WORKFORCE DEVELOPMENT SYSTEM EXPENDITURE GUIDE
AGENCY PROGRAM CONTEXT AND ADDITIONAL INFORMATION
2019

Given the diverse formats, goals, and outcomes of the programs included in the Workforce Development System Expenditure Guide (Expenditure Guide), additional context and explanations about definitions and program measures have been provided below for each agency included in the Expenditure Guide. This additional context should be noted when reviewing or analyzing the data captured in the Expenditure Guide.

DEPARTMENT ON DISABILITY SERVICES (DDS)

Employment (2nd quarter after exit) - The percentage of participants who are in unsubsidized employment during the second quarter after exit from the program[1]. Data is not available until 2 quarters after the 2nd quarter after exit[2]. The caveat to this is that one data point was available for quarter two earnings for two providers, respectively (1st CDL Training Center for NOVA and VMT Education Center) – this information was included in the data.

Retention in 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.

Credential attainment - The percentage of those participants enrolled in an education or training program (excluding those in on-the-job training (OJT) and customized training) who

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[1] 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).

[2] 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.

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[3].

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.

DEPARTMENT OF EMPLOYMENT SERVICES (DOES)

Employment Rate (2nd Quarter after exit) - Based on the customer's exit date, how many were employed the 2nd quarter after exit. For customers that exited 7/1/2018 - 9/30/2018, the 2nd quarter after exit would be 1/1/2019 - 3/31/2019.   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
10/1/2017 – 12/31/2017	4/1/2018 – 6/30/2018
1/1/2018 – 3/31/2018	7/1/2018 – 9/30/2018
4/1/2018 – 6/30/2018	10/01/2018 – 12/31/2018
7/1/2018 – 9/30/2018	1/1/2019 – 3/31/2019

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[3] 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.

Median Earning - The median earnings of participants that had wages reported in the 2nd 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 FY2018, 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.

Employment Rate (4th Quarter after Exit) – This data point reflects, of the the number of participants that exited in FY2018, how many had wages reported in the 4th quarter after the exit quarter. Verified data is not available for FY18 participants because not enough time has elapsed to measure 4 quarters after the exit quarter.

Exit Date	4th Qtr after Exit Timeframe
10/1/2017 – 12/31/2017	10/01/2018 – 12/31/2018
1/1/2018 – 3/31/2018	1/1/2019 – 3/31/2019
4/1/2018 – 6/30/2018	4/1/2019 – 6/30/2019
7/1/2018 – 9/30/2018	7/1/2019 – 9/30/2019

Additional DOES Program Context

Learn Earn Advance and Propser (LEAP)

In FY18, On-Ramps to Careers was contracted to provide IT occupational skills training to a cohort of 16 LEAP interns placed at the Office of the Chief Technology Officer. Each participant successfully completed their course of training and received the following certifications:

- Microsoft Certified Professional
- Microsoft MCSA: Windows 10 Installation & Configuration
- Apple Certified Associate: Mac Integration 10.13
- Google Cloud Fundamentals: Core Infrastructure
- AWS Technical Essentials

Project Empowerment, Back to Work 50+, and Senior Community Services Employment (SCSEP)

Project Empowerment , BACK TO WORK, and SCSEP do not currently contract with providers. Neither Back To Work nor SCSEP provide occupational skills training. Project Empowerment participants seeking occupational skills training are referred to the American Job Centers for WIOA enrollment and continue to receive a training subsidy through Project Empowerment while enrolled in training.

DEPARTMENT OF HUMAN SERVICES (DHS)

The TANF Employment & Education Program (TEP)
(Context for FY 2019 forward; FY 2018 ended a five-year program cycle that was enhanced)

The TANF Employment & Education Program (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 (5) and under must engage in a minimum of twenty (20) hours of activities each week and parents whose youngest child is six (6) and over must engage in a minimum of thirty (30) hours of activities each week. Those activities include eleven (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:

1. It is fundamentally a case management program, with multiple services.
2. Services are only available to District of Columbia 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.
3. 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:

i.   ***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 incentives the service provider to identify employment opportunities with benefits and career-ladder growth potential.

ii.   ***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.

iii.   ***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 twelve 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.

iv.   ***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.

