District residents.



## **FY19 Strategic Industry Partnership Grant Final Report**

The Workforce Investment Council (WIC) is pleased to provide the final report for the FY 2019 Strategic Industry Partnership Grant. Under the FY19 Strategic Industry Partnership Grant, the WIC funded four grants totaling **\$681,000** to connect residents with training and employment in the following industries: Construction, Information & Technology, Hospitality and Security and Law.

Grantees were required to provide quarterly and final programmatic reports. The information below is an overview of activity from March 1, 2019-September 30, 2019.

### **I. GRANTEES**

#### **AOBA**

AOBA was awarded **\$118,841** to help DC residents gain access to high-demand careers in building operations and engineering. AOBA is focused on addressing the needs of the commercial construction real estate industry by focusing on promoting careers in building operations, engineering, and maintenance.

#### **Byte Back, Inc.**

Byte Back, Inc. was awarded **\$187,500** in part of the industry partnership strategy focused on Information Technology (IT). Byte Back's Education Partnership for IT Careers (EPIC) engages IT leaders to understand labor market needs and provide a career pathway to employment.

#### **DC Central Kitchen**

DC Central Kitchen was awarded **\$187,500** as part of the targeted industry partnership strategy which focused on helping DC residents with significant barriers to employment careers in DC's high demand hospitality industry sector. The program will provide referral and support services, offer industry-recognized credentials with an integrated curriculum.

#### **GOODWILL OF GREATER WASHINGTON**

Goodwill was awarded **\$187,435** as part of the targeted industry partnership strategy which focused on helping students enter into the field of Security and Law.

## II. PROGRAM OUTCOMES SUMMARY

<b>Grantee</b>	<b>Total Began Training</b>	<b>Total Completed Training</b>	<b>Total Received Credential</b>	<b>Total Employed at End of Grant Period</b>
<b>AOBA</b>	9	7	7	7
<b>Byte Back</b>	20	17	11	9
<b>DC Central Kitchen</b>	23	20	19	15
<b>Goodwill</b>	20	17	17	12

## III. RECRUITMENT

### AOBA

AOBA's outreach team worked with partners to identify potential internship candidates. Partners include higher education institutions, adult learning organizations, community-based programs, and high school programs. Extensive outreach was also conducted at career and job fairs.

### Byte Back

Byte Back recruited low-income DC adults to participate in their CompTIA A+ and a Microsoft Office Specialist (MOS) Excel class, leading to 20 enrollments in the classes. Recruitment for each class came from course completion and advancement at Byte Back, with most learners in A+ coming from a lower-level CompTIA IT Fundamentals course and MOS Excel learners advancing from lower-level Computer Foundations training.

### DC Central Kitchen

Participants were recruited through printed flyers and online resources at [dcentralkitchen.org](http://dcentralkitchen.org), and program materials that were distributed at agency sites, area businesses, and to DC government case managers working with SNAP and TANF customers and Career Connections and Project Empowerment.. These outreach efforts typically yield 35 to 45 serious applicants for each class of 18 to 25 students; enrollment is capped due to limited classroom space.

### Goodwill

Goodwill's recruitment and marketing team works four to six weeks leading up to the start of class to recruit qualified applicants. Throughout the history of the program, the team has found success targeting referrals from the American Job Centers, and outreach to underemployed and unemployed residents of the District of Columbia.

## **IV. COURSE COMPLETION AND CERTIFICATION**

### **AOBA**

The 12-week internship included a weekly, in-class training and on-site work experience with employers, supported by experienced mentors. The program also included an employment onboarding and orientation program for the first 3 days of the course. Cohort-based training began on June 12. Interns completed two National Association of Power Engineers Education Foundation (NAPEEF) training courses (Introduction to Engineering and Principles of Electricity) by attending 10 weekly, cohort-based training sessions. Initially, AOBA expected to screen 30 DC residents for the program. The program received 52 applications but only 26 made it all the way through the screening process (online application, in-person interviews with employers). Employers selected the final cohort of 25 individuals, 9 of which were DC residents.

### **Byte Back**

The MOS Excel class began on May 20 and the CompTIA A+ class began on May 28 with the courses following the curriculum materials shared in the grant proposal. The MOS Excel class has completed a two-week job readiness training curriculum while the CompTIA A+ class will complete the job readiness curriculum post-A+ class to ensure they have ample time to successfully complete the certification before September 30, 2019. The job readiness curriculum was taught by the classroom instructor after receiving training and support from the Byte Back career services team.

Currently 11 learners have earned certifications in MOS Excel and CompTIA A+ and six learners are preparing to retake their exams. Nine learners have already secured job titles like Systems Engineer and Warehouse Audit Technician with an average \$19,227 annual income difference since taking their first Byte Back class.

### **DC Central Kitchen**

DC Central Kitchen committed to enrolling at least 23 participants, producing at least 20 graduates, and placing at least 15 in jobs between 3/1/2019 and 9/30/2019. In just the second half of this grant period (from May 16 – September 30) they served two classes of Culinary Job training (CJT) students with WIC grant funds: Class 119 and Class 120. Class 119 graduated on July 19, and Class 120 graduated on September 18. Each student who made it to week 9 of the program was connected to a professional internship, allowing for close industry partnerships and ‘first-choice’ hiring opportunities for internship site partners.

Class 119 achieved a 79% completion rate (15 out of 19 individuals who enrolled completed the program), and program graduates achieved an 87% job placement rate. Class 120’s WIC grant participants also posted a 79% completion rate (15 out of 19 individuals who enrolled completed the program), and since their graduation less than a month ago, five students have already secured employment. Across the entire grant period, all students who have had a full two months to search for jobs with our assistance have attained an 83% job placement rate.

## **Goodwill**

Activities conducted by Goodwill as a result of this grant include: **1) Recruitment** – weekly recruiting sessions; weekly intake sessions; targeted social media outreach; web-based marketing; outreach to program alumni for referrals; community outreach and flyers. **2) Enrollment** – student application collection, review, and assessment (note: all online applicants can now complete a digital skills learning module); orientation sessions; applicant interviews; CASAS assessment to determine numeracy and literacy levels; drug screening tests; background tests. **3) Supportive Services** -- Career Coaches met with each student during the first week of each cohort to develop an Individualized Employment Support Plan (IESP), which outlined student barriers to program completion and to employment. **4) Technical and Soft-Skills Training** -- Industry-experts, D&D Security Training Academy, provided 90 hours of skills training to students.

Goodwill's over-arching goal was to provide under- and unemployed DC residents with the technical and soft-skills training and placement services to enable them to secure employment in the Security and Protective Services sector. Specific stated objectives to be achieved during the grant period include: 1) enrolling 20 DC residents into Goodwill's Security and Protective Services Training Program; 2) graduating 17 students (85%); and 3) placing 12 students (75%) into employment. All students who graduated from the Security and Protective Services training successfully earned the following credentials: DCJS License for Virginia Unarmed Security (Department of Criminal Justice); SPO DC Special Police Officer Authorization (Metropolitan Police Department); Monadnock Expandable Baton; Handcuffing; Aerosol Weapons Certification; CPR/First Aid/AED (American Red Cross).