

## WIOA STATE PLAN FOR THE DISTRICT OF COLUMBIA FY-2018

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## OVERVIEW

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Under the Workforce Innovation and Opportunity Act (WIOA), the Governor of each State must submit a Unified or Combined State Plan to the Secretary of the U.S. Department of Labor that outlines a four-year strategy for the State's workforce development system. The publicly-funded workforce development system is a national network of Federal, State, regional, and local agencies and organizations that provide a range of employment, education, training, and related services and supports to help all job-seekers secure good jobs while providing businesses with the skilled workers they need to compete in the global economy. States must have approved Unified or Combined State Plans in place to receive funding for core programs. WIOA reforms planning requirements, previously governed by the Workforce Investment Act of 1998 (WIA), to foster better alignment of Federal investments in job training, to integrate service delivery across programs and improve efficiency in service delivery, and to ensure that the workforce system is job-driven and matches employers with skilled individuals. One of WIOA's principal areas of reform is to require States to plan across core programs and include this planning process in the Unified or Combined State Plans. This reform promotes a shared understanding of the workforce needs within each State and fosters development of more comprehensive and integrated approaches, such as career pathways and sector strategies, for addressing the needs of businesses and workers. Successful implementation of many of these approaches called for within WIOA requires robust relationships across programs. WIOA requires States and local areas to enhance coordination and partnerships with local entities and supportive service agencies for strengthened service delivery, including through Unified or Combined State Plans.

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## OPTIONS FOR SUBMITTING A STATE PLAN

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A State has two options for submitting a State Plan — a Unified State Plan or a Combined State Plan. At a minimum, a State must submit a Unified State Plan that meets the requirements described in this document and outlines a four-year strategy for the core programs. The six core programs are—

- the Adult program (Title I of WIOA),
- the Dislocated Worker program (Title I),
- the Youth program (Title I),
- the Adult Education and Family Literacy Act program (Title II),
- the Wagner-Peyser Act program (Wagner-Peyser Act, as amended by title III), and
- the Vocational Rehabilitation program (Title I of the Rehabilitation Act of 1973, as amended by Title IV).

Alternatively, a State may submit a Combined State Plan that meets the requirements described in this document and outlines a four-year strategy for WIOA's core programs plus one or more of the Combined Plan partner programs. When a State includes a Combined State Plan partner program in its Combined State Plan, it need not submit a separate plan or application for that particular program. If included, Combined State Plan partner programs are subject to the "common planning elements" (Sections II and III of this document) where specified, as well as the program-specific requirements for that program where such planning requirements exist separately for the program. The Combined State Plan partner programs are—

- Career and technical education programs authorized under the Carl D. Perkins Career and Technical Education Act of 2006 (20 U.S.C. 2301 et seq.)
- Temporary Assistance for Needy Families Program (42 U.S.C. 601 et seq.)
- Employment and Training Programs under the Supplemental Nutrition Assistance Program (Programs authorized under section 6(d)(4) of the Food and Nutrition Act of 2008 (7 U.S.C. 2015(d)(4)))
- Work programs authorized under section 6(o) of the Food and Nutrition Act of 2008 (7 U.S.C. 2015(o))
- Trade Adjustment Assistance for Workers Programs (Activities authorized under chapter 2 of Title II of the Trade Act of 1974 (19 U.S.C. 2271 et seq.))
- Jobs for Veterans State Grants Program (Programs authorized under 38, U.S.C. 4100 et seq.)
- Unemployment Insurance Programs (Programs authorized under State unemployment compensation laws in accordance with applicable Federal law)
- Senior Community Service Employment Program (Programs authorized under Title V of the Older Americans Act of 1965 (42 U.S.C. 3056 et seq.))
- Employment and training activities carried out by the Department of Housing and Urban Development
- Community Services Block Grant Program (Employment and training activities carried out under the Community Services Block Grant Act (42 U.S.C. 9901 et seq.))\*
- Reintegration of Ex-Offenders Program (Programs authorized under section 212 of the Second Chance Act of 2007 (42 U.S.C. 17532))

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\* States that elect to include employment and training activities carried out under the Community Services Block Grant (CSBG) Act (42 U.S.C. 9901 et seq.) under a Combined State Plan would submit all other required elements of a complete CSBG State Plan directly to the Federal agency that administers the program. Similarly, States that elect to include employment and training activities carried by the Department of Housing and Urban Development and programs authorized under section 6(d)(4) and 6(o) of the Food and Nutrition Act of 2008 that are included would submit all other required elements of a complete State Plan for those programs directly to the Federal agency that administers the program.

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## HOW STATE PLAN REQUIREMENTS ARE ORGANIZED

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The major content areas of the Unified or Combined State Plan include strategic and operational planning elements. WIOA separates the strategic and operational elements to facilitate cross-program strategic planning.

- The **Strategic Planning Elements** section includes analyses of the State's economic conditions, workforce characteristics, and workforce development activities. These analyses drive the required vision and goals for the State's workforce development system and alignment strategies for workforce development programs to support economic growth.
- The **Operational Planning Elements** section identifies the State's efforts to support the State's strategic vision and goals as identified in the Strategic Planning Elements section. This section ensures that the State has the necessary infrastructure, policies, and activities to meet its strategic goals, implement its alignment strategy, and support ongoing program development and coordination. Operational planning elements include:

- State Strategy Implementation,
- State Operating Systems and Policies,
- Assurances, and
- Program-Specific Requirements for the Core Programs, and
- Program-Specific Requirements for the Combined State Plan partner programs. (These requirements are available in a separate supplemental document, Supplement to the Workforce and Innovation Act (WIOA) Unified and Combined State Plan Requirements. The Departments are not seeking comments on these particular requirements).

When responding to Unified or Combined State Plan requirements, States must identify specific strategies for coordinating programs and services for target populations.\* States must develop strategies that look beyond strategies for the general population and develop approaches that also address the needs of target populations.

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\* Target populations include individuals with barriers to employment, as defined in WIOA Sec. 3, as well as veterans, unemployed workers, and youth.

## I. WIOA STATE PLAN TYPE

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**Unified or Combined State Plan.** Select whether the State is submitting a Unified or Combined State Plan. At a minimum, a State must submit a Unified State Plan that covers the six core programs.

**Unified State Plan.** This plan includes the Adult Program, Dislocated Worker Program, Youth Program, Wagner-Peyser Act Program, Adult Education and Family Literacy Act Program, and Vocational Rehabilitation Program. Yes

**Combined State Plan.** This plan includes the Adult, Dislocated Worker, Youth, Wagner-Peyser Act, Adult Education and Family Literacy Act, and Vocational Rehabilitation programs, as well as one or more of the optional Combined State Plan partner programs identified below. No

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### COMBINED PLAN PARTNER PROGRAM(S)

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Indicate which Combined State Plan partner program(s) the State is electing to include in the plan.

Career and technical education programs authorized under the Carl D. Perkins Career and Technical Education Act of 2006 (20 U.S.C. 2301 et seq.) No

Temporary Assistance for Needy Families Program (42 U.S.C. 601 et seq.) No

Employment and Training Programs under the Supplemental Nutrition Assistance Program (Programs authorized under section 6(d)(4) of the Food and Nutrition Act of 2008 (7 U.S.C. 2015(d)(4))) No

Work programs authorized under section 6(o) of the Food and Nutrition Act of 2008 (7 U.S.C. 2015(o))) No

Trade Adjustment Assistance for Workers Programs (Activities authorized under chapter 2 of title II of the Trade Act of 1974 (19 U.S.C. 2271 et seq.)) No

Jobs for Veterans State Grants Program (programs authorized under 38, U.S.C. 4100 et. seq.) No

Unemployment Insurance Programs (Programs authorized under State unemployment compensation laws in accordance with applicable Federal law) No

Senior Community Service Employment Program (Programs authorized under title V of the Older Americans Act of 1965 (42 U.S.C. 3056 et seq.)) No

Employment and training activities carried out by the Department of Housing and Urban Development No

Community Services Block Grant Program (Employment and training activities carried out under the Community Services Block Grant Act (42 U.S.C. 9901 et seq.)) No

Reintegration of Ex-Offenders Program (Programs authorized under section 212 of the Second Chance Act of 2007 (42 U.S.C. 17532)) No

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## II. STRATEGIC ELEMENTS

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The Unified or Combined State Plan must include a Strategic Planning Elements section that analyzes the State's current economic environment and identifies the State's overall vision for its workforce development system. The required elements in this section allow the State to develop data-driven goals for preparing an educated and skilled workforce and to identify successful strategies for aligning workforce development programs to support economic growth. Unless otherwise noted, all Strategic Planning Elements apply to Combined State Plan partner programs included in the plan as well as to core programs.

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### A. ECONOMIC, WORKFORCE, AND WORKFORCE DEVELOPMENT ACTIVITIES ANALYSIS

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The Unified or Combined State Plan must include an analysis of the economic conditions, economic development strategies, and labor market in which the State's workforce system and programs will operate.

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#### 1. ECONOMIC AND WORKFORCE ANALYSIS

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##### A. ECONOMIC ANALYSIS

The Unified or Combined State Plan must include an analysis of the economic conditions and trends in the State, including sub-State regions and any specific economic areas identified by the State. This must include-

##### I. EXISTING DEMAND INDUSTRY SECTORS AND OCCUPATIONS

Provide an analysis of the industries and occupations for which there is existing demand.

##### II. EMERGING DEMAND INDUSTRY SECTORS AND OCCUPATION

Provide an analysis of the industries and occupations for which demand is emerging.

##### III. EMPLOYERS' EMPLOYMENT NEEDS

With regard to the industry sectors and occupations identified in 1 and 2 above, provide an assessment of the employment needs of employers, including a description of the knowledge, skills, and abilities required, including credentials and licenses.

**On January 2, 2015, Muriel Bowser was sworn in as Mayor of the District of Columbia and promised to deliver a “Fresh Start” for residents. As a candidate and as Mayor, she has focused on expanding economic opportunity to residents across the District of Columbia so that more residents are able to access a pathway to the middle class. Reforming the District's workforce system is a top priority for the Bowser Administration, and the Workforce Innovation and Opportunity Act State Plan is the roadmap we will use to guide our reform efforts. These reforms come at a critical time in the city's history because economic growth has happened unevenly over the course of decades, leaving some residents ill equipped for the jobs available today, and leaving historically overlooked communities hungry for opportunity.**

**The District of Columbia is in the midst of significant change. Beginning in the 1950s, the District experienced a sharp, significant decrease in population that lasted into the 1990s,**

and witnessed an economy on the verge of collapse. In subsequent decades, both population numbers and the city's economy have climbed such that today, Washington, DC is the anchor of a strong and highly competitive regional economy. The city's skyline is dotted with cranes demonstrating large-scale construction projects in every Ward, including areas that had not seen significant development in decades. While the economy is thriving, thousands of District residents have not yet seen or felt the prosperity or economic growth in their families and their communities.

Washington, DC is divided into eight Wards that have each experienced the city's economic resurgence differently. While some communities have had a front seat to job growth, economic development, and prosperity for decades, some areas have only recently seen growth, and other communities - particularly within Wards 7 and 8 located east of the river, which serves as a critical dividing line - have seen limited change. A majority of all jobs in the District are located in the downtown core, primarily in Ward 2 and immediately surrounding areas.

The District has seen significant changes to its population in the past decades. In 1998, the city's population dropped to 565,230, the lowest since before the Second World War. Today, the District of Columbia's population is steadily climbing, adding more than 800 residents each month.<sup>[1]</sup> The District's 2017 population estimate is now at 693,972, a 1.4 percent increase over the revised 2016 population of 684,336.<sup>[2]</sup> According to the US Census Bureau, the main driver of the increase was domestic and international migration - people moving to the District from other parts of the United States, and from abroad. However, an ongoing "baby boom" also contributed to the increase with more than 9,715 babies born to District residents between July 1, 2016 and July 1, 2017.<sup>[3]</sup>

The District's economic and population growth comes at a time when the entire nation is still reeling from the recent economic recession. The recession was felt throughout every industry and community across the US, but for some professions and areas of the country, the effects were greater.

Collectively, the District of Columbia weathered the economic recession relatively well compared to similar cities across the US. Overall growth slowed but did not stop, and job loss was focused on a limited number of industries, such as construction, real estate, legal services, and scientific research and development. Job losses were highest in early-mid 2009, and except for a short period in 2010 when job gains were barely measurable, jobs have been increasing steadily ever since. The District of Columbia added 8,500 jobs over the one-year period from December 2016 to December 2017, with private sector employment increasing by 11,000 jobs, but public-sector employment decreasing by 2,500 jobs.<sup>[4]</sup> Since January 2015, the Bureau of Labor Statistics has reported that the District of Columbia has added 41,900 jobs.<sup>[5]</sup>

However, unlike the overall jobs trajectory, wages have not seen a steady climb. Average wages in the region grew steadily between 1990 and 2010, according to the Center for Regional Analysis at George Mason University, but then fell by 3% between 2010 and 2012, and regained only half that value by the end of 2014.<sup>[6]</sup> Wages fell for many groups of DC residents during the recessions and have grown unevenly since the start of the recovery.<sup>[7]</sup> While the highest-earning DC residents have fully recovered and now earn more than before the recession started, low-wage workers, African American, Hispanic workers, and those without advanced degrees still earn less today than before the start of the recession.



For African-American residents, wages grew just 2 percent between 2008 and 2012, a difference of just \$0.38 an hour; and wages for Hispanic residents barely grew at all. Yet the typical wage for white workers rose about 9 percent. Residents without college degrees saw their wages fall in the wake of the recession. The typical wage for a resident with a high school diploma fell from about \$15 per hour in 2008 to about \$12 per hour in 2012. Even those with some college, but without a bachelor's degree, saw wages decline from about \$17 to \$16 an hour. Meanwhile, wages for those with college degrees grew from \$30 to \$31 an hour.[8] Average expenses for the typical household are higher in DC than in any other metropolitan area in the country though, according to the Bureau of Labor Statistics<sup>8F</sup>[9]. Based on an estimate from MIT, a family of four in DC would need to have two earners working full time and making an average of \$20.27 an hour to meet all basic living expenses.[10] Below that level—even for people above the federal poverty line—having enough money for food and housing is often very difficult.

### **Economic Development Strategies**

Due to these pervasive disparities that exist in the District of Columbia, Mayor Bowser opened the first ever Mayor's Office east of the Anacostia River and created the Office of the Deputy Mayor for Greater Economic Opportunity (DMGEO). DMGEO, working in close partnership with other government agencies and community stakeholders, is responsible for facilitating job creation, small business growth, and investment in the District's historically overlooked communities.

This has created a culture change within District government, wherein a Deputy Mayor is focused on building a skilled workforce, working with employers, and ensuring residents are better prepared for the jobs available today, as well as those on the horizon.

With a strong and growing economy, the District is employing a number of targeted strategies to promote continued growth and greater economic opportunity for all residents. Several key entities drive these efforts, including the Office of the Deputy Mayor for Planning and Economic Development (DMPED), the Washington DC Economic Partnership (WDCEP), and the Department of Small and Local Business Development (DSLBD).

DMPED is charged with executing the Mayor's economic development strategy, which includes a number of priority strategies that will help build the Pathways to the Middle Class:

- 1. Supporting Job Creation for Residents**
- 2. Directing Investment to Overlooked and Underserved Communities**
- 3. Producing, Preserving and Protecting Affordable Housing (HPTF, Preservation Force)**
- 4. Fostering Innovation and Entrepreneurship**

DMPED recognizes that resident job creation is critical for growing and diversifying the District's economy and increasing economic opportunities. Toward this end, its Business Development team helps businesses identify space, connect with financial resources, attract and retain key employees, and identify strategic alliance partners. In 2015, the team helped retain The Advisory Board Companies and Blackboard, two of DC's largest tech employers. The Advisory Board alone will produce 1,000 new jobs for District residents over the next 15 years. The Business Development team also runs the Great Streets grants program, which

assists small businesses with capital improvements, so they can thrive and expand, while also helping to revitalize commercial corridors in the District. The team also has focused on international investment, leading a trade mission to China and upcoming trips with regional partners to Cuba and Canada.

Given the District's thriving technology sector, one of DMPED's priority areas is technology, entrepreneurship, and inclusion. DMPED has led the District's delegation to South by Southwest to highlight its strengths for startups and funders, and has run a month of innovation programming in May called InnoMAYtion. Looking forward, DMPED will seek to capitalize on the District's diverse and publicly-minded workforce to drive efforts at making the District the capital of inclusive innovation. Already DMPED has led a partnership with Howard University to create the first ever inclusive tech hub. It has also commissioned a report to better understand opportunities in the space.

DMPED's Real Estate Development team helps create vibrant and stable neighborhoods, rebuild retail corridors and ensure that every District investment yields real benefits for residents and local businesses. The team manages a portfolio of projects worth more than \$13 billion across all eight wards ranging from small-scale neighborhood retail to the \$10 billion initiative to reclaim the long-neglected Anacostia Waterfront. Under Mayor Bowser, the team has been charged with helping direct investment to underserved communities and help produce more affordable housing. Already, DMPED has gained significant traction at its Saint Elizabeth's East Campus in the Congress Heights neighborhood of Ward 8. It has partnered with Monumental Sports and Events DC to create a 5,000 seat Sports and Entertainment Arena, and worked with a developer to create housing, retail, and commercial space. In both cases, the District is working with neighborhood residents to ensure they can take advantage of job and housing opportunities.

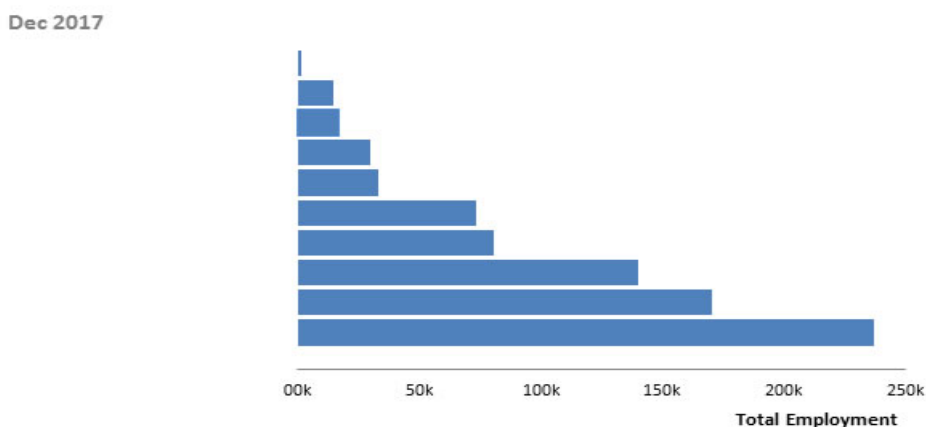
The Washington DC Economic Partnership (WDCEP) is a non-profit, public-private organization created by the District Government whose core purpose is to actively position, promote, and support economic development and business opportunities in Washington, DC. They work closely with public and private organizations that contribute to the District's economic ecosystem to help support business retention and attraction. WDCEP provides an array of programs and services in support of these objectives, including corporate recruitment programs, providing market intelligence to investors, educating businesses on resources and real estate opportunities, and convening public officials and private industry leaders to move deals forward.

The Department of Small and Local Business Development (DSLBD) supports the development, economic growth, and retention of District-based businesses, and promotes economic development throughout the District's commercial districts. They provide a range of services to meet the needs of District based small businesses that are available to both start-up and existing businesses. DSLBD's services include one-on-one counseling, workshops, and seminars for both entrepreneurs and small business owners, as well as microlending opportunities and financial resources for small business owners seeking free or low-cost capital to improve, enhance, or expand their businesses. The agency also manages the District's Certified Business Enterprise program, which provides procurement preferences for District-based businesses and helps facilitate their inclusion in economic development projects.

**Existing Demand Industry Sectors and Occupations. Provide an analysis of the industries and occupations for which there is existing demand.**

Government continues to be the District's largest industry, accounting for about 237,200 jobs and 41 percent of the gross regional product (GRP). Other Services, which includes Nonprofit organizations, accounted for over 73,500 jobs, or 26 percent of total employment, in 2012. Professional and Business Services is the second largest local industry with about 170,200 jobs, and Education and Health Services is the only other industry that employs over 140,200 people. The Leisure and Hospitality industry also accounts for over 70,000 jobs.

**CHART 1: EMPLOYMENT BY INDUSTRY**



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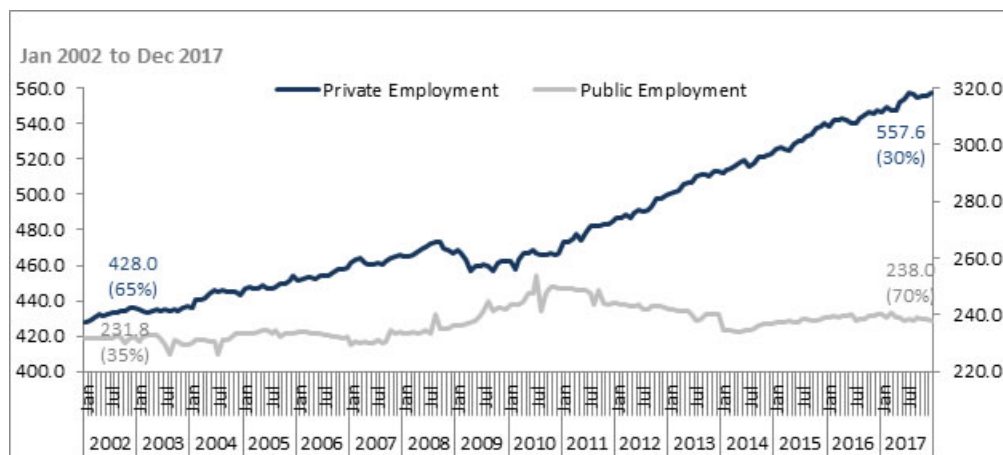
*Source: Bureau of Labor Statistics.*

**Emerging Demand Industry Sectors and Occupations. Provide an analysis of the industries and occupations for which demand is emerging.**

While Government employs a plurality of District—based workers, hiring demand in this sector has been limited due to sequestration and other budget factors at the federal level. Since 2010, private sector growth has been relatively steady, while public sector employment has decreased or remained flat (see chart below).

**CHART 2: PUBLIC VS. PRIVATE SECTOR EMPLOYMENT IN DC**

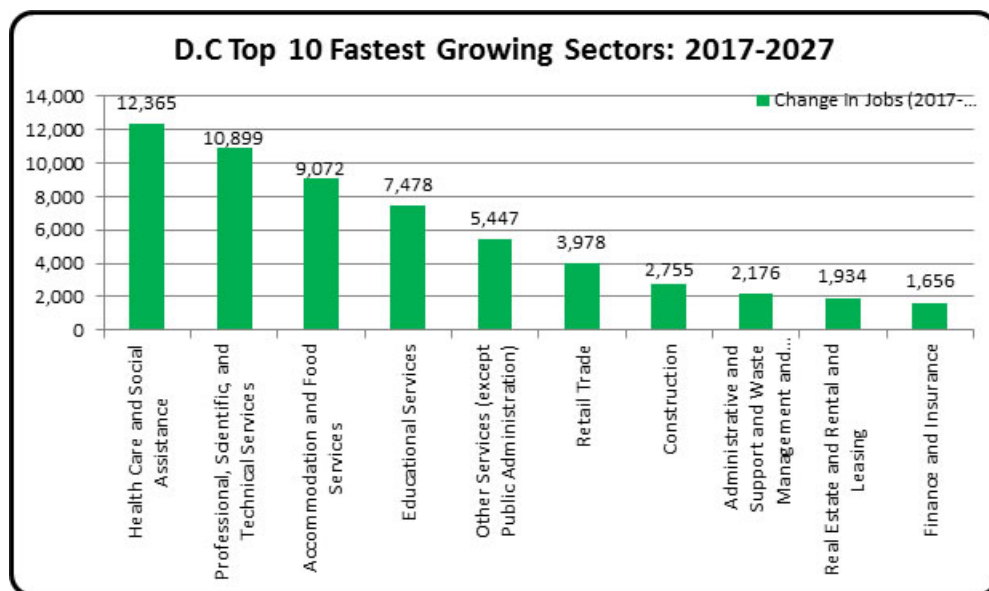
While Government employs a plurality of District-based workers, hiring demand in this sector has been limited due to sequestration and other budget factors at the federal level. Since 2010, private sector growth has been relatively steady, while public sector employment has decreased or remained flat (see chart below).



[https://dcworks.dc.gov/sites/default/files/dc/sites/dcworks/page\\_content/attachments/Chart-2.jpg](https://dcworks.dc.gov/sites/default/files/dc/sites/dcworks/page_content/attachments/Chart-2.jpg)

Among private sector industries, broken down into more targeted industry sectors, Health Care and Social Assistance is projected to be the fastest growing industry, with 12,365 new employees over the next ten years. Additionally, Professional, Scientific and Technical Services, Accommodation and Food Service, Educational Services, and Other Services (Except Public Administration) are all projecting significant growth (see chart below).

**CHART 3: DC TOP 10 FASTEST GROWING SECTORS: 2017-2027**



[https://dcworks.dc.gov/sites/default/files/dc/sites/dcworks/page\\_content/attachments/Chart-3.jpg](https://dcworks.dc.gov/sites/default/files/dc/sites/dcworks/page_content/attachments/Chart-3.jpg)

*Source: DC Department of Employment Services*

An analysis of job postings in the District during 2017 confirms that most of the positions employers are hiring for fall into the sectors identified above. Additionally, 16 of the 20 most listed occupations from January - December 2017 required a bachelor's degree or above to qualify for the position (see table below). While the District boasts a rate of educational attainment higher than

the national average, the majority of unemployed District residents (69%) do not have a bachelor's degree (more analyses on this issue included in workforce analysis below). Additionally, many positions that do not typically require a bachelor's degree are filled by individuals that do have that credential in the District. For example, major occupations in the District such as Registered Nurses, Paralegals and Legal Assistants, and Web Developers that do not typically require a bachelor's degree nationally, typically do require a bachelor's degree in DC.[11]

**TABLE 1: TOP 20 OCCUPATIONS WITH HIGHEST NUMBER OF POSTINGS (JAN 2015—OCT 2015)**

Name	Jan 2017 - Dec 2017 Average Monthly Unique Job Postings	Typical Entry Level Education
<b>Computer Occupations, All Other</b>	1,660	Bachelor's degree
<b>Information Security Analysts</b>	1,502	Bachelor's degree
<b>Network and Computer Systems Administrators</b>	1,346	Bachelor's degree
<b>Management Analysts</b>	1,294	Bachelor's degree
<b>Software Developers, Applications</b>	1,282	Bachelor's degree
<b>Registered Nurses</b>	1,192	Bachelor's degree
<b>Managers, All Other</b>	931	Bachelor's degree
<b>Computer User Support Specialists</b>	917	Some college, no degree
<b>Computer Systems Analysts</b>	812	Bachelor's degree
<b>Business Operations Specialists, All Other</b>	761	Bachelor's degree
<b>Accountants and Auditors</b>	713	Bachelor's degree
<b>Web Developers</b>	643	Associate's degree
<b>Lawyers</b>	619	Doctoral or professional degree
<b>Sales Managers</b>	595	Bachelor's degree
<b>Public Relations Specialists</b>	577	Bachelor's degree
<b>Marketing Managers</b>	546	Bachelor's degree
<b>Market Research Analysts and Marketing Specialists</b>	539	Bachelor's degree
<b>Public Relations and Fundraising Managers</b>	525	Bachelor's degree

Name	Jan 2017 - Dec 2017 Average Monthly Unique Job Postings	Typical Entry Level Education
<b>First-Line Supervisors of Office and Administrative Support Workers</b>	516	High school diploma or equivalent
<b>Executive Secretaries and Executive Administrative Assistants</b>	509	High school diploma or equivalent
<b>Total</b>	17,477	

*Source: DC Department of Employment Services*

The WIC updated its previous Demand Occupation List in September 2017 to be consistent with new WIOA requirements directing that state and local workforce systems identify in-demand industry sectors and occupations and develop sector-focused workforce initiatives.<sup>[12]</sup> To produce its updated High-Demand Sectors and Occupations List, WIC staff worked with DOES's Office of Labor Market Research and Performance (OLMRP) to develop a data set that captured projected job openings for each occupation over the next ten years in the District, weighted it to account for openings, hires and wages in the District. WIC staff analyzed this data set to identify key sectors<sup>[13]</sup> and occupations for jobs generally requiring an Associate's degree or less, which are most likely to have entry points and advancement opportunities for adult learners and better match the characteristics of the District's unemployed residents and those not currently participating in the workforce (see workforce analyses that follow).

The WIC's High-Demand Sectors and Occupations List identifies six (6) key high-demand sectors

1. Business Administration and Information Technology,
2. Construction,
3. Healthcare,
4. Hospitality
5. Security and Law, and
6. Infrastructure.

The WIC has designated these six (6) sectors as high-demand in the District, indicating that federal workforce funding from the US Department of Labor should be aligned with these areas. Additionally, other workforce programming focused on individuals at the middle skills level or below - including job training, apprenticeships, and education up to the associate degree level - should be aligned with these areas.

Finally, 50 occupations have been designated as high-demand in the District, which account for the majority of all average annual openings in each area (see Appendix 2 for full list).

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**TABLE 2: JOB OPENINGS BY HIGH DEMAND SECTOR**

Sector	Annual Job Postings (2016)	2016-2018 Employment Growth	2014-2024 Employment Growth	Annual Avg. Wages (2016)
<b>Business and Information Technology</b>	37,515	3,374	14,694	\$131,916
<b>Health Care</b>	18,813	3,771	13,917	\$62,575
<b>Hospitality</b>	10,231	3,595	12,484	\$32,555
<b>Security and Law</b>	2,992	829	2,970	\$50,662
<b>Construction</b>	1,647	852	3,599	\$63,905
<b>Infrastructure</b>	2,500	340	1,816	\$100,777
<b>Total</b>	73,698	12,762	49,481	

*Source: DC Department of Employment Services, Office of Labor Market Research and Information, with supplemental analyses by DC Workforce Investment Council staff. See full District of Columbia High-Demand Sectors and Occupations List document for complete methodological details and criteria.*

The WIC has designated these six sectors as high-demand in the District, indicating that federal workforce funding from the US Department of Labor should be aligned with these areas. Additionally, other workforce programming focused on individuals at the middle skills level or below - including job training, apprenticeships, and education up to the associate degree level - should be aligned with these areas. Within these five sectors, 86 occupations have been designated as high-demand in the District, which account for the majority of all average annual openings in each area (see Appendix 2 for full list).

**Employers' Employment Needs.** With regard to the industry sectors and occupations identified in (A)(i) and (ii), provide an assessment of the employment needs of employers, including a description of the knowledge, skills, and abilities required, including credentials and licenses.

The District's business and industry employment needs were assessed through the Workforce Investment Council (WIC), the Career Pathways Task Force, and with additional research. The Career Pathways Task Force, a locally mandated task force convened by the WIC, worked within the WIC's high-demand sector and occupation framework to assess relevant career pathways opportunities and formulate recommendations on next steps. To help inform the Task Force's work, the WIC, with assistance from the DC Chamber of Commerce and Council for Adult and Experiential Learning (CAEL), convened focus groups of business stakeholders in each of these sectors and administered a follow-up survey to capture key information and facilitate the development of specific pathways that may be implemented in the District. Additional research by CAEL and WIC staff was incorporated with this feedback and data to produce career pathway profiles that reflect findings from these efforts. The table below is a career pathway profile for hospital occupations in



the Healthcare sector that was produced by CAEL. All of the career profiles by high-demand sector and job in the family can be found in Appendix 3.

Healthcare Sector				
Hospital Occupations				
Entry Points	Transition Points and Requirements			Wage Range
Middle to Senior Level	Transition Requirements <ul style="list-style-type: none"><li>Associate's Degree or 2-year professional education program</li><li>Necessary licensure</li></ul>		Medical and Clinical Laboratory Technician Occupational Therapist Assistant Physical Therapist Assistant	\$40,000-\$65,000
Entry to Middle Level	Transition Requirements <ul style="list-style-type: none"><li>High school diploma or equivalent</li><li>Post-secondary vocational training</li><li>Certifications and licensure required</li></ul>		Medical Assistant Radiologic Technician Surgical Technician	\$30,000-\$55,000
Entry Level	Qualifications <ul style="list-style-type: none"><li>High school diploma or equivalent</li><li>Certifications (if necessary—CNA)</li><li>OJT</li></ul>		Home Health Aide Patient Care Technician (clinical) Pharmacy Technician Healthcare Interpreter	\$25,000-\$40,000
FOUNDATIONAL SKILL SETS				
Basic Knowledge of Medicine Data/Information Analysis Good Decision-Making	High Quality Customer Service Highly Organized Ability to Prioritize Work Tasks	Effective Time Management Attention to Detail Gather/record critical information	Manual Dexterity/Coordination Knowledge of Health Technology Knowledge of Privacy/Security Protocols	
ESSENTIAL SKILL SETS				
Active Listening Skills Social Perceptiveness Effective Communication	Ability to instruct others Monitoring Able to follow guidelines/standards	Responsible Adaptable/Flexible Reading/Writing Comprehension	Self-Motivated Able to work in teams Drug Free	

Table 3: Healthcare Career Profiles

ONGOING BUSINESS ENGAGEMENT EFFORTS WILL INFORM INVESTMENTS AND COORD

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Ongoing business engagement efforts will inform investments and coordination efforts that meet business needs in these areas and connect jobseekers to opportunities. The District is also



considering additional labor market intelligence efforts to help identify the best opportunities for investments and employer outreach.

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[1] Source: US Census Bureau, Population Division. Table1. Annual Estimates of the Resident Population for the United States, Regions, States, and Puerto Rico: April 1, 2010 to July 1, 2017 (NST-EST2017-01)

[2] Ibid

[3] Source: US Census Bureau, Population Division. "Table5. Estimates of the Components of Resident Population Change for the United States, Regions, States, and Puerto Rico: July 1, 2016 to July 1, 2017 (NST-EST2017-05)"

[4] Department of Employment Services; Office of Labor Market Research and Information; US Bureau of Labor Statistics, Current Employment Statistics (CES).

[5] Not seasonally adjusted data, meaning that overall gains for the year may be lower when data becomes available.

[6] US Census Bureau of Labor Statistics (Quarterly Census of Employment and Wages), and GMU Center for Regional Analysis.

[7] DC Fiscal Policy Institute, *Trends in DC Wages*, <http://www.dcfpi.org/wp-content/uploads/2009/03/Wages.pdf> (April 4, 2014).

[8] US Census Bureau of Labor Statistics (Quarterly Census of Employment and Wages), and GMU Center for Regional Analysis

[9] Ilana Boivie, *Latest DC Minimum Wage Increase Helping Improve Families' Security*, DC Fiscal Policy Institute, <http://www.dcfpi.org/latest-dc-minimum-wage-increase-helping-improve-families-security> (July 7, 2015).

[10] Ibid.

[11] BW Research Partnership (2014). District of Columbia Labor Market Analysis. [http://does.dc.gov/sites/default/files/dc/sites/does/page\\_content/attachments/BW%20Research%20-%20Labor%20Market%20Analysis%20-%20DOES%20Report%20Final.pdf](http://does.dc.gov/sites/default/files/dc/sites/does/page_content/attachments/BW%20Research%20-%20Labor%20Market%20Analysis%20-%20DOES%20Report%20Final.pdf) (July 2014) and WIC analysis of US Department of Labor ONET Online data.

[12] District of Columbia Workforce Investment Council, District of Columbia High-Demand Sectors and Occupations List, September 2015 (Washington, DC).

[13] Sectors were established using the US Department of Education's Career Clusters, rather than North American Industry Classification codes as used for industry information above. This criteria was used to help group relevant career pathways within each defined sector to better inform education and training activities.

[14] Note that the District's First Source Law and robust apprenticeship system and requirements in this sector create additional demand and opportunities for District residents that is not captured in labor market data for this sector.

## B. WORKFORCE ANALYSIS

The Unified or Combined State Plan must include an analysis of the current workforce, including individuals with barriers to employment, as defined in section 3 of WIOA.\* This population must include individuals with disabilities among other groups\*\* in the State and across regions identified by the State. This includes: Individuals with barriers to employment include displaced homemakers; low-income individuals; Indians, Alaska Natives, and Native Hawaiians; individuals with disabilities, including youth who are individuals with disabilities; older individuals; ex-offenders; homeless individuals, or homeless children and youths; youth who are in or have aged out of the foster care system; individuals who are English language learners, individuals who have low levels of literacy, and individuals facing substantial cultural barriers; farmworkers (as defined at section 167(i) of WIOA and Training and Employment Guidance Letter No. 35-14); individuals within 2 years of exhausting lifetime eligibility under the Temporary Assistance for Needy Families program; single parents (including single pregnant women); and long-term unemployed individuals. \*\* Veterans, unemployed workers, and youth, and others that the State may identify.

### I. EMPLOYMENT AND UNEMPLOYMENT

Provide an analysis of current employment and unemployment data, including labor force participation rates, and trends in the State.

### II. LABOR MARKET TRENDS

Provide an analysis of key labor market trends, including across existing industries and occupations.

### III. EDUCATION AND SKILL LEVELS OF THE WORKFORCE

Provide an analysis of the educational and skill levels of the workforce.

### IV. SKILL GAPS

Describe apparent 'skill gaps'.

#### (I) EMPLOYMENT AND UNEMPLOYMENT DATA AND (II) LABOR MARKET TRENDS

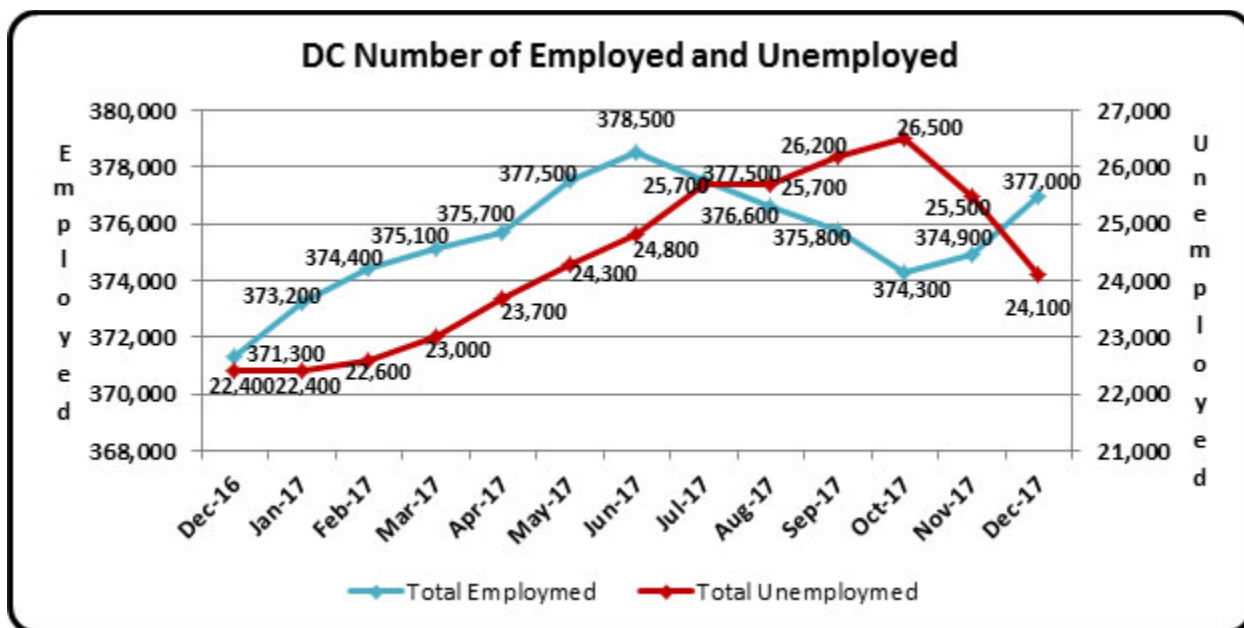
More than 795,000 people worked in the District as of December 2017, with 557,600 employed in the private sector and 238,000 employed in government.<sup>[1]</sup> The unemployment rate for the DC Metropolitan is 3.3 percent (December 2017) and the District of Columbia's citywide unemployment rate is 6.0 percent (December 2017). This snapshot of the District of Columbia's employment and unemployment data only begins to tell the story of a rather unique jurisdiction when it comes to employment and workforce. The District's workforce is made up of commuters from outside DC, highly educated individuals, a surplus of skilled job opportunities, and relatively few jobs with low-barriers to entry. The District of Columbia is also located within a highly competitive regional economy.

A few things are notable about the District of Columbia's workforce. For one, a majority of people who work in the District do not live in the District. Of the 795,000 people working in the District as of December 2017, about 70.5 percent of all of these workers live outside of the District - primarily in Maryland and Virginia.<sup>[2]</sup> District residents compete with residents from Maryland and Virginia, as well as candidates from across the country interested in working in the Nation's capital, for available job opportunities. Of those District residents in the labor force, a majority (66 percent)

stay within the city limits for their job, and most other employed residents work in the jurisdictions immediately bordering the District.

The Washington, DC Metropolitan Division unemployment rate was 3.3 percent as of December 2017,<sup>[3]</sup> which is lower than the national average. However, the District of Columbia's seasonally-adjusted<sup>[4]</sup> unemployment rate is above the national average at 6.0 percent District-wide, though it has dropped rapidly from 6.6 percent in October 2017. The table below illustrates this positive trend during 2015, including significant increases in total DC resident employment and reductions in total unemployment.

CHART 4: DC EMPLOYMENT AND UNEMPLOYMENT NUMBERS



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Source: Department of Employment Services, Office of Labor Market Research and Information

However, the average unemployment rate masks significant variation by age, race, and ward. Rates range from a low of 3.1% in Ward 2, to a high of 12.4% in Ward 8,<sup>[5]</sup> with African Americans as a group having a higher unemployment rate of up to 12.9%.<sup>[6]</sup> Youth aged 16-24 had an average unemployment rate of 14.8% in 2017, which is far above the overall average.<sup>[7]</sup> Behind these unemployment numbers is another important fact: an average of almost 38% of unemployed DC residents were unemployed for 6 months or more in 2017, placing them in the category of “long-term unemployed.” And 83% of these long-term unemployed were African American, though they represented only 37% of the overall labor force. The difference in the regional, local, and Ward-specific unemployment rates demonstrates that many within the District of Columbia are not benefitting from the region’s economic prosperity. WIOA defines a number of categories of barriers to employment, with individuals falling under these categories typically facing greater challenges in attaining positive labor market outcomes. This Plan serves as an opportunity to identify these challenges and work to enhance the level of support provided to individuals listed in the sections below.

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<sup>[1]</sup>DC Department of Employment Services, Office of Labor Market Research and Information in cooperation with the Virginia Employment Commission, the Maryland Department of Labor, Licensing and Regulation, the West Virginia Bureau of Employment Programs, and the US Department of Labor, Bureau of Labor Statistics

<sup>[2]</sup> Department of Employment Services analyses of US Census Bureau data for 2013.