v.   ***Exit TANF Due to Earning:*** DHS will compensate service provider and customer if the employment opportunity the service provider assists the customer in obtaining makes the customer ineligible for TANF benefits (incomes exceeding eligibly requirements), the benefits case is closed, and the customer does not return to apply for benefits for at least four (4) months.

vi. ***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 (5) 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)
(Context provided for FY 2018)

The Supplemental Nutrition Assistance Program Employment & Training Program (SNAP E&T) is a program that leverages federal and local resources to provide educational, employment, and case management support to District of Columbia residents who receive Supplemental Nutrition Assistance Program (SNAP) benefits. Based on federal SNAP work requirements, recipients between the age of 16 and 59 – barring any other federal exemptions – are required to register to engage in the work activities. While work registration is a federal requirement, the District runs a voluntary E&T program. While SNAP E&T conducts assessment and provides some "in house" case coordination, the real value of the program is partnering with existing education, training and employment providers, so that federal funds can be leveraged to supplement and expand their already existing activities. SNAP recipients who participate in the SNAP E&T Program are offered an array of education, employment, and training opportunities. The SNAP E&T Program is comprised of five (5) components which include job search, unsubsidized work experience, education, training, and job retention. SNAP E&T established these relationships through grants and MOUs.

The grants and MOUs are not performance-based, however SNAP E&T rate third-party service based on the following measures:

i. ***New Employment Placement:*** DHS measures new employment placement as defined by successfully placing and individual into an employment slot from the verified date of employment. Third-party partners must submit proof of verification by completing a "Verification of Employment" form and supporting documentation in the form of a paystub or offer letter. The goal of the SNAP E&T Program is to place customers into employment that pays a "living wage". Customers in new employment placement qualify for transportation assistance and work-related expenses (i.e. Tools and uniforms).

ii. ***High Wage (Living Wage or better):*** DHS measures placement in achieving employment making at least $14.20 per hour.

iii. ***Employment Retention for 3 months (90 days):*** DHS measures retention as a customer maintaining employment for 90 contiguous days. Proof of employment by paystub, work number verification, is required every two weeks during the period of employment retention. Customers in employment retention qualify to receive a total of $360 in transportation assistance (via SMARTrip cards) within in the 90 day employment retention period.

iv. ***Job Search Activities for 2 months (60 days):*** DHS measures customers actively engage in job search activities which entail seeking employment through research, application, documentation and interviews. As a prerequisite to job search activities, all third-party partners must complete the SNAP Comprehensive Assessment (SCA) with the customer. Customers engaged in job search activities must submit one "Job Search Contact" sheet per month for a maximum of 60 days (two months). Customers in engaged in job search activities qualify to receive a total of $80 in transportation assistance (via SMARTrip cards) within in the 60 day period.

v. ***Work Experience:*** DHS measures customers engaged in in unsubsidized work placement that last a minimum of 3 months. Third-party partners are strongly encouraged to place customers with for-profit, non-profit or government organizations that offer work activities that significantly increase customer skills and marketability in the workforce.

vi. ***Education and Training Credentials:*** DHS measures customers engaged in education and training activities that are offered as a part of an accredited program or service. Third-party partners must verify customer completion by submitting a transcript or certificate of completion. Customer must receive an industry-recognized certificate of completion as a result of participating in the education or training program.

DEPARTMENT OF HUMAN RESOURCES (DCHR)

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.
- Ninety percent (90%) of these individuals are still employed within the District of Columbia Government and experiencing tremendous professional success and growth.
- The most recent cohort of Year-Round FY19 included 22 interns. To date, five (5) of the 22 have been hired by the agencies. Five (5) have secured positions within the Federal Government and other local employers. Another three (3) are awaiting potential offers from the District of Columbia Government agencies.

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

- The Policy and Compliance Administration of the District of Columbia Department of Human Resources have a staff of 18. Sixty-percent (60%) of the current staff are DLP Alum.
- 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.
- Another example of the DLP's capacity building of the program is the Historic Preservation Office where three DLP Alum has been hired. Additionally, the Historic Preservation Office has invested in an intern during every cohort to support the work of that office.

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 a 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.

