

Workforce Investment Council FY2019

Agency Workforce Investment Council

Agency Code UPO

Fiscal Year 2019

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.

Summary of Services

2019 Accomplishments

Accomplishment	Impact on Agency	Impact on Residents
In FY19 the WIC delivered the first ever Workforce Development System Expenditure Guide data and report.	The Expenditure Guide supports WIC's role in coordinating across key workforce agencies--and in FY20 and beyond, for agencies across government--to identify opportunities for alignment and greater coordination. This data will be used to direct WIC's technical assistance to training and support providers, and will also enhance our ability to map out and support greater coordination of engagement efforts from across government to employers.	The Expenditure Guide included data about the programs, providers, residents served, and outcomes available to date for workforce training programs funded through local and federal funding sources. This data aggregation and report provides residents, agencies, providers, and others, with information about District investments to support residents' connecting with and advancing in their careers.
WIC awarded 4 Strategic Industry Partnership grants to support the recruitment, credential attainment, and job placement of District residents in four high-demand industry sectors, including culinary arts, security, building engineering, and IT.	WIC plans to leverage the lessons learned from this grant program to inform and further our work supporting industry partnerships and implementation of sector strategies; incorporating this work into our coordination and technical assistance support for providers will ensure District-funded workforce training programs are better informed by employer needs.	WIC's funding supported 72 individuals to obtain training and credentials, with 43 of those individuals securing employment in their fields of training.

2019 Key Performance Indicators

Measure	Frequency	FY 2017 Actual	FY 2018 Actual	FY 2019 Target	FY 2019 Q1	FY 2019 Q2	FY 2019 Q3	FY 2019 Q4	FY 2019 Actual	KPI Status	Explanation
1 - Business Engagement: Increase business engagement to help align workforce training programs with employer needs (1 Measure)											
Number of business leaders actively engaged	Quarterly	New in 2019	New in 2019	New in 2019	13	13	13	13	52	No Target Set	
2 - 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. (1 Measure)											
Number of workforce system partners participating in technical assistance activities per quarter	Quarterly	New in 2019	New in 2019	New in 2019	43	39	94	113	289	No Target Set	
3 - 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. (4 Measures)											
Employment Rate – Percentage of participants who are in unsubsidized employment during the second quarter after exit from the program	Quarterly	New in 2019	New in 2019	New in 2019	Waiting on Data	Waiting on Data	Waiting on Data	Waiting on Data	Waiting on Data	No Target Set	

Measure	Frequency	FY 2017 Actual	FY 2018 Actual	FY 2019 Target	FY 2019 Q1	FY 2019 Q2	FY 2019 Q3	FY 2019 Q4	FY 2019 Actual	KPI Status	Explanation
Median Earnings – Median earnings of program participants who are in unsubsidized employment during the second quarter after exit from the program. Total quarterly earnings, for all participants employed in the second quarter after exit from any of the WIOA Core Programs, collected by a direct wage record match or supplemental wage information	Quarterly	New in 2019	New in 2019	New in 2019	Waiting on Data	Waiting on Data	Waiting on Data	Waiting on Data	Waiting on Data	No Target Set	
Credential Attainment – Percentage of those participants enrolled in an education or training program (excluding OJT, customized training, or Other Non-Occupational Skills Training) who attained a recognized postsecondary credential or a secondary school diploma, or its recognized equivalent, during participation in or within one year after exit from the program.	Quarterly	New in 2019	New in 2019	New in 2019	Waiting on Data	Waiting on Data	Waiting on Data	Waiting on Data	Waiting on Data	No Target Set	

Measure	Frequency	FY 2017 Actual	FY 2018 Actual	FY 2019 Target	FY 2019 Q1	FY 2019 Q2	FY 2019 Q3	FY 2019 Q4	FY 2019 Actual	KPI Status	Explanation
Measurable Skill Gains – Percentage of participants who, during the program year, are in education or training programs that lead to a recognized postsecondary credential or employment and who are achieving measurable skills gains, defined as documented academic, technical, occupational, or other forms of progress towards such a credential or employment	Quarterly	New in 2019	New in 2019	New in 2019	Waiting on Data	Waiting on Data	Waiting on Data	Waiting on Data	Waiting on Data	No Target Set	
4 - 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 (1 Measure)											
Number of workforce providers who participate in sectoral partnerships meetings to enhance communication on demand sector needs	Quarterly	New in 2019	New in 2019	New in 2019	19	27	15	5	34	No Target Set	
5 - Create and maintain a highly efficient, transparent, and responsive District government (8 Measures)											
Contracts and Procurement - Percent of Small Business Enterprise (SBE) annual goal spent	Annually	New in 2019	New in 2019	New in 2019	Annual Measure	Annual Measure	Annual Measure	Annual Measure	Waiting on Data	No Target Set	
Financial Management - Percent of local budget de-obligated to the general fund at the end of year	Annually	New in 2019	New in 2019	New in 2019	Annual Measure	Annual Measure	Annual Measure	Annual Measure	Waiting on Data	No Target Set	
Human Resource Management - Average number of days to fill vacancy from post to offer acceptance	Annually	New in 2019	New in 2019	New in 2019	Annual Measure	Annual Measure	Annual Measure	Annual Measure	Waiting on Data	No Target Set	