<sup>[3]</sup> DC Department of Employment Services, Office of Labor Market Research and Information in cooperation with the Virginia Employment Commission, the Maryland Department of Labor, Licensing and Regulation, the West Virginia Bureau of Employment Programs, and the US Department of Labor, Bureau of Labor Statistics.

[4] Seasonal adjustment is a statistical technique that attempts to measure and remove the influences of predictable seasonal patterns to reveal how employment and unemployment change from month to month (from the Bureau of Labor Statistics).

<sup>[5]</sup>Department Of Employment Services Office of Labor Market Research and Information

<sup>[6]</sup> Bureau of Labor Statistics, Current Population Survey (CPS) January 2017 - December 2017, 12-month moving average.

<sup>[7]</sup> Ibid.

## WORKFORCE PROFILES BY TARGET POPULATIONS

This plan is designed to create a system that serves every DC resident, but in particular those who have faced significant barriers to employment. The following profiles look at target populations including:

1. Youth
2. Youth in Foster Care
3. Long-term unemployed residents and displaced homemakers
4. Low income individuals, including TANF and SNAP Participants
5. Individuals with disabilities
6. Older individuals
7. Returning citizens
8. Individuals who are English language learners or facing substantial cultural barriers
9. People experiencing or with recent histories of homelessness
10. Individuals who have low levels of literacy

### Youth:

Young people in the District face difficulties in their transition into adulthood due to their level of education and the availability of employment options. During the period January - December 2017, the District's overall unemployment rate was 6.2%, while the unemployment rate for individuals aged 16-19 was 31.5% and 12.5% among individuals aged 20-24.[1]

In addition to the unemployed, there is an estimated 3,500 youth (4.5% of the total youth aged 16-24) that want to work but have not looked for work recently due to issues such as transportation and child care. A 2013 analysis revealed that there were approximately 8,300 disconnected youth defined as out of school, out of work, and living at or below 200 percent of the federal poverty level in Washington, DC, making up 9 percent of the total population of 16 to 24-year-olds. Of these 8,300 young people:

- 22 percent were aged 16-19;
- 78 percent were aged 20-24;
- 54 percent were male;
- 46 percent were female;
- The vast majority (more than 90 percent) were African-American; and
- 25 percent had less than a high school education, 59 percent had a high school diploma or its equivalent, and 16 percent have attended some college.[2]

In addition to the need to build workforce experience among the District's youth, such as with the Mayor Marion S. Barry Summer Youth Employment Program (SYEP) and on-the-job training opportunities, there is a continued need to focus as well on basic skill remediation, high school equivalency attainment, and the attainment of postsecondary credentials, certifications, and/or degrees that are connected to regional demand and recognized by industry. To this end, the District is taking action to ensure youth have access to the workforce, education, and barrier remediation services they need to enter and move forward in a career pathway. The SYEP, expanded to include youth ages 22-24 in 2015 and 2016, is an extremely popular program with more than 12,000 participants each summer. Starting this year, the District is creating new efforts to leverage the interest in this program to engage and enroll youth in the more comprehensive WIOA-funded year-round programs and the locally funded Career Connections program.

#### Youth in Foster Care:

In FY15, 226 18 to 21-year-old youth were in the District's foster care system, operated by the Child and Family Services Agency (CFSA). Of that population 55 were employed in full-time positions and 55 in part-time positions, for an overall employment rate of 48.6%.[3]

In the first quarter of FY16, 211 individuals aged 18 to 21 were in the foster care system. Thirty-nine of these youths were employed in full time positions and 50 in part-time positions, for an overall employment rate of 42%. For the 122 not employed, plus an additional 31 youth who recently aged out of the foster care system, 105 participated in some type of educational programming, including high school, GED preparation, college, special education, or vocational programming. An additional 16 youth are enrolled CFSA's Career Pathways programs, which assist them in pursuing substantive vocational training leading to employment, and six others are enrolled in DOES's Career Connections program.

#### Long-Term Unemployed Individuals/Displaced Homemakers:

The number of residents who can, and should, be working may be higher than the unemployment figures indicate. Unemployment only counts those who are "in the labor force." An average of 16,200 DC residents were not considered to be in the labor force in 2017, and were not counted as "unemployed" because they were discouraged from or marginally attached to the labor force. An additional average of 8,500 workers were working part time in 2017, but wanted to work full-time. They were prevented from working full-time by economic factors, including unfavorable business

conditions, inability to find full-time work, and seasonal declines in demand. Additionally, almost 38% of unemployed DC residents were unemployed for six months or more in 2017, placing them in the category of “long-term unemployed.” And 83% of these long-term unemployed were African American, though they represented only 37% of the overall labor force.

#### Low Income Individuals, Including TANF and SNAP Participants:

According to a recent analysis by the DC Fiscal Policy Institute, there were 18,000 more residents living in poverty in DC in 2014 than in 2007, before the recession.<sup>[4]</sup> About 110,000 residents were living in poverty in 2014, 18 percent of all residents, while the poverty rate for African Americans was 26 percent. An estimated 57,000 residents lived in deep poverty — with less than \$12,000 a year in annual income for a family of four - was almost unchanged from 2007 to 2014. Of those experiencing deep poverty, 14,000 were children. Poverty is also largely concentrated in several areas of the District, with about 33 percent of residents in Wards 7 and 8 living in poverty, while no other Ward’s poverty rate was more than 15 percent and Ward 3 registered a low of 8 percent.<sup>[5]</sup>

While the federal Temporary Assistance for Needy Families (TANF) program has a sixty (60) month limit for most recipients to receive benefits, the District had not adopted this policy, maintaining families’ TANF benefits by using local funds. After redesigning the TANF program five years ago, the District also adopted a time limit. With benefits gradually stepping down over the last four years for families who had received benefits in excess of 60 months, effective October 1, 2016, families who have received benefits for greater than 60 months will - absent an extension or exemption - no longer be eligible for TANF benefits. The Mayor has proposed extending this benefit to October 1, 2017 as part of the FY 2017 proposed budget, which is currently under review by the DC Council.<sup>[6]</sup> The proposed extension to October 1, 2017 would provide additional time for the District to legislate and implement the most effective and supportive programmatic changes.

The current policy could result in upwards of 6,000 families transitioning off TANF, and needing to secure employment and workforce development supports from other avenues. As of September 2015, 7,492 individuals receiving TANF had been receiving benefits for more than 48 months, meaning they have one year or less of assistance remaining before reaching the 60-month time limit. Of those 7,492 individuals, only 536 (7%) of them are currently employed, and less than half, only 252 of these employed participants, are earning a living wage (above the DC living wage requirement of \$13.85 per hour for 2016). Additionally, of those currently employed, only 184 have total monthly earnings of over \$600. In order to gain family sustaining income, TANF participants often need additional education or certifications to leverage higher wages. Based on data taken at the time of assessment, only 22% of all TANF participants had reported completing post-high school education.<sup>[7]</sup> These figures highlight the District’s unique challenge in helping TANF participants connect to workforce opportunities and are a key driver in the District’s efforts to better coordinate services for these individuals.

An estimated 41,800 low-income District households received Supplemental Nutrition Assistance Program (SNAP) assistance in 2016, and these individuals also face unique workforce challenges. Though a majority of these households had at least one working family member, 29.4% of these households had no family member that had been employed in the past 12 months—compared to 8.3% among the households not receiving food stamp assistance.<sup>28F[8]</sup> DHS also administers SNAP, and other interagency coordination efforts will also help better serve this population.

#### Individuals with Disabilities, Including youth who are Individuals with Disabilities:



According to data provided by the Department on Disability Services, Rehabilitation Services Administration (DDS/RSA), 41,000 District residents between the ages of 20-64 (roughly 9.5 percent) are estimated to have a disability. Of those individuals, it is estimated that 32.3 percent are employed, compared with 79 percent of people without disabilities. However, only 19.9 percent of individuals with disabilities are employed on a full-time/full-year basis, compared with 58.2 percent of people without disabilities. The poverty rate for working age people with disabilities is 38.7 percent, compared with a poverty rate of 13.6 percent for people without disabilities, both of which are the second highest rates in the nation.<sup>[9]</sup>

The prevalence of youth ages 16-20 with disabilities is 8.3 percent, or approximately 3,600 individuals. The District does not track employment rates for youth with disabilities, specifically. However, DDS/RSA works closely with the Office of the State Superintendent for Education (OSSE) to coordinate transition services for students with disabilities. One of the factors OSSE tracks is post-school outcomes for students with disabilities. This tracks the percentage of youth who have exited school, who had individualized education plans while in school, and the activities these youths are engaged in one year after exit from school. Based on the information provided for the largest education agency in the District, which includes DCPS and dependent public charter schools, only approximately 30 percent of students with disabilities are engaged in post-secondary education, training, or employment one year after exiting from high school in the District.<sup>[10]</sup>

#### Older Individuals:

The unemployment rate among workers 55-64 was below the District's overall rate. The unemployment rate of individuals aged 55-64 was 4.8%, compared with 6.2% in the District overall. Among those 65 and older, the unemployment rate was 3.2%; however, this rate does not reflect the many workers that have given up searching for new work in a job market—and job search landscape—that has changed dramatically over the last two decades. In 2017, there was an estimated 4,800 workers monthly that were aged 55 years and older that wanted a job but have not searched for work recently.<sup>[11]</sup> Employment for older individuals has increased significantly over the last few years after decreases during the recession (see chart below).

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[1] Current Population Survey (CPS), January - December 2017, 12-month moving average, US Census Bureau & US Bureau of Labor Statistics

[2] American Community Survey micro data, 2013 1-year estimates

[3] Child and Family Services Agency

[4] Wes Rivers and Claire Zippel, While DC Continues to Recover from Recession, Communities of Color Continue to Face Challenges, DC Fiscal Policy Institute, <http://www.dcfpi.org/while-dc-continues-to-recover-from-recession-communities-of-color-continue-to-face-challenges> (September 18, 2015).

[5] Ibid.

[6] The DC Council will vote on the proposed budget in May and June 2016

[7] TANF Comprehensive Assessment (TCA) Data, self-reported assessment administered by the Department of Human Services as part of the eligibility process to receive TANF. FSET participants are now also assessed using the same TCA tool.

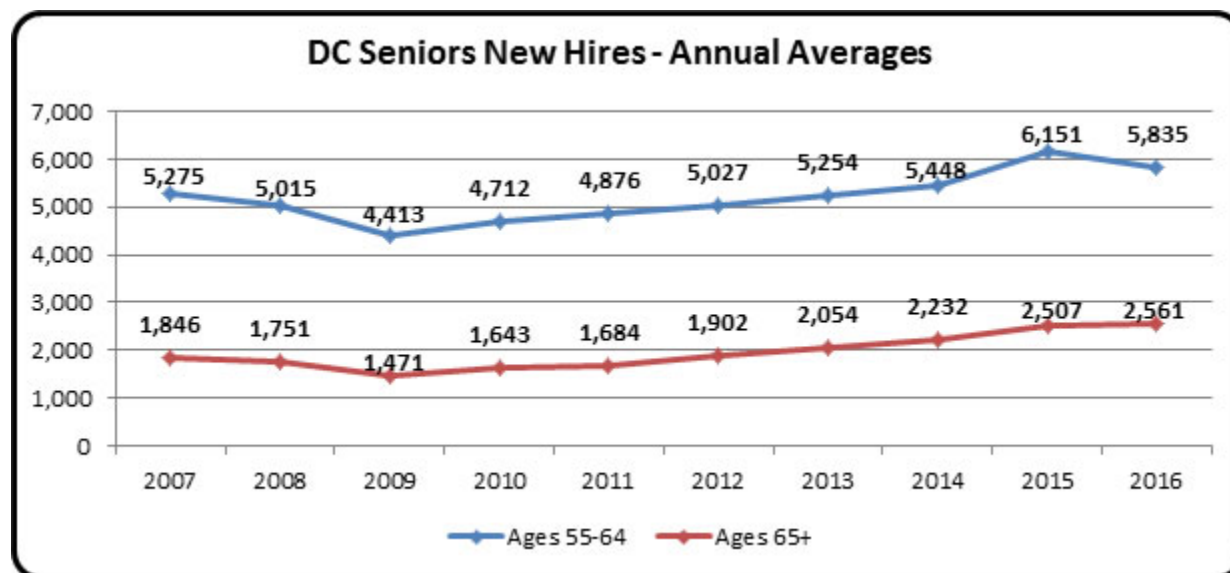
[8] US Census Bureau, 2016 American Community Survey (S2201), 1-Year estimate.

[9] US Census Bureau, 2016 American Community Survey (B23024, C18121), 5-Years estimate

[10]<http://osse.gov/sites/default/files/dc/sites/osse/publication/attachments/FFY%202013%20APR%20Public%20Reporting.pdf>

[11] Current Population Survey (CPS), December 2014 - November 2015, 12-month moving average, US Census Bureau & US Bureau of Labor Statistics.

CHART 5: DC AVERAGE NEW HIRES



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Source: US Census Bureau, Quarterly Workforce Indicators

As of last quarter of 2016, approximately 79 percent of all employees age 55 or older who were in the District workforce were employed in one of four economic sectors: Professional and Business Services, Educational and Health Services, Other Services (excluding Public Administration), Leisure and Hospitality.[1] Job growth is also concentrated in these sectors, and many of the positions in these areas require a bachelor's degree or above. This suggests that higher-skilled older workers will continue to have access to employment opportunities in these sectors.

However, many older individuals in the District have lower levels of education attainment, particularly those served through the District's Senior Community Service Employment Program (SCSEP), in which approximately 29 percent of participants in PY 2011 had less than a high school diploma or equivalent, and an additional 40 percent had only a high school diploma or equivalent.[2]

#### Returning Citizens (Preferred District Term for Ex-Offenders Referenced in Law):

Returning citizens face unique challenges in the District's labor market, and their numbers, while declining, are significant. Over the last several years, the Court Services and Offender Supervision Agency's (CSOSA) (the federal agency providing supervision of adults on probation, parole, and supervised release in the District) supervision of returning citizens in the District of Columbia has



been decreasing. On average, CSOSA supervised approximately 12,000 returning citizens each day in FY 2015, and a total of 18,427 unique offenders over the course of the fiscal year. In FY 2015, a total of 6,461 returning citizens entered CSOSA supervision; 4,869 men and women sentenced to probation by the Superior Court for the District of Columbia and 1,592 individuals released from incarceration in a Federal Bureau of Prisons facility on parole or supervised release. Of the supervised population on September 30, 2015, 62 percent were employable, and, of those, 49 percent were employed.[3]

In FY 2015, the percentage of CSOSA’s total supervised population revoked to incarceration decreased to 8.1 percent; inclusive of continuing annual reductions experienced since FY 2006. The reduction of recidivism is a significant public safety accomplishment.

A key challenge faced by returning citizens is their below average levels of educational attainment, as evidenced by the self-reported data below:

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[1] Quarterly Workforce Indicators, US Census Bureau, 2016 Q4

[2] Department Of Employment Services, Office of Labor Market Research and Information

[3] Court Services and Offender Supervision Agency, Office of Legislative, Intergovernmental, and Public Affairs, *Fact Sheet: Court Services and Offender Supervision Agency*, <http://www.csosa.gov/newsmedia/factsheets/csosa-overview-v2016.pdf> (2016). Returning citizens are classified as “employable” if they are not retired, disabled, suffering from a debilitating medical condition, receiving SSI, participating in a residential treatment program, participating in a residential sanctions program (i.e., incarcerated), or participating in a school or training program.

**TABLE 4: SELF—DECLARED EDUCATION LEVELS OF RETURNING CITIZENS**

	Not Declared	College	GED	High School	None	Other
Male Inmates	5.5%	3.5%	25.6%	28%	37%	0.4%
Female Inmates	66.2%	1.4%	5%	12.9%	13.7%	0.7%

Source: Court Services and Offender Supervision Agency

The need for education, training, and employment services is prevalent for returning citizens. The Mayor’s Office on Returning Citizens (ORCA) provided re-entrant services to more than 5,100 ex-offenders in 2014. A large proportion of these clients require adult basic education, computer literacy, job readiness, training, employment, and other social services to help facilitate their transition back into their communities. This transition is exacerbated by the fact that many positions have limited or no access for individuals with certain types of criminal convictions. The District’s recent “ban the box” initiative has helped ensure individuals can advance in hiring processes for which they are qualified for without sharing their criminal records until later phases of the hiring process, which may improve returning citizen outcomes over time.

## INDIVIDUALS WHO ARE ENGLISH LANGUAGE LEARNERS, INDIVIDUALS WHO HAVE LOW LEVELS OF LITERACY, AND INDIVIDUALS FACING SUBSTANTIAL CULTURAL BARRIERS

The District is also home to a growing number of immigrants who are English language learners. The number of individuals with limited English proficiency is 33,200 in the District of Columbia, including approximately 4,000 that are native-born.<sup>[1]</sup> About 14 percent of the District's population, or about 93,000 individuals, is foreign-born and that number has increased steadily since 1980.<sup>[2]</sup> Since 2010 alone, the District has seen a 13 percent increase in the share of immigrants in the population, the fourth highest increase in the nation. In 2013, immigrants constituted about 17 percent of the civilian labor force. This proportion dropped from 18 percent in 2010, despite the increase in the overall immigrant population in the District.<sup>[3]</sup> This suggests that finding employment has become more challenging for immigrants since the recession.

This data also suggests that it is necessary to consider how to increase job opportunities for those with limited English proficiency, as well as those with a high school diploma or less. At the same time, we must develop strategies to ensure that the jobs they enter are part of a career path that will lead to both increased education, skill attainment, and higher wages. The system must also address the fact that race has a disparate impact on employment for those English language learners who are people of color, especially for those without a college degree.

According to the US Census Bureau, 2012-2016 American Community Survey, an estimated 9.9 percent (8,084 total) of 18-24-year-old DC residents lack a high school diploma or its equivalent. A similar 10 percent (46,510 total) of individuals age 25 and over also lack this credential, many of which are likely to have low levels of literacy. Additional data on the education and skill levels of DC residents can be found in Section II (a)(1)(B)(iii) below.

Further review of the ACS data from this time shows that one's educational attainment has a direct impact on one's earning potential, resulting in the following disparities:

- 39.2% of families headed by someone with less than a high school diploma or equivalent live below the poverty level;
- 26.1% of families headed by someone with a high school diploma or equivalent live below the poverty level;
- 18.9% of families headed by someone with some college/associates degree live below the poverty level; and
- 2.3% of families headed by someone with a bachelor's degree or higher live below the poverty level.

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[1] Migration Policy Institute, based on data from the 2013 American Community Survey, US Census Bureau

[2] Ibid.

[3] Ibid.

## PEOPLE EXPERIENCING OR WITH RECENT HISTORIES OF HOMELESSNESS

Homelessness is a major issue in the District, with 7,298 persons counted as experiencing homelessness, according to the District of Columbia's annual point in time (PIT) count conducted on January 28, 2015. This includes:

- 544 persons who were unsheltered, i.e. living on the street or places not meant for habitation (all persons were unaccompanied, no persons in families were found to be unsheltered at PIT); and
- 5,085 persons in Emergency Shelters (2,612 unaccompanied individuals and 2,473 people in 768 families); and 1,669 persons in Transitional Housing (665 unaccompanied individuals and 1,004 people in 363 families).

The number of persons experiencing homelessness at PIT decreased by 5.8 percent from 2014. The number of unaccompanied homeless individuals counted decreased by 3.3 percent from last year, and the number of families also decreased by 8.1 percent.

Assisting homeless residents is a key priority for the District, as they oftentimes face numerous challenges that keep them disengaged from the workforce. Those that are engaged in the workforce have much higher unemployment rates than District averages. Key demographic and employment data on homeless individuals is as follows:

- Median age of unaccompanied homeless persons was 50 years while median age among adults in homeless families was 25.
- 10 percent of homeless adults surveyed reported having served in the United States Armed Forces.
- 63 percent of unaccompanied homeless adults and 14 percent of adults in families reported that they have no income.
- Eight percent of adult homeless persons reported a chronic health problem, and 13 percent reported a physical disability.

### (III) EDUCATION AND SKILL LEVELS OF THE WORKFORCE

The District has a distinctively high proportion of residents with college degrees; the percentage of adults over 25 with a bachelor's degree or higher nearly doubles the national average.<sup>[1]</sup> The number of District residents who have at least some college background has risen dramatically over the past decade from just over 268,000 to over 348,000.<sup>[2]</sup> The District also has a substantial job market that demands and supports these degree-holders. Sixty-five percent of the job postings in 2017 required a bachelor's degree or above.<sup>[3]</sup> A recent analysis of the top "high demand, high wage" occupations indicates that nearly three-quarters (74.5%) of the Top 51 high demand, high wage occupations in the District require a bachelor's degree. An additional 9.8% of high demand, high wage occupations require a graduate degree (Doctoral or Professional and/or Master's).<sup>[4]</sup> High annual salaries in this analysis range from a low median of \$45,883 Secretaries and Administrative Assistants (Except Legal, Medical, and Executive) to a high median of \$185,604 for Chief Executives.

The number of District adults with a high school diploma or less has increased since 2008, from around 128,000 to around 141,000. And these individuals are not nearly as well served by the District's economy. This discrepancy can be seen in the difference in unemployment and labor force participation rates by education level in the District. For residents with a bachelor's degree or above, the unemployment rate was 2.3 percent and labor force participation was 84.3 percent. For

those with less than a high school diploma, the unemployment rate was 17.4 percent and the labor force participation rate was only 43.0 percent (see table below for additional details).

<sup>[1]</sup> American Community Survey (2012-2016)

<sup>[2]</sup> Economic Modeling Specialists Inc. (EMSI) 2017.4 Data Set, Education Attainment Level 2008-2017.

<sup>[3]</sup> DC Department of Employment Services, EMSI.

<sup>[4]</sup> Department of Employment Services Office of Labor Market Research and Information; Washington, DC's Hot 50 Jobs.

**TABLE 5: EMPLOYMENT STATUS 25 YEARS AND OVER, BY EDUCATIONAL ATTAINMENT, JANUARY 2017 - DECEMBER 2017 (BASED ON CPS)**

	Percent of Population	Labor Force Participation Rate	Employment Rate	Unemployment Rate
<b>Less than a High school diploma</b>	8.2%	43.0%	35.6%	17.4%
<b>High school graduates, no college <sup>1</sup></b>	17.7%	51.9%	45.8%	11.8%
<b>Some college or associate degree</b>	12.6%	61.9%	55.3%	10.7%
<b>Bachelor's degree and higher <sup>2</sup></b>	61.5%	84.3%	82.4%	2.3%

<sup>1</sup> Includes persons with a high school diploma or equivalent

<sup>2</sup> Includes person with bachelor's, master's, professional and doctoral degrees

Source: *Source: Department of Employment Services, Office of Labor Market Research and Information*

Data on job openings also confirms that labor market opportunities are much more limited for those without a bachelor's degree or higher, with just 4.8 percent of jobs requiring less than a high school diploma (see data table below).

TABLE 6: EDUCATIONAL REQUIREMENTS OF AVERAGE UNIQUE JOB POSTINGS

	Educational Requirement Rate - Average Job Postings (Jan -Dec 2017)
<b>Less than a High school diploma</b>	4.8%
<b>High school graduates, no college<sup>1</sup></b>	18.3%
<b>Some college or associate degree</b>	9.8%
<b>Bachelor's degree and higher<sup>2</sup></b>	65.2%

<sup>1</sup>Includes persons with a high school diploma or equivalent

<sup>2</sup>Includes person with bachelor's, master's, professional and doctoral degrees

*Source: Department of Employment Services, Bureau of Labor Market Research and Performance*

#### (IV) DESCRIBE APPARENT SKILLS GAPS.

Economists project that in just four years, 76% of all jobs in DC will require some postsecondary education, whether academic or technical. This is the highest rate in the country.<sup>[1]</sup> Many current job-seekers will not be prepared, given that approximately 52,000 District residents lack a high school credential.<sup>[2]</sup> Many more residents lack basic reading, writing, math, English language, problem solving, and critical thinking skills needed to succeed in training, postsecondary education, and the workplace.<sup>[3]</sup>

According to data collected from 1,377 employers in DC, the most difficult occupations reported to fill are computer programmers, software developers for applications and systems software, civil engineers, and registered nurses.<sup>[4]</sup> For these occupations, more than 80% of employers require a minimum of a bachelor's degree. In a different survey of 250 employers, greatest deficiencies of the talent pool in the District were written communication, the ability to use math, analytical ability, and problem solving.<sup>[5]</sup>

The WIC and DOES have facilitated a number of feedback sessions with employers over the last few years where challenges related to "soft skills," such as professional communication and timeliness, are often cited. Many employers have indicated that they are willing to hire District residents with minimal levels of technical skills or relevant experience for entry-level positions if they demonstrate strong interpersonal skills, and the need for appropriate work readiness screening and training has been consistently cited. Some employers in the hospitality and construction sectors have also noted that they do not typically have trouble identifying qualified candidates for job openings, but instead have trouble identifying enough qualified District residents. Retention of individuals that lack adequate transportation, childcare services, and case management services have also been cited as challenging by business stakeholders. To be competitive and attractive to businesses, our workforce system needs to ensure District residents hone the soft skills that employers require, as well as have the supports in place to be successful in all aspects of their lives.

[1] Georgetown University, Center on Education and Workforce. (2013). *Recovery- Job Growth And Education Requirements Through 2020*.

[2] US Census Bureau, 2016 American Community Survey 1-Year Estimates (S1501).

[3] Washington, DC: National Center for Education Statistics.

[4] BW Research Partnership (2014). *District of Columbia Labor Market Analysis*.

[http://does.dc.gov/sites/default/files/dc/sites/does/page\\_content/attachments/BW%20Research%20-%20Labor%20Market%20Analysis%20-%20DOES%20Report%20Final.pdf](http://does.dc.gov/sites/default/files/dc/sites/does/page_content/attachments/BW%20Research%20-%20Labor%20Market%20Analysis%20-%20DOES%20Report%20Final.pdf) (July 2014).

[5] Ibid.

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[1] D.C. Department of Employment Services, Office of Labor Market Research and Information in cooperation with the Virginia Employment Commission, the Maryland Department of Labor, Licensing and Regulation, the West Virginia Bureau of Employment Programs, and the U.S. Department of Labor, Bureau of Labor Statistics

[2] Department of Employment Services analyses of U.S. Census Bureau data for 2013.

[3] D.C. Department of Employment Services, Office of Labor Market Research and Information in cooperation with the Virginia Employment Commission, the Maryland Department of Labor, Licensing and Regulation, the West Virginia Bureau of Employment Programs, and the U.S. Department of Labor, Bureau of Labor Statistics.

[4] Seasonal adjustment is a statistical technique that attempts to measure and remove the influences of predictable seasonal patterns to reveal how employment and unemployment change from month to month (from the Bureau of Labor Statistics).

[5] Department Of Employment Services Office of Labor Market Research and Information

[6] American Community Survey (2014 one—year estimate).

[7] Ibid.

[8] Current Population Survey (CPS), December 2014 — November 2015, 12—month moving average, U.S. Census Bureau & U.S.

[10] American Community Survey micro data, 2013 1—year estimates

[11] Child and Family Services Agency

[12] Wes Rivers and Claire Zippel, While DC Continues to Recover from Recession, Communities of Color Continue to Face Challenges, DC Fiscal Policy Institute, <http://www.dcfpi.org/while—dc—continues—to—recover—from—recession—communities—of—color—continue—to—face—challenges> (September 18, 2015).

[13] Ibid.

[14] The DC Council will vote on the proposed budget in May and June 2016.

[15] TANF Comprehensive Assessment (TCA) Data, self—reported assessment administered by the Department of Human Services as part of the eligibility process to receive TANF. FSET participants are now also assessed using the same TCA tool.

[16] U.S. Census Bureau, 2014 American Community Survey, 1—Year estimate.

[17] *U.S. Census Bureau, 2013 American Community Survey*

[18] <http://osse.gov/sites/default/files/dc/sites/osse/publication/attachments/FFY%202013%20APR%20Public%20Reporting.pdf>

[19] Current Population Survey (CPS), December 2014 — November 2015, 12—month moving average, U.S. Census Bureau & U.S. Bureau of Labor Statistics.

[20] U.S. Census Bureau, Local Economic Household Dynamics (LEDH), 2010

[21] Department Of Employment Services, Office of Labor Market Research and Information

[22] Court Services and Offender Supervision Agency, Office of Legislative, Intergovernmental, and Public Affairs, *Fact Sheet: Court Services and Offender Supervision*

*Agency*, <http://www.csosa.gov/newsmedia/factsheets/csosa—overview—v2016.pdf> (2016).

Returning citizens are classified as “employable” if they are not retired, disabled, suffering from a debilitating medical condition, receiving SSI, participating in a residential treatment program, participating in a residential sanctions program (i.e., incarcerated), or participating in a school or training program.

[23] Migration Policy Institute, based on data from the 2013 American Community Survey, US Census Bureau

[24] *Ibid.*

[25] *Ibid.*

[26] American Community Survey (2009—2013)

[27] Economic Modeling Specialists Inc. (EMSI) Q2 2015 Data Set, Education Level 2006—2015.

[28] D.C. Department of Employment Services, DC Networks Data Analysis.

[29] Department of Employment Services Office of Labor Market Research and Information. District of Columbia High Demand, High Wage Occupations, July 2014.

[30] Georgetown University, Center on Education and Workforce. (2013). *Recovery— Job Growth And Education Requirements Through 2020*.

[31] U.S. Census Bureau. American Community Survey 3—Year Estimates 2010—2012 for the District of Columbia (2013).

[32] Washington, DC: National Center for Education Statistics.

[33] BW Research Partnership (2014). *District of Columbia Labor Market*

*Analysis*. [http://does.dc.gov/sites/default/files/dc/sites/does/page\\_content/attachments/BW%20Research%20—%20Labor%20Market%20Analysis%20—%20DOES%20Report%20Final.pdf](http://does.dc.gov/sites/default/files/dc/sites/does/page_content/attachments/BW%20Research%20—%20Labor%20Market%20Analysis%20—%20DOES%20Report%20Final.pdf) (July 2014).

[34] *Ibid.*



## 2. WORKFORCE DEVELOPMENT, EDUCATION AND TRAINING ACTIVITIES ANALYSIS

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The Unified or Combined State Plan must include an analysis of the workforce development activities, including education and training in the State, to address the education and skill needs of the workforce, as identified in *Education and Skill Levels of the Workforce* above, and the employment needs of employers, as identified in *Employers' Employment Needs* above. This must include an analysis of –

### A. THE STATE'S WORKFORCE DEVELOPMENT ACTIVITIES

Provide an analysis of the State's workforce development activities, including education and training activities of the core programs, Combined State Plan partner programs included in this plan, and required and optional one-stop delivery system partners.\*

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\* Required one-stop partners: In addition to the core programs, the following partner programs are required to provide access through the one-stops: Career and Technical Education (Perkins), Community Services Block Grant, Indian and Native American programs, HUD Employment and Training programs, Job Corps, Local Veterans' Employment Representatives and Disabled Veterans' Outreach Program, National Farmworker Jobs program, Senior Community Service Employment program, Temporary Assistance for Needy Families (TANF) (unless the Governor determines TANF will not be a required partner), Trade Adjustment Assistance programs, Unemployment Compensation programs, and YouthBuild.

Core WIOA programming is administered by three District agencies — the Department of Employment Services (DOES, Titles I and III), Office of the State Superintendent of Education, Adult and Family Education Department (OSSE AFE, Title II), and Department on Disability Services, Rehabilitation Services Administration (DDS/RSA, Title IV). Each of these entities is represented at DC American Job Centers (AJC), and the District is expanding existing service links and coordination efforts among these partners through additional interagency agreements, increased co—location, and staff training. AJC's are certified by the Workforce Investment Council (WIC), which also helps facilitate coordination efforts across agency partners. Working groups convened by the WIC that include each of these partner agencies, as well as agencies with oversight for partner programs and the University of the District of Columbia — Community College, have made significant joint contributions to this plan and will continue to work on implementation steps moving forward.

#### TITLE I —ADULT, Dislocated worker AND YOUTH PROGRAMS — ADMINISTERED BY DOES

##### ADULT

The District's WIOA Adult Program provides quality employment and training services to help eligible customers find sustainable employment and achieve self—sufficiency. The District's Adult Program serves the broadest range of individuals, including: unemployment insurance claimants; individuals with disabilities; public assistance recipients; veterans; underemployed; and individuals with no work history. The program is also designed to help employer—customers meet their needs for skilled workers to compete in the District's dynamic economy. In program year 2014, the District's WIOA Adult allocation of \$2.0 million served 1,048 enrolled individuals, including 187 participants utilizing individual training accounts (ITA). The District was allotted \$2.1 million for



program year 2015; and in the first half of this year, 458 individuals were enrolled, including 103 utilizing ITAs.

### DISLOCATED WORKER

The District's WIOA Dislocated Worker (DW) Program is designed to help laid—off workers reconnect with the labor force as quickly as possible in sustainable employment. The program aims to increase the retention and earnings of dislocated workers by increasing their work readiness, educational attainment, and occupational skills and by connecting them to careers in high—demand occupations. In program year 2014, the District's WIOA DW allocation of \$3.0 million served 271 enrolled individuals, including 26 participants utilizing individual training accounts (ITA). The District was allotted \$3.4 million from USDOL to fund the WIOA Dislocated Worker Program in program year 2015. In the first half of program year 2015, 169 individuals were enrolled in WIOA DW, including 24 utilizing ITAs. For program year 2015, DOES' goal is to increase WIOA DW enrollment to 400, with plans to increase enrollment to at least 650 in program year 2016.

The District's American Job Center (AJC) system delivers core, intensive, and training services Adult and DW customers at the District's AJC locations, while many more benefit from self—service offerings available online via the DC Networks system. Based on new flexibility in funding provided under WIOA, the District may choose to shift funds from the Dislocated Worker program to the Adult program, or vice versa, as needed to best serve participants. As necessary, participants in both the Adult and Dislocated worker programs are assessed to determine their educational needs by OSSE providers who work on—site at the American Job Centers. The main assessment tool is the Comprehensive Adult Student Assessment System (CASAS). Participants who require and/or choose adult educational services are able to receive literacy and remediation and/or integrated education and training services from an OSSE provider that specializes in meeting their specific learning needs.

### YOUTH

The District's WIOA Youth Program consists of a comprehensive set of programs and services designed to support in—school youth ages 14—21 and out—of—school youth ages 16—24. Leveraging both federal and local youth funds, the District offers eligible youth access to all fourteen required WIOA program elements, including meaningful work experience during the summer and throughout the calendar year, occupational skills training, work readiness training, educational training and tutoring, leadership development, mentoring, and supportive services. The program is supported by federal and local funding, including about \$2.3 million allotted in program year 2015 from USDOL and \$21 million annually in local funds. Youth are eligible to receive services both in school or out—of—school, with an emphasis on work—based learning. In program year 2014, the District's WIOA Youth program only served 56 individuals; and has only enrolled 83 individuals in the first half of program year 2015. This reflects ongoing performance and program design challenges that led the WIC, as part of their youth grant oversight responsibilities, to end the in—school and out—of—school grants during program year 2014 and not authorize enrollment of new youth until an updated youth service delivery plan was in place and approved, which necessitated new procurements and further delayed enrollment. An approved plan and revised WIC and DOES oversight processes have resulted in a new procurement process and revitalized program model, and the District anticipates significant enrollment increases in the coming months. For more information on program requirements and specific activities provided under Title I Youth programs, see sections VI(c) and VI(d)(3).

## TITLE II —Adult and Family Education Program — Administered by OSSE/AFE

The District's adult and family education programming is supported by a combination of federal and local funding (about \$1.2 million of Title II funding annually and \$3.8 million in local funds). In spring 2017, OSSE AFE, in collaboration with the DC Workforce Investment Council (WIC), held the Adult Education and Family Literacy Act (AEFLA) and WIC Career Pathways grant competition. The grant combined OSSE's AEFLA federal grant and local match funds with the WIC's local career pathways funding in an effort to strategically coordinate efforts and fund eligible providers to offer Integrated Education and Training (IE&T) programs.

IE&T programs are based on a service approach that provides adult education and literacy activities concurrently and contextually with workforce preparation activities and workforce training for a specific occupation or occupational cluster for the purpose of educational and career advancement. IE&T models are considered a national best practice in adult education and workforce development due to its ability to reduce the amount of time it takes for adult learners to become prepared for gainful employment along a career pathway.

Grant awards were announced on June 30, 2017. Ten providers were selected to provide Integrated Education and Training (IE&T) services to District residents, including IE&T Adult Basic Education, IE&T Adult Secondary Education, IE&T English Language Acquisition, and Integrated English Literacy and Civics Education and Training. Many sub-grantees have developed partnerships and consortia that include adult education programs, industry-specific training programs, employers, postsecondary institutions, and social service organizations that would provide non-academic support services, such as case management, child care, etc. These collaborations ensure that District residents can enter a funded program and advance along a clearly articulated career pathway with seamless transitions between partnering programs. Work-based learning opportunities such as internships, externships, job shadowing, mentoring, and coaching are also program components included in many of the new programs.

Each sub-grantee identified one or more industry of focus, including Early Childhood Education, Healthcare, Hospitality, Business Administration, Information Technology, Construction, and Law and Security; all of which are aligned with the WIC's list of high-demand employment sectors. Sub-grantees are also required to participate in a WIC-funded Community of Practice and OSSE-funded professional development and technical assistance activities that will support the successful implementation of this type of programming.

OSSE AFE sub-grantees include community-based organizations, faith-based organizations, and select DC Public Charter Schools that specialize in serving a diverse population of District residents (e.g. individuals with low income who are educationally disadvantaged, single parents, displaced homemakers, families, individuals with limited English proficiency, adults with learning disabilities, older youth, individuals who are homeless, and returning citizens).

Prior to WIOA, beginning in 2008, the OSSE AFE began working with its WIA partners including DOES, DHS, DDS/RSA, and other organizations to better coordinate intake, assessment, and referral practices among DC agencies in an effort to streamline and coordinate the provision of education, training, and other related services to District residents. These efforts include the ongoing implementation of the DC Data Vault (DV), a transactional data system that facilitates the referral of District residents to and from OSSE AFE and DOES, including plans to add DHS, DDS/RSA, UDC-CC and other partner agencies. The DV links customers to programs and services (i.e. integrated education and training providers), tracks customer participation, performance, progress and

outcomes, and facilitates cross-agency communication and case management of services for DC residents. To allow the sharing of the client data and to ensure the DV meets FERPA and HIPPA requirements, all residents who will be served through the DV sign a Release of Information form so that agencies can best share only the necessary data to make appropriate referrals and meet the customer's needs. Furthermore, WIOA core partners enter into Data Sharing Agreements to meet the needs of District residents and to help facilitate the sharing and reporting of outcome data. Social security numbers, if available, are collected during the intake process and are required for employment data matching purposes. Follow-up activities on student attainment of core goals will include data matching, where possible, and the continuation of surveying.

### TITLE III — Wagner-Peyser — Administered by DOES

Wagner-Peyser Act employment services are offered in each of the District's AJC locations. Wagner-Peyser activities include (but are not limited to): initial assessment; provision of labor market and job opening information; assistance registering in DC Networks; referrals to WIOA; adult education and literacy; senior community service employment activities; postsecondary vocational education; Trade Adjustment Assistance activities; veteran services; state unemployment compensation services; employment and training activities carried out under the Community Services Block Grant and the Department of Housing and Urban Development; access for participants to participate in job readiness related workshops; and utilization of the self-service business centers (computers, internet access, fax, copy machines and telephones) located within each AJC. In program year 2014, 43,395 individuals were enrolled in Wagner-Peyser employment Services, with a budget allocation of \$2.1 million. The District was also allotted \$2.1 million from USDOL to fund the program in program year 2015. In the first half of PY2015, 20,924 individuals were enrolled in Wagner-Peyser.

### Title IV — Vocational Rehabilitation — Administered by DDS/RSA

The District's vocational rehabilitation (VR) services are eligibility based, and are provided to people who have a disability, which presents a substantial impediment to employment, and who would benefit from services to achieve an employment outcome. In addition, pre-employment transition services (Pre-ETS) are available for all students with disabilities, including those who are eligible or potentially eligible for VR services; i.e., students receiving special education services provided under the Individuals with Disabilities Education Act (IDEA) or who are eligible for services under Section 504 of the Rehabilitation Act. VR services are individualized, based on the strengths, needs, abilities, interests, capabilities, and informed choice of the person. DDS/RSA currently serves about 4,600 people across the full range of services, which include evaluation, counseling and guidance, physical and mental restoration services, transition between advancement opportunities and related services, job exploration and readiness training, vocational training, support services and monetary supports, and placement services, supported employment services, job coaching, among others. The District receives \$14 million in federal VR funds per year, in addition to about \$6.5 million in local funding. RSA also administers a supported employment grant of \$300,000, 50 percent of which must be used to provide services to youth; and an independent living grant from the US Department of Health and Human Services of about \$300,000, and an Independent Living/Older Blind Grant for \$225,000. Also, please note that at the time this plan was being reviewed, the Supported Employment Grant was not included in the FY 2018 federal budget. DCRSA will continue to provide these services through its federal VR grant.

Over the past five years the agency has made substantial efforts to engage in partnerships with other government agencies, community-based agencies, and schools to provide services in the community. Currently, DDS/RSA is providing services at thirty-five locations around the city. In

most instances this is through agreements with agencies that allow DDS/RSA to provide services at their agency weekly. The agency also currently provides services at two of the four American Job Centers five days per week, and two sites one day per week, with plans for expansion of co-location to all sites moving forward. DDS/RSA also provides services at all DC Public Schools, Public Charter Schools, and non-public placements within the DC-Baltimore Metropolitan area where DC students attend, providing services at 93 schools in the DC-Baltimore Metropolitan area.

## B. THE STRENGTHS AND WEAKNESSES OF WORKFORCE DEVELOPMENT ACTIVITIES

Provide an analysis of the strengths and weaknesses of the workforce development activities identified in (A) above.

Through an analysis of its core programs in the District's workforce system, the following strengths and weaknesses have been identified. Note that a number of the weaknesses identified are derived from analyses by external stakeholders, and are cited accordingly below.