OFFICE OF THE STATE SUPERINTENDENT OF EDUCATION (OSSE)

Employment Target (2nd quarter after exit) - OSSE AFE did not have a federally negotiated target for this metric during this reporting period. This is because this is a new metric that has not been reported previously under WIOA (WIA had a similar metric for employment at 1st and 3rd quarter after exit) and therefore the data that will be reported to the US Department of Education will be considered baseline data that will be used to set future targets[4].

Retention in Employment (4th quarter after exit) - OSSE AFE does not yet have any employment or wage data for those students who were enrolled in IE&T programs offered by our sub-grantees during Federal Program Year 17/18 (July 1, 2017, through June 30, 2018). This is due to the inherent lag associated with these indicators. These indicators report on those students who exited an AFE funded IE&T program two quarters (six months) or four quarters (12 months) prior to reporting the outcome. As PY17/18 was the first year of OSSE AFE's new grant and the new IE&T model, most of the first quarter of the grant was focused on start-up activities and most students didn't enroll in these programs until the second quarter or later. Furthermore, as evidenced by the entrance EFLs most students are entering with literacy and/or numeracy skills at the 8th-grade equivalency or below.

As a result, most students will need to remain enrolled for several months if not years in order to attain a secondary credential and/or an industry-recognized credential. This likely contributed to the reason why no students exited the program within the second quarter (October 2018 through December 2018) which would be the earliest quarter that would trigger reporting on these metrics within the same program year. Typically, reporting on post-exit metrics are based on students who enrolled and received services in the previous program year (in this case PY16/17). However, as aforementioned, because PY 17/18 was the first year under OSSE AFE's

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[4] For PY18 OSSE reported that 17.5% of exiters achieved employment in 2nd quarter after exit in their annual statistical report submitted in October 2018. This report reflected the final PY18 data. However, this was not for the same subgrantees that were reported for in the expenditure guide. The data included in the expenditure guide is not fully reflective of the outcomes of these programs because the collection was through manual follow-up surveys from subgrantees who were no longer funded under that particular grant, and as such the data collection was not as complete. Moreover, the low achievement rate for this metric reflects the national trend for the post-exit employment metrics in PY18. For PY17, OSSE reported no data for this measure because it was the transition year from WIA to WIOA and therefore what had been collected (employment after 1st and 3rd quarter) didn't match what US DoE was collecting under WIOA (employment after 2nd and 4th quarter). Therefore, the guidance received was to not report any data. The statistical report for this timeframe was submitted to U DoE in December 2017.

new grant and new program model, we do not have post-exit outcome data that is relevant to these providers and/or the IE&T model. This reporting framework, as established by WIOA, acknowledges that, on average, residents who enroll in adult education services often require a broader window of time to get connected to employment after exiting a program.

Median Earnings & Median Earnings Type - As stated above, OSSE AFE does not currently have employment and wage data due to the lagging nature of these indicators[5]. However, it should also be noted that OSSE AFE uses a combination of both self-reported data collected through follow-up surveys and data matching with DOES's Unemployment Insurance wage data to report for the employment and wage-related metrics. This multi-prong approach will make it difficult to report the wage type in a uniform way. We will explore the alignment of these collection methods moving forward.

OSSE AFE does not track the data in columns M through AR of the Expenditure Guide by the individual course or pathway. Therefore, the data included in these columns is at the sub-grantee level.

DC WORKFORCE INVESTMENT COUNCIL (WIC) (FORMERLY UNDER OFFICE OF THE DEPUTY MAYOR FOR GREATER ECONOMIC OPPORTUNITY (DMGEO))

In July 2018, the WIC signed an MOU with the Department of General Services (DGS) for $750,000 for the provision by the WIC of a **"workforce intermediary program"** in connection with the development of the DC United soccer stadium. This program was required by the "Soccer Stadium Development Amendment Act of 2014;" specifically, Section 108 required that "The Mayor shall implement a workforce intermediary program to connect residents of ANC6D with employment during construction of the stadium and the initial 2 seasons of soccer operations." The Soccer Stadium opened on July 9, 2018; however, the MOU was not signed by both parties until July 18, 2018, the solicitation was conducted on an accelerated basis (from August 22-August 27, 2018) and contracts (in the form of Human Care Agreements or Task Orders on existing HCAs) were signed between August 30 and September 17. Five vendors began a 3-4 week program in early-mid September. Of the $750,000 in FY18 funds, the total amount expended on the DGS Soccer Stadium MOU partnership was $606,600. The remaining balance of $143,000 was not expended and returned at the end of the fiscal year to DGS.

