



WORKFORCE INVESTMENT COUNCIL

FY 2024 PERFORMANCE PLAN

DECEMBER 1, 2023

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1 WORKFORCE INVESTMENT COUNCIL

Mission: The District of Columbia Workforce Investment Council will lead with a sense of urgency to help create a fully integrated, comprehensive workforce development system that effectively meets jobseeker and business needs; while ensuring accountability, high performance, coordination, transparency, and effective leadership at all levels.

Services: The Workforce Investment Council provides workforce education, training, and counseling services to promote job readiness; and the Workforce Investment Council Board oversees implementation of the District of Columbias Strategic Four-Year Plan for Provision of Services under the Workforce Innovation and Opportunity Act and provides advice on the development, implementation, and continuous improvement of an integrated and effective workforce investment system.

2 2024 OBJECTIVES

Strategic Objective

Business Engagement: Increase business engagement to help align workforce training programs with employer needs

Policy Guidance: To ensure the workforce development system is informed about the provisions in the Workforce Innovation and Opportunity Act (WIOA) through policy and guidance to aid in the District's WIOA implementation.

Occupational Skills Training: To provide WIOA customers focused employment and training opportunities for adults and dislocated workers through Individualized Training Accounts (ITA) within the District's high-demand occupations through the Eligible Training Provider program.

Career Pathways: Increasing the knowledge of career pathways in the context of sectoral partnerships informed by business to assist with mapping career pathways in the District

Create and maintain a highly efficient, transparent, and responsive District government.

3 2024 OPERATIONS

Operation Title	Operation Description	Type of Operation
Business Engagement: Increase business engagement to help align workforce training programs with employer needs		
Labor Market Awareness	Increase the use of labor market information and anecdotal information to shape training programs that train in the skills employers need	Daily Service
Policy Guidance: To ensure the workforce development system is informed about the provisions in the Workforce Innovation and Opportunity Act (WIOA) through policy and guidance to aid in the District's WIOA implementation.		
Provide technical assistance	Provide technical assistance to impact greater awareness and knowledge of workforce partners by facilitating technical assistance webinars, in-person meetings and teleconferences.	Daily Service
Policy Development	Provide high level policy development through the dissemination of a WIC WIOA Policy Manual, WIC Unified State Plan Modification; the issuance of important implementation information and updates through Workforce Implementation Guidance Letters (WIGLS), and by facilitating technical assistance webinars and teleconferences. Partner agencies to establish corresponding Standard Operating Procedures that follow the policies and guidance put in place by the WIC.	Daily Service
Occupational Skills Training: To provide WIOA customers focused employment and training opportunities for adults and dislocated workers through Individualized Training Accounts (ITA) within the District's high-demand occupations through the Eligible Training Provider program.		
Technical Assistance	Provide technical assistance for continuous improvement of performance	Daily Service
Conduct outreach to bring awareness.	Conduct outreach to bring awareness.	Daily Service
Workforce Training Providers	Review, monitor and research industry standards, curriculum, and past performance of prospective eligible training providers	Daily Service
Career Pathways: Increasing the knowledge of career pathways in the context of sectoral partnerships informed by business to assist with mapping career pathways in the District		
Career Pathways	Offer high-quality professional development training to education and workforce providers under a career pathways framework.	Daily Service
Research and Analysis	Conduct in-depth research on DC landscape to identify where gaps may exist in education, training, and support services.	Key Project

4 2024 STRATEGIC INITIATIVES

Title	Description	Proposed Completion Date
WIOA State Plan	Develop the District's 2024-2028 Workforce Innovation and Opportunity Act (WIOA) State Plan and an accompanying strategic implementation plan.	6/1/2024

5 2024 KEY PERFORMANCE INDICATORS AND WORKLOAD MEASURES

Key Performance Indicators

Measure	Directionality	FY 2021	FY 2022	FY 2023	FY 2024 Target
Business Engagement: Increase business engagement to help align workforce training programs with employer needs					
Number of business leaders actively engaged	Up is Better	403	707	80	100
Policy Guidance: To ensure the workforce development system is informed about the provisions in the Workforce Innovation and Opportunity Act (WIOA) through policy and guidance to aid in the District's WIOA implementation.					
Number of workforce system partners participating in technical assistance activities	Up is Better	1,376	1,730	588	250
Career Pathways: Increasing the knowledge of career pathways in the context of sectoral partnerships informed by business to assist with mapping career pathways in the District					
Number of workforce providers who participate in sectoral partnerships meetings to enhance communication on demand sector needs	Up is Better	206	957	192	25

Workload Measures

Measure	FY 2021	FY 2022	FY 2023
Labor Market Awareness			
Number of business engagement activities	127	190	44
Provide technical assistance			
Number of technical assistance activities	394	296	132
Workforce Training Providers			
Number of eligible training providers	17	20	0