### Strengths

- *Workforce System Performance Improvements* - Measures taken by DOES to strengthen the Adult, Dislocated Worker and Wagner-Peyser programs have been successful, as evidenced by meeting or exceeding all program year 2014 Federal Common Measure goals. DDS/RSA also improved their closure rates and wages in fiscal year 2015; and OSSE AFE has been successful in improving enrollments and maximizing service provision to adult learners.
- *Coordination of Jobseeker Services* - AJCs and partner agencies already serve as a referral source to a variety of community or interagency social service partners and employers. Agency partners have utilized an extensive intake assessment, screening, and referral process to help inform services needed; and are already working to integrate these processes.
- *Technology* - District agencies administering WIOA programs have comprehensive data and case management systems in place, and have been taking steps to begin integrating these systems through the Data Vault initiative. Currently, DOES and OSSE are already able to access each other's data to assist with improved intake and performance tracking through the Data Vault. Additionally, DOES is offering assistive technology for job seekers with disabilities.
- *Access* - The District's AJC system ensures equitable access to services through multiple sites that are strategically located throughout DC and mobile one stop services that reach additional areas of the city. Facilities also meet ADA compliance standards. Additionally, DDS has expanded their outreach and presence in the community, particularly in focusing on locations and groups that were identified as unserved or underserved.
- *Training Focused on Hiring Needs* - Numerous occupational training offerings supported by both federal and local funding are already targeted at high-demand sectors and occupations; and some customized training and pre-apprenticeships that are directly aligned with business hiring are already in place.
- *Broad Adult Education Offerings* - OSSE AFE sub-grantees include providers and support services geared towards adult learners across the educational spectrum.
- *Inter-Agency Coordination* - Agencies administering WIOA programming have already cultivated partnerships to support cross-agency collaborations to serve District Residents, including through co-location, blended funding, collaborative provision of services, and data system integration.

- *Strong External Partnerships* - The District has a wealth of community workforce, adult education, and disability advocates that are active collaborators with all workforce system partner agencies, and government stakeholders participate in multiple externally-led communities of practice. Additionally, the WIC Board has an active business membership and our workforce system has partnerships with a number of other private sector organizations.
- *Business Services are Robust* - DOES's provides a number of valuable services to businesses, including hiring events and pre-screening, assistance in accessing trained jobseekers, apprenticeship, and wage subsidies for some jobseekers. DDS and DHS also provide job development services and are working more closely with DOES to align services.
- *Youth Programs Communication* - Youth are knowledgeable about program offerings and stay connected via mobile phones, emails, and social media.

### Weaknesses

- *High Risk Status with USDOL* - DOL identified numerous deficiencies with the District's use of federal funds under WIA related to performance, fiscal controls, governance, and operating procedures in 2012. These issues resulted in the District receiving a High Risk designation from DOL and a corrective action plan (CAP) was put in place to address those items. The District successfully remediated some of the items in this CAP over the last few years. However, the WIA Youth program (now WIOA Youth program) has failed to meet multiple performance goals and underspent funding in program years, 2013, 2014, and 2015 resulting in a new CAP process and a continuing High Risk designation with DOL. This weakness is a key focus at the highest levels of District government, and significant efforts to address them are underway, including a new procurement process and service model, a dedicated compliance team to ensure that all items are addressed as quickly as possible, and a stronger WIC to provide oversight and monitoring. DC was taken off High Risk Status in 2017.
- *Youth Program and Performance Tracking Deficits* - An independent report from 2014 on the challenges of District youth in the labor market identified several issues with workforce system services[1]. These included programs and activities not being linked to youth outcomes or being aligned with career pathways, performance and progress measures being undefined and/or inconsistent across programs, and lack of information management and/or staff capacity to document and track outcomes.
- *Customer Service Challenges for Jobseekers and Businesses* - Customers have reported receiving services of varying quality from both workforce system agencies and providers. Both jobseekers and businesses have identified issues in accessing services that meet their needs.
- *Fragmented Workforce System* - A recent policy brief from key workforce system advocates noted that the District's workforce development system is fragmented, creating opportunities for individuals to fall out of the process before receiving the services they need[2]. Agencies responsible for administering workforce system programming also cited a lack of integration between partners and services, which can result in costly and inefficient processes, and making it difficult for users to find utility in the system.
- *DOES Operational and Staff Challenges* - Challenges in DOES's operational structure over decades led to issues with frontline staff performance. Additional training and support for staff is needed to ensure successful program implementation, including implementation of a



comprehensive change management strategy focused on maximizing staff talent, capacity building through cross training and credentialing. DOES has begun addressing these challenges in the last year, but this work is ongoing through continuous training and staff development.

- *Adult Education and Vocational Rehabilitation Capacity Fails to Meet Demand* - A recent policy brief noted that DC's investments in adult education and career pathways skill building are insufficient to meet the demand for these services, as evidenced by waiting lists for many programs and the significant need for these services (see workforce analyses above)[3]. OSSE AFE also cited capacity as a challenge, despite increased enrollment and provider offerings in recent years. DDS/RSA has also noted increased demand for their services that has resulted in requests for additional funding and the possible need for more priority of service considerations.
- *Support Service Gaps* - Many adult learners need additional support services, such as transportation, housing, childcare, counseling, coaching, and income supports to fully access and complete education and training opportunities; but access to these services varies by programs and providers and gaps exist.
- *Provider Capacity and Access Challenges* - The amount of high quality providers of occupational training and adult education services is limited, and additional capacity building is needed to help providers improve offerings and scale successful programming. Capacity related to workforce system efforts to integrate education and industry skills training has been cited as a specific area where capacity building is needed. Additionally, several agencies have reported challenges identifying and establishing agreements or contracts with key providers. Challenges have also been cited in linking workforce system participants to appropriate training and education offerings provided through UDC-CC - a priority partner for the system that also receives significant District funding.
- *District Procurement and Contract Management Challenges* - Sub-grantees have reported challenges in navigating the District's procurement and grantmaking processes, and lack of coordination across agencies and programs have contributed to delays in administrative barriers in sub-grantee operations.
- *Changes in Vocational Rehabilitation Requirements* - WIOA requirements that adjust DDS/RSA's Vocational Rehabilitation requirements related to performance tracking and funding requirements for in-school-youth services necessitate significant changes in operations. The District has made a number of changes to ensure requirements are met and enhanced partnerships with other programming, but implementation burdens are significant.
- *Business Focus Lacking* - Business partners have frequently cited issues with training offerings that fail to meet their needs and are not informed by them. They have also identified issues with working with government, including too many points of contact and a lack of clarity on services available and how to access them.

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[1] Ross, Martha, *Improving Youth Programs and Outcomes in Washington, D.C.*, 2014.

[2] Berman et al, *Charting the Course: An Opportunity to Improve Workforce Development in DC*, February 2015.

[3] DeRenzis, Brooke, *From Basic Skills to Good Jobs: A Strategy for Connecting DC's Adult Learners to Career Pathways*, April 2014.

### C. STATE WORKFORCE DEVELOPMENT CAPACITY

Provide an analysis of the capacity of State entities to provide the workforce development activities identified in (A) above.

The District's capacity to provide workforce development activities is strong with the multitude of local and federal programs funded throughout the city. The District's workforce development appropriations are currently spread among at least 12 different District agencies, and over \$120 million is budgeted annually for programs that have at least some workforce development components.[1] Over \$40 million of these funds are provided from the federal government each year towards programs that include workforce components at each of these agencies. While these resources provide a significant array of services to help District residents and businesses, divergent funding streams, lack of oversight infrastructure, and varying performance reporting requirements contribute to the decentralized nature of the District's workforce system. A 2011 GAO report noted that 9 federal agencies administer 47 federal programs related to employment and training, contributing to overlap and possible inefficiencies and coordination challenges at the local level.[2] Workforce services are not just limited to occupational training and adult education, but may also include work readiness, job placement and on-the-job training, and services to businesses as well as human, social, mental health, disability and other supportive services. Key agencies making significant investments include:

- Department of Employment Services
- University of the District of Columbia- Community College (UDC-CC)
- Department of Human Services
- Department on Disability Services
- Department of Behavioral Health
- Office of the State Superintendent of Education
- Workforce Investment Council

In addition to direct service provision through District agencies, a significant portion of workforce funding is distributed to more than 100 external service providers. This diversity in service providers allows the District to procure a number of services not provided within government, and also facilitate community-based services, but has the disadvantage of being both difficult to navigate for residents, and difficult to evaluate for policy makers. The various grants and other procurements that fund these providers often have different performance measures and expectations, making it difficult to compare services across programs and agencies.

The main access point to WIOA basic programs is through the District's American Job Center (AJC) system which includes four centers as well as through our Virtual One Stop (VOS), DC Networks. The AJC system has increased its links to required and non-required programs in recent years, but additional coordination efforts will be needed to help ensure that all jobseekers and businesses can access the full range of resources available through these centers. This includes ongoing integration efforts between DOES and other agencies, as well as in departments within DOES. DOES has not typically experienced capacity challenges in basic programs but has instead had challenges in enrolling sufficient numbers of participants and expending all available resources. This is not due to lack of need for these services in the District, but rather a combination of restrictive enrollment policies and lack of sufficient coordination to ensure interested jobseekers were identified and received prompt services. DOES has continued to address these challenges in recent years, and

overall enrollment and expenditures are increasing in both basic and other workforce programming administered by the agency.

DDS/RSA has required re-allotment funds in FY 2014 and 2015 in order to be able to serve all eligible individuals. Particularly with the requirement to dedicate 15% of the Title IV grant funds to the provision of pre-employment transition services to students with disabilities, and with the increase in the number of people for whom the agency provides supported employment services, the agency is facing the possible need to institute a waiting list for services. It is essential that a number of measures be implemented in order to prevent imposition of a waiting list, including better coordination regarding provision of training services, including those provided by UDC-CC, to ensure that VR dollars are only used for training in circumstances in which a program is not available at no cost to the person at UDC-CC or the person is not eligible for training through DOES or one of the District's adult education providers (including adult serving community based organizations, DC Public Schools, or DC Public Charter Schools); and ensure that all agencies are aware of all training and apprenticeship opportunities; improved coordination of business outreach to more efficiently engage businesses and identify employment opportunities for District residents.

OSSE AFE's providers were funded to serve 2,076 residents while their actual enrollment was 2,914 in PY 2015 (July 1, 2014 through June 30, 2015). Furthermore, in FY15 the District's adult-serving DCPS and DC Public Charter schools were funded to serve 6,045 educational slots. Most of these educational institutions are at, or above funded capacity and many of them have long waiting lists. When the number of funded slots are compared to the approximately 60,000 adult residents in the District who don't have a high school diploma or its equivalent, and the unknown number (likely tens of thousands) of residents who have a secondary credential but don't have the requisite skills to successfully compete in the labor market, it is clear that the existing capacity is insufficient to meet the District's needs. More planning on how to increase capacity for adult education providers is needed and indeed some has started through the work of the OSSE AFE, in collaboration with DOES, the University of the District of Columbia and the Graduate School USA over the past three years as well as the District's Career Pathways Task Force.

Overall, it is essential that we work as full partners in a workforce development system that efficiently and effectively allocates resources to assist all people to enter the workforce, especially those with significant barriers, including people with disabilities. In order to make best use of resources and ensure we are able to serve District residents to capacity, we must continue to truly integrate services and adopt career pathways with linkages between partners and programs. Through these efforts, we will be able to increase our capacity to better serve District residents, reduce duplication of services and streamline funding through shared contracts and blending and braiding of funding. The District will continue to strategize how to leverage funding across all of the WIOA Titles to meet as much of the Workforce Development and adult education needs of District residents as possible. Additionally, the District will continue to engage providers, partners, businesses and other key stakeholders in conversations about its efforts to increase the capacity of its providers throughout the implementation of the WIOA State Plan over the next four years.

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[1] 2015 WIC staff analyses of data from multiple sources, including the District of Columbia Office of the City Administrator, Fiscal Year 2016 Budget Support Act of 2015, and other secondary sources. Exact figures are unavailable due to program complexity and varying definitions of workforce services.



[2] GAO, Multiple Employment and Training Programs: Providing Information on Co-locating Services and Consolidating Administrative Structures Could Promote Efficiencies, GAO-11-92 (Washington, DC: January 13, 2011).

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## B. STATE STRATEGIC VISION AND GOALS

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The Unified or Combined State Plan must include the State's strategic vision and goals for developing its workforce and meeting employer needs in order to support economic growth and economic self-sufficiency. This must include—

### 1. VISION

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Describe the State's strategic vision for its workforce development system.

Every Washington, DC resident is ready, able, and empowered to discover and attain their fullest potential through lifelong learning, sustained employment, and economic security. Businesses are connected to the skilled District residents they need to compete globally, are full participants in the workforce system, and drive the District's economic growth. Residents and businesses in all wards are supported by coordinated, cohesive, and integrated government agencies and partners working to help communities thrive.

### 2. GOALS

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Describe the goals for achieving this vision based on the above analysis of the State's economic conditions, workforce, and workforce development activities. This must include—

- A. Goals for preparing an educated and skilled workforce, including preparing youth and individuals with barriers of employment\* and other populations.\*\*
- B. Goals for meeting the skilled workforce needs of employers.

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\* Individuals with barriers to employment include displaced homemakers; low-income individuals; Indians, Alaska Natives, and Native Hawaiians; individuals with disabilities, including youth who are individuals with disabilities; older individuals; ex-offenders; homeless individuals, or homeless children and youths; youth who are in or have aged out of the foster care system; individuals who are English language learners, individuals who have low levels of literacy, and individuals facing substantial cultural barriers; eligible migrant and seasonal farmworkers (as defined at section 167(i) of WIOA and Training and Employment Guidance Letter No. 35-14); individuals within 2 years of exhausting lifetime eligibility under the Temporary Assistance for Needy Families Program; single parents (including single pregnant women); and long-term unemployed individuals.

\*\* Veterans, unemployed workers, and youth and any other populations identified by the State.

**GOAL 1- System Alignment: District agencies form an integrated workforce system that delivers coordinated, accessible, and effective workforce services through**

**clearly defined roles and transitional supports throughout the provision of a continuum of services.**

In order for our workforce system to progress and continue to serve all District residents, all partner agencies need to be aligned in their procedural and operational functions. While delineating clear roles and responsibilities, this will provide the opportunity to eliminate inefficient processes and improve customer service to both jobseekers and businesses. In recent focus groups and interviews with area employers and system users, several points were raised on how the current overlap among services and programming offerings complicates the utilization of the system. Increased integration with clearly defined roles and transitional supports will provide a more seamless delivery structure for system users and help allocate resources more efficiently to increase overall offerings.

**GOAL 2- Access to Workforce and Education Services: All residents, including people with disabilities and those with multiple barriers to employment, regardless of education or skill level, can access the education, training, career, and supportive services necessary to move forward in their career pathway.**

While a large segment of the District's population possess bachelors and advanced degrees, we also have a large population without a high school diploma or its equivalent and significant numbers of individuals with one or more barriers to employment. Challenges in accessing and moving between the numerous services needed for some individuals to advance towards self-sufficiency have frequently been cited, and an effective system must be flexible in addressing varying needs. Increasing access to the full range of services and supports, as well as connections and handoff processes between services, will ensure that there are career pathways and options for individuals regardless of their educational attainment and skill levels.

**GOAL 3- Sector Strategies/Alignment with Business Needs: The District's business community gains access to a broader pool of District talent with the skills necessary to meet their needs and advance within their organizations; and informs workforce investments and incentives that effectively match jobseekers with their needs.**

Businesses have frequently cited challenges in identifying enough District residents to meet both their skill set requirements and job readiness criteria, which can lead to both reduced business competitiveness and challenges for residents in competing with talent from neighboring jurisdictions. These stakeholders have cited the need to increase their role in informing and delivering training and other services, as well as aligning services targeted within high-demand sectors with significant hiring needs. Increasing the role of business leaders in the workforce system and creating true sector strategies that align with career pathways in high-demand sectors can help ensure that the District's workforce system adds value for employers.

**GOAL 4- Performance and Accountability: Funded workforce services are evidence-based, high quality, and flexible in meeting individuals' needs; and District agencies evaluate outcomes through standardized methodologies that ensures accountability and transparency.**

Evidence based services with high-level accountability and transparency are key to a sustainable and demand-driven workforce system. Accurate and timely assessment of programs has been lacking in many areas, and differences in reporting requirements and

structures have increased these challenges. Through Mayor Bowser's CapStat initiative, the District will assess its workforce system more thoroughly to help increase high-quality program offerings and move away from less effective services and providers. Greater standardization in defining and tracking outcomes will help the District better serve our jobseekers and business stakeholders.

**GOAL 5- Youth: Youth have access to a coordinated, accessible, education and workforce system that provides the supports needed to prepare them for postsecondary success; including education, training, and competitive employment.**

A critical component of improving of the District's larger workforce development strategy includes the reshaping and integration of youth workforce development. Youth suffer from higher rates of unemployment and disconnection from the workforce than other age groups, and also have unique developmental needs, which necessitate targeted services that both supplement and complement other workforce offerings. In order to create a more coordinated system of services and ensure that the District's youth employment programs address previous compliance challenges, coordinated and accessible services must be provided across workforce system partners.

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### 3. PERFORMANCE GOALS

Using the table provided in Appendix 1, include the State's expected levels of performance relating to the performance accountability measures based on primary indicators of performance described in section 116(b)(2)(A) of WIOA. (This Strategic Planning element only applies to core programs.)

Performance goals included in Appendix 1.

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### 4. ASSESSMENT

Describe how the State will assess the overall effectiveness of the workforce development system in the State in relation to the strategic vision and goals stated above in sections (b)(1), (2), and (3) and how it will use the results of this assessment and other feedback to make continuous or quality improvements.

The District will assess overall effectiveness both through the use of the Federal performance measures as well as additional local performance measures which align to our unique goals. The District will use assessment results and other feedback in a number of ways to ensure continuous improvements. As we work towards our goal of eliminating silos and creating one integrated workforce development system, ongoing planning meetings between agency leadership will be a priority. Convened by DMGEO and the WIC, leadership from DOES, DHS, OSSE, DDS/RSA and UDC-CC will meet monthly to review the progress of WIOA implementation and address performance with a focus on the continuous improvement of the programs and processes we have developed and system-wide problem solving.

The Office of the City Administrator uses CapStat to perform a deep-dive, analytical review of services and challenges, in order to identify solutions. The OCA will do a CapStat on the WIOA plan annually to highlight what performance areas need to be improved as well as those areas that are working well.

The WIC holds quarterly board meetings to discuss topical issues and make decisions on key workforce-related items. It is also a prime opportunity to present the board with assessment results and make policy-related changes as a result of them. The quarterly board meetings also provide an opportunity for the public to weigh in on continuous improvement efforts.

Customer feedback is extremely important to the District agencies and provides an avenue for us to learn from our residents what we are getting right, and what we need to improve. To date each agency has had its own mechanism for collecting customer feedback. We will now move to sharing common methods of obtaining customer feedback to be able to assess the system as a whole and ensure that high quality programs and activities and customer-service are being delivered across the District.

Mayor Bowser has made workforce development a priority. She is particularly focused on improving and integrating the current system to ensure all residents have access to pathways to the middle class. A major innovation of the Bowser administration was the creation of the Office of the Deputy Mayor for Greater Economic Opportunity (DMGEO) located at the newly established Mayor's Office which is east of the Anacostia River, on the city's Southeast side. The DMGEO cluster is made up of the Department of Employment Services (DOES), the Workforce Investment Council (WIC), the Department of Small and Local Business Development (DSLBD), the Office of African American Affairs (OAAA), and the Commission on Fathers, Men, and Boys (CFMB). This cluster was created to facilitate investment and job creation in DC's underserved communities. The Deputy Mayor for Greater Economic Opportunity's work is devoted to expanding prosperity through workforce development, job growth, and entrepreneurship city-wide. The creation of this new office, and its placement within one of DC's most underserved communities, demonstrates the commitment the Bowser Administration has made to improving the lives of every resident, regardless of zip code.

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### C. STATE STRATEGY

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The Unified or Combined State Plan must include the State's strategies to achieve its strategic vision and goals. These strategies must take into account the State's economic, workforce, and workforce development, education and training activities and analysis provided in Section (a) above. Include discussion of specific strategies to address the needs of populations provided in Section (a).

1. DESCRIBE THE STRATEGIES THE STATE WILL IMPLEMENT, INCLUDING INDUSTRY OR SECTOR PARTNERSHIPS RELATED TO IN-DEMAND INDUSTRY SECTORS AND OCCUPATIONS AND CAREER PATHWAYS, AS REQUIRED BY WIOA SECTION 101(D)(3)(B), (D). "CAREER PATHWAY" IS DEFINED AT WIOA SECTION 3(7) AND INCLUDES REGISTERED APPRENTICESHIP. "IN-DEMAND INDUSTRY SECTOR OR OCCUPATION" IS DEFINED AT WIOA SECTION 3(23).

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**GOAL 1- System Alignment: District agencies form an integrated workforce system that delivers coordinated, accessible, and effective workforce services through clearly defined roles transitional supports throughout the provision of a continuum of services.**

1.1 - Create a uniform intake, assessment, and referral system.

1.2 - Fully integrate all American Job Center partners to allow for cohesive delivery of services.

1.3 - Align policies, procedures, and performance measures and share data across programs to eliminate barriers to integration.

1.4 - Blend funding and utilize shared contracts to avoid duplication of resources.

1.5 - Foster environment of collaboration through cross-training staff and shared case management.

**GOAL 2- Access to Workforce and Education Services: All residents, including people with disabilities and those with multiple barriers to employment, regardless of education or skill level, can access the education, training, career, and supportive services necessary to move forward in their career pathway.**

2.1 - Expand earn and learn opportunities to allow residents to increase education and skills levels while helping support themselves and their families.

2.2 - Ensure each sector pathway is developed with business input and includes well-connected and transparent education, training, credential offerings that are delivered through multiple linked and aligned programs.

2.3 - Education and training programs on the sector career pathway will incorporate, as appropriate, contextualized curriculum appropriate to the educational functioning level of the participant and to the sector/occupation of study.

2.4 - Ensure residents receive appropriate case management, career navigation, and support services to remediate barriers and ensure their movement along the pathway.

2.5 - Residents are able to access programs and services through multiple and convenient means including at the American Job Centers, virtual platforms, and in their own communities through the Mobile One-Stop and other community outreach efforts in all eight Wards.

**GOAL 3- Sector Strategies/Alignment with Business Needs: The District's business community gains access to a broader pool of District residents with the skills necessary to meet their needs and advance within their organizations; and informs workforce investments and incentives that effectively match jobseekers with their needs.**

3.1 - Coordinate and expand business advisory committees under the WIC in each high-demand sector; and leverage their expertise to inform workforce system activities and career pathways development, including through feedback to external education and training providers.

3.2 - Create a unified business services strategy to better align outreach efforts to employers and offer more comprehensive services to meet their needs.

3.3 - Expand business-driven training options, including apprenticeship, on-the-job training, and customized training for businesses with significant hiring needs that responds quickly to demand.

3.4 - Utilize labor market intelligence to identify key businesses for outreach and occupations with emerging demand, and ensure training resources are aligned accordingly.

3.5 - Leverage the WIC's Workforce Intermediary program funding to support new sector strategy activities and supplement existing efforts.

3.6 - Expand and re-evaluate available incentives for businesses to hire District residents.

**GOAL 4- Performance and Accountability: Funded workforce services are evidence-based, high quality, and flexible in meeting individuals' needs; and District agencies evaluate outcomes through standardized methodologies that ensure accountability and transparency.**

4.1 - Use performance data to drive decision making on workforce investments.

4.2 - Develop a customer feedback process for both job seekers and businesses that interact with the workforce system.

4.3 - Move forward with data systems integration across agencies and funding streams, including the expansion of the Data Vault partnership and inter-agency data sharing agreements.

4.4 - Conduct comprehensive workforce system and provider evaluations using standardized and accurate data and consistent processes.

4.5 - Expand the use performance based contracting and grant making, and make processes more consistent across agencies and programs.

4.6 - Create standardized report cards on service providers across the workforce system to facilitate informed customer choices.

**GOAL 5- Serving Our Youth: Youth have access to a coordinated, accessible, education and workforce system that provides the supports needed to prepare them for postsecondary success; including education, training, and competitive employment.**

5.1 - Ensure developmentally appropriate access and services for youth to DC's one stop system.

5.2 - Provide youth access to supportive services like transportation, child care, housing, behavioral health services, and income supports so they can take full advantage of education and training programs.

5.3 - Leverage technology to engage youth and youth-serving partners to provide information and access to education, training, credentialing, and employment opportunities.

5.4 - Increase opportunities for work-based learning and career exploration, including through the Mayor Marion S. Barry Summer Youth Employment Program (SYEP) and leveraging it as an entry point for year-round services and supports.

5.5 - Focus on facilitating seamless transitions between and within secondary and postsecondary education, training and employment.

5.6 - Maintain the focused attention and resources on engaging disconnected youth (youth 16 to 24 who are neither in-school nor employed).

2. DESCRIBE THE STRATEGIES THE STATE WILL USE TO ALIGN THE CORE PROGRAMS, ANY COMBINED STATE PLAN PARTNER PROGRAMS INCLUDED IN THIS PLAN, REQUIRED AND OPTIONAL ONE-STOP PARTNER PROGRAMS, AND ANY OTHER RESOURCES AVAILABLE TO THE STATE TO ACHIEVE FULLY INTEGRATED CUSTOMER SERVICES CONSISTENT WITH THE STRATEGIC VISION AND GOALS DESCRIBED ABOVE. ALSO DESCRIBE STRATEGIES TO STRENGTHEN WORKFORCE DEVELOPMENT ACTIVITIES IN REGARD TO WEAKNESSES IDENTIFIED IN SECTION II(A)(2).

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See response in section II(c)(1).



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### III. OPERATIONAL PLANNING ELEMENTS

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The Unified or Combined State Plan must include an Operational Planning Elements section that supports the State's strategy and the system-wide vision described in Section II.(c) above. Unless otherwise noted, all Operational Planning Elements apply to Combined State Plan partner programs included in the plan as well as to core programs. This section must include—

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#### A. STATE STRATEGY IMPLEMENTATION

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The Unified or Combined State Plan must include—

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##### 1. STATE BOARD FUNCTIONS

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Describe how the State board will implement its functions under section 101(d) of WIOA (i.e. provide a description of Board operational structures and decision making processes to ensure such functions are carried out).

The DC Workforce Investment Council (WIC) serves as the District's State and Local Workforce Development Board empowered to advise the Mayor, the Council and the District government on the development, implementation, and continued improvement of an integrated and effective workforce investment system. The WIC works in conjunction with the Mayor, DMGEO, the Department of Employment Services, and partner agencies in order to set policy direction, performance goals, and oversight to the DC workforce development system. The Office of the Deputy Mayor for Greater Economic Opportunity provides management oversight of the WIC and the Office of the Deputy Mayor for Planning and Economic Development provides administrative and technical support to the WIC. The WIC has an Executive Director and other staff in place to carry out day to day operations and facilitate Board activities.

The WIC's mission statement, as determined by its members, is as follows:

*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.*

The Mayor appoints the members of the Workforce Investment Council (WIC), with the exception of one DC Council member appointed by the DC Council Chairperson, and designates a business community representative as WIC Chairperson. The Chairperson, together with the Executive Committee, may establish subcommittees and task forces as deemed necessary. Currently, the WIC has an Executive Committee and is working to establish additional subcommittees to help execute its role. The Executive Committee acts on behalf of the WIC on all policy, performance management, fiscal and administrative issue related to the local workforce investment system. The WIC also convenes the Career Pathways Task Force, a locally mandated body consisting of District Government and community workforce and education organizations charged with ensuring that all adult learners have access to career pathways.

WIC meetings occur on the second Tuesday of every third month and are open to the public, while committee and taskforce meetings occur on an ad-hoc basis to enable decision-making when needed. Meeting agendas are set through the Executive Committee with the assistance of WIC staff, and WIC Board decisions on workforce system policies and other considerations are determined through votes approved by the majority of members present during times that a quorum of the Board is in session.

The following are the functions of the WIC as a State and Local Board per WIOA (with specific references to the law cited) and local workforce implementation legislation; carried out through the processes described above. Some of these functions are carried out through coordination with The Department of Employment Services, the WIOA administrative agency and fiscal agent as designated through local law and policies.

1. The development, implementation, and modification of the State plan;
2. The review of statewide policies, of statewide programs, and of recommendations on actions that should be taken by the State to align workforce development programs in the State in a manner that supports a comprehensive and streamlined workforce development system in the State, including the review and provision of comments on the State plans, if any, for programs and activities of one-stop partners that are not core programs;
3. The development and continuous improvement of the workforce development system in the State, including:
  - a. The identification of barriers and means for removing barriers to better coordinate, align, and avoid duplication among the programs and activities carried out through the system;
  - b. The development of strategies to support the use of career pathways for the purpose of providing individuals, including low-skilled adults, youth, and individuals with barriers to employment (including individuals with disabilities), with workforce investment activities, education, and supportive services to enter or retain employment;
  - c. The development of strategies for providing effective outreach to and improved access for individuals and employers who could benefit from services provided through the workforce development system;
  - d. The development and expansion of strategies for meeting the needs of employers, workers, and jobseekers, particularly through industry or sector partnerships related to in-demand industry sectors and occupations;
  - e. The development and continuous improvement of the one-stop delivery system, including providing assistance to one-stop operators, one-stop partners, and providers with planning and delivering services, including training services and supportive services, to support effective delivery of services to workers, jobseekers, and employers; and
  - f. The development of strategies to support staff training and awareness across programs supported under the workforce development system;
4. The development and updating of comprehensive State performance accountability measures, including State adjusted levels of performance, to assess the effectiveness of the core programs in the State as required under section 116(b);

5. The identification and dissemination of information on best practices, including best practices for:
  - a. The effective operation of one-stop centers, relating to the use of business outreach, partnerships, and service delivery strategies, including strategies for serving individuals with barriers to employment; and
  - b. Effective training programs that respond to real-time labor market analysis, that effectively use direct assessment and prior learning assessment to measure an individual's prior knowledge, skills, competencies, and experiences, and that evaluate such skills, and competencies for adaptability, to support efficient placement into employment or career pathways;
6. The development and review of statewide policies affecting the coordinated provision of services through the State's one-stop delivery system described in section 121(e), including the development of:
  - a. Objective criteria and procedures in assessing the effectiveness and continuous improvement of one-stop centers described in such section;
  - b. Guidance for the allocation of one-stop center infrastructure funds under section 121(h); and
  - c. Policies relating to the appropriate roles and contributions of entities carrying out one-stop partner programs within the one-stop delivery system, including approaches to facilitating equitable and efficient cost allocation in such system;
7. The development of strategies for technological improvements to facilitate access to, and improve the quality of, services and activities provided through the one-stop delivery system, including such improvements to:
  - a. Enhance digital literacy skills (as defined in section 202 of the Museum and Library Services Act (20 U.S.C. 9101); referred to in this Act as "digital literacy skills");
  - b. Accelerate the acquisition of skills and recognized postsecondary credentials by participants;
  - c. Strengthen the professional development of providers and workforce professionals; and
  - d. Ensure such technology is accessible to individuals with disabilities and individuals residing in remote areas;
8. The development of strategies for aligning technology and data systems across one-stop partner programs to enhance service delivery and improve efficiencies in reporting on performance accountability measures, including the design and implementation of common intake, data collection, case management information, and performance accountability measurement and reporting processes,, to improve coordination of services across one-stop partner programs;
9. The preparation of the annual reports described in paragraphs (1) and (2) of section 116(d);
10. The development of the statewide workforce and labor market information system described in section 15(e) of the Wagner-Peyser Act (29 U.S.C. 491-2(e)); and

11. The development of such other policies as may promote statewide objectives for, and enhance the performance of, the workforce development system in the State.

Per requirements under WIOA, the WIC will develop a plan to administer a competitive solicitation process for the procurement of one-stop operator(s). An initial strategy will be developed by July 2016, with a Request for Proposal (RFP) process to be administered during the following program year and one or more providers in place by July 2017. The WIC will work with stakeholders to ensure that this process is well designed to facilitate the selection of the highest quality one-stop operator(s); and also ensure that the process is compliant with both WIOA and federal and local law related to procurement.

## 2. IMPLEMENTATION OF STATE STRATEGY

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Describe how the lead State agency with responsibility for the administration of each core program or a Combined State Plan partner program included in this plan will implement the State's Strategies identified in Section II(c). above. This must include a description of—

### A. CORE PROGRAM ACTIVITIES TO IMPLEMENT THE STATE'S STRATEGY

Describe the activities the entities carrying out the respective core programs will fund to implement the State's strategies. Also describe how such activities will be aligned across the core programs and Combined State Plan partner programs included in this plan and among the entities administering the programs, including using co-enrollment and other strategies, as appropriate.

### WIOA IMPLEMENTATION

In order to ensure the strategies laid out in the WIOA State Plan are implemented in a timely and transparent manner, the WIC will convene a WIOA Implementation Work Group to track and oversee activities and system changes with its first meeting slated for April 2016. This work group will be made up of District agency leadership, employers, and members of the public. Progress of the WIOA Implementation work group will be made available to the public through meeting minutes posted on [dcworks.dc.gov](http://dcworks.dc.gov).

The District is taking a phased approach to WIOA implementation. The phases below describe our high-level priority areas that the WIOA Implementation Work Group will address. Further details on these activities are outlined in the following sections.

TABLE 7: WIOA IMPLEMENTATION PHASES BY GOAL AREA

PHASE 1- SYSTEM ALIGNMENT	PHASE 2- SYSTEM ALIGNMENT	PHASE 3- SYSTEM ALIGNMENT
<ul style="list-style-type: none"> <li>○ <b>A Community of Practice for adult education, training, and other related providers is established through the Innovation Fund, based on a Career Pathways/WIOA framework, in alignment with current professional development offerings in the city.</b></li> <li>○ <b>Planning around DHS integration into core program service delivery</b></li> <li>○ <b>Data sharing agreements formalized between all core programs</b></li> <li>○ <b>Begin One-Stop operator solicitation process</b></li> <li>○ <b>Align contracting requirements with training providers across agencies in order to establish consistent performance criteria</b></li> </ul>	<ul style="list-style-type: none"> <li>○ Expansion of the Data Vault to include additional workflows and functionalities that support a uniform intake, assessment, and referral mechanisms across core programs and other workforce and education partners</li> <li>○ Align Innovation Fund expenditures with the District's WIOA State Plan goals and strategies to support the implementation of Career Pathways and other related workforce development initiative.</li> <li>○ Implementation of DHS integration into core program service delivery</li> <li>○ One-Stop operator is selected and in place.</li> <li>○ MOU between UDC-CC and core programs finalized, identifying UDC-CC as the preferred training provider, including how local and federal funds will be leveraged.</li> </ul>	<ul style="list-style-type: none"> <li>○ Continue expansion and modifications based on user feedback of the Data Vault to include additional workflows and functionalities that support uniform intake, assessment, and referral mechanisms across core programs, and other workforce and education partners</li> </ul> <p>Develop shared case management across core programs</p>
PHASE 1- ACCESS	PHASE 2- ACCESS	PHASE 3- ACCESS

PHASE 1- SYSTEM ALIGNMENT	PHASE 2- SYSTEM ALIGNMENT	PHASE 3- SYSTEM ALIGNMENT
<ul style="list-style-type: none"> <li>○ <b>Consistent utilization of Workforce on Wheels to serve areas with high unemployment and publication of the dates and locations to increase community awareness.</b></li> <li>○ <b>Expand earn-and-learn opportunities for youth and adults through OJT, subsidized employment programs, apprenticeships.</b></li> <li>○ <b>Fully implement all AJC MOAs/MOUs to ensure full access to partner programs</b></li> <li>○ <b>Ensure vital workforce development and outreach documents are translated into identified relevant languages</b></li> <li>○ <b>Ensure programmatic and physical accessibility of all services at AJCs to individuals with disabilities</b></li> </ul>	<ul style="list-style-type: none"> <li>○ New grant competition for OSSE AFE in response to shifts in funding priorities as a result of the WIOA including innovative models for integrated education and training</li> </ul>	<p>Increase capacity of education and training providers through Career Pathways funded initiatives.</p>
PHASE 1- BUSINESS ALIGNMENT	PHASE 2- BUSINESS ALIGNMENT	PHASE 3- BUSINESS ALIGNMENT
<ul style="list-style-type: none"> <li>○ <b>Fill remaining seats on WIC board with business representation</b></li> <li>○ <b>OJT program startup</b></li> <li>○ <b>Additional registered apprenticeships established beyond the construction sector</b></li> <li>○ <b>Expand LEAP to private sector employers</b></li> </ul>	<ul style="list-style-type: none"> <li>○ Expand business advisory committees to include all identified high-demand sectors and convene regular meetings through WIC</li> <li>○ Unified business services strategy established and implementation steps started</li> <li>○ Engage businesses to develop customized training programs for DC residents</li> </ul>	<ul style="list-style-type: none"> <li>○ Business advisory committees leveraged to inform training investments in all high-demand sectors</li> </ul> <p>Continued unified business services strategy implementation, including streamlined communication tools and inter-agency operating procedures</p>
PHASE 1- PERFORMANCE	PHASE 2- PERFORMANCE	PHASE 3- PERFORMANCE



PHASE 1- SYSTEM ALIGNMENT	PHASE 2- SYSTEM ALIGNMENT	PHASE 3- SYSTEM ALIGNMENT
<ul style="list-style-type: none"> <li>○ <b>Expansion of the Data Vault to include DOES &amp; WIC funded training providers, other DOES programs and AFE providers</b></li> <li>○ <b>Connect the Data Vault to LACES, SLED and DOES's VOS to improve data access and accuracy.</b></li> <li>○ <b>Develop Vendor Scorecards</b></li> <li>○ <b>Creation of the common data dictionary and methods for measurement</b></li> </ul>	<ul style="list-style-type: none"> <li>○ Expansion of the Data Vault to include UDC-CC, adult-serving DCPS and DC Public Charter schools, DHS and DDS/RSA</li> <li>○ Establishment of the Adult Education and Workforce System Performance Dashboard</li> </ul>	<p>Ensure performance data from core program providers and subgrantees is available and accessible to the public through the Dashboard, ensuring District funding supports programs and services offered by high quality providers and participants can make informed choices on programs.</p>
PHASE 1 - YOUTH	PHASE 2- YOUTH	PHASE 3- YOUTH

PHASE 1- SYSTEM ALIGNMENT	PHASE 2- SYSTEM ALIGNMENT	PHASE 3- SYSTEM ALIGNMENT
<ul style="list-style-type: none"> <li>○ <b>Referrals from locally funded youth programs (such as SYEP, Career Connections, and the ReEngagement Center) to Title I Youth programs occur to increase enrollment, with a focus on Out-of-School Youth</b></li> <li>○ <b>Enhance coordination between Title I, Title IV, and OSSE Youth programming, including: Ensure youth with disabilities access Title I programs; Coordinate SYEP orientation for students and businesses to ensure that students with disabilities and businesses are aware of the supports available through RSA to support youth with disabilities placement; Coordinate referrals between DOES youth programming and the ReEngagement Center and postsecondary support programming.</b></li> <li>○ <b>Initial assessment of options for a developmentally appropriate youth one-stop takes place.</b></li> </ul>	<ul style="list-style-type: none"> <li>○ Youth one-stop model finalized.</li> <li>○ Ensure the availability of pre-employment transition services for all students with disabilities in DCPS, DC Public Charter and non-public placements. These include, career counseling, counseling on post-secondary options, work readiness training, work based learning experiences and peer mentoring.</li> <li>○ Coordination between RSA, DOES, DCPS and all DC Public Charter and non-public schools to ensure that all youth with disabilities have opportunities for paid work experience prior to graduation</li> <li>○ Coordination between DOES, OSSE, DCPS and relevant DC Public Charter schools to ensure work experiences are aligned, where appropriate, with a student's CTE program of study.</li> </ul>	Youth one-stop established and serving youth.

The District agencies responsible for carrying out core programs, the Department of Employment Services (DOES), the Office of the State Superintendent of Education (OSSE), and the Department of Disability Services- Rehabilitation Services Administration (DDS/RSA), are committed to working together, integrating services, and aligning programs to form a cohesive workforce development system as outlined in the State goals and strategies.

**1. System Alignment Goal:** District agencies form an integrated workforce system that delivers coordinated, accessible, and effective workforce services through clearly defined roles and transitional supports throughout the provision of a continuum of services.

**Strategies:**

- 1.1 - Create a uniform intake, assessment, and referral system.
- 1.2 - Fully integrate all American Job Center partners to allow for cohesive delivery of services.
- 1.3 - Align policies, procedures, and performance measures and share data across programs to eliminate barriers to integration.
- 1.4 - Blend funding and utilize shared contracts to avoid duplication of resources.
- 1.5 - Foster environment of collaboration through cross-training staff and shared case management.

District agencies made a concerted effort towards system alignment even prior to the passage of WIOA. While these partnerships tended to be between individual agencies, rather than an overall agreement among all one-stop partners, there are existing relationships among staff at each of the agencies. DOES and DDS/RSA have an existing Memorandum of Agreement (MOA), a draft of which has been updated to reflect changes required under WIOA. DOES and OSSE partner to assess the needs of District residents and link them to integrated education and training program providers for services. DDS/RSA has worked very closely with OSSE, in terms of services to students with disabilities, and has established an MOA with OSSE, regarding sharing resources for Adult and Family Education (AFE), including ensuring that people served by DDS/RSA have access to adult education and literacy providers. Through regular meetings and communication, the agencies have all recognized that the people we serve face common barriers to employment, and we have begun sharing information regarding addressing these barriers. Most importantly, all of these agencies participated in the development of the Career Pathways Strategic Plan which lays out the framework for an aligned system. The agencies have established one umbrella MOA for AJC partners.

As noted previously, only about \$40 million of the over \$120 million that is budgeted annually for District programs that have at least some workforce development components comes from the federal government.[1] Accordingly, agencies will engage in planning regarding blended funding, shared contracts, and resource contributions to ensure they are maximizing resources. The District is already beginning to improve coordination between federally and locally funded resources, including through alignment of year-round youth services programming and connections to the Mayor Marion S. Barry Summer Youth Employment Program (SYEP); referrals of WIOA participants to locally funded training options, including UDC-CC course offerings; and the blending of OSSE's AEFLA federal grant and local match funds with the WIC's local career pathways funding in an effort to strategically coordinate efforts and fund eligible providers to offer IE&T programs.

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[1] 2015 WIC staff analyses of data from multiple sources, including the District of Columbia Office of the City Administrator, Fiscal Year 2016 Budget Support Act of 2015, and other secondary sources. Exact figures are unavailable due to program complexity and varying definitions of workforce services.