Vendors were not eligible to receive compensation for job placement activities if the participants secured jobs *not* in the industry or occupation for which the training and /or course of study was provided.

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[5] OSE will have reportable data by September/October 2019. OSSE's statistical report for PY19 is due at the beginning of October; at that time they will have all the data for PY19, including post-exit data for many of those PY18 participants who exited.

The table below was submitted as part of the Workforce Investment Council's 2018 Performance Oversight Hearing Responses regarding the implementation and outcomes of the Workforce Intermediary program.

Provider	Enrolled	Completed	Receiving unsubsidized employment at the stadium (verified by WIC)	Receiving unsubsidized employment not at the stadium (verified by WIC)	Average wage	Max. Per-person rate (before placement bonus)	Amount paid, as of Oct. 22 2018
CIRTE	26	22	0	22	$16.00	$3,350	$98,100
KBEC	18	15	2	11	$14.30	$5,000	$100,000
Amala Lives	20	17	0	9	$13.00	$5,000	$100,000
Covenant House	34	31	0	13	$12.50	$1,500	$46,500
Hales	90	90	0	8	$17.93	$2,900	$262,000
Total	**188**	**175**	**60**	**65**	**$14.75**	**$17,750**	**$606,600**

ADDITIONAL AGENCY RESOURCES

Given that many of the programs included in the Expenditure Guide are not required to report the WIOA common measures, and given the lag-time for some of those measures, agencies in many cases track alternate measures and outcomes for their workforce development and adult education programs. Below are resources and additional context that agency leaders use to measure and communicate progress and performance of District workforce intiatives.

OSSE

As the recipient of the Adult Education and Family Literacy Act (AEFLA) state grant, OSSE Adult and Family Education (AFE) reports state outcome data annually to the US Department of Education. OSSE AFE is required to submit an annual performance report on state outcomes to the US Department of Education. The annual performance report is comprised of a statistical, narrative, and a financial section. The Workforce Innovation and Opportunity Act (WIOA) requires that each state education agency measure the effectiveness of its adult education

programs according to the National Reporting System (NRS) for adult education. The NRS was established by the US Department of Education, Office of Career, Technical, and Adult Education to create a uniform metric for state and national reporting on adult education outcomes. The District of Columbia's NRS tables are available online. The OCTAE NRS central database is a repository of data collected for national reporting purposes. Users may view national and state data and generate reports on nationwide and statewide adult education statistics by logging into the OCTAE NRS database as a public user. The two attached reports are the most recent annual performance report and NRS Tables.

Each year, the Council's Committee on Education include a question about OSSE's AFE programming. The latest year's oversight responses can be found at the following link: http://dccouncil.us/wp-content/uploads/2019/02/Binder2.pdf and the relevant question (71) can be found on pages 181 and 182.

PDF DC FY17-18 Annual Performance Report.

PDF OCTAE Copy of NRS Tables & SPR 9.28.18

DOES

Each year, DOES submits to the Council's Committee on Labor and Workforce Development data regarding performance of its programs. FY18 data and performance outcomes can be found in DOES's performance oversight response questions at the following link: http://dccouncil.us/wp-content/uploads/2019/02/DOES-2019-PO-responses-02-18-19.pdf. WIOA and program-level data begin on page 28 of the responses.

Performance Plans

Below are links to agency Performance Plans. Performance Plans describe the agencies new initiatives that improve the quality of their services and highlight metrics that meaningfully gauge their progress against goals.

- DDS
- DHS
- DMGEO
- DOES
- OSSE

Performance Accountability Reports

Below are links to the Performance Accountatbility Reports (PARs). PARs are developed at the end of the fiscal year to summarize accomplishments and report on whether or not city agencies met the targets set forth in their performance plans for that year.

- DDS
- DHS
- DMGEO
- DOES
- OSSE

Budget and Revenue

Below is the link to the Annual Operating Budget and Capital Plans. View and explore the District's current and past fiscal year budgets.

Annual Operating Budget and Capital Plan

Contracts and Procurement

The Contracts and Procurement Transparency Portal serves as a public clearinghouse for all information related to the District Government's contracting and procurement efforts.

Contracts and Procurement Transparency Portal