Measure	FY 2017 Actual	FY 2018 Actual	FY 2019 Q1	FY 2019 Q2	FY 2019 Q3	FY 2019 Q4	FY 2019 Actual
1 - Labor Market Awareness (1 Measure)							
Number of business engagement activities	New in 2019	New in 2019	5	3	7	3	18
2 - Provide technical assistance (1 Measure)							
Number of technical assistance activities	New in 2019	New in 2019	1	2	4	4	11
3 - Workforce Training Providers (1 Measure)							
Number of eligible training providers	Waiting on Data	37	34	34	34	34	34

2019 Operations

Operations Header	Operations Title	Operations Description	Type of Operations
1 - Business Engagement: Increase business engagement to help align workforce training programs with employer needs (1 Activity)			
Labor Market Awareness	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
2 - 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. (2 Activities)			
WORKFORCE INVESTMENTS	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
PROVIDE TECHNICAL ASSISTANCE	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
3 - 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. (3 Activities)			
MONITORING	Workforce Training Providers	Review, monitor and research industry standards, curriculum, and past performance of prospective eligible training providers	Daily Service
OUTREACH	Conduct outreach to bring awareness.	Conduct outreach to bring awareness.	Daily Service
TECHNICAL ASSISTANCE	Technical Assistance	Provide technical assistance for continuous improvement of performance	Daily Service
4 - 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 (2 Activities)			
WORKFORCE INVESTMENTS	Career Pathways	Offer high-quality professional development training to education and workforce providers under a career pathways framework.	Daily Service
WORKFORCE INVESTMENTS	Research and Analysis	Conduct in-depth research on DC landscape to identify where gaps may exist in education, training, and support services.	Key Project

2019 Strategic Initiatives

Strategic Initiative Title	Strategic Initiative Description	Completion to Date	Status Update	Explanation for Incomplete Initiative
Policy Development (2 Strategic initiatives)				

Strategic Initiative Title	Strategic Initiative Description	Completion to Date	Status Update	Explanation for Incomplete Initiative
Eligible Training Provider Manual	In FY19, the WIC will design and create an Eligible Training Provider Manual for the District's training providers. The manual will outline policies, procedures, and required performance requirements. The manual will also assist the training providers in providing the WIC with annual performance requirements reporting. These annual performance reports help the WIC identify which ETPs, based on performance levels are to be considered for renewal.	0-24%	This effort continues to move forward, however the WIC and its ETPL implementation partners continue to identify improvements that must be addressed--and ultimately codified--in the provider manual. WIC anticipates completion of this tool in 2020	This effort continues to move forward, however the WIC and its ETPL implementation partners continue to identify improvements that must be addressed--and ultimately codified--in the provider manual. WIC anticipates completion of this tool in 2020
Develop the Transparency Act Workforce Development System Expenditure Guide	In FY19, the WIC will lead efforts to implement specific deliverables for the Workforce Transparency Act of 2017. The deliverables include releasing the first edition of the Workforce Development System Expenditure Guide by February 1, 2019. The Guide will include details, metrics and performance outcomes for select District Agency workforce programs and services. The first version of the guide will include workforce programs from the Department on Disability Services; Department of Employment Services; Department of Human Resources; Department of Human Services; Deputy Mayor for Greater Economic Opportunity; Office of the State Superintendent of Education; and Workforce Investment Council.	Complete	WIC delivered and has published on its website the inaugural Workforce Development System Expenditure Guide.	
Technical Assistance (1 Strategic Initiative)				
Community of Practice	In FY19, the WIC will update and expand the DC WIC Community of Practice Portal into interactive modules for DC Workforce professionals. The Interactive modules will include training resources and materials from previous CoP webinars and in-person training. This will allow for continued training and engagement for workforce professionals at all levels of experience.	Complete	WIC has delivered and made available on its website a series of technical assistance resources to assist training providers with improving their practice and support improved outcomes for residents.	