Agencies are working to further integrate services including the development of a common intake, assessment, screening, and referral process. Currently, DOES and OSSE have a common initial intake through the Data Vault (DV). The DV was initially designed based on a single, multi-agency (OSSE AFE and DOES) customer intake and referral process. The DV is currently being implemented at each of the District's American Job Centers and by OSSE AFE program providers. Furthermore, DDS/RSA has executed an MOA with OSSE AFE regarding the DV and the relevant staff have been trained on its implementation, which will likely begin in the coming months. Similarly, DHS staff have also received the requisite DV training and the related MOA is close to being finalized and implemented. Expansion plans over the next two years include incorporating other workforce system partners including DOES/WIC training providers, DHS, UDC-CC, adult-serving DCPS and DC Public Charter schools (on a voluntary basis), and other partner agencies. Additionally, the Districts' efforts over the next two years will focus on system alignment and data sharing through interfaces between the DV and LACES, SLED, DOES's VOS and other data systems. As these additional partners are connected to the Data Vault the system and details associated with the uniform intake, assessment, and referral processes will be updated to ensure they reflect the needs of all partners. Moving forward, the Data Vault will be an essential tool for the integration of data systems and service delivery across agencies and partners. Its build out and implementation will serve as a vehicle for sharing key data on District residents which will streamline enrollment and service provision as well as facilitate a warm hand-off and referral to other agencies with a built-in mechanism to track the enrollment, participation, progress, and outcomes associated with these referrals. To help facilitate these expansion plans, the WIC, in coordination with OSSE AFE, has recently formed a working group with representatives from each WIOA core partner. The group, which will meet monthly, is charged with fulfilling the District's commitment to adopt a shared intake, assessment, and referral system through the universal implementation of the DV.

The Data Vault will include performance data once the interfaces are developed between the DV and other DC government agencies' data systems. Follow-up of customers' attainment of core outcomes are the responsibility of the grantee/contractor, in collaboration with the state agencies via data matching and surveying. As aforementioned, the DV is currently being implemented by staff in the DOES American Job Centers and OSSE AFE providers. Check-in meetings about DV implementation have provided DOES and OSSE AFE state and local program staff with opportunities to provide feedback, suggestions and recommendations on the DV's usage and design to ensure there is a built-in feedback loop regarding strengths and weaknesses. Already there have been several modifications and additions to the Data Vault identified based on this feedback from users and we intend to continue to solicit feedback from all current and future users and partners to ensure the Data Vault is effectively supporting the District's system alignment goals.

### CO-LOCATION AND SHARED CASE MANAGEMENT

In an effort to further integrate services, the District's AJC system is pursuing the development of a co-located partnership with the Department of Human Services' TANF program. This partnership would provide comprehensive AJC services and include specialized services for TANF customers. TANF customers would be able to receive their TANF program assessments and be assigned a TANF vocational development specialist and vendor, while also receiving AJC services. TANF customers would have direct access to the breadth of services offered by one-stop partners, including DOES' occupational skills

training programs, to include Individual Training Accounts (ITAs), pre-apprenticeship, registered apprenticeship and On-the-Job Training, RSA services for individuals with disabilities, and adult education services through the use of the Data Vault from OSSE's AFE providers.

District agencies recognize the need for shared case management as the most optimal method of service delivery for our residents. While some residents are enrolled in a number of District programs, it is not always possible for case managers to work in tandem. In a shared model, case managers and other staff working with individuals will ensure wrap around services are there to support individuals while reducing duplication of resources. Shared case management will be beneficial in aligning efforts to support individuals in reaching their goals. Further planning on shared case management including a study of best practices needs to take place before moving towards implementation.

### STRATEGIC DOING™

As part of the District's efforts towards system alignment, DOES introduced the agile theory of Strategic Doing™ to its workforce and partner agencies. The Strategic Doing™ discipline is designed and developed by Dr. Ed Morrison and the research team at the Purdue Center for Regional Development (PCRD) on the Campus of Purdue University, West Lafayette.

Strategic Doing is a process that enables civic leaders to form collaborations quickly, guide them toward measurable outcomes, and make adjustments along the way. The agency (DOES) has created an inter-agency network of connected partners to improve the statewide workforce development system. This network is primarily focused on streamlining workforce services and creating centralized access points for District of Columbia residents.

The process quickly forms new collaborations among workshop participants and moves them into learning by doing. As these collaborations form and participants learn from each other, Strategic Doing™ advances quickly. Short, focused strategy reviews take place regularly, usually every 30 days. With Strategic Doing™, strategy becomes more like software development. New versions of the strategy appear frequently as participants learn what actually works.

Recently, DOES engaged several external partners, including Department of Human Services (DHS); Court Services and Offender Supervision Agency for the District of Columbia (CSOSA); University of the District of Columbia- Community College (UDC-CC); Office of the State Superintendent of Education (OSSE); Child and Family Services Agency (CFSA); District of Columbia Public Schools (DCPS); Department on Disability Services (DDS); Department of Youth Rehabilitative Services (DYRS); DC Housing Authority; Executive Office of the Mayor (EOM); Office on Returning Citizens Affairs (ORCA); and the Department of Behavioral Health (DBH), to form a Strategic Doing workgroup. Representatives from these agencies are a part of core teams, which were asked to specifically focus on the process of: "developing integrated workforce strategies to assist with the implementation of statewide WIOA service delivery."

DOES held a two day work session to introduce and reinforce the principles of the Strategic Doing™ model while also setting specific goals and priorities for the WIOA-related work teams.

Participants were grouped into work teams tasked with creating action plans for specific functional work streams. The teams have continued to work together as we move forward with the implementation of WIOA goals and objectives. The self-directed work teams have various identifiable tasks to be completed on a continuous 30-day cycle. Some of the goals achieved during the last session include the following:

- Stand-up core WIOA-related workgroups of the new state-wide WIOA requirements.
- Development of identifiable state-wide assets and recommendations on how to best leverage those resources.
- Identification and implementation of quick wins that can be implemented in the short term and that have a meaningful impact on the residents participating in workforce development services right now.
- Development of a transformation plan that informs the WIOA state plan developed in coordination with the WIC and Career Pathways Task Force that integrates best practices that exemplify a national model of an integrated workforce system.

The workgroups focused on six initiatives which embody the goals and vision of WIOA. These efforts are focused on: aligning policy and protocols across partner agencies, improving business processes through inter-agency cross training for partner agencies, increasing awareness for customers surrounding in-demand jobs, streamlining processes for all state-wide agencies with employer engagement responsibilities, coordinating efforts around data sharing across agencies, and improving customer service in the American Job Centers. Moving forward, Strategic Doing™ will also be utilized to assist partner agencies with staying on target and task with required elements of the District's state plan. Through the ongoing efforts of strategic alignment and integrating the Memoranda of Understanding and the implementation support of Strategic Doing™, the District will more effectively align WIOA and District priorities to more effectively serve both job seekers and businesses.

**2. Access to Workforce and Education Services Goal: All residents, including people with disabilities and those with multiple barriers to employment, regardless of education or skill level, can access the education, training, career, and supportive services necessary to move forward in their career pathway.**

**Strategies:**

2.1- Expand earn and learn opportunities to allow residents to increase education and skills levels while helping support themselves and their families.

2.2 - Ensure each sector pathway is developed with business input and includes well-connected and transparent education, training, credential offerings that are delivered through multiple linked and aligned programs.

2.3 - Ensure residents receive appropriate case management, career navigation, and support services to remediate barriers and ensure their movement along the pathway.

2.4 - Education and training programs on the sector career pathway will incorporate, as appropriate, contextualized curriculum appropriate to the educational functioning level of the participant and to the sector/occupation of study.



2.5 - Residents are able to access programs and services through multiple and convenient means including at the American Job Centers, virtual platforms, and in their own communities through Workforce on Wheels and the Mobile One-Stop, and other community outreach efforts in all eight Wards.

Ensuring access to quality workforce development programs and services is a priority for the WIC and District agencies. As a result of the Career Pathways Strategic Plan, agency partners are examining how their programs and services fit into the career pathways approach and are making adjustments to ensure residents successful movement to and through a career pathway.

### INTEGRATED EDUCATION

In alignment with WIOA, the District's Unified State Plan, and the Career Pathways Task Force recommendations, OSSE AFE re-competed AEFLA federal grant and local match funds along with the WIC's local career pathways funding to support a new cohort of providers who offer integrated education and training services that align with the vision and goals of District's workforce development system. Furthermore, OSSE AFE has continued and will continue to provide substantial technical assistance, professional development, and support to its sub-grantees regarding this model of instruction. Eligible providers serving adult learners at the Beginning Adult Basic Education/English as a Second Language literacy levels are required to imbed career awareness in one or more of the WIC approved career sectors into their instruction.

Eligible providers serving adult learners at the Adult Basic Education/English as a Second Language Intermediate literacy levels or at the Adult Secondary Education levels are required to offer integrated education and training towards an industry recognized certification in one or more of the WIC approved career sectors and/or workforce preparation activities.

### TRANSITION SERVICES AND BARRIER REMEDIATION

Additionally, the new grant requires that all OSSE AFE providers offer transition services towards the next step in the educational continuum. This includes transition services from ABE to ASE or from the GED/NEDP to postsecondary education (including certification programs or 2- and 4-year degree programs through the development of dual enrollment and articulation agreements). This also includes connections to employment and/or apprenticeship opportunities.

District residents often face one or more barriers which prevent them from accessing education, training programs, and from ultimately being successful in the workforce. Consequently, the District's workforce system must take meaningful steps to help remediate these barriers to ensure residents are able to overcome obstacles and attain their goals. A common barrier is economically-related as residents need to work to support themselves and their families. Due to this, agencies are working to increase access to earn and learn opportunities through partnerships and innovative methods to include expanding apprenticeship and on-the-job (OJT) training opportunities. Other common barriers include health issues (both physical and behavioral), transportation costs, housing, income supports, and child-care. Consequently, workforce system partners are strengthening partnerships among other District agencies that can provide barrier remediation services

for our residents, such as the Department of Behavioral Health, the Department of Human Services, and OSSE's Division of Early Learning.

### COMMUNITY OUTREACH

District agencies and partners have multiple efforts to increase access to workforce services through community outreach. DOES's Workforce on Wheels is a mobile team of workforce development specialists who provide AJC services in non-traditional environments to reach those demographics who may not visit one of the AJCs. The Mobile One-Stop is a tool of the Workforce on Wheels staff to bring AJC resources to the community. It is used at community events and can be requested by the public. Additionally, DOES is establishing satellite AJC offices in Wards with high unemployment. As the core and partner programs move forward with WIOA implementation, further opportunities to increase residents' access to services and remove barriers will be identified, evaluated, and implemented.

**3. Sector Strategies /Alignment with Business Needs Goal: The District's business community gains access to a broader pool of District residents with the skills necessary to meet their needs and advance within their organizations and informs workforce investments and incentives that effectively match jobseekers with their needs.**

#### **Strategies:**

3.1 - Coordinate and expand business advisory committees under the WIC in each high-demand sector; and leverage their expertise to inform workforce system activities and career pathways development - including through feedback to external education and training providers.

3.2 - Expand business-driven training options, including apprenticeship, on-the-job training, customized training for businesses with significant hiring needs that responds quickly to demand.

3.3 - Create a unified business services strategy to better align outreach efforts to employers and offer more comprehensive services to meet their needs.

3.4 - Utilize labor market intelligence to identify key businesses for outreach and occupations with emerging demand, and ensure training resources are aligned accordingly.

3.5 - Leverage the WIC's Workforce Intermediary program funding to support new sector strategy activities and supplement existing efforts.

3.6 - Expand and re-evaluate available incentives for businesses to hire District residents.

With a revitalized board, a new Chairperson, and a new Executive Director, the WIC is making renewed efforts to strengthen sector partnerships and align workforce services with the needs of businesses. The WIC has established business advisory committees in the construction and hospitality sectors in partnership with DOES and UDC-CC that provide input and expertise for the Workforce Intermediary Program and broader system efforts in those sectors. The WIC will convene additional committees for healthcare, security and law, and business administration and information technology; and also leverage the efforts of the Career Pathways Task Force to inform workforce investments. Workforce system partners will be included in these engagement efforts to ensure that information gathered helps inform their programming, and will also be disseminated more broadly. The WIC has

funding available through its Workforce Intermediary program to support new and innovative sector strategy activities. With several new board members from high-demand industries, the WIC will begin planning for additional service offerings with the input of key business stakeholders in these sectors.

In feedback collected from employers, they reported several challenges in accessing effective business services, including lack of coordination among and within government agencies, too often hearing from multiple providers and agencies that are looking to place their participants without coordinating efforts, and difficulty in understanding and navigating programs and incentives that exist that may meet their needs. Consequently, the WIC and DOES have been working in conjunction with agency business engagement and job development staff to develop a unified business services plan. This plan would streamline both outreach and services to area businesses in order to better meet their needs and provide more comprehensive services. DOES's Employer Services team already provides significant services to business partners, including competency-based assessment pre-screenings, targeted hiring events, technical support, access to workforce system clients with documented skill sets, compliance assistance, and apprenticeship registration. Job development services are also provided through other agencies, including DDS/RSA and DHS. Moving forward, the District will look to build on these offerings and implement a unified business services plan that better coordinates efforts and continues to improve quality.

The WIC and DOES will use labor market intelligence to identify those businesses and occupations with emerging demand so we can respond quickly and align training programs. Some of these efforts are already underway through ongoing analyses, but additional work with real time labor market data and economic intelligence data can help us be more proactive in identifying trends and meeting business needs. The WIC has updated its Eligible Training Provider List (ETPL) policies to be more responsive to emerging demand in areas not previously identified, and allow for funds to be used more flexibly in aligning with these needs. Business advisory committees and other engagement efforts, noted above, can also be helpful in confirming labor market trends and identifying opportunities for customized training, on-the-job training, or additional apprenticeship offerings. The WIC will also assess its policies to ensure that WIOA funds can be effectively utilized to respond to identified needs, and provide technical assistance to agency and provider partners in effectively responding to these needs.

The District will look to expand and re-evaluate incentives for businesses for hiring District residents. As noted in other sections of this document, DOES and other AJC partners utilize On-the-Job Training as an incentive for hiring District residents, as well as wage subsidies through Project Empowerment and LEAP. The District is also re-evaluating federal and local tax credits available to businesses that hire DC residents to determine if changes and/or increased awareness may produce better results. The District's First Source law requires District resident hiring on many publically funded projects, which is sometimes viewed as a burden by the business community, but efforts to assist businesses in meeting goals and to promote effective partners can also be helpful in incentivizing outcomes that help both jobseekers and employers.

The District also possesses robust apprenticeship and pre-apprenticeship program offerings to address the long-term skill needs of DC businesses in the construction sector, with plans for expansion into other industries and government agency partners.

See Section III(a)(2)(D) - Coordination, Alignment, and Provision of Services to Employers for additional details on Sector Strategies /Alignment with Business Needs.

**4. Performance and Accountability Goal:** Workforce Services funded are evidence-based, high quality, and flexible in meeting individuals' needs; and District agencies will evaluate outcomes through standardized methodologies that ensure accountability and transparency.

**Strategies:**

4.1 - Use performance data to drive decision making on workforce investments.

4.2 - Develop a customer feedback process for both job seekers and businesses that interact with the workforce system.

4.3 - Continue to move forward with data systems integration across agencies and funding streams, including the expansion of the Data Vault partnership and inter-agency data sharing agreements.

4.4 - Conduct comprehensive workforce system and provider evaluations using standardized and accurate data and consistent processes.

4.5 - Expand the use of performance based contracting and grant making, and make processes more consistent across agencies and programs.

4.6 - Create standardized report cards on service providers across the workforce system to facilitate informed customer choices.

The District is committed to developing a robust performance management infrastructure that will allow us to closely examine our workforce and education investments and use the data and analysis to make continuous improvements. To accomplish this, the District will develop an additional set of accountability mechanisms that are aimed at assessing the overall effectiveness of the District's workforce system. These include:

- **Adult Education and Workforce System Performance Dashboard:** The dashboard will outline key goals for the workforce system with specific measures and targets to gauge performance. This dashboard will be available to the public to ensure transparency and accountability.

- **Scorecard for Training Providers, Service Providers and Employers:** To better provide District residents with the best decision-making tools possible, DC will develop an instrument to evaluate the quality of the service providers currently in the workforce system, including integrated education and training providers funded by OSSE AFE. This online tool that would allow residents to search service providers and make informed decisions about which providers meet their needs.

- **CapStat.** The Office of the City Administrator (OCA) uses CapStat to perform a deep-dive, analytical review of services and challenges in order to identify solutions. The OCA will do a

CapStat on the WIOA plan annually to highlight what performance areas need to be improved as well as those areas that are working well.

• **Common Data Dictionary and Methods for Measurement:** To move the District's workforce system toward being more data-driven, it will develop a common data dictionary for workforce definitions, data locations and methods for measurement. DC will build off the work already being done on the Data Vault, a partnership between DOES and OSSE to share information about participants in the workforce and education programs. The development (and use) of a consistent set of data elements and formats for documenting content and structures help to make information systems more accessible - for example: table structures, collection protocols, data elements, and data element terms and definitions.

• **Workforce System Evaluation:** The District is committed to continuous improvement of its workforce system. To this end, the DC will work with an outside entity to evaluate the overall effectiveness of the workforce system during Year 2 of the WIOA strategic plan implementation. The outcomes will inform what progress has been made to date and where DC needs to focus in the second half of the strategic plan period to make continued progress toward meeting its goals.

5. **Supporting Our Youth:** Youth have access to a coordinated, accessible education and workforce system that provides the supports needed to prepare them for postsecondary success; including education, training, and competitive employment.

#### **Strategies:**

5.1 - Ensure developmentally appropriate access and services for youth to DC's one stop system.

5.2 - Provide youth access to supportive services like transportation, child care, housing, behavioral health services, and income supports so they can take full advantage of education and training programs.

5.3 - Leverage technology to engage youth and youth-serving partners to provide information and access to education, training, credentialing, and employment opportunities.

5.4 - Increase opportunities for work-based learning and career exploration, including through the Mayor Marion S. Barry Summer Youth Employment Program (SYEP) and leveraging it as an entry point for year-round services and supports.

5.5 - Focus on facilitating seamless transitions between secondary and postsecondary education, training and employment.

5.6 - Maintain the focused attention and resources on engaging disconnected youth (youth 16 to 24 who are neither in-school nor employed).

#### **FOCUS ON DISTRICT YOUTH**

While the goals and strategies outlined above will have an impact on the youth population of the District, they are a special population that the Bowser Administration and the WIC seeks to focus on through specific and necessary strategies and activities. In line with WIOA's new requirement to focus Title I Youth funding on out-of-school youth, core partners have established a number of initiatives and partnerships to provide high quality

and meaningful services to disconnected youth (youth ages 16 to 24 who are neither in-school nor employed). A number of these partnerships are outlined in the following section, although the District recognizes that many additional agencies and community-based organizations serve this population and will seek to expand current partnerships. While WIOA's Youth funding requirements are increased for the out-of-school population, the District is not losing focus of the in-school youth who are in need of support to graduate as well as transition to education, training, and employment after graduation. DOES is reserving funding to continue to support programs to in-school youth and RSA is enhancing collaboration with DCPS and the public charter schools to ensure youth with disabilities have the necessary transition and support services they need.

### DEVELOPMENTALLY APPROPRIATE SERVICES FOR YOUTH

The WIC and agency partners recognize that changes to the one-stop system are necessary to ensure youth are able to receive developmentally appropriate services. Several options are being explored on how to best do this with existing funding and infrastructure. This effort will be coordinated with, and capitalize on the lessons learned by, OSSE's Reengagement Center (REC), which acts as an education-focused one-stop for youth, ages 16 to 24, who dropped out of high school. DOES and OSSE are currently obtaining input from community partners and youth themselves, as well as conducting research on national best practices to help inform next steps. The approach to a youth appropriate one-stop will include a universal intake and referral process that would be supported by robust cross-agency training and program partnerships including an onsite presence from DDS/RSA to support youth with disabilities.

To ensure youth have access to the supportive services they need, core partners and OSSE's REC will conduct a universally shared comprehensive assessment at intake in order to identify barriers to youth successfully engaging and completing education, training, and employment. The core partner programs will utilize WIOA funds to mitigate barriers during participation in WIOA-funded education and training by providing the allowable supportive services. Locally funded supports will be used to augment and/or elongate these services to ensure long-term success beyond WIOA program participation. For instance, the District's Kids Ride Free program allows youth, between the ages of 5 through 21, who live in the District and attend a DC Public School (DCPS) or Public Charter School (PCS) to ride the rail and bus system for free when attending school or school-related activities. This program allows core partners to leverage this free transportation when enrolled youth attend school-related activities.

### YOUTH AND TECHNOLOGY

The youth population increasingly uses and relies on mobile technology to communicate and access information. Consequently, the District's goal to leverage technology to engage youth and youth serving partners is fitting. DOES is working to modify its existing Virtual One-Stop (VOS), which provides access to employment opportunities, online training modules, available job training programs, and labor market information, to be more youth friendly. The core partners will also register youth in VOS through their universally shared intake system (as appropriate). DOES's Office of Youth Programs is piloting a badging program with next year's Summer Youth Employment Program (SYEP) participants and some community-based organizations, with potential expansion to WIOA core programs based on pilot results. The badging program is a virtual way to engage young people in



online learning where they earn a virtual badge for their knowledge and skills in topical areas. Moreover, OSSE has recently developed and released several web-based resources to provide access to:

- Up-to-date information on approximately 25 education programs throughout the District that serve disengaged youth and adults, including programmatic information, enrollment eligibility, enrollment timing, addresses, and contact information. (BackonTrackdc.org)
- Over 1,000 professionally-produced job shadowing and career advice videos. (Virtual Job Shadow)
- Information on career and technical education opportunities in DC's public high schools and at traditional institutions of higher education in the DC region. (Virtual Job Shadow)
- User-friendly national and local labor market data that will equip job seekers with the information they need to make an informed choice about their field of study. (Career Coach DC and Virtual Job Shadow)
- Career assessments that will give career suggestions based on one's interests and a resume builder that helps students put together a professional resume quickly. (Career Coach DC and Virtual Job Shadow)
- Information on both traditional and non-traditional postsecondary education and training institutions within the DC region that receive public funding or are eligible for public scholarships. (Career Coach DC)

### EMPHASIS ON WORK EXPERIENCE

To increase opportunities for work-based learning and career exploration for youth, agencies will ensure all youth in WIOA core programs have access to work based experiences which include year-round and/or summer paid and unpaid work placements/internships, on-the-job training opportunities, job shadowing, earn-and-learn opportunities, pre-apprenticeship programs, or apprenticeship programs. This effort will prioritize targeted groups including youth with disabilities, English language learners, youth re-engaging in education, homeless youth, and socioeconomically disadvantaged youth. These groups face the highest barriers in and outside of school; and, as such, work-based learning opportunities are even more important to help connect youth to a career pathway.

The District wants to ensure that youth work experiences are as meaningful as possible and relate to their long-term goals. DOES and OSSE will align work experiences, both year-round and summer, to industries related to specific Career and Technical Education (CTE) Programs of Study for CTE concentrators, completers, or students who have declared a CTE focus. Additionally, DOES, OSSE, and RSA will collaborate to ensure youth with Individualized Education Plans (IEPs), participate in year-round and summer work experiences that align with the transition goals in their IEP. Furthermore, DOES will ensure RSA representatives are integrated into the SYEP orientations for youth, their families, and employers, and work to identify youth with disabilities early enough to make appropriate job placements and work with employers on providing appropriate accommodations. Additionally, they will provide information about vocational rehabilitative services to youth (and their parents) who are participating in the program and ensure that youth with

disabilities receive necessary support to be successful in any Summer Youth Employment Placement. Similarly, DOES will work with the REC to identify out-of-school youth who don't have a high school diploma that are participating in both the SYEP and year-round youth employment programs for participation in REC services.

#### INTEGRATED EDUCATION AND TRANSITION SERVICES FOR IN-SCHOOL YOUTH

OSSE's recent Adult and Family Education (AFE) grant has required that all AFE providers (who educate hundreds of older youth between the ages of 18 and 24) offer an integrated education and training model as explained in the section above. OSSE AFE's new grant also requires their providers to offer transition services to postsecondary education, training, apprenticeships, and employment for all students at the adult secondary education levels. Similarly, all WIOA core partners will require that all participants within in-school WIOA funded programs, and all REC clients nearing completion of their secondary education, have established a transition plan that includes specific and appropriate postsecondary goals. Students with an Individual Graduation Plan and/or an IEP with an appropriate secondary transition plan by the age of 14, as required by local statute, can be waived of this requirement.

#### B. ALIGNMENT WITH ACTIVITIES OUTSIDE THE PLAN

Describe how the activities identified in (A) will be aligned with programs and activities provided by required one-stop partners and other optional one-stop partners and activities provided under employment, training (including Registered Apprenticeships), education (including career and technical education), human services and other programs not covered by the plan, as appropriate, assuring coordination of, and avoiding duplication among these activities.

**The agencies which operate the core programs rely on many other programs and partners to enhance their work and deliver the broad scope of services our residents require. Funded through both federal and local dollars, these partners support residents along their career pathways by providing supportive services to individuals and families, education and training, work experiences, and workforce activities. Although not exhaustive, an existing alignment of partnerships are outlined below.**

#### *OPERATED BY THE OFFICE OF THE STATE SUPERINTENDENT OF EDUCATION:*

##### RE-ENGAGEMENT CENTER (REC)

Similar to an educationally-focused youth one-stop, the REC works to engage educationally-disengaged District youth, ages 16-24, to enroll them in educational programming and mitigate barriers to their success. OSSE will work with DOES to establish an ongoing opportunity to refer REC clients in need of employment (approximately 35% of all REC clients) with subsidized employment opportunities that could be coordinated and contingent on their enrollment, continued participation, and progress in an education program. As mentioned above, OSSE's REC has developed a public facing website ([www.backontrackdc.org](http://www.backontrackdc.org)) that presents information on all education options for older youth and adults.

##### CAREER AND TECHNICAL EDUCATION (CTE)

OSSE's Division of Postsecondary and Career Education (PCE) funds (through both Federal Perkins Grant and local dollars) multiple LEAs and individual schools to develop and offer CTE programs of study in high wage and high demand career sectors. PCE has also funded the development of fourteen Career Academies and is currently funding the planning year for an additional two Career Academies. These academies are supported by core industry advisory boards made up of local businesses from the relevant industry. The funding also supports several initiatives of UDC Community Colleges; CTE instruction for incarcerated youth in the DC Jail; and the District's Microsoft Imagine Academy initiative, which provides digital literacy instructional support and resources at 16 DCPS or DC Public Charter schools and select DC Public Libraries.

### OFFICE OF POSTSECONDARY EDUCATION

OSSE's Office of Postsecondary Education supports programs that improve the overall postsecondary enrollment and graduation rates for youth and adults in the District of Columbia. Through financial support from the DC TAG program and the DC Mayor's Scholars Undergraduate Program, and college and career readiness programmatic support, the Office of Postsecondary Education creates opportunities for District youth and adults to enroll in and complete their postsecondary education. To increase awareness of these resources and to coordinate efforts, information on Postsecondary Education resources will be integrated into DOES's SYEP orientation and DOES will identify out-of-school youth who have a high school diploma but have not entered postsecondary education to connect them to staff from the Office of Postsecondary Education for follow up postsecondary counseling. Similarly, information about resources available to provide District residents access to postsecondary education and training, (including information about UDC CC WDLL opportunities, DOES funded job training programs, DC TAG funding, DC Mayor's Scholars funding, and Dual Enrollment opportunities) will be made available to all youth participating in WIOA funded programs and recent GED recipients, diploma recipients that were part of the National External Diploma program, and REC clients who have recently graduated or are nearing graduation.

#### *OPERATED BY THE DEPARTMENT OF EMPLOYMENT SERVICES:*

#### MAYOR MARION S. BARRY SUMMER YOUTH EMPLOYMENT PROGRAM (SYEP)

SYEP is a locally funded initiative sponsored by (DOES) that provides District youth ages 14 to 21 with enriching and constructive summer work experiences through subsidized placements in the private and government sectors. Mayor Bowser expanded the 2015 SYEP to include youth ages 22-24 years old to provide them with meaningful work experience and individualized support that will help them identify a career pathway. Though SYEP is a short-term employment and training program, the goal is to introduce youth to employers who will positively impact their futures. Collaboration between DDS/RSA, OSSE, and DOES ensures those youth who are individuals with disabilities are identified early on and have the appropriate supports in place to be successful in their work experiences.

#### CAREER CONNECTIONS

Career Connections serves disconnected and justice-involved youth ages 20-24 in the areas of the city hardest hit by poverty and the recent spike in violence. Local funding provides these young adults with meaningful, paid work experiences for 9 months as well as no cost training through UDC-CC. Participants also receive supportive services to eliminate barriers

to employment. DOES will prioritize Food Stamp eligible participants who do not currently receive TANF benefits for enrollment in Career Connections. The streamlined application process will make it easier for food stamp customers to connect to the program. In addition, DOES intends to host application/intake sessions at facilities recommended by DHS and will provide direct support onsite at DHS's Adams Place location.

### LEAP ACADEMY

LEAP ("Learn, Earn, Advance, Prosper"), operated by DOES, is 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. The earn-and-learn approach applies the apprenticeship model to skill development, allowing individuals to earn a wage while participating in an on-the-job training experience and concurrently participating in related technical instruction. This framework allows individuals to earn wages and accumulate work experience thus bolstering their ability to advance along a career pathway and into the middle class. One of the eligibility requirements for LEAP is participants must first be enrolled in a District agency workforce program to utilize a co-enrollment approach. LEAP currently focuses on training residents for District government jobs but is planning to expand to private sector employers in the near future.

### REEMPLOYMENT SERVICES AND ELIGIBILITY ASSESSMENT (RESEA) PROGRAM

DOLETA implemented the Reemployment Services and Eligibility Assessment Program (RESEA) initiative in FY 2005 to help address two of ETA's highest priorities: 1) to help unemployment insurance claimants become reemployed as quickly as possible, and 2) to reduce erroneous payments. In PY 2014, DOES made significant upgrades to the RESEA technology systems. The upgrades allowed the agency to fulfill administrative and programmatic activities in accordance with federal guidelines and enhance alignment between programs. Reemployment program attendance reports were shared with the Unemployment Insurance (UI) staff on a weekly basis. Non-compliant RESEA customers became subject to interruption of benefits. Information about REA customers who returned to work full-time was entered in the database in a timely manner. Staff performed wage bumps and made follow-up telephone calls to ascertain the employment status of participants. During RESEA sessions, customers receive an orientation of the center services, UI disqualifications, resume review, work search review, LMI review and one on one job counseling. RESEA sessions are held every Tuesday, Wednesday, and Thursday at the Northeast and Northwest locations, as well as Monday at the Northeast location.

### OFFICE OF APPRENTICESHIP, INFORMATION AND TRAINING (OAIT)

OAIT is responsible for administering the District's Apprenticeship program and the enforcement of DC Law 2-156 and the federal Davis-Bacon and Related Acts (DBRA) on District-funded projects. These services include recruiting and enrolling apprentices; registering employers as apprenticeship sponsors; and providing oversight, technical assistance, and monitoring to ensure compliance with federal and state laws. This program is a comprehensive training that combines on-the-job learning experiences with supplemental job-related classroom instruction. In PY 2014, the DC Apprenticeship Council approved 23 new apprenticeship programs and 1,293 new apprentices were registered. In addition, six company sponsors were conducting pre-apprenticeship initiatives for electricians, plumbers, ironworkers, and sheet metal and concrete form builders. In PY

2016, the DC Apprenticeship Council approved 37 new apprenticeship programs and 985 new apprentices were registered. In addition, nine company sponsors were conducting pre-apprenticeship initiatives for electricians, plumbers, ironworkers, and sheet metal and concrete form builders.

### PRE-APPRENTICESHIPS

The District is one of the few jurisdictions that directly funds pre-apprenticeship programs. DOES's Office of Apprenticeship, Information and Training ("D.C. Office of Apprenticeship") funds several pre-apprenticeship training programs for District residents. One particular hybrid model gives District residents the advantage of earning wages during their initial training period. This pre-apprenticeship training is a preparatory training initiative that prepares District residents to qualify for established registered apprenticeship programs. These programs are targeted to serve hard to employ residents, particularly those residents with certain deficiencies in math, aptitude testing and job readiness.

Pre-apprenticeship training initiatives have been an effective tool to increase the number of District residents in existing apprenticeship opportunities. These programs are approved, overseen and funded by the District and run by labor union entities and companies with existing approved apprenticeship programs, recognized by the District of Columbia. In order for these entities to participate they must commit to increasing the number of District residents apprentices in their apprenticeship program by accepting all successful completers of the pre-apprenticeship program as apprentices.

During the pre-apprenticeship training program period, all pre-apprentices will receive on-the-job work experience at job sites located in the District and the metropolitan area. The on-the-job training will be conducted under the supervision of skilled workers in the trade/job designation. Prior to participants being assigned to specific job sites, participants will be provided with preparatory field training that will include safety and OSHA 10 instruction where appropriate and other job readiness training. Pre-apprentices will also receive preparatory classroom related instruction that will include technical, theoretical and educational subjects related to the trade/job designation. This pre-apprenticeship will simulate a regular apprenticeship program; however, at a more elementary level.

For several years the D.C. Office of Apprenticeship has funded annually, as many as six (6) pre-apprenticeship initiatives with existing union sponsors and, for the first time more recently, a non-union sponsor, which included Miller & Long, DC and the Electrical, Steamfitter, Plumbing, Ironworkers, and Sheet Metal unions. Moving forward the District plans to fund existing programs and to expand pre-apprenticeship initiatives to include more non-union sponsors.

Being one (1) of three (3) jurisdictions in the country that has a mandatory apprenticeship registration requirement, the District established the "Step-up Apprentice" classification, which gives District residents another avenue to qualify for union apprenticeship programs. Step-up Apprentices are indentured in the same as regular apprentices; however, this classification gives District residents, who may have slight deficiencies, a year-period to meet full apprenticeship eligibility requirements while gaining credit towards their program. Eight Step-Up Apprentices have been served for PY16.

### FIRST SOURCE EMPLOYMENT PROGRAM

The First Source Employment Program has been an important part of the District's strategy to reduce unemployment in the city since 1984. The program is designed to ensure that District residents are given priority for new jobs created by municipal financing and development programs. Under this law, employers must ensure that 51 percent of all new hires on any government-assisted project or contract valued at \$300,000 or more are District residents. Additionally, government-assisted construction projects receiving government assistance totaling \$5 million or more must meet hours worked requirements for identified trades on the project as follows:

- Journey Worker - at least 20% of hours shall be performed by District residents;
- Apprentice - at least 60% of hours shall be performed by District residents;
- Skilled Laborer - at least 51% of hours shall be performed by District residents; and
- Common Laborer - at least 70% of hours shall be performed by District residents.

The Semiannual First Source Report for the period of January 1, 2014 to December 31, 2014 reflects a 40.5 percent hiring rate on projects subject to First Source Employment Agreements. The submission of the Semiannual First Source Report period of January 1, 2015 to June 30, 2015 realized a 47 percent hiring percentage. A total of 1390 District residents were newly hired during PY 2014.

### PROJECT EMPOWERMENT (PE)

The Project Empowerment (PE) Transitional Employment Program continues to be one of the District's most invaluable resources for persons with multiple barriers to employment. PE is a locally-funded transitional employment program that provides training and subsidized employment to District residents facing multiple barriers to employment, serving over five hundred participants each year, over 90% of whom have criminal records. PE participants are often the hardest to serve due to histories of homelessness, substance abuse, previous incarceration, or a number of other mitigating factors that make the attainment of permanent employment challenging. The PE program produces positive results year-after-year for participants and remains in constant pursuit of effective ways to serve District residents. In PY 2014, six hundred and twenty-four (624) residents graduated from PE's intensive, three-week Job Readiness Training (JRT). During that time period, three hundred and sixty-nine (369) training graduates obtained permanent, unsubsidized employment earning an average wage of \$12.47 per hour - approximately \$2.00 higher than the District's current minimum wage.

Retention rates among PE graduates far surpassed the national average of 50 percent at both the six-month and one-year benchmarks. Approximately 70 percent of graduates retained employment for six months, while 66 percent remained employed after one year. In realizing the importance of tracking retention data among its graduates, PE employed continuous contact methodologies which are supported by the implementation of a monetary incentive for graduates who retain employment.

DOES, in partnership with experienced training providers and area employers, expanded the Project Empowerment program to include an intensive IT training track. While Project Empowerment boasts a sterling record, historically, it has primarily connected participants to lower skilled jobs in the retail, service, and labor industries. The addition of the TechHire



track provides PE participants a pathway to mid-and high-skill occupations in the IT sector, thereby, enhancing the quality of training provided and the caliber of employment obtained.

Beginning September 2015, Project Empowerment increased its efforts to reach the District's homeless population through weekly information sessions at Adams Place, a day center in Northeast DC that is frequented by homeless residents. This initiative seeks to bridge the employment gap faced by homeless residents by providing the job training and work experience that employers seek. Residents who express interest in program enrollment are given placement priority and invited to attend the very next Project Empowerment orientation where they are scheduled for an intake interview.

### DC JAIL WORK REENTRY PROGRAM

The District wants to ensure all residents who seek employment services - including those who have recently been incarcerated have access to comprehensive support to enter the workforce. District residents pending release from incarceration face a unique set of challenges when seeking to obtain employment. Limited employment history, inadequate educational credentials, substance abuse and mental health challenges are but a few of the obstacles faced by the clients this partnership serves. Through the development of life skills, job training, and basic computer training participants are better prepared for the employment challenges they will face upon release. To that end, the DC Jail Work Reentry Program was established in July 2015 in partnership with the Department of Corrections (DOC), to provide intensive 6-week job training for incarcerated persons with an impending release date. This program enhances the availability of employment options for returning citizens by beginning the process of reintegration prior to release.

Inmates face a thorough screening and assessment to determine eligibility and suitability for the program. Those who are selected are transferred to an exclusive housing unit that is designated solely for the DJ Jail Work Reentry Program. A new cohort of no more than 20 participants begins approximately every six weeks. Job Readiness Class is held Monday through Friday from 9am to 4pm. The program offers a multitude of services including: job readiness workshops and classes, which closely parallel the Project Empowerment program, hands-on computer training through a contracted computer instructor; case management for wrap-around services; and post-release services. Perhaps, the most exciting thing about this program is that those participants who take advantage of Project Empowerment referrals are able to start earning a wage almost immediately after being released. For these participants, the transition is significantly easier. The remaining graduates have an open invitation to join Project Empowerment and receive weekly follow-up from an American Job Center case manager.

### PARTNERSHIP WITH THE DC DEPARTMENT OF HEALTH

DOES partnered with the DC Department of Health (DOH) to establish a working relationship to enhance outcomes for District residents. DOH facilitates weekly workshops for both the Project Empowerment and the DC Jail Work Readiness Programs, using curricula designed to promote physical and mental wellness and healthy relationships, including parenting. The workshops provide an opportunity for participant skill development, education and resource sharing. DOH's support has enabled the provision of comprehensive job training that meaningfully addresses the multitude of factors (i.e. social determinants of health) to promote employment, long-term self-sufficiency and global well-



being. Most recently, the agency has entered into a Memorandum of Understanding (MOU) with the District Department of Health's Community Health Administration. This MOU provides DOES up to \$250,000 for the remainder of Fiscal Year 2016 to allow Project Empowerment to conduct home visits with at-risk participants recently released from incarceration, collaborate with DOH on the development of participant risk assessment and retention tracking tools, and provide DOH with comprehensive outcome data on a quarterly basis. DOES will work with DOH to renew that MOU in 2017 and beyond to continue the distribution of those health services to this critical population.

### VETERANS' SERVICES PROGRAM

The Department of Employment Services has an unwavering commitment to support veterans seeking employment. Leading this work is the Veterans' Services Program, which ensures all Honorably Discharged Veterans receive priority in a multitude of services, including career assessments, job counseling, job referrals and targeted hiring events and are educated on the preferences made available to veterans seeking employment in the private, District Government, and Federal Government employment sectors. Through the Veterans' Services Program, a range of federally funded services known as the Disabled Veterans' Outreach Program (DVOP) and the Local Veteran's Employment Representative (LVER) provide resources and expertise to assist and prepare our clients to maximize their employment opportunities and protect their employment rights. We recognize that through their service, veterans gain valuable knowledge, strengthened characters, and transferable skills, but that translating and marketing those skills to the civilian labor market can sometimes be a challenge. That is why we make an effort to have *veterans serving veterans*, so that shared experiences and a mutual understanding of skills can enhance the quality of services provided to this special population. More details on services to veterans is found in section III(b)(7).

### PARTNERSHIPS WITH THE DEPARTMENT ON DISABILITY SERVICES:

#### REHABILITATION SERVICES ADMINISTRATION (RSA) AND DEVELOPMENTAL DISABILITIES ADMINISTRATION

DDS/RSA has agreements in place with the Child and Family Services Agency (CFSA) and the Department of Youth Rehabilitation Services (DYRS) Agency. Consistent with these agreements, DDS/RSA has a vocational rehabilitation (VR) specialist assigned to work in each of these offices to work with adults, youth in foster care, and youth in the District's juvenile justice system. The VR specialist conducts intakes and provides rehabilitation services to assist these youths to obtain necessary services to prepare for and obtain employment.

To increase barrier remediation, DDS/RSA has also strengthened its relationship with the DDA and with the DBH to improve coordination in the provision of supported employment services for people with Serious Mental Illness (SMI), Serious Emotional Disturbance (SED), and Intellectual Disabilities (ID). The agency updated its policies regarding provision of supported employment services to ensure that there was a smooth transition from supported employment services with DDS/RSA to extended supported employment services with DDS/DDA or DBH. DDS/RSA established an MOA with DBH, clarifying referral, service provision, and cross training issues; and meets regularly with DBH supported employment staff and meets jointly with DBH and all supported employment providers.

Since these changes went into effect, DDS/RSA has seen a significant increase in successful closures for people referred from DBH receiving EBSE services (from 26 successful closures in FY 2015 to 94 in FY 2016 to over 100 successful closures in FY 2017). As DDS/RSA implements these same changes with DDS/DDA, we expect to see similar improvements in successful outcomes for people with ID referred by DDS/DDA.

DOES is working to develop a formal MOA with DDS/RSA to increase access to and opportunities for employment, education training and support services necessary to succeed in the labor market for people in the District, particularly people with barriers to employment, including people with disabilities. Through this MOA, DOES will provide workforce investment activities, through statewide and local workforce development systems, that increase the employment, retention and earnings of participants, and increase attainment of recognized postsecondary credentials by participants, and as a result, improve the quality of the workforce, reduce welfare dependence, increase economic self-sufficiency, and meet the skill requirements of employers. The agency has a VR counselor who is co-located at AJC HQ to provide onsite services to customers who may possess barriers requiring DDS/RSA assistance.

*OPERATED BY DEPARTMENT OF HUMAN SERVICES:*

**TEMPORARY ASSISTANCE FOR NEEDY FAMILIES (TANF) AND TANF EMPLOYMENT PROGRAMS (TEP)**

Operated by DHS's Economic Security Administration (ESA) the TANF program provides temporary income support assistance for low-income families while helping family-members improve their long-term employability with the ultimate goal of our customers to build their capacity and be independent of government ending dependence on public assistance by helping people prepare for, secure, and retain jobs providing family-sustaining income. Towards the goal of improving long-term employability, the TANF Employment Program (TEP) uses a universal service delivery model and comprehensive assessment to provide a tailored complement of services for each TANF customer to meet their current level of skill and need. Through this universal service delivery model, TEP provides:

- Job Placement for customers with low personal and health barriers to employment and moderate to high levels of education and skills. Job placement services include: job preparation, job search assistance, actual job placement, and job retention assistance;
- Work Readiness for customers with low personal and health barriers to employment and low levels of education and skills. Work readiness services include: education, vocational training, work experience, and community service;
- Barrier removal and work support for customers with moderate to high personal and health barriers and moderate to high levels of education and skills. Barrier removal and work support services include: subsidized work, supported work, case coordination and connection to intensive social services in the District (e.g. health, behavioral health, rehabilitation); and,
- Barrier removal and financial support for customers with moderate to high personal and health barriers due to temporary or permanent disability and low levels of education and skills.

