



# **WORKFORCE INVESTMENT COUNCIL**

## **FY 2022 PERFORMANCE AND ACCOUNTABILITY REPORT**

**JANUARY 15, 2023**

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# 1 WORKFORCE INVESTMENT COUNCIL

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*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.

## 2 2022 OBJECTIVES

Strategic Objective	Number of Measures	Number of Operations
Business Engagement: Increase business engagement to help align workforce training programs with employer needs	1	1
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	2
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.	0	3
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	2
Create and maintain a highly efficient, transparent, and responsive District government.	10	0

### 3 2022 OPERATIONS

Operation Title	Operation Description	Type of Operation
<b>Business Engagement: Increase business engagement to help align workforce training programs with employer needs</b>		
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
<b>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.</b>		
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
<b>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.</b>		
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
<b>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</b>		
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 2022 STRATEGIC INITIATIVES

In FY 2022, Workforce Investment Council had 6 Strategic Initiatives and completed 0%.

Title	Description	Completion to Date	Update	Explanation for Incomplete Initiative
Information Technology Enhancement	In FY22, WIC will establish and launch, in collaboration with the University of the District of Columbia (including the UDC-Community College and the Division of Workforce Development and Lifelong Learning), the University of the District of Columbia Foundation, Inc., and direct care worker training grantees, the Information Technology Investment Program. The program will fund and expand IT training opportunities for District residents. The WIC will also establish an Information Technology Occupation Advisory Board. The goal is to serve 200 District residents through these programs.	0-24%	WIC has hired and onboarded associated FTE. WIC has executed a signed MOU with UDC. WIC will release a request for applications for CBO grant funds in early March.	
Nurse Education Enhancement	In FY22, WIC will establish and launch in collaboration with the University of the District of Columbia (including the UDC-Community College and the Division of Workforce Development and Lifelong Learning), the University of the District of Columbia Foundation, Inc., and direct care worker training grantees, the DC Nurse Education Enhancement Program. This is a new program that will train District residents to obtain an occupational credential and employment in nursing care occupations. The goal is to serve approximately 200 District residents through these programs.	0-24%	WIC has executed a signed MOU with UDC. WIC will release a request for applications for CBO grant funds in early March. WIC has hired an FTE who will start on February 14, 2022.	

Career Coaches DC	In FY22, WIC will establish and launch a grant to support the hiring of 50 Career Coaches. These Career coaches will support residents seeking to connect to career advising, education, training, and employment opportunities in high-demand occupations in the District. Career coaches will conduct assessments and connect job seekers with other supportive services already available to District residents, including but not limited to resources for mental health support, housing, transportation, and childcare. The goal is to serve 5,000 residents that have been impacted by the COVID-19 pandemic, targeting those who are unemployed, underemployed, low-income earners, and those who have not yet completed a Bachelor's degree.	0-24%	On January 5, 2022, the WIC released a Request for Applications for the CCDC grant funds. The WIC held an information session on January 14th that was attended by over 30 participants. To date the WIC has received 5 Letters of Intent to Apply. The deadline to submit a grant application is February 18, 2022. WIC has hired 1 of 2 FTES for this project as well as secured a contractor to support the overall launch and development of FY22 SLFRF initiatives.
Workforce System Data Modernization	In FY22, WIC will take over the contract for the workforce system referral tool, Data Vault, and work with the provider to implement system enhancements. The WIC will expand training and support increased usage of Data Vault to refer, track, and support residents seeking jobseeker and supportive services from multiple American Job Center partners. The goal is to increase the total number of customers input into the system.	0-24%	WIC has executed a contract for the workforce system referral tool and has assumed responsibility for this contract. WIC is actively working with DOES and other AJC agency partners to identify challenges and develop improvements and solutions that will enable delivery of streamlined and coordinated services through the public workforce system.
Employer Partnership Grants	In FY22, WIC will launch an employer partnership training grant program that will fund partnerships between employers, educational institutions, and training providers to help residents earn skills and credentials and in high-demand occupations and industries. The goal is to serve 750 DC residents through these programs.	0-24%	On December 10, 2021, the WIC released a Request for Applications for the Employer Partnership Training Grants with two grant deadlines. The 1st round deadline was January 26, 2022. The WIC received 10 applications and 5 applications were deemed eligible for review. Grants are currently being reviewed by a panel of external reviewers. Grant decisions will be made by mid-February and awards will be issued by the end of February. The 2nd round deadline is April 15, 2022.

Racial  
Equity

In FY22, WIC will provide 2x year racial justice and equity professional development training to staff and the WIC Board. Additionally, through training provided by the One Stop Operator, WIC will support delivery of racial justice and equity training to frontline staff of partner agencies that provide services through the American Job Center.

0-24%

WIC is working to finalize its training for the calendar year. WIC has begun research on possible training topics.

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## 5 2022 KEY PERFORMANCE INDICATORS AND WORKLOAD MEASURES

### Key Performance Indicators

Measure	Directionality	FY 2020	FY 2021	FY 2022 Target	FY 2022 Q1	FY 2022 Q2	FY 2022 Q3	FY 2022 Q4	FY 2022	Was 2022 KPI Met?	Explanation of Unmet KPI
<b>Business Engagement: Increase business engagement to help align workforce training programs with employer needs</b>											
Number of business leaders actively engaged	Up is Better	457	403	100	209	155	121	222	707	Met	
<b>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.</b>											
Number of workforce system partners participating in technical assistance activities per quarter	Up is Better	372	1376	250	890	466	351	23	1730	Met	
<b>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</b>											
Number of workforce providers who participate in sectoral partnerships meetings to enhance communication on demand sector needs	Up is Better	124	206	25	347	440	67	103	957	Met	

Workload Measures

Measure	FY 2020	FY 2021	FY 2022 Q1	FY 2022 Q2	FY 2022 Q3	FY 2022 Q4	FY 2022
<b>Labor Market Awareness</b>							
Number of business engagement activities	69	127	50	76	32	32	190
<b>Provide technical assistance</b>							
Number of technical assistance activities	64	394	59	69	133	35	296
<b>Workforce Training Providers</b>							
Number of eligible training providers	16	17	17	20	20	20	20