## COMMUNITY SERVICES BLOCK GRANT (CSBG)

CSBG, through its designated Community Action Agency, United Planning Organization (UPO), has developed Building Careers Academy in a 10,000 sq. ft. training facility that trains participants in the area of Building Careers/ Green Technology, with the purpose of preparing individuals for occupations that meet the needs of employers in today's labor market. In doing so, UPO now provides training that encompasses Professional Building Maintenance, Broadband and Telecommunications, and Plumbing and Weatherization. The course period has been expanded to 16-weeks for a full array of training that provides for more in-depth education into the subject matter.

The goal of the program is to provide training in construction trades that builds twenty-first century skills and work experience of students/trainees to enable them to obtain higher wages, sustainable employment, and enhanced skills for higher degrees of self-sufficiency and independence. Students now learn, in addition to trade skills, effective jobsite communication, problem solving, professional behavior, and organizational skills necessary for successful careers.

Building Careers Academy program participants enroll in the DCNetworks at the American Job Center with the support of a Job Readiness Coach. As the participants acquire new skills during the training, the Job Readiness Coach will assist them with updating their profile thus increasing their employability. The Coach will also assist with connection First Source Employment Agreement employers to the Academy graduates to meet their hiring needs.

Through CSBG, UPO also provided Culinary Arts Training (ServSafe Certifications), Commercial Driver's License (CDL), training and IT Training (CompTIA Certification) to low-income residents of the District of Columbia.

UPO will utilize their partnership and collaboration with the AJCs to continue activities such as job search and placement assistance, career counseling, job recruitment, providing job vacancy listings, providing information regarding filing of claims for unemployment compensation, assistance in establishing eligibility for programs providing financial aid for training and education programs.

## FOOD STAMP EMPLOYMENT & TRAINING PROGRAM (FSET)

FSET provides employment and training opportunities to SNAP recipients that do not receive TANF benefits. The purpose of the FSET program and its components is to assist SNAP participants in gaining skills, training, work or experience that will increase their ability to obtain regular employment.[1] To achieve these ends, FSET Program conducts an in-depth assessment of every customer to identify various barriers to education/training and employment in order to provide customers with the best possible services and resources to help them move promptly into employment and training. FSET services include:

- Transportation subsidies
- Childcare cost assistance
- Educational services
- On-the-job training
- Job placement and retention services
- One-on-one customized and personalized case management

- Use of a fully equipped computer lab
- Resume development
- Interviewing techniques
- Other employment & training related support services

Customers are referred to appropriate supportive/wrap-around services with sister agencies or community partners as necessary to address barriers.

#### *OPERATED BY WORKFORCE INVESTMENT COUNCIL*

In addition to its federally mandated role in WIOA core programs and overall workforce system coordination efforts, the Workforce Investment Council (WIC) also administers two locally funded workforce programs related to sector strategies and career pathways programming. Both leverage the expertise of WIC Board members and business and workforce stakeholders to help supplement other workforce system initiatives. These programs consist of:

#### *CAREER PATHWAYS TASK FORCE AND INNOVATION FUND*

In 2014, the DC Council required the Mayor to establish a multi-stakeholder Career Pathways Task Force that was responsible for developing a city-wide strategy for the development and implementation of career pathways programs for adult learners; and continuing to meet to help implement the strategy. The Task Force, which consists of both WIC Board members and other stakeholders, including agency leads for core WIOA programs, produced a plan that was released in early 2016 that has also helped inform WIOA planning. Based on the Task Force's efforts and findings, the DC Council passed legislation establishing a Career Pathways Innovation Fund to provide grants to design, pilot, and scale best practices in the implementation of adult career pathways and improve District performance on WIOA-mandated outcomes. The District appropriated \$500,000 this year for technical assistance to help prepare for the issuance of these grants and plans to appropriate \$1.5 million annually starting in fiscal year 2017 to implement this programming. The WIC used a portion of the FY16 funding on technical assistance for the implementation of WIOA and the remainder will be used to develop a community of practice for adult basic education providers in the District. This community of practice will provide training and professional development to ensure providers have the resources and ability to incorporate national best practices for adult learners to successfully enter career pathways. The FY17 funds will support career pathways partnerships in high-demand sectors with special attention to helping residents with low levels of literacy and barriers to employment. The grants made through these funds help address workforce system strategies related to system alignment, sector strategies, access to career pathways, and will be coordinated by design with programming at other agencies and input from employers and stakeholders. Specific on the Innovation Fund will be further developed and shared at the Career Pathways Task Force meetings which are open to the public, its schedule can be found at [dcworks.dc.gov](http://dcworks.dc.gov).

#### *WORKFORCE INTERMEDIARY PROGRAM*

The Workforce Intermediary Program is a sector-based workforce development initiative that brings together multiple stakeholders in key industries with significant employment growth and importance to the local economy. The program promotes a shared

understanding of industries' workforce needs, advances training that meets those needs, coordinates services for job seekers, and helps employers find qualified job candidates. The Workforce Intermediary is currently active in the hospitality and construction sectors, and may expand into additional high-growth sectors based on additional research and the work of the Career Pathways Task Force. The program convenes employer advisory groups in each sector to inform program efforts and provide feedback on broader workforce system considerations. Partner agencies and organizations with existing workforce and education programs in each sector participate in these advisory groups, and the program helps connect them to additional resources and employment opportunities. The Workforce Intermediary has received \$1.6 million in local funds annually since its inception in 2013, and funding primarily supports performance-based grants to competitively-selected organizations that help fill gaps identified through employer and stakeholder feedback.

### *CROSS-AGENCY INITIATIVES*

#### *HOMEWARD DC*

Homeward DC is a five year strategic plan (2015-2020) to end homelessness in the District. DHS partners with agencies across District Government to implement this plan. The District has higher rates of chronic homelessness than other similarly sized cities in America, and family homelessness has increased a staggering 50% over the past five years. The City spends millions of dollars every year to simply manage homelessness, while the root causes remain. Homeward DC will do better than this and create pathways to the middle class. Employment is a cornerstone to addressing homelessness. As part of Homeward DC, DHS and several other partners have been working to implement strategies for (1) providing targeted job training and placement assistance for individuals and families in the shelter system, with a particular focus on households assessed for Rapid Re-Housing assistance, and (2) to coordinate with the District Government during the planning phase of large projects to ensure the District can provide a pipeline of trained/work-ready applicants (who are participants in homeless programs).

#### *INTERAGENCY COUNCIL ON HOMELESSNESS (ICH) FOCUS GROUP*

Connecting adults experiencing homelessness with critical employment supports is key to reducing barriers to housing and making that experience rare, brief and non-recurring. The Department of Human Services, along with their TANF and homeless services partners, provide critical case management and work readiness support, including resume preparation, interviewing skills, and job readiness workshops. However, many residents lack the education and training foundation needed to compete in the District's regional economy. These barriers affect various populations experiencing homelessness differently, (i.e. returning citizens are not eligible for many housing subsidies, parents must find housing suitable for children, and young adults exiting the foster care system are new to navigating the housing system). DOES has formed a focus group, comprised of homeless and formerly homeless residents, homeless services providers, the DC Department of Human Services, and other DC agency partners and experts, which will meet to develop official recommendations to ensure the workforce system rapidly assists residents experiencing homelessness with their immediate need for employment, while moving them along a career pathway.

[1] USDA, SNAP Employment and Training Toolkit, 2013, Section 2: Essentials of an E&T Program

### C. COORDINATION, ALIGNMENT AND PROVISION OF SERVICES TO INDIVIDUALS

Describe how the entities carrying out the respective core programs, Combined State Plan partner programs included in this plan, and required and optional one-stop partner programs will coordinate activities and resources to provide comprehensive, high-quality, customer-centered services, including supportive services (e.g. transportation), to individuals, including those populations identified in section II(a)(1)(B), and individuals in remote areas. The activities described shall conform to the statutory requirements of each program.

THE DISTRICT IS WORKING TO MAKE ITS AMERICAN JOB CENTER (AJC) SYSTEM THE CORNERSTONE OF THE WORKFORCE SYSTEM AND ENSURE THAT INDIVIDUALS RECEIVE COORDINATED AND HIGH-QUALITY SERVICES FROM ALL ONE-STOP PARTNERS. THE AGENCIES THAT COMPRISE THE ONE-STOP PARTNER PROGRAMS HAVE BEEN MEETING ON A CONTINUAL BASIS TO EXAMINE THE CURRENT MODEL AND IDENTIFY WHERE FURTHER INTEGRATION NEEDS TO HAPPEN TO SOLIDIFY THE DISTRICT'S VISION FOR ITS ONE-STOP SYSTEM. THIS VISION INCLUDES:

- CUSTOMERS EXPERIENCE NO WRONG DOOR. REGARDLESS OF CUSTOMERS' NEEDS, THEY WILL RECEIVE THE APPROPRIATE SERVICES OR REFERRALS TO ADDRESS BARRIERS AND ASSIST THEM IN MEETING THEIR GOALS.
- EXCELLENT CUSTOMER-SERVICE IS PROVIDED TO ALL CUSTOMERS. STAFF ARE TRAINED TO PROVIDE HIGH-QUALITY AND CONSISTENT SERVICES TO BOTH JOB-SEEKERS AND BUSINESSES IN A WELCOMING AND ENGAGING ENVIRONMENT.
- SERVICE DELIVERY IS CUSTOMER-CENTERED. PARTNERS INTEGRATE SERVICES TO ENSURE CUSTOMERS EXPERIENCE SEAMLESS DELIVERY OF SERVICES AND WARM HANDOFFS WHEN NECESSARY.

THE AMERICAN JOB CENTER PARTNER AGENCIES AND PROGRAMS INCLUDE:

#### **Department of Employment Services (DOES)**

- WIOA ADULTS
- WIOA DISLOCATED WORKERS
- WIOA YOUTH
- WAGNER-PEYSER ACT PROGRAMS AND ACTIVITIES
- UNEMPLOYMENT INSURANCE PROGRAMS AUTHORIZED UNDER DISTRICT OF COLUMBIA UNEMPLOYMENT COMPENSATION LAW
  - VETERANS' WORKFORCE PROGRAMS
  - TRADE ADJUSTMENT ASSISTANCE
- SENIOR COMMUNITY SERVICE EMPLOYMENT PROGRAM (SCSEP), AS AUTHORIZED UNDER TITLE V OF THE OLDER AMERICAN ACT OF 1965 (42 USC 3056)



**District of Columbia Department on Disability Services, Rehabilitation Services Administration (DDS/RSA)**

- VOCATIONAL REHABILITATION PROGRAMS, AS AUTHORIZED UNDER PARTS A AND B OF THE TITLE I OF THE REHABILITATION ACT (29 USC 720)

**District of Columbia Office of the State Superintendent of Education (OSSE)**

- ANY POSTSECONDARY CAREER AND TECHNICAL EDUCATION ACTIVITIES AUTHORIZED UNDER THE CARL D. PERKINS CAREER AND TECHNICAL EDUCATION ACT (20 USC 2301)
- ADULT EDUCATION AND FAMILY LITERACY ACTIVITIES AUTHORIZED UNDER TITLE II OF THE WORKFORCE INVESTMENT ACT

**Department of Human Services (DHS)**

- EMPLOYMENT AND TRAINING ACTIVITIES CARRIED OUT UNDER THE COMMUNITY SERVICES BLOCK GRANT
- TEMPORARY ASSISTANCE TO NEEDY FAMILIES (TANF)

**District of Columbia Housing Authority**

- EMPLOYMENT AND TRAINING ACTIVITIES CARRIED OUT BY THE DEPARTMENT OF HOUSING AND URBAN DEVELOPMENT

**Job Corps Washington, DC Outreach and Admissions**

- JOB CORPS OUTREACH ACTIVITIES

Department of Employment Services operates four AJCs throughout the District and mandates that the centers be certified as either a comprehensive center or an affiliate center in accordance to the WIC Policy No. 2013.003. A comprehensive AJC, as well as affiliates sites, must provide career, employment, and training services specified in Section 134 of the WIOA and provide job seeker and employer access to AJC partner services listed in Section 121(b). Each AJC in the District is equipped to provide all District residents with all DOES programs; however, a comprehensive center provides customers with access to all the AJC partner programs through on-site services or direct linkages. The roles of the co-located one-stop partners are clearly defined in existing MOAs and MOUs between DOES, OSSE, and DDS/RSA. Resource contributions of the one-stop partners have been addressed through the Infrastructure Funding Agreement (IFA).

Through the District's AJCs, customers receive direct access to DOES staff and partners in support of their job search efforts. Services delivered through the AJCs are completely based on customer choice, allowing each customer to determine which services they would like to pursue. AJC staff is provided with tools and resources to make recommendations and work with customers to determine their



individual plans based on an initial assessment. All customers are provided with assistance in the completion of their DC Networks registration, job search assistance, job readiness workshops, and labor market information. Those who are assessed as needing more intensive services and meet eligibility requirements for WIOA are enrolled and matched with a Workforce Development Specialist.

WIOA's provision for career services provide comprehensive assessments, development of individual employment plans, group/individual guidance and counseling, career planning, prevocational services, and a variety of specialized services and workshops tailored to the customers' needs. Customers are provided with an Individual Employment Plan that identifies the customer's goals, appropriate educational and employment objectives, and the most effective methods for securing employment. Customers focus on securing employment, obtaining training that will lead to employment, or both depending on their needs. They will work with their assigned Workforce Development Specialists to explore career/training options and related needs, attend career development workshops, enroll in an educational component, address any barriers to employment, and identify and resolve any deficiencies. Additionally, Workforce Development Specialists make referrals to one-stop partners based on each individual's needs. The specialists coordinate with partner service providers on customers' Individual Employment Plans and ensure the service strategies in place are coordinated and comprehensive.

Occupational Skills Training is also available to employed and unemployed adults and dislocated workers who have met the eligibility requirements; are in need of training services and have the skills and qualifications to successfully complete the selected training program. The selected training programs are directly linked to the demand occupations in either the local area in which they reside or in areas where they are willing to commute for employment. Occupational Skills Training programs funded through individual training accounts (ITAs) must be accessible through the AJC. Other training services may include:

- ON-THE-JOB TRAINING;
- PROGRAMS THAT COMBINE WORKPLACE TRAINING WITH RELATED INSTRUCTION, WHICH CAN INCLUDE COOPERATIVE EDUCATION PROGRAMS AND REGISTERED APPRENTICESHIP PROGRAMS;
- SKILLS UPGRADING AND RETRAINING;
- JOB READINESS TRAINING (THIS SHOULD NOT BE MISTAKEN AS SHORT-TERM PREVOCATIONAL TRAINING, WHICH IS A CAREER SERVICE, THIS TRAINING SERVICE IS OCCUPATION-SPECIFIC);
- ADULT EDUCATION AND LITERACY ACTIVITIES WHEN PROVIDED IN COMBINATION WITH ANY OF THE PREVIOUSLY LISTED TRAINING SERVICES;
- CUSTOMIZED TRAINING; AND,
- REGISTERED APPRENTICESHIP.

Supportive services, allowed under WIOA 134 (d)(2), are provided to eligible adults and dislocated workers when they are determined necessary for the customer to participate in employment and training activities. Supportive services must be based

on an objective assessment that is described and justified in the participant's Individual Employment Plan and documented in case notes. They are provided only when the customer is unable to obtain such services through other programs. The WIC will work with the AJC and agency partners to ensure that supportive services are coordinated through the District's AJC Memorandum of Agreement.

Supportive services are extremely important to our residents in order to remove barriers to their success and enable successful completion of training and other activities authorized under WIOA Title I. These services include:

- Transportation assistance
- Childcare assistance
- Training and work-related clothing, including uniforms and tools
- Housing assistance
- Employment-related medical testing and background checks

In addition, WIOA participants that are enrolled in a training program may also be eligible to receive needs-related payments to improve their chances of successfully completing the training. Participants receiving needs-related payments must be enrolled in a WIOA-funded training program, unemployed, and not qualified (or no longer qualified) to receive Unemployment Compensation. The District is considering including legal aid supportive services that may be necessary to secure employment, a consideration recommended in WIOA's Notice of Proposed Rulemaking (NPRM). Those would include: criminal record expungement, resolving credit and debit issues, and support in reinstating or receiving their driver's license.

In addition to the career, training, education, and support services, there is also an Employment Opportunity functional team. This functional team works to find placements for customers determined to be job ready, and build relationships with the business community. The team is comprised of members from the Business Services Group (BSG) as well as AJC Workforce Development Specialists. The duties and services provided by this team includes:

- RESEARCH AND MAINTAIN LABOR MARKET STATISTICS AND TRENDS AMONGST CURRENT AJC CUSTOMERS IN DCNETWORKS / VOS AND IN THE WASHINGTON DC AREA;
- BUILD RELATIONSHIPS WITH EMPLOYERS, INCLUDING SECTOR PARTNERSHIPS AND BUSINESS ALLIANCES;
  - CONDUCT BUSINESS OUTREACH;
- COMMUNICATE PLACEMENT OPPORTUNITIES WITH CENTER MANAGER;
  - REVIEW JOB CANDIDATE QUALIFICATION;
- CONFIRM PLACEMENTS AND HIRING WITH RECRUITERS AND BSG;
- SECURE PLACEMENTS FOR CUSTOMERS WHO HAVE SUCCESSFULLY COMPLETED TRAINING PROGRAMS;
- MAINTAIN AN ACTIVE EMPLOYER CONTACT BASE VIA THE BSG AND EMPLOYER STAKEHOLDER RELATIONSHIPS;

- MAINTAIN CONTACT WITH EMPLOYERS DURING CUSTOMERS' PLACEMENT PERIOD AND REPORT OUTCOMES IN DCNETWORKS/ VOS;
- PERFORM JOB COACHING, AS NEEDED, WITH PLACED CUSTOMERS TO ENSURE THAT THEY MAINTAIN EMPLOYMENT AND HANDLE ANY DIFFICULTIES (WITHIN REASON) THAT ARISE IN A TIMELY MANNER AND WITH COMMUNICATION TO ALL STAKEHOLDERS;
- DEVELOP COMMUNICATIONS WITH JOB BANK REPRESENTATIVES TO ENSURE OPPORTUNITY ACTIVITIES ARE RELATED TO OPEN AND CURRENT POSITIONS; AND,
- HOST BUSINESS FORUMS, NETWORKING EVENTS, AND OUTPLACEMENT.

**Customers eligible or in need of education and non-ETPL training services are referred to co-located OSSE providers for services including assessment of literacy and numeracy skills through the CASAS (Comprehensive Adult Student Assessment System), learning disability screenings, and referrals to appropriate providers based in individual needs (ESL, literacy, etc.). Staff also track and monitor educational attainment of individuals, and provide technical assistance to DOES staff related to CASAS implementation. RSA plays an integral role in the delivery of services to individuals in the AJCs. Services provided by RSA staff to eligible individuals with disabilities include: conducting comprehensive and specialized assessments, creating Individualized Plans for Employment (IPE), providing counseling and guidance, career planning including career exploration, training or postsecondary education, job search and placement assistance, and supported employment services and referrals to other agencies as appropriate. Additionally, RSA provides technical assistance to the one-stop system on assistive technology and accessibility of each of the AJCs.**

**For more on the roles of one-stop partners, refer to current Memorandums of Agreement and Understanding in Appendix 4.**

**As previously mentioned, the District's AJC system is pursuing the development of a partnership with Department of Human Services' Temporary Assistance for Needy Families (TANF) program. By integrating TANF programming into its delivery of services, the District can ensure that services are coordinated and not duplicated for those residents who may otherwise access TANF services at a DHS location as well as other workforce services at an AJC. The identification of supportive services will also be enhanced in this co-located model.**

**Additional methods of coordination of services to individuals are outlined in Section III(a)(2)(A).**

#### **D. COORDINATION, ALIGNMENT AND PROVISION OF SERVICES TO EMPLOYERS**

**Describe how the entities carrying out the respective core programs, any Combined State Plan partner program included in this plan, required and optional one-stop partner programs will coordinate activities and resources to provide comprehensive, high-quality services to employers to meet their current and projected workforce needs and to achieve the goals of industry or sector partners in the state. The activities described shall conform to the statutory requirements of each program.**

The District engages and serves employers in its workforce system through a number of channels, including the following:

- WIC Board business representatives help ensure workforce system policies facilitate high-quality services to employers, including through informing training investments and management of Workforce Intermediary program (locally-funded sector workforce initiative).
- DOES's Business Services Group (BSG) serves as a primary direct business services provider across most core and combined programs, with WIOA participants referred to screening and placement services, apprenticeship opportunities, and other services designed to address business needs. This group also helps employers that have District resident hiring requirements through the First Source program identify qualified candidates to meet their needs.
- In addition to BSG, job developers operate within a number of other District agencies, including at DDS and DHS, to assist employers in identifying qualified jobseekers that have received services through their respective programs.

Key business service types that the workforce system can provide include pre-screening or facilitated human resource functions, post-placement retention support, subsidized wages, tax credits, subsidized employer-specific training (e.g. customized training, on-the-job training, pre-apprenticeship, or apprenticeship), and positive publicity for key business partners. These services are currently offered to varying degrees through existing programs, but the District is working towards a more coordinate approach that better serves business needs.

The WIC and DOES have been working to engage businesses and other employers over the last year to gather information on how to best meet their needs and identify challenges they have in partnering with our workforce system. These efforts included a recent forum and series of one-on-one calls in preparation for this plan. Through these conversations, employers cited several key challenges, including

- Lack of coordination of services to businesses and difficulty in obtaining information on the programs that best meet their needs.
- Multiple providers and agencies that are looking to place their participants contact them regularly without coordinating efforts, which is cumbersome.
- Hiring incentives that exist are difficult to access and manage administratively, and additional targeted incentives could be helpful in encouraging business collaboration.
- More positive recognition for businesses that are effective partners with the workforce system and that successfully meet First Source targets would be helpful in enhancing partnership efforts. Jobseekers referred for openings do not always meet business needs, though some employers noted improvement in this area in recent years.

In response to these identified needs and challenges, the WIC and DOES have been working in conjunction with agency business engagement and job development staff to develop a unified business services plan. Led by the WIC, this plan would help streamline both outreach and services to area businesses in order to better meet their needs and provide

comprehensive services. Information gathered from employers on their hiring needs will be shared to ensure we are equipping residents with the training, education, and skills they need to be employable. As part of these efforts, job developers from across District agencies have been meeting to share information and increase collaboration on processes such as hiring events, and additional cross-training is planned. Additionally, one of the Strategic Doing™ groups mentioned above focuses on streamlining business services and is working to create a collaborative space to share contact information for all District-wide employer account reps, job developers and success coaches.

While the District is moving forward with efforts to better coordinate and enhance the quality of services to employers, significant capacity exists through current programming, including the following services administered through DDS/RSA, DHS, and DOES.

DDS/RSA's Business Relations Unit (BRU) was established to develop relationships with businesses throughout the Washington DC Metropolitan Area. The BRU collaborates with businesses to educate them about RSA services and to identify their staffing needs for the purpose of gaining exposure and identifying employment opportunities for qualified RSA job seekers.

BRU services to businesses include:

- Conducting disability awareness education training
- Creating opportunities for businesses to market themselves to people with disabilities through Industry Spotlights, where job seekers learn about various businesses and the expectations for successful applicants and employees
- Creating opportunities for businesses to participate in Mock Interviews with job seekers and provide feedback
- Sharing employment announcements with job seekers
- Employers are invited to career day events which are industry specific to meet job seekers and share information to assist job seekers with identifying or solidifying their employment goal.
- Screening and identifying qualified employment candidates
- Educating business about tax incentives
- Sharing resources to assist businesses with retaining existing employees and sharing sources for reasonable accommodations
- Brain storming potential opportunities to increase the pipeline of qualified talent to businesses
- Identify candidates for internship/volunteer opportunities

Since the passage of WIOA, RSA has identified one dedicated employment specialist to provide services to support the transition units. These services include supports to employers, job seekers, and students with disabilities. The employment specialist assigned to the transition units identifies businesses willing to provide paid part-time work experiences for students, as well as identifying permanent employment options for youth who have completed their education or training. This employment specialist also works in

the DC Public Charter Schools to provide work readiness training for students with disabilities. In addition, he provides the same technical assistance to employers identified above, as the employment specialists in the General VR units provide.

DHS's TANF Employment Program also provides job placement services to businesses through their contracted work readiness and job-placement service providers. Clients receive a number of services related to barrier removal, work readiness (education and skill-building activities, work experience), and occupational training before moving forward to employers, and the program also offers job retention assistance and incentives in coordination with DHS.

Employer Services is an umbrella unit within DOES that is comprised of several employer-interfacing programs that include a Business Services Group (BSG), a First Source (FS) unit and the Office of Apprenticeship Information and Training (OAIT). These units provide employers with services such as, pre-screenings, hiring events, technical support, and job-matching to ensure District residents and regional employers have greater access to successfully navigate the District workforce system. Employer Services activities are focused on serving individuals enrolled in WIOA services, served through DC American Job Centers, and/or the DC Networks labor exchange database; and also support jobseekers engaged in other workforce system programming.

Business Services Group (BSG), the federally funded component of the Employer Services program, provides local businesses with essential services to support their workforce needs, as well as a variety of related resources, at no cost. Business owners, human resource professionals, recruiters, and government hiring managers can call on BSG team members to provide efficient and personalized attention to their workforce development needs. The BSG works with employers to co-host competency-based assessment pre-screenings and facilitate on-site application lab sessions, ensuring that job seekers possess the skills, knowledge, and abilities required to support employer investments in human capital.

In PY 17, BSG created and/or extended a host of employer partnerships representing the following industries: Construction, Transportation, Non-profits, Retail, Hospitality and Leisure, Healthcare, and Information Technology. BSG has provided mass recruitments for firms, such as, Concord Payroll Wharf Two, LLC; Pepco Holding, Inc.; Clark Construction; GEICO; Canada Dry; Sodexo; George Washington University; Chipotle; Busboys and Poets; Allied Barton; Intercontinental Hotel; Comcast; Universal Healthcare Management; Safeway; Aramark Campus LLC; the Line DC-Sydell Hotel; Marriot Hotels; DC United; Med Star Washington Hospital Center; First Transit - Metro Access; WMATA; and many others.

BSG collaborated with the Mayor's Office of Community Relations to host several Ward focused events in the District. These targeted events were held in Ward's 5, 6, 7 and 8 and have assisted local employers with recruiting for over 500 immediate openings from entry to senior level positions. BSG also facilitated training workshops for local non-profits and local agencies in the following categories: DCNetworks, resume development, and best practices for interviewing. These workshops were instrumental in providing more targeted recruitments, utilizing volunteers from outside entities to assist with the vetting process for local employers. BSG and First Source collaborated to increase the number of hires for District funded projects for both construction and non-construction opportunities. BSG has placed a heavy premium on organizations with emerging needs to hire and retain District



residents. BSG's employer driven model has improved employer retention rates and has created more job opportunities for job ready candidates throughout the District.

District efforts to provide effective services to businesses have improved significantly over the last year, with many of the activities described above representing significant departures from past practices that focused on larger hiring events and a less customized approach to meeting business needs. Feedback obtained from several business partners in the development of this plan confirmed that they view these changes positively. Moving forward, the District will look to build on recent successes and implement a unified business services plan that better coordinates efforts and continues to improve quality.

#### E. PARTNER ENGAGEMENT WITH EDUCATIONAL INSTITUTIONS

Describe how the State's Strategies will engage the State's community colleges and area career and technical education schools, as partners in the workforce development system to create a job-driven education and training system. WIOA section 102(b)(2)(B)(iv).

The District and surrounding areas have a wealth of educational institutions, both secondary and post-secondary, that will be of great assistance in expanding the workforce development and higher education opportunities for District residents. Currently, efforts are underway to strengthen the connection between DOES and University of the District of Columbia-Community College (UDC-CC). There are currently standing meetings between executive leadership to engage in further conversation about how best to ensure a coordinated approach towards workforce development and access to higher education. The WIC has also been engaged in conversations in order to solidify the addition of UDC-CC classes and programs to the District's Eligible Training Provider List (ETPL). In the meantime, the UDC-CC's Division of Workforce Development and Lifelong Learning (WDLL) is currently serving as the primary training partner for the DC Career Connections Program, which will provide education, training, workforce development and work experience for approximately 400 District youth between the ages of 20-24 who reside in some of the areas of the city hardest hit by poverty and violence. The regional area of the District, Northern Virginia, and Maryland is home to a host of high quality four year universities, none of which are currently on the WIC's ETPL. Over the next year, the WIC will be making a concerted effort to engage colleges and universities whose offerings align with the in-demand sectors and occupations data. The WIC recognizes universities are an important component to career pathways to provide the four year and advanced degrees that many businesses seek in a competitive economy such as the District's.

In addition to working with DOES in identifying the correct mix of program offerings, UDC-CC's Workforce Development and Lifelong Learning (WDLL) works closely with DOES' Business Services Group (BSG) to connect trained District residents to jobs. District residents receive training and career counseling from WDLL and are encouraged to create and maintain a profile in the DOES DC Networks system. The BSG then works with completers and employers to place District residents. We are initiating work with the Department of Human Services to serve TANF recipients and automate the attendance verification process.

Within a unified, comprehensive workforce system, UDC will serve as an intake hub for District residents who want to advance their careers. The range of offerings at UDC - from workforce to graduate programs—presents an opportunity to steer District residents into



educational opportunities that will ultimately result in employment and career advancement. As additional residents are served, current programs will need to be scaled up and expanded to meet these needs. The approach outlined here can only be supported with appropriate funding for serving as the Education & Training hub (personnel, information system development) and serving additional students (training costs and facilities). At the same time, those seeking training will be supported by services from various DC agencies.

#### F. PARTNER ENGAGEMENT WITH OTHER EDUCATION AND TRAINING PROVIDERS.

Describe how the State's Strategies will engage the State's other education and training providers, including providers on the state's eligible training provider list, as partners in the workforce development system to create a job-driven education and training system.

In addition to efforts to expand partnerships with UDC-CC and other higher education institutions noted above, including inclusion of more of these providers on the WIC's ETPL, the District will also look to expand access to other high-quality training provided outside of higher education institutions. The WIC's ETPL includes a number of CBO and for-profit training providers; and employers, local CBOs, organized labor, and for-profit providers, including apprenticeship instruction providers, also provide a number of non-federally funded training options outside of the ETPL that are accessible through AJCs and other agency programming. The District plans to better coordinate these training resources and ensure that jobseekers have access high-quality providers with clear links to employer needs by improving provider evaluation processes and expanding available options through the ETPL and AJCs. We will help facilitate customized training options that are directly linked to employer needs and/or provided by employers and organized labor; help facilitate partnerships between employers and training providers; and utilize advisory committees to ensure that training providers are linked to business feedback.

#### G. LEVERAGING RESOURCES TO INCREASE EDUCATIONAL ACCESS

Describe how the State's strategies will enable the State to leverage other Federal, State, and local investments that have enhanced access to workforce development programs at the above institutions, described in section (E).

Efficiently leveraging resources across the District will help to address the barriers residents face in accessing education and allow them to enter and complete education and training programs leading to employment. These range from payment for tests and credentials, addressing supportive services needs and efficiently providing child care and transportation assistance. As mentioned, provision of training for residents is readily available through the UDC-CC's Division of Workforce Development and Lifelong Learning, further collaboration between District agencies and UDC's WDLL will increase educational access for residents. While programs at the UDC-CC's WDLL are provided at no cost to residents, funded through local federal, and private dollars, the certification exams that follow the courses must be paid for by the student which can present a barrier for students. However, if enrolled in WIOA, federal funding could pay for the exams and remove this barrier. Supportive services, such as transportation assistance, can also be leveraged for residents enrolled in WIOA and attending either UDC-CC or an OSSE AFE provider.

One of the most persistent barriers for District residents in DC's adult education and/or workforce development systems is the lack of child care. Looking at data from the District's recently launched Re-Engagement Center's (REC) first year of operations, 64, or 20 percent, of the 318 youth served by the REC last year identified the lack of child care as a key barrier to their successful enrollment and completion of high school or an alternative secondary education program. Furthermore, the costs of child care in the District only exacerbate this issue. However, while the District leads the nation in costs, it also leads the nation when it comes to providing public pre-school options for all three and four year olds in the District. According to OSSE's "The State of Pre-K in the District of Columbia: 2014 Pre-K Report" the District serves over 80% of all District three and four year olds, as compared to the next highest state which only serves a total of 46% of their three and four year olds. Additionally, the District has invested substantial local and federal funding in early child care subsidies to help mitigate the need for child care for infants and toddlers for low and moderate income residents. This provision of child care vouchers is a critical resource for District residents and, through additional collaboration, can be better utilized to support residents in DC's adult education and/or workforce development systems.

Leveraging this resource and borrowing from a successful partnership between the REC and OSSE's Division of Early Learning, in 2018 staff from all four of DC's American Jobs Centers will be trained on the child care voucher program eligibility requirements and will be empowered to determine eligibility and provide vouchers directly to District residents in need of this resource. Through thoughtful leveraging of resources with particular attention to the coordination of support services access to education and training programs will be expanded. These efforts detailed here will be used as a template to expand other comparable and similar opportunities as they develop.

#### H. IMPROVING ACCESS TO POSTSECONDARY CREDENTIALS

Describe how the State's strategies will improve access to activities leading to recognized postsecondary credentials, including Registered Apprenticeship certificates. This includes credentials that are industry-recognized certificates, licenses or certifications, and that are portable and stackable.

As noted in WIOA, access to the right credentials are critical to successful employment opportunities for the District residents. Several partners currently utilize attainment of credentials as critical to their success. These efforts illustrated below will be expanded and enhanced to better serve District residents. The Office of Apprenticeship has taken steps to expand apprenticeship opportunities for DC residents, particularly disadvantaged and hard-to-employ residents through pre-apprenticeship initiatives. These pre-apprenticeship initiatives are coordinated in partnership with registered apprenticeship sponsors, who agree to provide preparatory training that is designed to assist residents in meeting eligibility requirements of the sponsors' formal apprenticeship programs. The participating apprenticeship sponsors also agree to accept all successful completers as registered apprentices. The pre-apprenticeship initiatives have continually contributed to the increased number of DC residents as new apprentices annually and is the most effective training model used in the country for assisting and preparing disadvantaged residents, women, minorities and returning citizens for available apprenticeship opportunities.

With the launch of the UDC-Community College in 2009, the Division of Workforce Development and Lifelong Learning (WDLL) was formed from existing workforce offerings. Since that time, WDLL has grown to serve nearly 3,500 District residents annually. As part of this growth, WDLL has evolved to focus on two things - career pathways and student success. WDLL aligns course offerings with high-demand, high-growth occupations as determined by research by DOES and employer demand. The majority of classes lead to third-party industry certifications. WDLL's data-informed approach has led to a focus on building stackable certificates in five career pathways: IT and Office Administration; Hospitality and Tourism; Construction and Property Management; Healthcare Administration and Clinical Care; and Transportation. As a division within the Community College at UDC, students have a unique opportunity to obtain career training while being college students with student IDs, UDC email accounts, and full access to University resources. Nearly 300 students have transitioned to for-credit programs. This is part of the focus on student success and a recognition of the advantages a degree confers on a District resident. In addition to highlighting their role as students, WDLL provides student support services and student advancement focused on the unique needs of workforce students. WDLL reports data on a semester and annual basis.

The District is also expanding its youth programs to ensure that youth have access to programs leading to industry-recognized certification in a diverse range of in-demand occupations. Beginning in PY15, the District will expand the number of slots available to out-of-school youth in its YouthTech program, which is a component of the Pathways for Young Adults Program that provides youth with hands-on training and certification as IT Helpdesk professionals. Likewise, the District's expanded Youth Earn and Learn Program will include certification in Information Technology, Hospitality and Customer Service, and Flooring Installation.

Additionally, as aforementioned, future OSSE AFE providers will be required to offer integrated education and training services which is a best-practice model of instruction that research shows leads to better outcomes, including the completion of more industry-recognized credentials. Also as stated earlier, all future OSSE AFE providers will be required to provide transition services to District residents, which will include the establishment and/or expansion of articulation agreements and/or dual enrollment agreements between CBOs/adult-serving schools providing secondary instruction with postsecondary education and training programs including apprenticeship programs.

Similarly, OSSE will continue to work with secondary schools and postsecondary education institutions and training programs to provide dual-enrollment and articulation opportunities for the District's secondary students. This will include the establishment of direct connections between CTE programs and registered apprenticeship programs.

Furthermore, OSSE has focused both its local and federal funding for CTE on programs of study that culminate in industry-recognized credentials and/or dual-enrollment or articulation into postsecondary education and is improving its capacity to track certification attainment data.

Lastly, OSSE will work with WIOA Core partners, UDC CC, and individual schools and community-based organizations to publicize available resources that support District residents' access to postsecondary education and training. This includes the recent development and dissemination of the Career Coach DC and Virtual Job Shadow websites

(as mentioned above) and the continued presentation and dissemination of information about UDC CC WDLL opportunities, DOES funded job training programs, and federal and local funding for postsecondary education (DC TAG and DC Mayor's Scholars Undergraduate Program).

As can be gleaned from these four current examples, there are significant opportunities to improve access to post-secondary credentials that will only expand over the course of WIOA implementation from these partners as well as additional partners as they are identified.

## I. COORDINATING WITH ECONOMIC DEVELOPMENT STRATEGIES.

Describe how the activities identified in (A) will be coordinated with economic development entities, strategies and activities in the State.

The District's economic development and workforce development efforts are aligned in multiple ways, as increasing jobs and decreasing unemployment are key economic development goals. Additional efforts are underway to ensure better coordination moving forward. Current efforts that link economic development strategies to the workforce system include:

- In addition to the WIC's 23 private-sector members, the body also includes the District agency leads for economic development initiatives - the Deputy Mayors for Economic Development and Planning (DMPED) and Greater Economic Opportunity (DMGEO), and the Department of Small and Local Business Development (DSLBD). This active private sector and economic development presence on the Board helps ensure that workforce policy is well aligned with the District's economic development strategies and activities.
- Mayor Bowser created DMGEO shortly after taking office in 2015, and tasked this office with facilitating investment and job creation in underserved District communities in order to improve economic opportunities for residents in those communities. DMGEO has oversight over DOES, the WIC, and DSLBD, allowing for a more targeted focus on linking economic development and small business growth with workforce programming. DMGEO's dual role in economic and workforce development helps ensure that a high-level focus is placed on District efforts in these areas, and agencies in this cluster meet frequently to help the office further its mission through coordinated efforts.
- DMPED's economic development work touches both real estate development as well as business attraction and retention. In all of its work, DMPED seeks to ensure that residents benefit through improved job opportunities and training. Significant examples include the transformative Wharf project along the Southwest Waterfront, which is providing funding for job training in addition to the requisite First Source compliance. On the business development side, the Advisory Board retention agreement, not only ensures 1,000 additional jobs for District residents, but also training and internship opportunities. In each case, DMPED worked with DOES and/or WIC to coordinate the community benefits with the larger workforce and labor strategies.
- The District's First Source program helps ensure that development efforts in DC are well connected to the workforce system by requiring that District residents are given priority for new jobs created by municipal financing and development

programs. Under this law, employers must ensure that 51% of all new hires on any government-assisted project or contract valued at \$300,000 or more are District residents. Additionally, government-assisted construction projects receiving government assistance totaling \$5 million or more must meet hours worked requirements for identified trades on the project as follows:

§ Journey Worker - at least 20% of hours shall be performed by District residents;

§ Apprentice - at least 60% of hours shall be performed by District residents;

§ Skilled Laborer - at least 51% of hours shall be performed by District residents; and

§ Common Laborer - at least 70% of hours shall be performed by District residents.

In addition to First Source, numerous publicly and privately financed development projects include community benefits agreements, many of which specify workforce development efforts that may include funding for project-related job training. DOES provides targeted services to help ensure businesses are able to identify qualified District residents that meet their needs, in order to ensure the highest levels of economic and workforce development integration.

The District has also initiated additional efforts to ensure improved coordination with economic development strategies moving forward. The program staff from DMPED, DOES, and the WIC meet regularly to ensure awareness of complementary programs and establish direct links between workforce programs and businesses that are expanding in the District.

In addition to programmatic coordination, the District realizes that open and shared data are critical to making informed and impactful decisions around workforce development. DOES has an Office of Labor Market Research and Information that provides data and analysis to all stakeholders. Additionally, DMPED's Economic Intelligence Dashboard (<http://dmped.dc.gov/dashboard>) is a new public-facing effort to provide key economic data to government and external stakeholders. It includes a section on employment and workforce that is constantly growing with additional data. Finally, DC Networks and the Washington DC Economic Partnership have significant data related to the labor market that are valuable for business partners looking to expand in the District.

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## B. STATE OPERATING SYSTEMS AND POLICIES

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The Unified or Combined State Plan must include a description of the State operating systems and policies that will support the implementation of the State strategy described in **Section II Strategic Elements**. This includes—

### 1. THE STATE OPERATING SYSTEMS THAT WILL SUPPORT THE IMPLEMENTATION OF THE STATE'S STRATEGIES. THIS MUST INCLUDE A DESCRIPTION OF—

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A. STATE OPERATING SYSTEMS THAT SUPPORT COORDINATED IMPLEMENTATION OF STATE STRATEGIES (E.G., LABOR MARKET INFORMATION SYSTEMS, DATA SYSTEMS, COMMUNICATION SYSTEMS, CASE-MANAGEMENT SYSTEMS, JOB BANKS, ETC.).

Agencies and partners use a variety of operating systems to support and document workforce development activities, gather data, and produce reports. Agencies make updates to the systems when necessary and provide professional development to staff to ensure data integrity and accountability. The systems and their functions are outlined below. As the District moves toward greater integration it's intended that agencies will eventually be able to utilize common systems.

### ***Department of Employment Services (DOES)***

#### **DCNetworks**

DCNetworks, known internally as the Virtual One Stop (VOS), connects agencies, programs, and services electronically to assist and connect employers and jobseekers. The system provides integrated services via the internet for individuals, employers, training providers, workforce staff, and AJC partners, as well as, dramatically improves customer satisfaction, staff efficiency, and overall program performance. DCNetworks also provides easy access to real-time labor market information, allowing customers to compare information, such as, wage rates, the total number of jobs available, and the competitive landscape for jobs of interest. DCNetworks provides employers with great solutions for online recruiting through the use of advanced candidate search options, automated correspondence, and applicant tracking. The system also offers easy access to key reporting features to provide management with valuable information for improved service delivery and enhanced performance. Utilizing DCNetworks significantly increases the quantity and quality of the available talent pool, as well as, access to employment opportunities. Additionally, DCNetworks is utilized by DOES as its workforce development management information system to document and meet the accountability and reporting requirements of the Department of Labor under WIOA. This system will also aid the District in accomplishing its goal of overall data system alignment. DCNetworks also collects service and activity related information being provided by each WDS working directly with a customer. The system serves as a repository of information which ultimately generates reports and other data relating to customer usage and service activity.

#### **Wage Record Interchange System (WRIS)**

The Department of Employment Services (DOES) utilizes the Wage Record Interchange System (WRIS) to facilitate the exchange of wage data among participating states for the purpose of assessing and reporting on the District's employment and training program performance, evaluating training provider performance, and for other related purposes.

The exchange permits DOES to secure wage data of individuals who have participated in workforce investment programs in one state, then subsequently secured employment in another. By participating in WRIS, DOES has a more robust picture of the effectiveness of the District's workforce investment programs, and DOES is able to report more comprehensive outcomes against its performance measures.

#### **Unemployment Insurance (UI)**

The Department of Employment Services' Online Unemployment Compensation Program affords District residents an opportunity to file for unemployment compensation via the Internet, in addition to the telephone. District residents seeking unemployment benefits are strongly encouraged to do so online for quicker service. The Office of Unemployment



Compensation (OUC), also referred to as Unemployment Insurance (UI) Office, serves claimants and employers of more than 30,000 businesses in and around the District of Columbia.

### ***Department of Human Services (DHS)***

#### **Automated Client Eligibility Determination System (ACEDS)**

The Department of Human Services (DHS) determines eligibility for major public benefit programs, including Food Stamps (SNAP), Temporary Assistance for Needy Families (TANF), and Medical Assistance. DHS currently uses the District of Columbia Access System (DCAS) to make eligibility determinations, serves as the system of records for public benefit cases and provide assistance to District residents.

The application, enrollment, and recertification processes are completed using DCAS. The process for determining eligibility includes meeting with ESA Social Service Representatives (SSRs), who request and collect proof of eligibility criteria and enter supported data into DCAS. SSRs also create client case files of supporting documentation and authorize eligibility.

Built to support the mandates of the Affordable Care Act (ACA), DCAS is being developed in a series of three releases. Release 1 and Release 2 have occurred; they supported health expansion provided for under the ACA and included the TANF and Food Stamp Programs. Release 3 will include non-magi Medicaid, as well as other benefit programs and case management functionality.

#### **Customer Assessment Tracking and Case History (CATCH)**

The TANF Employment Program utilizes the Customer Assessment Tracking and Case History tools CATCH1 and CATCH 2, a custom web-based case management system, collectively referred to as “CATCH”. CATCH tracks the comprehensive TANF assessments completed by the customer; enables DHS to summarize the outcomes of the assessments; and refers customers to TEP service providers. CATCH also allows TEP service providers, sister agency providers (Department of Behavioral Health, Child and Family Services Administration), housing providers, and the University of the District of Columbia to track and record customers’ participation in work activities and generates monthly invoices based on that participation. The CATCH system utilizes data obtained from DCAS.

### ***Department of Youth Rehabilitation Services (DYRS)***

#### **FAMCare**

The Department of Youth Rehabilitation Services (DYRS) utilizes a case management system called FAMCare. This application is a secure vendor hosted, cloud based application that’s a Juvenile Justice centric case management system. The web based application provides the ability to enter case notes, demographics data, treatment plans, education, intake, out processing and case histories of all youth under DYRS care. Additionally, it provides a mechanism to generate status reports, trending data, schedules, alerts and dashboards for case workers.

### ***Department on Disability Services/Rehabilitation Services Administration (DDS/RSA)***

#### **Vocational Rehabilitation Management (VR)**



The Department on Disability Services/Rehabilitation Services Administration's (DDS/RSA) electronic case management system is provided by an outside vendor, Libera. This company provides a Vocational Rehabilitation (VR) software package to the District, and 16 other VR agencies in the country. This is a specialized system that provides case management support and management information to allow the agency to prepare all required federal reports related to its vocational rehabilitation and supported employment grants from the US Department of Education. Libera is in the process of making a number of changes to its system to ensure that the agency is able to track and report on all performance measures now required under WIOA, except those measures that require the agency to track post-closure data on participants. DDS/RSA has established a data sharing agreement with OSSE and is finalizing an agreement with DOES in order to collect and report on post-closure employment and education performance indicators.

DDS/RSA learned that effective December 2019, Libera will no longer provide case management support. The agency is in the process of issuing a solicitation to identify a new case management system. This solicitation will include all system requirements to ensure that the vendor is able to provide all necessary data to support necessary performance reporting under WIOA.

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

#### **Statewide Longitudinal Education Data System (SLED)**

The Office of the State Superintendent of Education's (OSSE) Statewide Longitudinal Education Data System (SLED) is a repository of student and education related data. SLED provides extensive PreK-3 to Postsecondary and Workforce educational data to schools and the District which enable better planning, trend analysis, performance projections, program evaluation, and stakeholder empowerment and in turn, improve educational outcomes of D.C. students. OSSE will be working to conduct data matching activities with GED Testing Services, Jacob France and the National Student Clearinghouse on student attainment of core indicators of performance. OSSE will also be data matching with DOES per a Data Sharing MOA between both agencies and exploring the feasibility of data matching with other DC government agencies (DHS, DDS/RSA, UDC-CC) on student attainment of core indicators of performance under WIOA.

#### **Literacy Adult Community Education System (LACES)**

OSSE AFE adheres to US Department of Education, National Reporting System (NRS) guidelines and uses LACES (Literacy Adult Community Education System) to meet the accountability and reporting requirements of the Sections 212(c), 231(e)(2) and 212(a) of the Adult and Family Literacy Act (AEFLA), Title II of the Workforce Innovation and Opportunity Act of 2014, OSSE AFE mandates that local program providers collect and report student and local program performance, progress, and outcome data to the state using LACES including:

#### **Core Outcome Measures:**

- Educational gains
- Entered employment
- Retained or improved employment

- Receipt of secondary school diploma or GED and placement in postsecondary education or training

#### Secondary Outcome Measures:

- Reduction in receipt of public assistance
- Voting behavior
- Achieved citizenship skills
- Involvement in children's education
- Involvement in children's literacy-related activities
- Involvement in community activities

#### Descriptive measures:

- Student demographics
- Reasons for attending
- Student enrollment status

#### Participation measures:

- Contact hours earned and enrollment in instructional programs for special populations or topics (such as family literacy or workplace literacy).

### **Data Vault**

The Office of the State Superintendent of Education, Adult and Family Education (OSSE AFE), in collaboration with Department of Employment Services, worked with Literacy Pro Systems, Inc., the developer of the OSSE AFE's management information system - LACES, to develop a conceptual framework and work flows for the data vault. The data vault was designed based on a single, multi-agency (OSSE AFE, DOES, and DHS) customer intake and referral process.

The DC Data Vault 1) Facilitates the referral of customers to and from OSSE AFE and DOES for services (expansion plans include DHS and DDS/RSA); 2) Allows DOES staff to register customers for assessment services on a specific date/time at each American Job Center (AJC) and refer customers to the OSSE AFE onsite provider partner or another offsite adult literacy provider for educational services; 3) Provides access to information and notifications to key staff at each agency about customers (i.e. registering for assessments, being referred to a specific provider for services, status/updates on customers); 4) Links customers to programs and services (i.e. adult literacy, occupational literacy, digital literacy, Career Essential Boot Camps, postsecondary education, and training) funded by the initiative; 5) Allows adult literacy provider staff and DC government agency staff to upload and maintain customer eligibility documents so that they can be accessed by each agency and eliminate the need for District residents to provide the same documentation to multiple agencies; 6) Links District residents to DC Networks to register in the Virtual One Stop system; 7) Tracks customer participation, performance, progress and outcomes; and 8) Facilitates cross agency communication, case management and collaboration of services for DC residents.

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

### **Banner**

The University of the District of Columbia, (UDC) uses Banner as the student information system for credit programs. Among other things, Banner is used to create ad hoc retention and graduation reports, track enrollment, class completion, financial aid eligibility, and human resources. In addition, Workforce Development and Lifelong Learning (WDLL) students are in Banner so they can receive UDC IDs and email addresses.

### **AspirePath**

The University of the District of Columbia, Community College's (UDC-CC) Division of WDLL uses AspirePath as its student information system to meet the accountability and reporting requirements for grants (public and private). WDLL collects and reports student enrollment, progress, completion, and certification information using AspirePath. It is also used for student demographics, career pathway information, attendance, and contact hours. AspirePath can be integrated with external systems.

### **XenDirect**

The University of the District of Columbia, Community College's (UDC-CC) Division of WDLL uses this information system to collect and report student demographics, course completion, certification, and attendance.

## **B. DATA-COLLECTION AND REPORTING PROCESSES USED FOR ALL PROGRAMS AND ACTIVITIES, INCLUDING THOSE PRESENT IN ONE-STOP CENTERS\*.**

See response in section III(b)(1)(A).

\* For the PY 2016 state plan, descriptions of data collection and reporting processes need only include currently known indicators.

## **2. THE STATE POLICIES THAT WILL SUPPORT THE IMPLEMENTATION OF THE STATE'S STRATEGIES (E.G., CO-ENROLLMENT POLICIES AND UNIVERSAL INTAKE PROCESSES WHERE APPROPRIATE). IN ADDITION, PROVIDE THE STATE'S GUIDELINES FOR STATE-ADMINISTERED ONE-STOP PARTNER PROGRAMS' CONTRIBUTIONS TO A ONE-STOP DELIVERY SYSTEM.**

The WIC has developed policies to enable collaboration among workforce partners, high quality workforce services, and ensure legislative, regulatory, and quality requirements are met for the workforce system. These policies are in regards to:

- Workforce system roles and responsibilities
- One-stop delivery system
- One-stop certification process
- Adult and Dislocated Worker Services and Eligibility
- Adult and Veterans Priority of Services
- Co-Enrollment
- Supportive Services
- Individual Training Accounts
- Eligible Training Providers

- Demand Occupation List
- Youth Eligibility, Program Design, and Selection of Service Providers

The WIC's policy manual, which updates and replaces past policies established under WIA, was approved at the July 20, 2016 WIC Executive Committee meeting. WIC staff updates the manual based on WIOA regulations and DC WIOA working group discussions as needed. It is publicly posted on the WIC's website at <https://dcworks.dc.gov/page/policy-and-technical-assistance>.

The WIC entered into Memorandum of Understanding with required partners to establish agreements on contributions to a one-stop delivery system, as required by WIOA. Resource sharing is based on the full-time employees co-located at the American Job Centers.

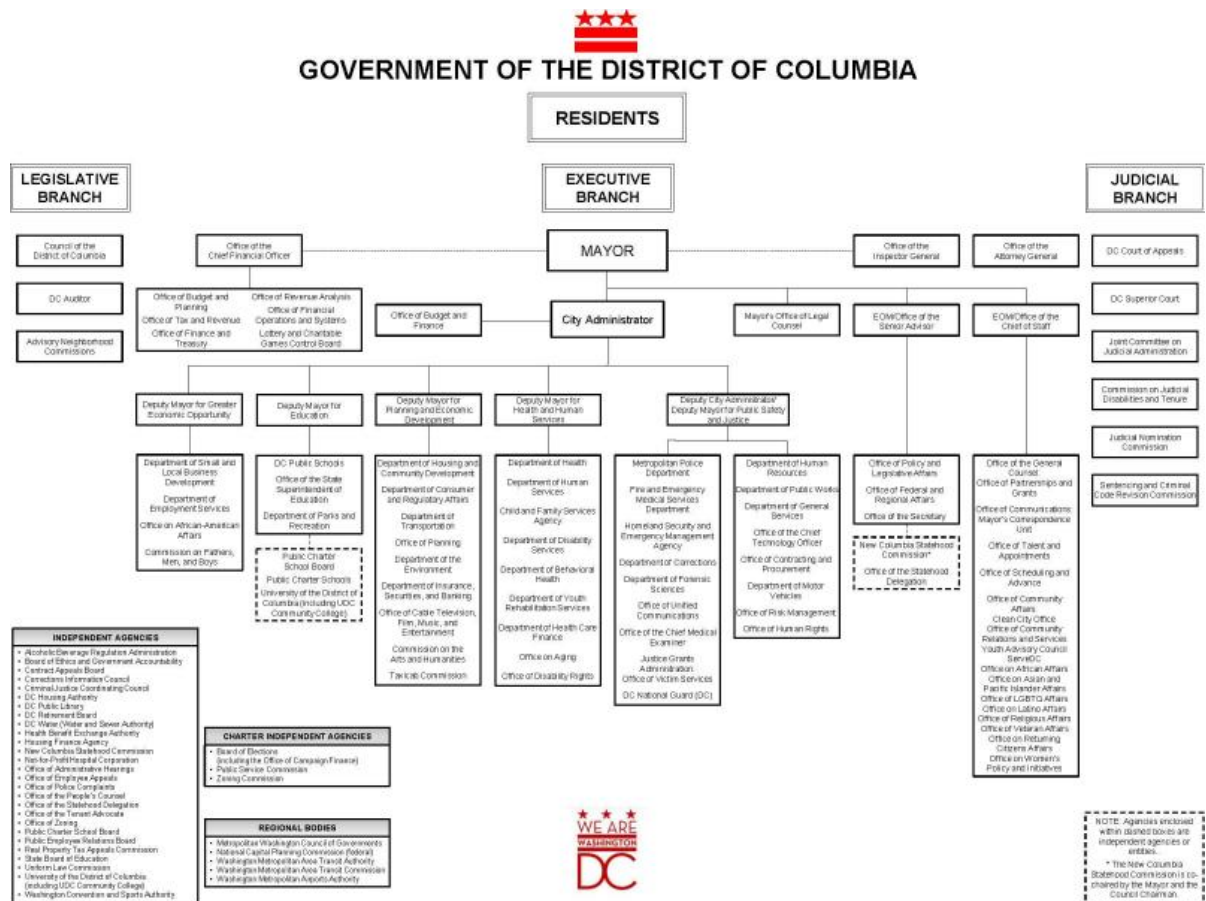
### 3. STATE PROGRAM AND STATE BOARD OVERVIEW

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#### A. STATE AGENCY ORGANIZATION

Describe the organization and delivery systems at the State and local levels for the programs covered in the plan, including the organizational structure. Include an organizational chart.

The District is designated as a single-state area by the Department of Labor. As the chief elected official, Mayor Muriel Bowser acts in the role of the governor where federal guidelines require gubernatorial action. The Deputy Mayor for Planning and Economic Development (DMPED) and the Deputy Mayor for Greater Economic Opportunity (DMGEO) provide oversight and leadership on the District's economic growth and workforce initiatives. They also manage agencies and commissions in line with each office's mission which forms their cluster. The WIC, under the management oversight of DMGEO and with DMPED administrative and technical support, provides oversight of the American Job Center delivery system and federally-supported workforce programs, while also ensuring that such programs and investments are more closely aligned with the city's economic development initiatives. DOES is under the DMGEO cluster and serves as the WIOA fiscal agent and local administrative entity. OSSE falls under the Deputy Mayor for Education. The Deputy Mayor for Health and Human Services oversees both RSA/DDS and DHS. The Directors of District agencies are Mayoral appointees, confirmed by the District's City Council. Each agency is the focus of one or more DC Council committees that also provide oversight of agency budgets and performance. The District's organizational chart, demonstrating these reporting relationships, follows.



## B. STATE BOARD

Provide a description of the State Board, including—

The Workforce Investment Council (WIC), serves as the District's State and Local Workforce Development Board (see Section III (a)(1) of this plan for a more complete description of the Board and its functions). The WIC Board has a total of 34 seats, with the following representation:

1. The Mayor, or his or her designee;
2. One (1) member of the Council of the District of Columbia ("Council") appointed by the Chairman of the Council
3. The Deputy Mayor for Planning and Economic Development, or his or her designee;
4. The Director of the Department of Employment Services, or his or her designee;
5. The Director of the Office of the State Superintendent of Education, or his or her designee;
6. The Director of the Department on Disability Services, or his or her designee;
7. The Director of the Department of Human Services, or his or her designee;
8. The President of the Community College of the University of the District of Columbia, or his or her designee;

9. Two (2) representatives of District labor organizations nominated by District labor federations;

10. One (1) representative of a labor organization or training director from a joint labor-management registered apprenticeship program;

11. Four (4) representatives of:

a. Community-based organizations that have demonstrated experience and expertise in addressing the employment, training, or education needs of individuals with barriers to employment, including organizations that serve veterans or that provide or support competitive, integrated employment for individuals with disabilities; or

b. Organizations that have demonstrated experience and expertise in addressing the employment, training, or education needs of eligible youth, including representatives of organizations that serve out-of-school youth; and

12. Nineteen (19) representatives of businesses in the District, who:

a. Are owners of businesses, chief executives or operating officers of businesses, or other business executives or employers with optimum policy-making or hiring authority;

b. Represent businesses (including at least one (1) representative of small business), or organizations representing businesses, that provide employment opportunities that, at a minimum, include high-quality, work-related training and development in in-demand industry sectors or occupations in the District; and

c. Are appointed from among individuals nominated by District business organizations and business trade associations;

d. Shall include at least one (1) representative from the following industry sectors:

I Small business;

II Law;

III Construction;

IV Information technology;

V Health care;

VI Hospitality;

VII Business organization; and

VIII Retail; and

e. Shall include at least five (5) at-large representatives from either the industry sectors listed in sub-paragraph d of this paragraph or from any other industry sector in the District.

The Executive Committee consists of the following members:

1. The WIC Chairperson, who shall serve as the chair of the Executive Committee;

2. Four (4) members of the WIC representing businesses in the District



3. A member of the WIC representing labor organizations
4. A member of the WIC representing a youth-focused organization

Full Board Roster Can Be Found in Appendix 5.

## I. MEMBERSHIP ROSTER

Provide a membership roster for the State Board, including members' organizational affiliations.

WIC Board Roster:

Workforce Investment Council Board Members
CHAIR
<i>Antwanye Ford, Enlightened</i>
VICE-CHAIR
<i>Vacant</i>
BOARD MEMBERS
<i>Robin Anderson, Giant Food</i>
<i>Joseph L. Andronaco, Access Green</i>
<i>Steven Boney, WMATA</i>
<i>The Honorable Mayor Muriel Bowser, Washington, DC. Designee: Deputy Mayor Courtney R. Snowden</i> <i>Office of the Deputy Mayor for Greater Economic Opportunity (DMGEO)</i>
<i>Anthony J. Cancelosi, Columbia Lighthouse for the Blind</i>
<i>Unique Morris-Hughes, Department of Employment Services (DOES)</i>
<i>Stephen Courtien, Community Hub for Opportunities in Construction Employment</i>
<i>Elizabeth DeBarros, District of Columbia Building Industry Association</i>
<i>Angela Franco, DC Health Benefit Exchange Authority</i>
<i>Korey Gray, DC Water</i>
THE HONORABLE COUNCILMEMBER ELISSA SILVERMAN, At-Large
<i>LaTara Harris, AT&amp;T</i>
<i>Hanseul Kang, Office of the State Superintendent of Education (OSSE). Designee: Antoinette Mitchell, OSSE</i>
<i>Solomon Keene, Hotel Association of Washington, DC</i>
<i>Brian Kenner, Office of the Deputy Mayor for Planning &amp; Economic Development (DMPED)</i>
<i>Norbert Klusmann, Sheet Metal Workers' Local 100 Training Center</i>

## Workforce Investment Council Board Members

***Michael W. Maxwell, Pepco***

***Kathleen McKirchy, Community Services Agency, Metropolitan Washington Council, AFL-CIO***

***James H. Moore, Jr., IMPAQ International***

***Benton Murphy Community, Foundation for the National Capital Region***

***Thomas Penny, Courtyard by Marriott Convention Center***

***Queenie Plater, Sibley Memorial Hospital***

***Andrew Reese, Department of Disability Services (DDS)***

***Nathan Smith, Allied Barton***

***Stacy Smith, Hyatt Place***

***Tony Summers, University of the District of Columbia Community College (UDC-CC)***

***Darryl Wiggins, DigiDoc, Inc.***

**THE HONORABLE COUNCILMEMBER ROBERT C. WHITE JR., At-Large**

***Laura Zeilinger, Department of Human Services***

## II. BOARD ACTIVITIES

Provide a description of the activities that will assist State Board members and staff in carrying out State Board functions effectively.

All newly appointed members are given an orientation that includes the responsibilities of being a board member, an overview of all board functions, an explanation of WIOA, and the strategies that the state is currently implementing to achieve determined workforce goals. Additionally, all Board members have access to the WIC website which includes policy, strategy documents, and other information. The WIC also has an Executive Director and staff in place with workforce development expertise to assist them in executing their Board responsibilities. The WIC also utilizes committees, subcommittees, and task forces to help focus member efforts and enables board members to achieve objectives within specific timeframes (see Section III(a)(1) of this plan for a more complete description of WIC). The composition of the Board is designed to enable input from industry, government, and nonprofit leaders to effectively determine the best policies to effectively implement WIOA in the District.

### 4. ASSESSMENT AND EVALUATION OF PROGRAMS AND ONE-STOP PROGRAM PARTNERS

#### A. ASSESSMENT OF CORE PROGRAMS

Describe how the core programs will be assessed each year based on State performance accountability measures described in section 116(b) of WIOA. This State assessment must include the quality, effectiveness, and improvement of programs broken down by local area

or provider. Such state assessments should take into account local and regional planning goals.

With detailed guidance pending from one or more federal partners regarding data definitions, sources, validation and submission requirements, the agencies operating the core programs will work together to adopt joint performance reporting requirements as outlined by the WIOA. Joint performance measures for WIOA will consist of six customer outcomes specific to core indicators of performance and employer (customer) satisfaction by program. The District's negotiated performance measures for PY 2015 for Titles I and III will remain the same as in PY 2014. The District will work to meet or exceed to these benchmarks and will collect and asses the necessary data to determine performance levels under new WIOA standards for PY 2016.

The District reports all performance measures quarterly. These reports allow the District and other areas to monitor performance outcomes in order to establish trends and identify measures requiring correction action. Baseline performance data will be collected in the first two years as pertinent for negotiating levels of performance.

As outlined in our Data and Performance Strategy above, the District is starting several new initiatives to assess the effectiveness of partners as well as the workforce development system as a whole. The Workforce System Performance Dashboard will outline our workforce system goals along with performance measures for each. The specific measures and targets will be developed and made available to the public prior to the July 1, 2016 implementation of the District's Unified State Plan. The District's new evaluation initiatives are designed to improve the efficiency and effectiveness of the workforce system operations and high-demand occupation projections for the District and its surrounding area.

Table 8: Measurement Targets

Goal	Types of Measures to be Developed
1 - District agencies form an integrated workforce and education system that delivers coordinated, accessible, and effective workforce and education services through clearly defined roles and transitional supports throughout the provision of a continuum of services.	<ul style="list-style-type: none"> <li>○ Process (number of partners using common assessment and intake, percentage of residents enrolling in a program that have gone through the data vault, number of onsite partners and programs integrated in AJC, staff cross-trained, referrals made, wait times, contracts/grants offered using blended funding, etc.)</li> <li>○ Timely connection and availability of support services</li> </ul> <p>Customer feedback/satisfaction</p>

Goal	Types of Measures to be Developed
<p>2 - All residents, including people with disabilities and those with multiple barriers to employment, regardless of education or skill level, can access the education, training, career, and supportive services necessary to move forward in their career pathway.</p>	<ul style="list-style-type: none"> <li>○ Wages, job retention, credential attainment, skills improvement</li> <li>○ Enrollment levels in programs vs. capacity (and assessment of additional unmet demand and referrals to external service providers when possible )</li> <li>○ People receiving services in Mobile outreach services (community outreach) - by ward</li> <li>○ Percentage of clients enrolled in virtual one-stop - (broken out by subcategory - 14 barriers)</li> <li>○ Percentage of career pathways developed compared to identified high demand areas</li> <li>○ Percentage of people successfully move off of income support services (like TANF, SSI/SSDI) through successful and sustainable activity</li> <li>○ Number of barriers identified and percentage successfully mitigated</li> </ul> <p>Number of people successfully transitioning from one step within a career pathway to the next.</p>
<p>3 - The District's business community gains access to a broader pool of District residents with the skills necessary to meet their needs and advance within their organizations.</p>	<ul style="list-style-type: none"> <li>○ Number and/or Percentage of DC businesses who hire residents from the workforce system</li> <li>○ Employer feedback/satisfaction</li> <li>○ Number of customized trainings developed and lead by businesses</li> <li>○ Process (percentage of high demand sectors that the WIC has successfully established business advisory committees; proportion of funded education and training programs that are actively working with business advisory committees/employer partners)</li> </ul> <p>Percentage of new hires and overall employee makeup of businesses participating in incentive programs.</p>
<p>4 - Workforce and education services are evidence-based, high quality, and flexible in meeting individuals' needs; and District agencies will evaluate outcomes through standardized methodologies that ensure accountability and transparency.</p>	<ul style="list-style-type: none"> <li>○ Number of data systems integrated using data vault</li> <li>○ Percentage of vendors and service providers with scorecard</li> <li>○ Percentage of programs scored as high quality</li> <li>○ Percentage of evidence-based programs in use in the system</li> </ul> <p>Percentage of performance metrics that are outcome focused</p>

Goal	Types of Measures to be Developed
5 - Youth have access to a coordinated, accessible education and workforce system that provides the supports needed to prepare them for postsecondary success; including education, training, and competitive employment.	<ul style="list-style-type: none"> <li>○ Number of youth using brick and mortar and virtual one-stop</li> <li>○ Wages, job retention, credential and skills attainment</li> <li>○ Successful outcomes (job attainment and retention) after postsecondary education</li> <li>○ Percentage of youth enrolled in postsecondary education after high school</li> <li>○ Percentage of youth who are disconnected</li> <li>○ Percentage of youth participating in work-based learning and career exploration opportunities</li> <li>○ Number of youth enrolled or re-enrolled in education and/or training and percentage of enrollees completing.</li> <li>○ Percentage of youth enrolled or re-enrolled in education and/or training who are successfully connected to barrier remediation services (if possible, this will include what barriers are met and what barriers are surfaced but unmet to identify gaps in the systems supports).</li> </ul> <p>Percentage of youth enrolled or re-enrolled in education and/or training who are successfully connected to work-based learning and career exploration opportunities</p>

## B. ASSESSMENT OF ONE-STOP PROGRAM PARTNER PROGRAMS

Describe how other one-stop delivery system partner program services and Combined State Plan partner programs included in the plan will be assessed each year. Such state assessments should take into account local and regional planning goals.

See response in section III(b)(4)(A).

## C. PREVIOUS ASSESSMENT RESULTS

Beginning with the state plan modification in 2018 and for subsequent state plans and state plan modifications, provide the results of assessments of the effectiveness of the core programs and other one-stop partner programs and Combined State Plan partner programs included in the Unified or Combined State plan during the preceding 2-year period (i.e. the 2-year period of the plan modification cycle). Describe how the State is adapting its strategies based on these assessments.

## TITLE I—WORKFORCE INVESTMENT ACT

The District's performance goals for PY 2014 were established in cooperation with the U.S. Department of Labor's Employment and Training Administration (ETA). This report covers performance and activities for Adults, Dislocated Workers, and Youth receiving WIA-funded services in the District. The statewide WIA Annual Report ETA Form 9091 tables are included as an attachment following the narrative report. Cumulatively, this information provides a look at the employment experiences of program participants who exited

programs into an economy that was somewhat volatile. The measures examine job placement during the first quarter after exit, employment retention during the second and third quarters after exit, and six-month earnings during the second and third quarters after exit.

### ADULT

WIA Adult Program Performance - PY 2014			
Common Measure	Negotiated	Actual	Performance
Entered Employment Rate	61.6%	60.5%	Met
Employment Retention Rate	79.0%	83.3%	Exceeds
Average Earnings	\$13,550	\$13,175	Met

Table 9a: WIA Adult Program Performance - PY 2014.

**Table 9a** provides performance results for the WIA Adult Program in PY 2014. In PY

2014, a total of 1,048 Adult participants were served by DOES. Further, a total of 468 Adult participants were exited within the April 1, 2014 through March 31, 2015 reporting period. The entered employment and retention rates achieved during PY2014 showed an increase from program year 2013 (**Table 9b** below)—entered employment and retention were up 3.57 and 7.07 percentage points respectively. It is also worth noting that employment and retention performance for WIA Adults that received training services was also higher than last program year- entered employment and retention were up 5.76 and 9 percentage points respectively.

Table 9b: WIA Adult Program Performance - PY 2013.

Common Measure	Negotiated	Actual	Performance
Entered Employment Rate	70.0%	56.9%	Met
Employment Retention Rate	76.0%	76.2%	Exceeds
Average Earnings	\$12,750	\$14,031	Exceeds

### DISLOCATED WORKER

Table 10a: WIA Dislocated Worker Program Performance - PY 2014.

Common Measure	Negotiated	Actual	Performance
Entered Employment Rate	63.0%	60.0%	Met
Employment Retention Rate	84.0%	83.9%	Met
Six-Months Average Earnings	\$17,750	\$18,865	Exceeds

**Table 10a** provides performance results for the WIA Dislocated Worker Program in PY 2014. The entered employment and retention rates achieved during PY2014 showed an



increase from program year 2013 (**Table 10b** below)—entered employment was up 6.95 percentage points and retention improved by 6.98 percentage points.

Table 10b: WIA Dislocated Worker Program Performance - PY 2013.

Common Measure	Negotiated	Actual	Performance
Entered Employment Rate	74%	53.1%	Not met
Employment Retention Rate	84%	76.9%	Met
Six-Months Average Earnings	\$17,750	\$19,259	Exceeds

#### YOUTH

Table 11a: WIA Youth Program Performance - PY 2014.

Common Measure	Negotiated	Actual	Performance
Placement in Employment or Education	<b>63.80%</b>	<b>38.60%</b>	<b>Not Met</b>
Attainment of Degree or Certificate	<b>33.60%</b>	<b>49.50%</b>	<b>Exceeds</b>
Literacy and Numeracy Gains	<b>58.00%</b>	<b>24.00%</b>	<b>Not Met</b>

**Table 11a** provides performance results for the WIA Youth Program in PY 2014. The placement in employment or education and attainment of degree or credential rates in PY2014 were marked improvements from PY2013 (**Table 11b** below), with the placement in education or employment rate improving by 3.2 percentage points, and the attainment of degree or certificate improving by 25 percentage points, a nearly 50% increase. However, the literacy and numeracy gains rate fell in PY2014 versus PY2013.

Table 11b: WIA Youth Program Performance - PY 2013.

Common Measure	Negotiated	Actual	Performance
<b>Placement in Employment or Education</b>	65%	35.40%	Not Met
<b>Attainment of Degree or Certificate</b>	50%	24.50%	Not Met
<b>Literacy and Numeracy Gains</b>	55%	47.70%	Met

#### WIA YEAR-ROUND YOUTH PROGRAM

The WIA Year-Round Program is a federally funded program serving District residents ages 16-21. This program offers services to young people under two divisions - the In-School Youth (ISY) Program and the Out-of-School Youth (OSY) Program.

In PY 2014, District's Office of Youth Programs (OYP) exercised new option years thereby extending existing ISY Program grants to four (4) providers (Urban Alliance, Sasha Bruce Youthwork, Opportunities Industrialization Center, and Latin American Youth Center). The ISY Program provides academic enrichment, work readiness, career exploration, and life skills for District youth enrolled in high school and officially classified as juniors or seniors. The program is designed to help youth participants successfully complete high school and make a successful transition to postsecondary education, employment, or advanced training. Due to performance concerns, in October 2014, the WIC decided to discontinue funding the ISY program grants and not permit enrollment of new youth into these programs until an updated youth service delivery plan was in place and approved. Youth that were already enrolled were permitted to remain in the programs through the end of the grant period while OYP developed a new plan for these youth. In August 2015, based upon the request of DOES, the WIC Executive Committee approved extensions of these ISY grants through the next fiscal year to allow more time for DOES to transition current grantees to the new contracts. This course of action allowed for continuity of services while finalizing the WIOA youth plan, as well as finalizing the RFQ and the cost model for performance-based Human Care Agreements with OCP.

DOES established the following conditions for the grant extensions:

- Providers shall submit a revised service plan that meets the new fiscal and programmatic requirements. They shall articulate how remedial services and the fourteen required elements under WIOA will be offered;
- Providers are authorized to recruit in-school participants from more than one school to meet enrollment caps; base payments will be reduced if provider is not enrolling and serving youth;
- Grants are modified to lift restrictive enrollment requirements, such as high literacy and numeracy levels, to give more flexibility to providers to work with motivated youth; and

Providers must compete for an award under the new contract model if they wish to pursue funds beyond the end of the option period.

The District's OSY Program providers, Covenant House, Latin American Youth Center, and YWCA, delivered tailored services to provide youth not enrolled in school with opportunities to obtain certification in Occupational Skills Training. Participants prepared for and received certifications in Customer Service or IC3 Computer Training. Program participants also gained skills necessary to transition into full-time employment. A second OSY Program model utilized is GED to College. Youth enrolled in this program model prepared and tested for the official GED exam then transition into postsecondary education or advanced training. Due to performance concerns, in October 2014, the WIC decided to discontinue funding the OSY program grants and not permit enrollment of new youth into these programs until an updated youth service delivery plan was in place and approved. Youth were permitted to remain in the programs through the end of the grant period while

OYP developed a new plan for WIC review and approval. The OSY Program concluded at the end of June 2015.

Table 12: WIA Youth Participant Data - PY 2014

<i>Category</i>	<i>In School</i>	<i>Out of School</i>	<i>Combined</i>
Number of Youth Served	146	36	182
Number of Youth Exits	102	31	133
Number of Youth Enrollments	53	3	56

The Office of the Director conducted a complete review of the OYP operations and instituted a plan to improve performance in PY15. OYP developed a robust transformation plan that will support the program during the transition to the Workforce Innovation and Opportunity Act. These changes include increasing staff assigned to the year round youth programs; expanding the capacity and diversity of youth program services using a new performance based program model; modifying systems to enable contractors to input and upload data to support performance objectives; developing and implementing comprehensive staff and provider training; and modifying policies that impose barriers to access.

In addition, during PY2014, DOES developed a standardized process for collecting participant documentation in accordance with governing mandates and DOES operations. This process is now used across all programs, including the American Job Center staff supporting the District's Virtual One-Stop System.

### TITLE III - WAGNER-PEYSER PROGRAM PERFORMANCE

Table 13a: Wagner-Peyser Program Performance - PY 2014.

<b>Common Measure</b>	<b>Negotiated</b>	<b>Actual</b>	<b>Performance</b>
Entered Employment Rate	56%	46.0%	Met
Employment Retention Rate	79%	78.1%	Met
Average Earnings	\$18,000	\$15,417	Met

**Table 13a** provides performance results for the Wagner-Peyser Program in PY 2014. Performance on all measures met the negotiated standard set for PY2014. The entered employment and retention rates achieved during PY2014 were slightly less than those achieved in PY2013 (**Table 13b** below), with the entered employment and retention rates both decreasing less than 1 percentage point.

Table 13b: Wagner-Peyser Program Performance - PY 2013.

<b>Common Measure</b>	<b>Negotiated</b>	<b>Actual</b>	<b>Performance</b>
Entered Employment Rate	56%	46.9%	Met

Common Measure	Negotiated	Actual	Performance
Employment Retention Rate	79%	79%	Exceeds
Average Earnings	\$18,000	\$16,450	Met

## TITLE II -ADULT AND FAMILY EDUCATION

### **FY18**

OSSE AFE, in collaboration with the DC Workforce Investment Council (WIC), held the Adult Education and Family Literacy Act (AEFLA) and WIC Career Pathways grant competition in Spring 2017. Grant awards were announced on June 30, 2017. Ten providers were selected to provide Integrated Education and Training (IE&T) services to District residents in FY18, including IE&T Adult Basic Education, IE&T Adult Secondary Education, IE&T English Language Acquisition, and Integrated English Literacy and Civics Education and Training. OSSE AFE is confident that the new sub-grantee cohort will lead to improved student outcomes for several reasons, including:

- The required programmatic model is based on national best practices;
- The recent grant review process considered past performance when making funding decisions; and,
- OSSE AFE has reduced the number of sub-grantees and increased the award amounts per sub-grantee which will not only allow our sub-grantees to provide deeper levels of support to their students, but it will also allow OSSE AFE staff to provide deeper monitoring, support, and technical assistance to the programs.

### **FY17**

In FY17, OSSE AFE made continuation awards to sub-grantees to implement the service models introduced in the FY10 grant competition that integrate adult education services with ancillary, workforce development, and/or post-secondary education transition services. The service models were designed to encourage providers to innovate and develop seamless programming with adult education at its core to assist adults in increasing their educational functioning levels so that they could obtain a GED or secondary school diploma, enter employment, retain employment, and/or enter postsecondary education or training.

### **Participants**

In total, 3,902 adult learners received services in OSSE AFE funded programs in FY17. Of this number, 3,032 learners met the National Reporting System (NRS) guidelines of having a valid assessment and 12 or more instructional hours in the program year to be reportable to the US Department of Education. The remaining 870 adult learners engaged in one to 11 instructional hours. The total number of learners served in FY17 (n = 3,032) who met the NRS requirements increased by nearly 2 percent compared to FY16 (n = 2,978). Of the 3,032 adult learners who met the NRS requirements in FY17, 37 percent (n = 1,073) completed an educational functioning level; this reflects a three-point increase in the percentage (34 percent) of adult learners who completed a level in FY 16 (n = 1,017).

### **Participants by Program Type (NRS Table 3)**

In FY17, of the total number of learners (n = 3,032) who met the NRS guidelines, students in Adult Basic Education (ABE) programs comprised the single largest group by program type

at 49 percent (n = 1,487). The second largest group by program type with 43 percent (n = 1,334) of the learners were those receiving English Language Acquisition services. This is the third time in recent years that ABE students outnumbered ESL students.

#### **Participants by Entry Educational Functioning Level (NRS Table 4)**

##### **Adult Basic Education (ABE) Participants by Entry Educational Functioning Levels**

Of the total number of ABE participants, the largest number of students entered at ABE Level 4 (35 percent/n = 577 of 1,638 students) followed by ABE Level 3 (28 percent/n = 456 of 1,638 students) level. The smallest number of participants entered at ABE Level 6 (2 percent/n = 36 of 1,638 students). This EFL distribution is consistent with the EFL distribution in FY16.

##### **English as a Second Language (ESL) Participants by Entry Educational Functioning Levels**

Of the total number of ESL participants, the largest number of participants entered at ESL Level 3 (28 percent/n = 389 of 1,394 students) followed by the second largest number of participants who entered in ESL Level 4 (27 percent/n = 374 of 1,394 students). The smallest number of ESL participants entered in ESL Level 1 (4 percent/n = 51 of 1,394 students). This EFL distribution is consistent with the EFL distribution in FY16.

Entering Educational Functioning Level	Total Number Enrolled	Entering Educational Functioning Level	Total Number Enrolled
ABE Level 1	194	ESL Level 1	51
ABE Level 2	260	ESL Level 2	134
ABE Level 3	456	ESL Level 3	389
ABE Level 4	577	ESL Level 4	374
ABE Level 5	115	ESL Level 5	265
ABE Level 6	36	ESL Level 6	181
Total	1,638	Total	1,394

#### **Measurable Skills Gains by Entry Level**

For FY17, OSSE AFE negotiated a single performance target of 41 percent for all ABE and ESL Educational Functioning Levels (EFLs). This target represents the proposed percentage of adult learners to make measurable skills gains (complete an educational functioning level and/or earn a secondary school diploma or its equivalency). While the state did not meet the 41 percent target, the state's actual performance of 37 percent in FY17 represents a three-point increase in the percentage of adults making measurable skills gains in FY17 in comparison to 34 percent in FY16.

### **Core Outcome Follow-up Achievement (NRS Table 5)**

Per WIOA, the state did not negotiate performance targets for NRS Table 5 as the collection of baseline data is still ongoing.

### **FY16**

In FY 2016, OSSE AFE made continuation awards to sub-grantees to implement the service models introduced in the FY 2010 grant competition that integrate adult education services with ancillary, workforce development, and/or post-secondary education transition services. The service models were designed to encourage providers to innovate and develop seamless programming with adult education at its core to assist adults in increasing their educational functioning levels so that they could obtain a GED or secondary school diploma, enter employment, retain employment, and/or enter postsecondary education or training.

### **Participants**

In total, 3,876 adult learners received services in OSSE AFE funded programs in FY 2016. Of this number, 2,978 learners met the National Reporting System (NRS) guidelines of having a valid assessment and twelve (12) or more instructional hours in the program year to be reportable to the US Department of Education. The remaining 898 adult learners engaged in one to eleven instructional hours. The total number of learners served in FY 2016 (n = 2,978) who met the NRS requirements increased by 2% compared to FY 2015 (n = 2,914). Of the 2,978 adult learners who met the NRS requirements in FY 2016, 34% (n = 1,017) completed an educational functioning level; this reflects a 1-point decrease in the percentage (35%) of adult learners who completed a level in FY 15 (n= 1,019).

### **Participants by Program Type (NRS Table 3)**

In FY 2016, of the total number of learners (n=2,978) who met the NRS guidelines, students in Adult Basic Education (ABE) programs comprised the single largest group by program type at 54% (n=1,617). The second largest group by program type with 40% (n=1,205) of the learners were those receiving English as a Second Language (ESL) services. This is the second time in recent years that ABE students outnumbered ESL students. The smallest group of learners served by program type was the Adult Secondary Education (ASE) group at five percent (n=156), which has been consistent for many years.



**Participants by Educational Functioning Level - ABE (NRS Table 4)**

NRS Measure	2015-16 Approved Performance Target Percentage (NRS Table 4)	2015-16 Actual Performance Target Percentage (NRS Table 4)	2015-16 Target Met/Exceeded (NRS Table 4)
<b>ABE Beginning Literacy</b>	40%	33%	-13%
<b>ABE Beginning Basic</b>	42%	36%	-6%
<b>ABE Intermediate Low</b>	42%	35%	-7%
<b>ABE Intermediate High</b>	35%	19%	-16%
<b>ASE Low</b>	34%	23%	-11%
<b>ASE High</b>	0%	4%	N/A
<b>ESL Beginning Literacy</b>	53%	46%	-7
<b>ESL Beginning Low</b>	60%	56%	-4%
ESL Beginning High	53%	<b>53%</b>	<b>Met</b>
ESL Intermediate Low	41%	<b>48%</b>	<b>Exceeded</b>
<b>ESL Intermediate High</b>	45%	41%	-4%
<b>ESL Advanced</b>	20%	16%	-4%
<b>Entered Employment</b>	75%	43%	-32%
Retained Employment	95%	<b>95%</b>	<b>Met</b>
<b>HS Diploma or GED</b>	95%	88%	-7%
<b>Entered Postsecondary Education</b>	67%	31%	-36%
<b>Entered Postsecondary Education Prior Year</b>	0%	26%	N/A

**Title IV - Vocational Rehabilitation**

The Department on Disability Rehabilitation Services Administration (DDS/RSA) conducted a Comprehensive Statewide Needs Assessments (CSNA) in 2017. The agency is required to conduct a comprehensive assessment every three-years describing the rehabilitation needs of individuals with disabilities residing in the District, particularly the needs of people with most significant disabilities, people who are minorities, have been unserved or underserved by the vocational rehabilitation program, and people with disabilities served by other components of the workforce development system. The assessment was initiated in May 2017, with a final report issued in October 2017. (Here is the link for the 2017 assessment -

[https://dds.dc.gov/sites/default/files/dc/sites/dds/release\\_content/attachments/Final%20CSNA%20Report%20for%20DCRSA%202017\\_0.pdf](https://dds.dc.gov/sites/default/files/dc/sites/dds/release_content/attachments/Final%20CSNA%20Report%20for%20DCRSA%202017_0.pdf)).

The CSNA was conducted by the Interwork Institute at San Diego State University (SDSU). SDSU had completed the agency's prior CSNAs in 2013 and 2014. This 2013 CSNA was supposed to be completed in 2011; however, there had been delays in conducting this assessment, therefore, the 2011 CSNA was not completed until May 2013. SDSU conducted both the 2013 and 2014 CSNAs. In both instances, this organization was selected through a competitive process. The 2017 assessment was able to build on the findings of the previous assessments. SDSU worked with DCRSA's Business Relations staff to obtain more input from employers.

### STATE PLAN FOR VOCATIONAL REHABILITATION AND SUPPORTED EMPLOYMENT SERVICES

The themes that emerged from the plan and the recommendations included there have been very helpful in informing the modifications to the VR Program Specific Portion of the Unified State Plan.

Some changes that have been underway in response to the earlier CSNA included implementation of additional staff training, including supervisory training, expanding the presence of DDS/RSA at the American Job Centers from one day per week to five days per week, expanding outreach to specific population identified in the CSNA as unserved or underserved, development of agreement with the Development Disability Administration to improve coordination of services for people with Intellectual and Developmental Disabilities, expanding the coordination of services to transition youth through increased cooperation with the DC Public Schools, as well as all DC Public Charter Schools, coordinating with schools to begin referral for VR services earlier to ensure that DDS/RSA is available to work with students for at least the final two years of high school, and establishing performance based contracts for Job Development and Supported Employment providers.

### UNIFIED STATE PLAN

The work with the agency partners in developing the Unified State Plan has allowed us to continue in the development of strategies to address the issues identified in the CSNA. These continued efforts include developing a Memorandum of Agreement with the Department of Behavioral Health to clarify the coordination of supported employment services for people with mental health impairments, establishing a specialized VR unit that provides supported employment services to people with intellectual and developmental disabilities and serious mental illness or serious emotional disturbance, continuing to work with the Workforce Investment Council American Job Center Sub-Committee to improve coordination of services at the AJC, improved outreach to community based organizations that work with people with disabilities who have immigrated from Latin America and Ethiopia, expanding outreach in wards 7 and 8, working with the Office of the State Superintendent of Education and the Department of Employment Services to establish data sharing agreements to address the coordination of services, and tracking of outcomes, ensuring that all services are accessible to people with disabilities, including people who are blind or visually impaired, improved coordination with DC Public Schools and the DC Public Charter Schools and the Department of Employment Services in provision of transition

services for students with disabilities, including pre-employment transition services and increased opportunities for work experiences for youth with disabilities, better coordination among workforce partners in conducting outreach to businesses and provision of services to businesses.

DDS/RSA has been working closely with the Unified Workforce Development System partners to create a system in the District that more effectively and efficiently meets the needs of job seekers in the District, particularly those with disabilities. The AJC sub-committee, as well as other WIC sub-committees, including one regarding services for people with disabilities and one regarding services for youth, should assist in providing ongoing guidance as we attempt to implement recommended changes from the CSNA.

### TEMPORARY ASSISTANCE FOR NEEDY FAMILIES

The TANF program is designed around a continuous improvement model and grounded in data based-decisions. Core to the TANF program, are the TANF vendors - those entities which provide the job placement and job readiness services to TANF customers. Each of the providers functions under a hybrid performance-based contract model. Through use of a performance based contracting model, the program can maximize outcomes and resource allocation. If the providers do not arrive at the desired outcomes, they do not get paid. The agency monitors the effectiveness of the program and the quality of services by measuring data on a series of metrics (below). Analysis of these metrics helps inform contract payment point modifications. Furthermore, we also use these metrics and other data elements that measure the behaviors and outcomes of our TANF customers to help shape policy changes and incentivize stability and employment.

Data from several key areas shows:

- Over the last several years, the percent of TANF customers served by TEP providers gradually and noticeably increased every year: from 29% in FY13 to 72% in the first quarter of FY18.
- The new employment rate (monthly number of TANF customers who obtained new employment per 1,000 customers) shows consistent progress from 15 in FY13 to 24 in FY16 with a marginal decline in FY17F.
- The education and training enrollment rate (monthly number of TANF customers who enrolled in new education or training programs per 1,000 customers) also demonstrated progress between FY13 to FY16 but declined in FY17.

### D. EVALUATION

Describe how the State will conduct evaluations and research projects on activities under WIOA core programs; how such projects will be coordinated with, and designed in conjunction with, State and local boards and with State agencies responsible for the administration of all respective core programs; and, further, how the projects will be coordinated with the evaluations provided for by the Secretary of Labor and the Secretary of Education under WIOA.

As specified in Section II(c) above, a key goal for the District's workforce system is that workforce services funded are evidence-based, high quality, and flexible in meeting individuals' needs; and District agencies will evaluate outcomes through standardized

methodologies that ensure accountability and transparency (Goal 4). A key strategy proposed to meet this goal is to conduct comprehensive workforce system and provider evaluations using standardized and accurate data and consistent processes. This will include:

- **Common Data Dictionary and Methods for Measurement:** To move the District's workforce system toward being more data-driven, we would move to developing a common data dictionary for workforce definitions, data locations and methods for measurement. DC will build off the work already being done on the Data Vault, a partnership between DOES and OSSE to share information about participants in the workforce and education programs. The development (and use) of a consistent set of data elements and formats for documenting content and structures would help to make information systems more accessible - for example: table structures, collection protocols, etc.
- **Workforce System Evaluation:** The District is committed to continuous improvement of its workforce system. To this end, the DC will work with an outside entity to evaluate the overall effectiveness of the workforce system during Year 2 of the WIOA strategic plan implementation. The outcomes will inform what progress has been made to date and where DC needs to focus in the second half of the strategic plan period to make continued progress toward meeting its goals.

Additional content on planned District evaluations is also included in sections III(b)(4)(A-B). Evaluations will be conducted and/or commissioned by several entities, including the Office of the City Administrator, the WIC, and relevant District agencies. Evaluation plans will be shared through the WIC and Office of the City Administrator to ensure coordination at the District level and with evaluations provided for by the Secretary of Labor and the Secretary of Education under WIOA. Third party evaluators will be used when relevant and contracted through both federal and local funding sources contingent upon availability of funds.

## 5. DISTRIBUTION OF FUNDS FOR CORE PROGRAMS

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Describe the methods and factors the State will use in distributing funds under the core programs in accordance with the provisions authorizing such distributions.

### A. FOR TITLE I PROGRAMS

For Title I programs, provide a description of the written policies that establish the State's methods and factors used to distribute funds to local areas for—

#### I. YOUTH ACTIVITIES IN ACCORDANCE WITH WIOA SECTION 128(B)(2) OR (B)(3),

The District is a single state-local area, and accordingly does not distribute funds to local areas. DOES serves as the District's fiscal agent, which distributes funds based on relevant policies set by the WIC to ensure compliance with federal law and alignment with business needs. All policies governing the workforce system can be found online at: <https://dcworks.dc.gov/page/policy-and-technical-assistance>.

#### II. ADULT AND TRAINING ACTIVITIES IN ACCORDANCE WITH WIOA SECTION 133(B)(2) OR (B)(3),

The District is a single state-local area, and accordingly does not distribute funds to local areas. DOES serves as the District's fiscal agent, which distributes funds based on relevant policies set by the WIC to ensure compliance with federal law and alignment with business needs. All policies governing the workforce system can be found online at: <https://dcworks.dc.gov/page/policy-and-technical-assistance>.

### III. DISLOCATED WORKER EMPLOYMENT AND TRAINING ACTIVITIES IN ACCORDANCE WITH WIOA SECTION 133(B)(2) AND BASED ON DATA AND WEIGHTS ASSIGNED.

The District is a single state-local area, and accordingly does not distribute funds to local areas. DOES serves as the District's fiscal agent, which distributes funds based on relevant policies set by the WIC to ensure compliance with federal law and alignment with business needs. All policies governing the workforce system can be found online at: <https://dcworks.dc.gov/page/policy-and-technical-assistance>.

#### B. FOR TITLE II:

##### I. MULTI-YEAR GRANTS OR CONTRACTS

Describe how the eligible agency will award multi-year grants or contracts on a competitive basis to eligible providers in the State, including how eligible agencies will establish that eligible providers are organizations of demonstrated effectiveness.

The Office of the State Superintendent of Education (OSSE) is the State's eligible agency for adult education and literacy programs. As such, OSSE is responsible for administering Title II, Adult Education and Family Literacy Act (AEFLA) funds and providing program and performance oversight to grantees.

In FY17, OSSE AFE made continuation awards to sub-grantees to implement the service models introduced in the FY10 grant competition that integrates adult education services with ancillary, workforce development, and/or post-secondary education transition services. The service models were designed to encourage providers to innovate and develop seamless programming with adult education at its core to assist adults in increasing their educational functioning levels so that they could obtain a GED or secondary school diploma, enter employment, retain employment, and/or enter postsecondary education or training.

OSSE AFE, in collaboration with the DC Workforce Investment Council (WIC), held the Adult Education and Family Literacy Act (AEFLA) and WIC Career Pathways grant competition in Spring 2017. Grant awards were announced on June 30, 2017. Ten providers were selected to provide Integrated Education and Training (IE&T) services to District residents in FY18, including IE&T Adult Basic Education, IE&T Adult Secondary Education, IE&T English Language Acquisition, and Integrated English Literacy and Civics Education and Training.

The grant competition was held in response to shifts in funding priorities due to WIOA, and to explore new and innovative models for integrated service delivery. AEFLA funding will be used to provide services to District residents who have the greatest literacy, numeracy, and workforce development needs. This includes individuals with low level literacy skills, adults who do not have a high school diploma or its equivalent, English language learners, adults with learning and other disabilities, incarcerated individuals, returning citizens, families

living at or below the poverty level, and unemployed and under-employed individuals residing primarily in Wards 8, 7, 5, 4, 2 and 1 in the District of Columbia.

As a result of the competitive grant process, OSSE will award multi-year grants (minimum of three years) to eligible providers for the purpose of developing, implementing and improving adult education within the District of Columbia. An eligible provider is an organization that has demonstrated effectiveness in providing adult education activities to eligible individuals and may include: (1) a local education agency; (2) a community-based or faith-based organization; (3) a volunteer literacy organization; (4) an institution of higher education; (5) a public or private non-profit agency; (6) a library; (7) a public housing authority; (8) a non-profit institution with the ability to provide adult education and literacy services; (9) a consortium or coalition of agencies organizations, institutions, libraries or authorities described above; (10) and a partnership between an employer and an entity described above.

Providers were funded based on the following 13 considerations under Title II of WIOA:

1. The degree to which the eligible provider would be responsive to (A) regional needs as identified in the local plan under section 108; and (B) serving individuals in the community who were identified in such plan as most in need of adult education and literacy activities, including individuals - (i) who have low levels of literacy skills; or (ii) who are English language learners;
2. The ability of the eligible provider to serve eligible individuals with disabilities, including eligible individuals with learning disabilities;
3. The past effectiveness of an eligible provider in improving the literacy of eligible individuals, to meet State-adjusted levels of performance for the primary indicators of performance described in section 116, especially with respect to eligible individuals who have low levels of literacy;
4. The extent to which the eligible provider demonstrates alignment between proposed activities and services and the strategy and goals of the local plan under section 108, as well as the activities and services of the one-stop partners;
5. Whether the eligible provider's program -(A) is of sufficient intensity and quality, and based on the most rigorous research available so that participants achieve substantial learning gains; and (B) uses instructional practices that include the essential components of reading instruction;
6. Whether the eligible provider's activities, including whether reading, writing, speaking, mathematics, and English language acquisition instruction delivered by the eligible provider, are based on best practices derived from the most rigorous research available and appropriate, including scientifically valid research and effective educational practice;
7. Whether the eligible provider's activities effectively use technology, services, and delivery systems, including distance education, in a manner sufficient to increase the amount and quality of learning and how such technology, services and systems lead to improved performance;
8. Whether the eligible provider's activities provide learning in context, including through integrated education and training, so that an individual acquires the skills needed to transition to and complete postsecondary education and training



- programs, obtain and advance in employment leading to self-sufficiency, and to exercise the rights and responsibilities of citizenship;
9. Whether the eligible provider's activities are delivered by well-trained instructors, counselors, and administrators who meet any minimum qualifications established by the State, where applicable, and who have access to high quality professional development, including through electronic means.
  10. Whether the eligible provider's activities coordinate with other available education, training, and social service resources in the community, such as by establishing strong links with elementary schools and secondary schools postsecondary educational institutions, institutions of higher education, local workforce investment boards, one-stop centers, job training programs, and social service agencies, business, industry, labor organizations, community-based organizations, non-profit organizations, and intermediaries, for the development of career pathways.
  11. Whether the eligible provider's activities offer flexible schedules and coordination with Federal, state, and local support services (such as child care, transportation, mental health services, and career planning) that are necessary to enable individuals, including individuals with disabilities or other special needs, to attend and complete programs.
  12. Whether the eligible provider maintains a high-quality information management system that has the capacity to report measurable participant outcomes (consistent with section 116).
  13. Whether the local areas in which the eligible provider is located have a demonstrated need for additional English language acquisition programs and civics education programs.

Eligible providers of demonstrated effectiveness may be eligible to receive multi-year funding. To determine if an applicant is an organization of demonstrated effectiveness applicants will be required to provide evidence of their ability to improve the skills of adults with low level literacy skills and/or English language learners in the applicable academic and/or training areas related to the RFA. Data from OSSE's management information system - LACES (Literacy Adult Community Education System) and local program monitoring data could be provided as evidence as to how the organization has met the state's negotiated performance measures for students at all levels, including adults with low-level literacy skills and English language learners.

Throughout each year of the multi-year grant cycle (minimum three years), OSSE will monitor the eligible provider's performance via desk reviews, monthly reporting, local program self-assessments, and onsite monitoring visits. Based on OSSE's findings, eligible providers that meet federal, state, and local accountability and reporting requirements will be invited to apply for continuation funding for the subsequent grant year.

## II. ENSURE DIRECT AND EQUITABLE ACCESS

Describe how the eligible agency will ensure direct and equitable access to all eligible providers to apply and compete for funds and how the eligible agency will ensure that it is using the same grant or contract announcement and application procedure for all eligible providers.

OSSE AFE ensures direct and equitable access for all eligible providers to apply for AEFLA grant funds in the District of Columbia. OSSE published a Notice of Funds Availability (NOFA) on the DC Office of Partnerships and Grant Services (OPGS) website and in the OPGS electronic bulletin "The Funding Alert." The NOFA was also published on OSSE's website at [www.osse.dc.gov](http://www.osse.dc.gov). OSSE will publish the multi-year (minimum three-years) AEFLA Request for Applications (RFA). A notice about the release of the RFA will be published on the DC OPGS website and in the Funding Alert. The RFA will also be published on OSSE's website at [www.osse.dc.gov](http://www.osse.dc.gov).

All eligible applicants will submit applications using OSSE's web-based Enterprise Grants Management System (EGMS), including certifications and assurances. Other information in the application will include a description of how funds awarded under the AEFLA will be spent and a description of any cooperative agreements the eligible provider has with other agencies, institutions, or organizations for the delivery of adult education and family literacy activities. A panel of independent reviewers, external to OSSE, reviewed and scored the applications based on the 13 considerations in section 231(e) of WIOA.

Eligible applicants will not be required to apply for an AEFLA grant through another agency as OSSE will award the funding directly to the selected eligible providers. The application process has been designed so that it is clear the direct submission of an application to OSSE via EGMS is the only acceptable and non-negotiable method of applying for grant funds.

OSSE will require all eligible providers for sections 231, 225, and 243 to use the same application process via EGMS to ensure that all applications are evaluated using the same rubric and scoring criteria. OSSE further ensures that all eligible providers will have direct and equitable access to apply for AEFLA grant funds via the same grant announcement and application process. During the initial period of the grant submission process, any eligible agency that contacted OSSE with an interest in participating in the competition was provided the information needed. OSSE believes that these approaches meet the requirements specified in AEFLA and satisfy the requirement that every effort be made to ensure direct and equitable access to eligible providers.

### C. TITLE IV VOCATIONAL REHABILITATION

In the case of a State that, under section 101(a)(2)(A)(i) of the Rehabilitation Act designates a State agency to administer the part of the Vocational Rehabilitation (VR) services portion of the Unified or Combined State Plan under which VR services are provided for individuals who are blind, describe the process and the factors used by the State to determine the distribution of funds among the two VR agencies in the State.

This does not apply to the District as it has a combined State Vocational Rehabilitation Agency that provides services to all people with disabilities, including people who are blind or visually impaired.

## 6. PROGRAM DATA

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### A. DATA ALIGNMENT AND INTEGRATION

Describe the plans of the lead State agencies with responsibility for the administration of the core programs, along with the State Board, to align and integrate available workforce

and education data systems for the core programs, unemployment insurance programs, and education through postsecondary education, and to the extent possible, the Combined State Plan partner programs included in this plan. The description of the State's plan for integrating data systems should include the State's goals for achieving integration and any progress to date.

#### **I. DESCRIBE THE STATE'S PLANS TO MAKE THE MANAGEMENT INFORMATION SYSTEMS FOR THE CORE PROGRAMS INTEROPERABLE TO MAXIMIZE THE EFFICIENT EXCHANGE OF COMMON DATA ELEMENTS TO SUPPORT ASSESSMENT AND EVALUATION.**

As stated earlier, the Office of State Superintendent for Education Adult and Family Education (OSSE AFE) has led the District in developing the DC Data Vault which was initially designed based on a single, multi-agency (DC OSSE AFE and DOES) customer intake and referral process.

Currently, the Data Vault is being utilized by OSSE AFE providers and Department of Employment Services American Job Centers. The Department of Disability Services/Rehabilitation Services Administration staff have received training and can begin DV implementation in February 2018. The Department of Human Services staff have received training and can begin DV implementation once the OSSE-DHS MOA is signed. The DOES and WIC workforce training providers, interested adult and alternative DCPS and charter schools, and UDC's Community College will be included within the next year. To date approximately 3,500 residents have been served by DOES AJC's and OSSE AFE providers through the Data Vault with over 2,300 clients currently active in the Data Vault.

The Data Vault:

- Facilitates the referral of customers to and from DC OSSE AFE and DOES for services (initial expansion plans include DC DHS and DDS/RSA);
- Allows DC DOES staff to register customers for assessment services on a specific date/time at each AJC and refer customers to the DC OSSE AFE onsite provider partner or another offsite adult literacy provider for services;
- Provides access to information and notifications to key staff at each agency about customers (i.e. registering for assessments, being referred to a specific provider for services, status/updates on customers);
- Links customers to programs and services (i.e. integrated education and training) funded by the OSSE AFE and WIC partnership;
- Allows adult literacy provider staff and DC government agency staff to upload and maintain customer eligibility documents so that they can be accessed by each agency and eliminate the need for District residents to provide the same documentation to multiple agencies;
- Links District residents to DC Networks to register in the Virtual One Stop system;
- Tracks customer participation, performance, progress and core outcomes; and
- Facilitates cross agency data sharing, communication, case management, and collaboration of services for participating DC residents.

Over the past two years, OSSE AFE has worked closely with the WIOA core partners to enhance service coordination and delivery in the District of Columbia via enhancements to the DC Data Vault as described below:

#### My Workspace Screen- Features and Updates

- Ability to view DV introductory video clip, which outlines partner agencies roles and responsibilities;
- Ability to view summary of movable widgets (announcements, standard operating procedures/policies, workflows, assessments, Assess for Success program referrals, OSSE AFE/WIC Partnership Guide, referral applications, customer dashboards);
- Ability to view/print DV standard operating procedures and OSSE AFE/WIC Partnership Guide; and,
- Ability to send a link to a customer's record (intake, assessment, releases and eligibility documents, notes) to the appropriate staff at the appropriate agency via a notification on the staff/agency's "My Workspace."

#### Customers Screen - Features and Updates

- Ability to electronically complete the Quick Intake form;
- Ability to electronically complete expanded Universal Intake form (now includes DDS/RSA requested fields);
- Ability to opt in to receive email invitation to the DV customer portal to add/edit assessment appointments and upload, view and print eligibility documents;
- Ability to opt in to receive reminders of appointments (such as assessments, scheduled education, training, and/or other related activities) via email and text;
- Ability to opt in to receive and complete customer service satisfaction surveys via email and text;
- Ability to provide an electronic signature on consent forms and agreements;
- Ability to access, enter and track student assessment data;
- Ability to screen students for learning disabilities and refer customers with suspected learning disabilities and/or other special needs for further assessment or to DDS/RSA;
- Ability to administer additional assessments/screenings including: mental health screening, domestic violence screening, substance abuse screening, and career assessment (Assessments align with the DHS Online Work Readiness Assessment);
- Ability to upload, view and print required eligibility documents and track documentation submissions (List of eligibility documents aligns with WIOA);
- Ability to view the number of seats available in a class prior to referral and track the number of students currently enrolled; and,
- Ability to track customers' status (accept, rejected, on-hold) in obtaining services from an agency or provider after completed application/referral.

#### Customer Icon (Customer Record)

- Used to access key historical information about a student.

#### Target Icon (Track/Untrack Students)

- Used to determine customers to be tracked or untracked.

#### File Box Icon (archive/unarchive records)

- Used to manually archive or unarchive customer records.

#### Wastebasket Icon (delete)

- Used for a soft delete of a customer record. The record is hidden from the front view of the application; however, the customer data remains in the database.

#### Notepad Icon (notes)

- Used to create, export, and print notes about a customer.

#### Reports Screen - Features and Updates

- Customer Summary Report;

i. Ability to view/print a Customer Summary Report that highlights a customer's barriers and lists all programs/services that were made available to the customer. Information about the status of a student's participation in programs and/or receipt of services can also be viewed via the "Disposition" tab in the DV.

- Individual Student Performance and Outcome Report;
- Program Services/Acceptance Rate;
- Detailed Customer Referral for Classes Report;
- Detailed Assessment Referral Report;
- Detailed Customer Referral for Program/Services Report;
- State Collaboration by Activity Report; and
- Data Analysis Report(s)

i. Ability to conduct individual and/or multiple customers performance, progress, and outcome data searches based on specific variables. (This function is still being developed).

#### **Other Features and Updates**

##### Gear Icon (Administrative Workspace)

- Used to manage users, clients, appointments, and DV content.

##### Communication Bubble Icon (Communicator Workspace)

- Used for communication between staff members within and across agencies.

##### Magnifying Glass Icon (Search functionality)

- Used to search customers in the DV.

## Match, Merge and Consolidate

- Used to match, merge, and consolidate customer records.

Additionally, as previously stated, the WIC in coordination with OSSE AFE, has recently formed a working group with representatives from each WIOA core partner agency to help facilitate the DV expansion plans. The group, which will meet monthly, is charged with fulfilling the District's commitment to adopt a shared intake, assessment, and referral system through the universal implementation of the DV.

OSSE also maintains the Statewide Longitudinal Education Data System (SLED) which is a single repository of student and education-related data needed to improve education planning, management, reporting, instruction, and evaluation. This system includes data from multiple other agencies and partners and can be accessed for specific purposes based on data sharing agreements with OSSE to ensure compliance with all local and federal privacy laws. There are plans to connect the Data Vault to SLED and DOES's VOS by the end of FY19 to improve data access and accuracy. Where possible, OSSE will be working to conduct data matching activities with GED data, DOES wage data, and the National Student Clearinghouse data on student attainment of core indicators of performance. In collaboration with OSSE's Division of Data, Accountability, and Research, OSSE AFE will be data matching with DOES per a Data Sharing MOA between both agencies and will explore the feasibility of data matching with other DC government agencies (DHS, DDS/RSA, UDC-CC) on student attainment of core indicators of performance under WIOA.

Regarding employment data, data sharing agreements will be formalized between core programs to ensure agencies can access employment and wage data, which is required for WIOA performance measures. At present time, only DOES has access to WRIS and UI data.

Lastly, DC will develop a common data dictionary and methods for measurement. To move the District's workforce system toward being more data-driven, we would move to developing a common data dictionary for workforce definitions, data locations, and methods for measurement. DC will build upon the work already being done on the Data Vault, a partnership between DOES and OSSE to share information about participants in the workforce and education programs. The development (and use) of a consistent set of data elements and formats for documenting content and structures would help to make information systems more accessible - for example: table structures, collection protocols, data elements, and data element terms and definitions.

## II. DESCRIBE THE STATE'S PLANS TO INTEGRATE DATA SYSTEMS TO FACILITATE STREAMLINED INTAKE AND SERVICE DELIVERY TO TRACK PARTICIPATION ACROSS ALL PROGRAMS INCLUDED IN THIS PLAN.

See response in section III(b)(6)(A)(i).

## III. EXPLAIN HOW THE STATE BOARD WILL ASSIST THE GOVERNOR IN ALIGNING TECHNOLOGY AND DATA SYSTEMS ACROSS REQUIRED ONE-STOP PARTNER PROGRAMS (INCLUDING DESIGN AND IMPLEMENTATION OF COMMON INTAKE, DATA COLLECTION, ETC.) AND HOW SUCH ALIGNMENT WILL IMPROVE SERVICE DELIVERY TO INDIVIDUALS, INCLUDING UNEMPLOYED INDIVIDUALS.



The WIC advises the Mayor, Council, and the District government on the development, implementation, and continuous improvement of an integrated and effective workforce investment system; including on the alignment of technology and data systems. The WIC serves this role in part as a convener of workforce system stakeholders, and has helped facilitate continued Data Vault expansion through discussions and work groups involved in producing this State Plan and the Career Pathways Task Force. The WIC also provides assistance with the negotiation of inter-agency agreements, and will continue to facilitate all of these efforts through work groups convened to implement this State Plan. Further, the WIC convenes business stakeholders through numerous formats to obtain feedback on workforce system efforts, and helps share this input in District planning efforts related to technology and data systems alignment.

#### IV. DESCRIBE THE STATE'S PLANS TO DEVELOP AND PRODUCE THE REPORTS REQUIRED UNDER SECTION 116, PERFORMANCE ACCOUNTABILITY SYSTEM. (WIOA SECTION 116(D)(2)).

Each of the District agencies responsible for administering core programs has data systems in place that are able to track outcomes related to required WIOA performance metrics and store relevant information on case management and other activities as required for monitoring. Agencies will leverage DOES's access to the Wage Record Interchange System (WRIS) and will explore the use of the Jacob France Institute's wage data to report on the District's employment and training program performance, evaluating training provider performance, and for other related purposes for federal programs as permitted. As mentioned, data sharing agreements will be formalized to ensure employment data is accessible to agencies administering core programs.

*Planning Note: States should be aware that Section 116(i)(1) requires the core programs, local boards, and chief elected officials to establish and operate a fiscal and management accountability information system based on guidelines established by the Secretaries of Labor and Education. States should begin laying the groundwork for these fiscal and management accountability requirements, recognizing that adjustments to meet the elements above may provide opportunity or have impact on such a fiscal and management accountability system.*

#### B. ASSESSMENT OF PARTICIPANTS' POST-PROGRAM SUCCESS

Describe how lead State agencies will use the workforce development system to assess the progress of participants who are exiting from core programs in entering, persisting in, and completing postsecondary education, or entering or remaining in employment. States may choose to set additional indicators of performance.

District residents' success as a result of workforce programming is the largest indicator of the effectiveness of our system. Consequently, being able to accurately assess this success is of particular importance. As previously stated, DOES utilizes DCNetworks for both case management and performance tracking of program participants. DCNetworks tracks, predicts, and reports the core indicators of performance, including job placement rates, earnings, employment retention, skills gains, and credentials earned to ensure that federal performance standards are achieved for WIOA Title I and Title III Programs.

Through this, the DOES will continue to carefully monitor state performance measures under WIOA. In addition to quarterly reports distributed to the Site Supervisors and

Program Managers, the performance team works with AJC Managers and staff throughout the year to ensure success, identifying and addressing any areas where performance is not meeting expectations. While DOES has not established any state-specific performance measures to date, data on performance is shared constantly with management and the WIC and any recommendations on performance measures identified through these venues will be taken into account.

OSSE will continue to look at high school equivalency completion, postsecondary enrollment and employment data to the extent available through existing partnerships with the Jacob France Institute and the National Student Clearinghouse to determine student attainment of core indicators of performance. OSSE is already working with DOES per a Data Sharing MOA between both agencies and exploring the feasibility of additional potential connections with other DC government agencies (DHS, DDS/RSA, UDC-CC) on student attainment of core indicators of performance under WIOA.

With the introduction of WIOA, the performance measures for the vocational rehabilitation program have changed. DDS/RSA will use these performance measures to assess success per federal requirements. However, the administration has also taken steps to improve performance on the standards that existed prior to the passage of WIOA which are important methods to assess participant's success. They include:

- Indicator 1.1 Annual Change in Employment Outcomes: the difference in the number of individuals exiting the VR program who achieved an employment outcome during the current performance period as compared to the previous performance period.
- Indicator 1.2 Percent of Employment Outcomes: the percentage of individuals exiting the program who have achieved an employment outcome after receiving services.
- Indicator 1.3 Competitive Employment Outcomes: the percentage of individuals who exit the VR program in employment in integrated settings with hourly rate of earnings equivalent to at least the federal or state minimum wage rate, whichever is higher.
- Indicator 1.4 Significance of Disability: reflects the significance of disability served by the VR agency and is the percentage of those identified in Indicator 1.3 who have significant disabilities.
- Indicator 1.5 Earnings Ratio: indicates that VR consumers who achieved competitive outcomes are earning, on the average, at least 52 cents for every dollar earned hourly by all employed individuals in the state.
- Indicator 1.6 Self-Support: For those identified in Indicator 1.3, the difference in the percentage of individuals who at program entry reported their income as the largest single source of support, and the percentage that reported their personal income as the largest single source of support at program exit.

More detailed information on these indicators can be found in the Vocational Rehabilitation section of the plan section of the plan. The administration continues to track these measures and currently uses many of these measures in its performance measures for its City Plan, which includes the following key performance indicators:

- Number of people placed by RSA that remained employer for 90 calendar days or more
- Percent of people with an individualized plan for employment developed within 90 calendar days of eligibility determination
- Percent of people for whom eligibility is determined within 60 calendar days
- Average entry level wages for people whose cases are closed successfully
- Percentage of eligible transition youth for whom an IPE is developed

### C. USE OF UNEMPLOYMENT INSURANCE (UI) WAGE RECORD DATA

Explain how the State will meet the requirements to utilize quarterly UI wage records for performance accountability, evaluations, and as a source for workforce and labor market information, consistent with Federal and State law. (This Operational Planning element applies to core programs.)

The District currently utilizes the Unemployment Insurance (UI) Wage Record Database to validate information collected about WIOA program participants with respect to their placement in employment, average earnings, and retention in employment as required by law. In addition to using UI wage data for performance monitoring and validation, DOES utilizes this data to support program evaluations. DOES is currently working with the District of Columbia Council and the Office of the Auditor to complete an evaluation of its services to youth ages 22-24. The use of UI data has proven to be an invaluable resource for determining how and when young people are connecting to employment after involvement in the program. Additionally, the Office of Labor Market Information (LMI), reviews UI wage records each quarter to inform their research and findings related to high-demand occupations and industries.

### D. PRIVACY SAFEGUARDS

Describe the privacy safeguards incorporated in the State's workforce development system, including safeguards required by section 444 of the General Education Provisions Act (20 U.S.C. 1232g) and other applicable Federal laws.

District agencies are strongly committed to maintaining the privacy of personal information and the security of our computer systems. With respect to the collection, use and disclosure of personal information, the District makes every effort to ensure compliance with applicable Federal law, including, but not limited to, the Privacy Act of 1974, the Paperwork Reduction Act of 1995, the Family Educational Rights and Privacy Act of 1974 (FERPA), the Health Insurance Portability and Accountability Act of 1996 (HIPAA), and the Freedom of Information Act (FOIA). We are aware that a key element of success to utilizing data across agencies for either improved customer service or improved measurement and tracking of outcomes is ensuring the integrity of all data and ensuring confidential data is treated as such. This is accomplished with various safeguards and ensuring personnel handling this data are properly trained in all relevant regulations and the fundamentals of handling personal and confidential data.

As a general rule, DCNetworks does not collect personally identifying information about customers when they visit our site, unless they choose to provide such information to us. The information we receive depends upon what a customer provides in web forms filled out

when visiting our site. The information is kept on file in a secure database and is only used by staff members to determine eligibility for federal assistance in obtaining employment and/or training for employment.

## 7. PRIORITY OF SERVICE FOR VETERANS

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Describe how the State will implement and monitor the priority of service provisions for veterans in accordance with the requirements of the Jobs for Veterans Act, codified at section 4215 of 38 U.S.C., which applies to all employment and training programs funded in whole or in part by the Department of Labor. States should also describe the referral process for veterans determined to have a significant barrier to employment to receive services from the Jobs for Veterans State Grants (JVSG) program's Disabled Veterans' Outreach Program (DVOP) specialist.

The District places great importance on effectively serving veterans in alignment with the Veterans Priority of Service guidance. The District operates several programs that prioritize high quality service to veterans.

### Implementation and Monitoring of Veterans' Priority of Service

The District fully adheres to the Veterans Priority of Service guidance as prescribed by the JVSG and WIOA. Pursuant to the requirements of section 4215 of title 38, United States Code and the WIC Policy No. 2013.005, the "priority of service" mandate with respect to any qualified USDOL employment and job training programs means that veterans and eligible spouses shall be given priority over non-covered persons for the receipt of employment, training, and placement services, notwithstanding any other provision of the law. If services or resources are limited, the veteran or eligible spouse receives access instead of or before the non-covered person. The District is following priority of service guidance provided under DOL Training and Employment Guidance Letter (TEGL) 3-15; and the WIC is re-evaluating its current policy to ensure compliance with this guidance.

### Gold Card Initiative

Per the DOL directive, all unemployed veterans who served in any branch of the armed services during or following the 9/11 era are entitled to intensive employment services for up to 6-months. Services DOES provides to unemployed veterans through its AJCs include case management, skills assessments, interest surveys, career guidance, and job search assistance.

Targeted veteran populations include disabled veterans, post 9/11 veterans (Gold Card), homeless veterans, VR&E participants, special disabled veterans, transitioning service members, service-connected veterans, and other eligible persons (including eligible spouses). Providing appropriate services for veterans often requires diagnostic testing and in-depth evaluation to identify employment barriers and appropriate employment goals. Once the staff makes the determination that intensive services are needed, the veterans/other eligible persons will be referred to the AJC workforce development specialists, which includes Disabled Veterans' Outreach Program (DVOP) Specialists and Local Veterans Employment Representatives (LVERs) and non-veteran staff or other partners, as necessary.

The District workforce system strictly follows the Veterans Priority of Service guidance as prescribed by the Jobs for Veterans Act. The Act assures that the District's veterans and eligible spouses are given priority to receive workforce services. This means, with respect to any qualified Department of Labor employment and job training programs, that Veterans and Eligible Spouses shall be given priority over non-covered persons for the receipt of employment, training, and placement services, notwithstanding any other provision of the law.

It is the responsibility of the District workforce system to serve our military veterans with a high-level of prioritized service. Veterans possess highly desirable skills sets when they transition out of active duty. Challenges may exist to translate prior learning, work, and training experience into civilian terms. As a result, too many veterans remain unemployed.  
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Veterans and eligible spouses take precedence over non-covered persons in obtaining services and shall receive access to services and resources before and/or earlier in time than a non-covered person. If services or resources are limited, the veteran or eligible spouse receives access instead of or before the non-covered person.

Staff members providing career services will help veteran job seekers develop Individual Employment Plans to identify employment goals, objectives, and the services needed for the veteran to achieve those goals. The staff will also work with participants, one-on-one, to provide individual counseling and career planning. Many customers will require short-term prevocational services, including communication skills, interviewing skills, punctuality, and professional conduct. As required by law, veterans receive priority of service through the AJC system for the following programs:

- WIOA Adult
- WIOA Dislocated Worker
- National Emergency Grants
- Wagner-Peyser State Grants
- Trade Adjustment Assistance (TAA)

DVOPs target services to disabled veterans, economically or educationally disadvantaged veterans, and veterans with other barriers to employment. DOES is able to provide this priority service from the point of entry. At entry, veterans and eligible spouses are made aware of (1) their entitlement to priority of service, (2) the full array of employment, training, and placement services available under priority of service, and (3) any applicable eligibility requirements for those programs and/or services. In addition to the priority of service provisions covering services at all AJCs, the District also operates a veterans-only AJC.

The District's VOS system also allows registered veteran job seekers the opportunity to have priority of job postings before they are made available to the public. The District will pay GI Bill benefits to veterans aged 35 to 60 who are unemployed. The monthly payment will be approximately \$1,500 but will not include tuition or book stipends. In this unique partnership, program participants are referred to DOES by USDOL, and veterans will be allowed to enter a program leading to a certificate or degree within one year. Applications will be submitted through USDOL and benefits paid by the Veterans Administration (VA).

Participants must be enrolled in a VA-approved program of education offered by a community college or technical school. The program must lead to an associate degree, non-college degree, or a certification, and train the veteran for a high demand occupation. To qualify, a veteran must:

- Be at least 35 but no more than 60 years old
- Be unemployed (as determined by USDOL)
- Have an other than dishonorable discharge
- Not be eligible for any other VA education benefit program (e.g., the Post-9/11 GI Bill, Montgomery GI Bill, Vocational Rehabilitation and Employment Assistance)
- Not be in receipt of VA compensation due to un-employability
- Not be enrolled in a federal or state job training program

## 8. ADDRESSING THE ACCESSIBILITY OF THE ONE-STOP DELIVERY SYSTEM FOR INDIVIDUALS WITH DISABILITIES

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Describe how the one-stop delivery system (including one-stop center operators and the one-stop delivery system partners), will comply with section 188 of WIOA (if applicable) and applicable provisions of the Americans with Disabilities Act of 1990 (42 U.S.C. 12101 et seq.) with regard to the physical and programmatic accessibility of facilities, programs, services, technology, and materials for individuals with disabilities. This also must include a description of compliance through providing staff training and support for addressing the needs of individuals with disabilities. Describe the State's one-stop center certification policy, particularly the accessibility criteria.

The District is committed to serving individuals with disabilities effectively and ensuring that they have access to all offices and agencies, commencing with all the American Job Centers and continuing to all partner agencies, providers, educational institutions, and organizations impacted by this plan and utilizing funds associated with the related activities.

According to data provided by the DC Department of Disability Services, Rehabilitation Services Administration (DDS/RSA), 37,300 District residents between the ages of 21-64 (roughly 8.8 percent) are estimated to have a disability. Of those individuals, it is estimated that 32.8 percent are employed on a full-time or part-time basis.

DOES currently enjoys strong partnerships with the DC Office of Disability Rights (ODR) and DDS. In the future, DOES will expand these partnerships into collaborative programming and coordination with employer partners who are interested in hiring District residents with disabilities. Through the collaboration DOES will work with DDS to exchange customer data and ensure comprehensive services are accessible through dual onsite access for DOES and DDS staff.

DOES works with the DDS/RSA to tap into their experience assisting persons with disabilities to find employment and also leverages resources. For example, DDS/RSA may have the employer relationship, and DOES may cover the costs of occupational skills training.

The District is committed to equal opportunity employment. All decisions made regarding recruitment, hiring, training, and other terms and conditions of program operations will be



made without discrimination on the basis of race, color, religion, sex, national origin, age, disability, political affiliation, or belief. The AJCs will comply with WIA Section 188, Title IV of the Civil Rights Act of 1964, Section 504 of the Rehabilitation Act of 1973, the Age Discrimination Act of 1975, Title IX of the Education Amendments of 1972, and current District of Columbia method of administration. This assurance will be incorporated into all grants, contracts, cooperative agreements, or other arrangements whereby WIA funds are made available.

Pursuant to DOES Policy 300.20-4, AJC Reasonable Accommodation Policy, qualified individuals with disabilities will be given a meaningful opportunity to participate in and benefit from aid, benefits, services, or training, including career, training, and supportive services. This includes the adoption of effective communication strategies for applicants, participants, and the general public with a wide range of physical, perceptual, communication, and cognitive abilities. This policy aims to ensure that universal access is a reality for all persons interested in participating in programs, projects, and activities contracted through the AJCs, including persons with disabilities.

The Vocational Rehabilitation (VR) offices have served this special population with distinction and will continue to do so. They have indicated interest in continuing to partner with the AJCs to provide services, and they are welcomed as valuable partners. AJCs and VR will share adaptive equipment and services already in place to assist those who need special assistance.

Furthermore the District will ensure all AJCs are in compliance with the federal Americans with Disabilities Act and will continue to work towards ensuring employment-related services are being provided to citizens with special needs at AJCs, as opposed to relying heavily on referrals. The Assistive Technology (AT) Center and the AT Specialist with DDS/RSA have provided technical assistance to the one stop in order to identify necessary equipment to ensure accessibility of services to people with disabilities, including people who are blind or visually impaired, which includes special screens, keyboards, and adjustable workstations for use by customers who are blind or visually impaired,, in wheelchairs, or with other disabilities.

#### Department of Employment Services Accessibility Plan and Section 508 Compliance Initiative

WIOA requires universal access to the services of the AJCs. While AJC staff are not rehabilitation counselors or disabilities specialists, with a combination of basic customer service practices, core knowledge of disability issues, and information on where staff and customers can find additional assistance, the AJC can play a significant role in helping many people with disabilities meet their employment and career advancement goals.

In partnership with OSSE AFE, DOES AJC customers are screened for learning disabilities by the onsite OSSE AFE provider partner using a Learning Needs Screening Tool imbedded in the Data Vault. Individuals that score 12 or higher on the screening may be referred for further assessment.

OSSE AFE, in collaboration with Literacy Pro systems, digitized the Learning Needs Screening, the Student Questionnaire for English Language Learners and the more intensive "Payne Learning Needs Inventory" into the Data Vault for use by DC government and partner agencies. The Data Vault will include future functionality so that recommendations

for accommodations in instruction and testing auto-populate based on the Payne Learning Needs Inventory results. The Data Vault will also include functionality for OSSE AFE to receive requests for authorizations for customers to be referred to a licensed psychologist/clinician for psychological evaluations, psycho-educational assessments, speech, hearing, and vision screenings. If approved, this will result in a referral to vendors/providers for whom OSSE has contracted with in coordination with DDS/RSA. DDS/RSA will also be partnering with OSSE to provide additional and/or other supportive services to adult learners who have been found to have special needs.

DOES is currently developing a formal plan that will establish the procedures to be implemented to ensure that AJCs are in compliance with Section 508. The term disability is extremely broad. While some individuals can be identified due to mobility issues or sensory deficits (such as people who are blind, visually impaired, or deaf), there are other individuals who are covered under one of the provisions of the law for whom physical access is not an issue, such as those with learning disabilities, mental health issues, head injuries, and many other conditions. DOES is committed to providing services that:

- Strive to anticipate the needs of people with disabilities in the physical design of the center, as well as the design of services that provide opportunities for people with disabilities to participate in an effective and meaningful way in an integrated setting; and,
- Avoid unnecessary requirements that tend to screen out individuals with disabilities, such as requiring a driver's license as the only acceptable form of identification, or requirements mandating that individuals must complete intake forms without assistance. Permit special benefits beyond those required by regulation, such as additional one-on-one assistance or extra time beyond typical time limits. Provide reasonable accommodations to customers with disabilities, unless providing those accommodations would cause undue hardship (e.g., modified computer keyboards, sign-language interpreters, intensive staff assistance, modified computer screens). Ensure communications with customers and members of the public with disabilities are as effective as communications with others (i.e., providing auxiliary aids such as qualified interpreters, assistive listening headsets, closed and open captioning on videos, and telecommunication devices [TDD and TTY]). Comply with WIOA nondiscrimination and equal opportunity provisions.

#### 9. ADDRESSING THE ACCESSIBILITY OF THE ONE-STOP DELIVERY SYSTEM FOR INDIVIDUALS WHO ARE ENGLISH LANGUAGE LEARNERS.

Describe how the one-stop delivery system (including one-stop center operators and the one-stop delivery system partners) will ensure that each one-stop center is able to meet the needs of English language learners, such as through established procedures, staff training, resources, and other materials.

DOES has bilingual workforce development specialists who are able to serve customers in all of the AJCs, including the SE center. The agency also has access to the District's Language Access Program, which provides interpretation services to allow workforce development specialists to communicate with all District residents. DOES has a designated liaison to the DC Office of Human Rights participating in the Language Access Program for the District. The DOES Language Access Coordinator ensures that staff are trained to identify those in

need of additional language resources to understand all relevant information in their job search activities across all DOES programs . Training is especially geared to those staff members that are customer-facing in the service delivery system such as the AJC centers. Outreach and customer tracking is documented in a quarterly report that is submitted to the Office of Human Rights. DOES staff are required to:

- Document the language requested by phone or at sign-in for services at an American Job Center
- Access the language helpline for translation services
- Provide translation of vital documents in the top six languages identified for this demographic area
- Attend training sessions to review the language access outreach process for major District agencies
- Complete service reports and submit to the DC Office of Human Rights each quarter
- Participate in outreach activities at community centers and special programs for specific language demographics

The DOES Office of Public Affairs and the DOES Office of Equal Employment Opportunity are collaborating to ensure vital documents are translated into identified languages across all affected programs, including the Office of Unemployment Compensation and American Job Centers. Additionally, outreach tools from the DC Office of Human Rights are provided for posting in the American Job Centers to promote interactive communication between front line staff and walk-in customers requiring service.

#### IV. COORDINATION WITH STATE PLAN PROGRAMS

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Describe the methods used for joint planning and coordination among the core programs, and with the required one-stop partner programs and other programs and activities included in the Unified or Combined State Plan.

The agencies operating the core programs and the required partner programs made strides over the past year to improve coordination of services and jointly plan for the changes called for under WIOA. Members of the District's Adult Career Pathways Task Force, first convened in December 2014, include leadership from the WIC, DOES, DDS/RSA, DHS, OSSE, DME, DMGEO, DCPS, the DC Council, the Public Charter School Board, the DC Public Library system, and three community-based organizations. Through the work of the Task Force's Strategic Plan to build a career pathways system in the District, these agencies laid the ground work for how services and programs can better be integrated in order to improve delivery of services for our residents. Much of the content in this WIOA State Plan builds on the work of the Task Force, which will continue to meet quarterly to oversee implementation of the career pathways strategies.

After the completion of the Career Pathways Strategic Plan, the Deputy Mayor for Greater Economic Opportunity, the Office of the City Administrator, and the WIC convened agencies for the development of the District's WIOA State Plan. Working groups were established under the WIC, comprised of partner agencies, to look at youth services, system alignment, performance and accountability, and sector strategies more in-depth. In a series of meetings including agency leadership and subject matter experts, goals, strategies, and priorities were laid out and operationalized to address the formation of a cohesive workforce system under WIOA that will meet the needs of District residents and businesses.

Moving forward, all partner agencies, along with representatives from District businesses and members of the public, will participate in the WIOA Implementation Work Group to oversee the implementation of the strategies laid out in this plan.

During the public comment period, the WIC facilitated robust engagement with the public and various stakeholders to obtain their input on the plan. Moving forward, we will continue to solicit feedback and be available to address questions and concerns through the DMGEO's advocacy roundtable meetings, DOES's stakeholder meetings, WIC Board meetings, and Career Pathways Task Force meetings. We encourage the public to email the WIC at [dcworks@dc.gov](mailto:dcworks@dc.gov) with comments or concerns regarding the workforce system. Additional information on coordination with state plan programs can be found in Section III (A) - State Strategy Implementation.

## V. COMMON ASSURANCES (FOR ALL CORE PROGRAMS)

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The Unified or Combined State Plan must include assurances that—

1. The State has established a policy identifying circumstances that may present a conflict of interest for a State Board or local board member, or the entity or class of officials that the member represents, and procedures to resolve such conflicts; Yes
2. The State has established a policy to provide to the public (including individuals with disabilities) access to meetings of State Boards and local boards, and information regarding activities of State boards and local boards, such as data on board membership and minutes; Yes
3. The lead State agencies with optimal policy-making authority and responsibility for the administration of core programs reviewed and commented on the appropriate operational planning elements of the Unified or Combined State Plan, and approved the elements as serving the needs of the populations served by such programs; Yes
4. (a) The State obtained input into the development of the Unified or Combined State Plan and provided an opportunity for comment on the plan by representatives of local boards and chief elected officials, businesses, labor organizations, institutions of higher education, the entities responsible for planning or administering the core programs, required one-stop partners and the other Combined Plan programs (if included in the State Plan), other primary stakeholders, including other organizations that provide services to individuals with barriers to employment, and the general public, and that the Unified or Combined State Plan is available and accessible to the general public; (b) The State provided an opportunity for review and comment on the plan by the State Board, including State agency official(s) for the Unemployment Insurance Agency if such official(s) is a member of the State Board; Yes
5. The State has established, in accordance with WIOA section 116(i), fiscal control and fund accounting procedures that may be necessary to ensure the proper disbursement of, and accounting for, funds paid to the State through allotments made for the core programs to carry out workforce development activities; Yes
6. The State has taken appropriate action to secure compliance with uniform administrative requirements in this Act, including that the State will annually monitor local areas to ensure compliance and otherwise take appropriate action to secure compliance with the uniform administrative requirements under WIOA section 184(a)(3); Yes
7. The State has taken the appropriate action to be in compliance with WIOA section 188, Nondiscrimination, as applicable; Yes
8. The Federal funds received to carry out a core program will not be expended for any purpose other than for activities authorized with respect to such funds under that core program; Yes
9. The State will pay an appropriate share (as defined by the State board) of the costs of carrying out section 116, from funds made available through each of the core programs; Yes

10. The State has a One-Stop certification policy that ensures the physical and programmatic accessibility of all One-Stop centers with the Americans with Disabilities Act of 1990 (ADA); Yes

11. Service providers have a referral process in place for directing Veterans with Significant Barriers to Employment (SBE) to DVOP services, when appropriate; and No

12. Priority of service for veterans and eligible spouses is provided in accordance with 38 USC 4215 in all workforce preparation, development or delivery of programs or services funded directly, in whole or in part, by the Department of Labor. Yes



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## VI. PROGRAM-SPECIFIC REQUIREMENTS FOR CORE PROGRAMS

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The State must address all program-specific requirements in this section for the WIOA core programs regardless of whether the State submits either a Unified or Combined State Plan.

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### PROGRAM-SPECIFIC REQUIREMENTS FOR ADULT, DISLOCATED WORKER, AND YOUTH ACTIVITIES UNDER TITLE I-B

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The Unified or Combined State Plan must include the following with respect to activities carried out under subtitle B--

#### A. ADULT, DISLOCATED WORKER, AND YOUTH ACTIVITIES GENERAL REQUIREMENTS

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##### 1. REGIONS AND LOCAL WORKFORCE DEVELOPMENT AREAS

###### A. IDENTIFY THE REGIONS AND THE LOCAL WORKFORCE DEVELOPMENT AREAS DESIGNATED IN THE STATE.

The District is a single workforce area and therefore does not designate regions or local workforce development areas.

B. DESCRIBE THE PROCESS USED FOR DESIGNATING LOCAL AREAS, INCLUDING PROCEDURES FOR DETERMINING WHETHER THE LOCAL AREA MET THE CRITERIA FOR “PERFORMED SUCCESSFULLY” AND “SUSTAINED FISCAL INTEGRITY” IN ACCORDANCE WITH 106(B)(2) AND (3) OF WIOA. DESCRIBE THE PROCESS USED FOR IDENTIFYING REGIONS AND PLANNING REGIONS UNDER SECTION 106(A) OF WIOA. THIS MUST INCLUDE A DESCRIPTION OF HOW THE STATE CONSULTED WITH THE LOCAL BOARDS AND CHIEF ELECTED OFFICIALS IN IDENTIFYING THE REGIONS.

The District is a single workforce area and therefore does not designate regions or local workforce development areas.

###### C. PROVIDE THE APPEALS PROCESS REFERRED TO IN SECTION 106(B)(5) OF WIOA RELATING TO DESIGNATION OF LOCAL AREAS.

The District is a single workforce area and therefore does not designate regions or local workforce development areas.

###### D. PROVIDE THE APPEALS PROCESS REFERRED TO IN SECTION 121(H)(2)(E) OF WIOA RELATING TO DETERMINATIONS FOR INFRASTRUCTURE FUNDING.

The District is a single workforce area and therefore does not designate regions or local workforce development areas.

##### 2. STATEWIDE ACTIVITIES

###### A. PROVIDE STATE POLICIES OR GUIDANCE FOR THE STATEWIDE WORKFORCE DEVELOPMENT SYSTEM AND FOR USE OF STATE FUNDS FOR WORKFORCE INVESTMENT ACTIVITIES.

The WIC's policy manual, which updates and replaces past policies established under WIA, was approved at the July 20, 2016 WIC Executive Committee meeting. This manual includes policies governing the statewide workforce development system and the use of State funds for workforce investment activities. WIC staff updates the manual based on WIOA regulations and DC WIOA working group discussions as needed. It is publicly posted on the WIC's website at <https://dcworks.dc.gov/page/policy-and-technical-assistance>.

**B. DESCRIBE HOW THE STATE INTENDS TO USE GOVERNOR'S SET ASIDE FUNDING. DESCRIBE HOW THE STATE WILL UTILIZE RAPID RESPONSE FUNDS TO RESPOND TO LAYOFFS AND PLANT CLOSINGS AND COORDINATE SERVICES TO QUICKLY AID COMPANIES AND THEIR AFFECTED WORKERS. STATES ALSO SHOULD DESCRIBE ANY LAYOFF AVERSION STRATEGIES THEY HAVE IMPLEMENTED TO ADDRESS AT RISK COMPANIES AND WORKERS**

The District will use its Governor's set aside funding to support WIC staff and operations, some DOES staff with responsibility for WIOA-related program administration, and to supplement other workforce development activities. The District will utilize Rapid Response funds and implement layoff aversion strategies as described below, including program procedures and descriptions:

**Rapid Response (RR):** Rapid Response is a proactive, employee-focused program designed to assist Dislocated Workers in transitioning into new employment opportunities. The goal of the RR program is two-fold: 1) provide resources to companies in both private and government sectors; and 2) respond to layoffs and closings by coordinating services and providing immediate aid to companies and their affected workers. In this regard, the program is beneficial to employees experiencing downsizing *but is also* geared to growing companies who need a pool of skilled workers who are readily available. Ultimately, RR services are designed to minimize the disruptions of companies and to maximize public and private resources for affected workers and communities associated with job loss.

The team responds within 48 hours of receiving notice of layoffs or closings and works quickly to coordinate services with the employer. The District follows federal guidelines under the Worker Adjustment and Retraining Notification (WARN) Act to trigger delivery of services. Rapid Response delivers customized services on site at the affected company to accommodate work schedules and assists companies and affected workers through transitions.

The District of Columbia is uniquely fortunate in its geographic positioning as the Piedmont region does not often face the threat of many natural disasters. For entire regions of the country ravaged by hurricanes or communities devastated by tornado, fires, or floods, however, WIA and now WIOA have allowed states and Workforce Development Boards (WDBs) to play a significant role in recovery.

Although the District has not experienced major natural disasters, advanced planning is a crucial step to ensuring the appropriate local entities are prepared to respond. Some of the Advanced Planning areas the District considers are the following:

- Connecting with the Federal Emergency Management Agency (FEMA) and local agencies such as DC Homeland Security and Emergency Management Agency (HSEMA) and DC Fire and Emergency Medical Services Department (FEMS).

- Planning for continued DC Government operation in the midst of the natural disaster.
- Generating a plan for UI registration after the disaster.
- Establishing communication hubs in the midst of potential phone outage and down phone lines.
- Generating a plan to support public service employment.
- Establishing human resources functionality in the midst of diminished capacity and ensuring that our HR system is flexible enough to allow staff to get the job done.

Developing an emergency plan is the first step in disaster preparedness. Rapid Response funds are flexible and permit the use of funds to support disaster planning, including, but not limited to the following activities:

- Devising prospective strategies to provide assistance to local areas experiencing disasters
- Identifying strategies for aversion of layoffs
- Developing mechanisms for regular exchange of information relating to potential dislocations
- Collect and analyze data and information for a number of purposes

The District of Columbia Rapid Response Team partners with disaster response entities to ensure it fulfills its obligation to deliver services and transition workers to new employment as quickly as possible. Some of the external agencies and government organizations Rapid Response will maintain effective partnerships with include:

- Emergency management organizations (i.e., HSEMA, FEMS, and FEMA)
- Chief Elected Officials (CEO) (the Mayor, City Administrator's Office)
- DC Chamber of Commerce & the WIC
- Economic development organizations
- Labor and industry organizations
- USDOL

Some of the internal agencies Rapid Response will coordinate with for its disaster planning and delivery of services include:

- Unemployment Insurance (UI)
- Workforce Development/National Emergency Grant contact
- Workforce Investment Council
- American Job Centers (AJC)
- Labor Market Information
- Business Services

The DC Rapid Response team is already in place to provide transition services to the unemployed as a result of employer layoffs, which most often occur last minute, allowing for little planning. Although there is not a great deal of guidance related to disaster response, there are some great examples from other states and jurisdictions from which the District's Rapid Response team has gleaned invaluable information, including:

- Purchase and deployment of mobile units for service delivery in disaster areas
- Support for organizing physical locations for disaster relief centers
- Support to individuals with applying for unemployment insurance (and Disaster Unemployment Assistance (DUA))
- Support sharing information on services available, including temporary jobs through National Emergency Grants (NEG)
- Hiring staff to support range of needs of impacted individuals, including counselors
- Job search assistance (i.e., evacuees from Hurricane Katrina, Baton Rouge floods)

The disaster dictates the response and the DC Rapid Response team seeks to position itself to be connected and embedded in the District's response to disaster recovery in order to provide much needed employment and training services.

#### Lay off Aversion Strategies

The Rapid Response team is an integral partner with the District's Deputy Mayor for Planning and Economic Development (DMPED) and the Department of Human Resources. These partnerships allow DOES to have an early warning of possible layoffs. Ninety percent of dislocations occur within the District and federal governments; therefore, it is imperative the layoff aversion strategies are in line with District and federal personnel policies and are controlled by the human resource directorates of those entities. Layoff aversion strategies include the following:

- Prior to separation notices being issued, vacant positions are identified, and employees are reassigned to the positions determined as essential to the operation of the agency
- Positions are filled with temporary employees to perform essential work
- Positions are frozen when reduction in funds are anticipated
- A budget deficit triggers the use of furloughs to reduce budget gaps and avoid employee separation, and
- Job sharing allows two employees to perform the work of one full-time employee.

Recommended layoff aversion strategies are to be discussed during the initial meeting with the employer. Typically, the employers will consider or have considered these options when the decision to have a reduction in force was made. Lay off aversion strategies are used more often in states that have production industries. The team will then establish linkages between firms that are reducing their workforce and firms expanding their workforce.

In the case of a natural disaster, the District's procedures to provide RR services include coordination with FEMA and other entities in alignment with the federal regulations. When the District is notified that FEMA has declared the District "a disaster area eligible for public assistance," the District can apply for the appropriate federal resources.

The purpose of the National Emergency Grant (NEG) is to create temporary employment to assist with disaster clean-up activities. Per the federal mandate, the primary award will limit the clean-up period to six months from the date of grant award, until there is a subsequent information justifying a longer clean-up period. The District will include in its fully documented plan, or modification request, a segment for employment-related services. This component will be targeted for workers involved in the clean-up work and who are not

returning to their prior employment. The District will demonstrate the participant's need for employment-related assistance to return to the workforce and that non-NEG resources are not accessible to provide the requested services. The employment-related component will provide information on the number of participants requiring assistance, the type of assistance and the duration and planned performance goals.

#### **Trade Adjustment Assistance (TAA):**

Authorized by the TAA Act of 1974, TAA is a federal program providing reemployment services and benefits to workers who have lost their jobs or suffered a reduction of hours and wages as a result of increased imports or shifts in production outside of the United States. Workers may be eligible for training, travel allowance, subsistence allowance, job search assistance, relocation allowance, reemployment trade adjustment assistance, or trade readjustment assistance. Certified individuals may be eligible to receive one or more program benefits and services depending on what level of assistance is needed to return them to suitable, sustainable employment. Reemployment benefits include 80 percent of paid average weekly wage at the time of layoff.

For workers who experience job loss due to foreign trade or shifts in production, the Rapid Response team provides information on Trade Adjustment Assistance (TAA), initiates trade petitions and informs employees of the benefits and services available if the company is certified as trade affected. Although the services are available, the District rarely receives TAA requests. However, the District is poised to serve affected workers from other State Workforce Agencies and mandated to serve them per the federal mandate.

The District provides the following benefits to affected workers:

- **Alternative Trade Adjustment Assistance (ATAA) and Reemployment Trade Adjustment Assistance (RTAA)** - a wage subsidy for up to two years that is available to reemployed older works and covers a portion of the difference between a worker's new wage and his/her old wage (up to a specified maximum amount).
- **Training** - classroom training, on-the-job training, and customized training designed to meet the needs of a specific employer or group of employers, apprenticeship programs, and more.
- **Relocation Allowances** - provide reimbursement for approved expenses if you are successful in obtaining employment outside your normal commuting area for you to relocate to your new area of employment.
- **Trade Readjustment Allowances (TRA)** - income support available in the form of weekly cash payments to workers who are enrolled in a full-time training course and have exhausted their unemployment insurance.
- **Job Search Allowances** - may be payable to cover expenses incurred in seeking employment outside your normal commuting area.

The District uses funds that have been reserved for Rapid Response to provide services for every worker group that files a TAA petition. The District's funding structure for RR and TAA comprise two separate funding streams. The RR funding is dedicated to program operations, which service TAA participants and agency personnel who work with dislocated workers. The TAA reserved funds are utilized for personnel and approved workers to utilize for training, TRA, job search and relocation allowances, ATAA, and RTAA benefits.

The Trade Adjustment Assistance Coordinator receives TAA petitions originating from the District or from another state that has been impacted and affected by trade. The Rapid Response Team also performs TAA services and actively works with the state agency from which the petition originates to ensure the timely transfer of all necessary documentation and involves necessary internal agency partners in the process.

These partners include the UI department, Finance, and the American Jobs Center. The TAA Coordinator also works with the Office of Policy, Performance, and Monitoring to ensure they are on track to provide the necessary services within the time allotted per the requirements of federal law. The TAA program helps workers who have lost their jobs as a result of foreign trade to quickly rejoin the workforce by providing them with the means to attain competitive and marketable skills for today's increasingly competitive work environment.

The TAA process typically unfolds in this manner:

- Company files a petition
- DOL investigates the petition. If approved, DOL issues a certification; a five-digit number is assigned to the certification
- Workers are notified about the Trade certification by DOES via the Business Engagement Division and the TAA Coordinator.
- Workers visit the American Jobs Centers (AJC) for services and case management
- Benefits are executed by the Business Engagement Division and administered through the AJC and Unemployment Insurance

The TAA program assists workers who have lost their jobs as a result of foreign trade. The program offers a variety of benefits and services to eligible workers, including:

- Job training
- Income support (TRA)
- Job search and relocation allowances
- Tax credit to help pay the costs of health insurance (HCTC)
- Wage supplement to certain reemployed trade-affected workers 50 years of age and older (RTAA)

Under the new TAA rules, participants with petitions that number 70,000 or higher must be enrolled in training within the following timeline:

- 26 weeks from the date of petition certification OR
- 26 weeks from the worker's most recent total separation from the certified company
- 45 days "extenuating circumstances" extension is possible

Once a petition is approved, affected workers have 26 weeks from the date of petition certification to enroll in a TAA-approved training program. Because Washington DC is usually the recipient of transferred petitions, we request no less than a 60 day notice prior to the expiration of the open petition period. This timeframe is paramount to ensure that appropriate arrangements may be made regarding DC networks enrollment and TAA



training program-related expenses including (but not limited to) tuition and fees related to applications, registration, certification, examinations, etc.

Upon completion of the participant's transfer from the originating state, the Rapid Response/TAA team maintains weekly contact with the affected worker and connects with appropriate officials at the training program to ensure timely exchange of required documentation within the approved time frame.

By utilizing our in-house resources, we collaborate with UI, Business Services, and the American Jobs Centers while also keeping lines of communication open with the state from which the petition originated (if applicable) to ensure information is shared, while maintaining a web of accountability towards ensuring the participants meet the deadline for eligibility. The participant is then eligible to receive all benefits allowed under TAA enrollment, gain access to relevant trainings, and obtain assistance finding reemployment.

### **C. IN ADDITION, DESCRIBE THE STATE POLICIES AND PROCEDURES TO PROVIDE RAPID RESPONSES IN CASES OF NATURAL DISASTERS INCLUDING COORDINATION WITH FEMA AND OTHER ENTITIES.**

The District of Columbia is uniquely fortunate in its geographic positioning as the Piedmont region does not often face the threat of many natural disasters. For entire regions of the country ravaged by hurricanes or communities devastated by tornado, fires or floods, however, WIA and now WIOA have allowed states and Workforce Development Boards (WDBs) to play a significant role in recovery.

Although the District has not experienced major natural disasters, advanced planning is a crucial step to ensuring the appropriate local entities are prepared to respond. Some of the Advanced Planning areas the District considers are the following:

- Connecting with FEMA.
- Planning for continued DC Government operation in the midst of the natural disaster.
- Generating a plan for UI registration after the disaster.
- Establishing communication hubs in the midst of potential phone outage and down phone lines.
- Generating a plan to support public service employment.
- Establishing human resources functionality in the midst of diminished capacity and ensuring that our HR system is flexible enough to allow staff to get the job done.

Developing an emergency plan is the first step in disaster preparedness. Rapid Response funds are flexible and permit the use of funds to support disaster planning, including, but not limited to the following activities:

- Devising prospective strategies to provide assistance to local areas experiencing disasters
- Identifying strategies for aversion of layoffs
- Developing mechanisms for regular exchange of information relating to potential dislocations
- Collect and analyze data and information for a number of purposes

The District of Columbia Rapid Response Team partners with disaster response entities to ensure it fulfills its obligation to deliver services and transition workers to new employment as quickly as possible. Some of the external agencies and government organizations Rapid Response will maintain effective partnerships with include:

- Emergency management organizations (i.e., state emergency management agencies and FEMA)
- Chief Elected Officials (CEO) (the Mayor, City Administrator's Office)
- DC Chamber of Commerce & the WIC
- Economic development organizations
- Labor and industry organizations
- USDOL

Some of the internal agencies Rapid Response will coordinate with for its disaster planning and delivery of services include:

- Unemployment Insurance (UI)
- Workforce Development/ National Emergency Grant contact
- Workforce Investment Council
- American Job Centers (AJC)
- Business Services

The D.C. Rapid Response team are already in place to provide transition services to the unemployed as a result of employer layoffs, which most often occur last minute, allowing for little planning. Although there is not a great deal of guidance related to disaster response, there are some great examples from other states and jurisdictions from which the District's Rapid Response team has gleaned invaluable information from, including:

- Purchase and deployment of mobile units for service delivery in disaster areas
- Support for organizing physical locations for disaster relief centers
- Support to individuals with applying for unemployment insurance (and Disaster Unemployment Assistance (DUA))
- Support sharing information on services available, including temporary jobs through National Emergency Grants (NEG)
- Hiring staff to support range of needs of impacted individuals, including counselors
- Job search assistance (i.e., evacuees from Hurricane Katrina, Baton Rouge floods)

The disaster dictates the response and the DC Rapid Response team seeks to position itself to be connected and embedded in the District's response to disaster recovery in order to provide much-needed employment and training services.

D. DESCRIBE HOW THE STATE PROVIDES EARLY INTERVENTION (E.G., RAPID RESPONSE) TO WORKER GROUPS ON WHOSE BEHALF A TRADE ADJUSTMENT ASSISTANCE (TAA) PETITION HAS BEEN FILED. (SECTION 134(A)(2)(A).) THIS DESCRIPTION MUST INCLUDE HOW THE STATE DISSEMINATES BENEFIT INFORMATION TO PROVIDE TRADE-AFFECTED WORKERS IN THE GROUPS IDENTIFIED IN THE TAA PETITIONS WITH AN ACCURATE UNDERSTANDING OF THE PROVISION OF TAA BENEFITS AND SERVICES IN SUCH A WAY THAT THEY

ARE TRANSPARENT TO THE TRADE-AFFECTED DISLOCATED WORKER APPLYING FOR THEM (TRADE ACT SEC. 221(A)(2)(A) AND SEC. 225; GOVERNOR-SECRETARY AGREEMENT). DESCRIBE HOW THE STATE WILL USE FUNDS THAT HAVE BEEN RESERVED FOR RAPID RESPONSE TO PROVIDE SERVICES FOR EVERY WORKER GROUP THAT FILES A TAA PETITION.

See response in section VI(a)(2)(B).

## B. ADULT AND DISLOCATED WORKER PROGRAM REQUIREMENTS

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### 1. WORK-BASED TRAINING MODELS

If the State is utilizing work-based training models (e.g. On-the-job training, Incumbent Worker training, Transitional Jobs, and Customized Training) as part of its training strategy and these strategies are not already discussed in other sections of the plan, describe the State's strategies for how these models ensure high quality training for both the participant and the employer.

The District plans to expand investments in alternative training over the next five years, with a particular focus on on-the-job and incumbent worker training, led by the Business Services Group (BSG) of DOES.

With On-the-Job (OJT) training, eligible employers have an opportunity to train, mentor, and potentially hire candidates who are not 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 function.

The OJT strategy ensures unemployed and underemployed jobseekers have a chance to enter/ reenter the workforce through an Earn-While-You-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.

OJTs are designed to lead to long-term employment assuming workers meet the employer's workforce skills needs and are not meant to serve as a disincentive for local employers to take on full-time, unsubsidized employees, and DOES policies and process reflect this.

The rate of reimbursement for employers participating in the OJT strategy will be based on the designated category of the selected OJT candidate. The reimbursement rates are under review and thorough business engagement will be tested and revised as needed to ensure they are adequate to incentivize employers. The current categories and reimbursement rates are listed below:

#### **1. Reimbursement Guidance 1 - Employer**

- o Category 1 - 50% Reimbursement

- (1) Larger Companies (Number of Employees: 100 or more)

- o Category 2 - 75% Reimbursement

- (1) Small to Mid-size companies (Number of Employees: 99 or less)

*Note: The employer will receive the higher percentage amount from Guidance 1 and 2, even if the candidate falls into a lower percentage rate.*

## **2. Reimbursement Guidance 2 - Participant**

### **o Category 1 - 50% Reimbursement**

(1) Participant is job ready with significant work experience or skillsets and/or some post-secondary education.

### **o Category 2 - 75% Reimbursement**

(1) Participant is job ready with limited work experience or skillsets, possesses a high school diploma or GED.

(2) Other qualifiers include one of the following:

- Youth ages 18 - 24
- Seniors 55 years or older
- Returning citizens
- Individuals with disabilities
- Chronically unemployed
- Homeless veterans
- Does not possess a high school diploma or GED
- Or is not job ready but possesses the desire to work.

OJT candidates will be assessed to determine their capacity to fulfill the requirement of the job they are interested in pursuing. The results of the assessment will be used to place the candidate within one of the three identified categories. The training instruction and the length of OJT will be determined by the employer or identified industry standards for the particular job function. The agency will use a nationally recognized assessment tool such as Prove-It or Career Ready 101, to gauge the candidate's level of proficiency. Utilizing these tools will aid the case manager, candidate, and employer in creating an individualized OJT plan that increases the jobseeker's proficiency level.

OJT positions must be full-time and must provide an hourly wage that meets the District of Columbia's living wage of \$13.85 and does not exceed the District's average wage of \$23.95 for the participant with evidence that the participant is on a career pathway towards a higher paying job. However, waivers are allowable for individuals with disabilities as well as older workers (55 years and older). Exceptions include a job opportunity that is appropriate to the customer's needs and skill acquisition that meets the occupational qualifications, but the starting wage does not meet the \$14.00 per hour wage. Then an OJT contract can be written for a lower hourly rate in consideration of the participant's extraordinary limitations and/or barriers.

The District also realizes that incumbent worker training has the potential to be of immense value to employers, jobseekers, and the public workforce system. Employers are able to offset part of their training costs for their best District-resident employees; incumbent workers gain new skills, advance their careers, and realize increased wages; work-ready District jobseekers seeking entry-level positions will have new openings to apply for; and the public workforce system strengthens its relationship with local employers, better

understands the types of skills that are required for success in high-demand occupations and sectors, and the certifications, credentials, and training providers that employers value to make hiring decisions.

The District also plans to continue the growth of two transitional jobs strategies: Project Empowerment and LEAP. Both strategies have proven to provide high quality training and comprehensive employment and supportive services for residents, while positively impacting employer recruitment and retention efforts.

Project Empowerment and LEAP are both locally-funded strategies with eligibility criteria that define the programs as serving residents with multiple barriers to employment. Project Empowerment serves a target population with barriers such as basic skills deficiency, lack of a secondary education credential, a documented history of substance abuse, homelessness, a history of job cycling, and a conviction of a felony or previous incarceration. Similarly, LEAP specifically focuses on the provision of transitional employment opportunities for the District's TANF recipients, especially those about to reach their cap on benefits. Through both programs, government, public, and private employers are provided 100% wage subsidies in positions that do not displace current employees, but are meant to establish work history and whenever possible become permanent jobs upon the subsidy's end.

## 2. REGISTERED APPRENTICESHIP

Describe how the State will incorporate Registered Apprenticeship into its strategy for service design and delivery (e.g., job center staff taking applications and conducting assessments).

The District of Columbia is currently recognized by the US Department of Labor to operate as a State Apprenticeship Agency pursuant to Title 29 CFR, part 29.13, and has been since 1946. In 1978, the District of Columbia established a local mandatory apprenticeship law (DC Law 2-156) that requires contractors, who are awarded contracts to perform work on District government assisted construction projects, to register apprenticeship programs with the District of Columbia. The law was amended in 2004 under Bill 15-295 to require a minimum of 35% apprenticeship hours on all government assisted projects to be performed by DC residents. Any contractor who fails to comply with the amended apprenticeship law is subject to a fine of 5% of direct and indirect labor cost of their contract amount. Since the amended law took effect in 2005, there was an immediate impact on the percentages of DC residents employed on District government assisted projects. The results of the amended apprenticeship law are evident on many major city projects:

- New Ball Park Stadium -157 apprentices, DC resident apprentices 123 or 78%
- City Market at O Street, NW - 321 apprentices, DC residents 199 or 62%
- Marriott Marquis Hotel - 313,334.88 apprenticeship hours worked,
- 197,039.7 or 63% apprenticeship hours were performed by DC residents.

The amended mandatory apprenticeship law also impacted the overall employment of DC residents in other work classifications such as, journey-workers, skilled laborers and common laborer on government funded projects. The Marquis Marriott Hotel construction

project for example, had the highest overall percentages of DC residents employed on any publically funded construction project in the history of the city. The results are as follow:

Total hours worked	DC residents	Percentages	Classification
1,466,939.517	233,635.22	16%	Journey-workers
313,334.88	197,039.7	63%	Apprentices
452,956.67	196,350.5	43%	Skilled Laborers
143,132.49	77,630.98	54%	Common Laborers
2,376,363.557	704,656.4	30%	Total workforce

Table 16: DC Residents Hired by Marriott Hotel for City Projects

To complement its long history of apprenticeship programs in the construction industry, the District of Columbia is in the midst of an expansion effort to add more non-traditional sectors as career options. This effort looks to increase apprenticeship opportunities to new and emerging industries (related to utilizing apprenticeship models) such as information technology, healthcare and energy. The District Columbia will use local resources coupled with apprenticeship sponsor ETPL eligibility to create an attractive option for non-traditional sector employers to enter the system.

Apprenticeship is not limited to the private sector, state and federal government agencies have established registered apprenticeship programs, in which state and federal workers are employed in various apprentice-able occupation areas. In the District, the Department of Public Workers (DPW) is the only agency that currently has a registered apprenticeship program, which had been recognized in the occupation of automotive technician specialist since around 2007. DPW plans to expand apprenticeship training in the occupation of fuel handler and in its maintenance area. There are other District government agencies, in which apprenticeship can be implemented. Expanding the apprenticeship system to include more programs in District government agencies will increase and retain more DC residents in its workforce and reduce the need to seek skilled workers from outside of the city when existing seasoned workers retire. Examples of other DC agencies, in which apprenticeship can be implemented in occupations certified by the Department of Labor:

- District of Columbia Consumer and Regulatory Affairs (DCRA) - building inspector
- DC Water - water treatment operator, instrumentation technician
- Department of Transportation - equipment operator
- DC Public School - teacher aide; this is an area, in which a high school graduate can enter as an apprentice, while taking college courses at UDC towards eventually earning a degree in education. This could also assist residents on TANIF participants.



- Other apprentice-able occupations in the health-care field can be applied to the city's hospital such as, medical assistant, medical laboratory technician, medical coder, and nurse assistant.
- Apprenticeship can also be implemented for DC Fire Department in the area of Emergency Medical Technician (EMT). The related instruction for the occupation can be held at UDC

To support the ongoing growth and expansion of Registered Apprenticeship opportunities, the District's Department of Employment Services has focused on strategies related to the alignment of partner systems, the leveraging of federal, state, and private resources, and the inclusion of underrepresented groups.

Through the Career Pathways Task Force and other partner-led initiatives, DOES has convened with education, workforce, and economic development partners such as businesses and industry intermediaries. The partnerships and planning sessions have been purposed to better align systems and increase resident accessibility to pathways and earn-as-you-learn opportunities, including apprenticeship, in both traditional and non-tradition industry sectors.

DOES currently leverages federal, state, and private resources to develop registered apprenticeship programs, to provide general tuition assistance, and to support enrolled registered apprentices with supportive services. DOES encourages the enrollment of registered apprentices in WIOA and ensures registered apprentices consistently have the opportunity to enroll throughout their participation. Strategies to support registered apprentices through OJT and ITAs have also been developed. Private resources have been and will continue to be used in the development of employer-based apprenticeship programs.

The DOES Business Services Group, in conjunction with the DOES Office of Apprenticeship, Information, and Technology, continues to serve as the primary connection to assist residents in entering Registered Apprenticeship programs and positions. To ensure the inclusion of underrepresented groups in these efforts, DOES currently has referral partnerships with community-based organizations, DC Public Schools, the American Job Centers, the TANF and FSET programs, and various workforce programs throughout the District. To further increase inclusion, DOES has actively identified and met with agencies and organizations committed to serving women, veterans, individuals with disabilities, communities of color, and economically disadvantaged groups.

### 3. TRAINING PROVIDER ELIGIBILITY PROCEDURE

Provide the procedure, eligibility criteria, and information requirements for determining training provider initial and continued eligibility, including Registered Apprenticeship programs (WIOA Section 122).

The WIC sets policies related to eligible training providers (ETP) and the use of federal funds for training under WIOA, including through individual training accounts (ITA). They can be found at <https://dcworks.dc.gov/page/policy-and-technical-assistance>.

Key elements of the District's WIOA Eligible Training Providers policy include the following:

- Requirements for the types of ETPs and relevant licensures needed for eligibility;
- Requirements for the types of training allowed, with a focus on programming offering industry-recognized credentials or degrees directly related to employer needs in high demand sectors and occupations as defined by the WIC;
- Criteria to establish both initial and continued eligibility, including the submission of performance data for all program participants (not just those funded through WIOA);
- Exceptions to the full process, including for apprenticeship programs - which are automatically eligible for inclusion; and
- Approval and removal processes, including the process for denying eligibility based on performance and appeals to the process.

o Key elements of the District's WIOA Individual Training Accounts policy include the following:

- ITA amounts allowed for ETPs based on a market rate determination relevant timeframe;
- Allowable services for ITA payments, including occupational training, related expenses, and career or support services;
- Requirements that other federal and state funds available to support training program participation, such as Pell grants, are utilized prior to ITA consideration; and
- Customer choice requirements.

#### 4. DESCRIBE HOW THE STATE WILL IMPLEMENT AND MONITOR THE PRIORITY FOR PUBLIC ASSISTANCE RECIPIENTS, OTHER LOW-INCOME INDIVIDUALS, AND INDIVIDUALS WHO ARE BASIC SKILLS DEFICIENT IN ACCORDANCE WITH THE REQUIREMENTS OF WIOA SEC. 134(C)(3)(E), WHICH APPLIES TO INDIVIDUALIZED CAREER SERVICES AND TRAINING SERVICES FUNDED BY THE ADULT FORMULA PROGRAM.

Pursuant to Sec 134(c)(3)(E) of WIOA, DOES has developed a policy and procedures to ensure priority of Adult and Dislocated Worker training and employment services for those jobseekers that are veterans, receiving public assistance, low-income, or are determined to be basic skills deficient.

As outlined in TEGL 3-15, the priority of service for WIOA Adult and Dislocated Workers in the District is as follows:

- **1st Priority** - Covered persons (veterans and eligible spouses) who are:

o Low income [as defined by WIOA Sec. 3(36)], or

o Recipients of public assistance, or

o Who are basic skills deficient.

- **2nd Priority** - Individuals (non-covered persons) who are:

- o Low income [as defined by WIOA Sec. 3(36)], or

- o Recipients of public assistance, or

- o Who are basic skills deficient.

- **3rd Priority** - Veterans and eligible spouses who are:

- o Not low income, and

- o Not recipients of public assistance, and

- o Not basic skills deficient.

- **4th Priority** - Individuals (non-covered persons) who do not meet the above priorities may be enrolled. These individuals are:

- o Not veterans or eligible spouses, and

- o Not low income, and

- o Not recipients of public assistance, and

- o Not basic skills deficient.

During enrollment into WIOA, Workforce Development Specialists (WDS) are required to determine each customer's Priority of Service level, and mark the priority level on the Priority of Service Determination form that must be signed by the WDS.

The backside of this determination form also provides details on how low-income status should be determined under WIOA. This low-income definition includes: the various forms of public assistance receipt; the current Federal Poverty Line (based on guidelines released by the Department of Health and Human Services) and 70% of Lower Living Standard Income Levels (LLSIL, released by DOLETA) based on different family/household sizes; homeless individuals; foster children; and all low-income individuals with disabilities regardless of their family/household income.

In the District, basic skills deficiency is determined by using the eCASAS test, and defined as having reading and/or math scores at or below the 8th grade level. Customers receiving public assistance are asked to provide documentation, which is included in the customer's folder.

The Priority of Service Determination form is stored in the customer's file, and if applying to enroll in training services, the customer's training folder as well. WDSs are required to identify the participant's Priority of Service level on the customer folder tab—as P1, P2, P3, or P4—along with last name, first name, and last four of their SSN. This labeling mechanism is to ensure that when customer files are in the process of review and approval for services (such as training), that the Priority of Service is always followed.

Priority of Service is covered in the training for new Workforce Development Specialists and other AJC staff, and will continue to be emphasized and communicated in upcoming and ongoing professional development and WIOA training sessions at all AJCs.

## 5. DESCRIBE THE STATE'S CRITERIA REGARDING LOCAL AREA TRANSFER OF FUNDS BETWEEN THE ADULT AND DISLOCATED WORKER PROGRAMS.

Each program year the Department of Labor (DOL) provides funds to the state in two separate allotments. The first allotment begins July 1 and the second allotment begins October 1. Transfer requests can be submitted anytime during the two-year life of the funds. Funds transferred must stay within the original year of allocation. They must also stay within their respective allocation time period (i.e., July 1, first allocation funds, or October 1, second allocation funds). Accordingly, funds cannot be transfer between program years or between first and second allocations. In addition, DOES will ensure that its funds are not overdrawn during the time a transfer takes place. If this condition occurs, the transfer will not be approved. In order to accommodate DOL reporting requirements, formula funds may not be transferred directly from the dislocated worker grant codes to the adult grant codes (501 to 201 and 502 to 202) or vice versa (201 to 501 and 202 to 502). Instead, the funds are transferred to distinct grant codes that remain attached to their original funding stream.

AJC Operations must submit transfer requests in writing to the OCFO and all requests must contain the reason(s)/rationale for the transfer.

- The OCFO will consider the following factors in its review of transfer requests:
- Changes in planned services to eligible participants
- Unexpected layoffs requiring additional funds
- Changes in the goals for serving eligible participants
- Changes in labor market conditions
- Effect of transfer on jointly funded employment and training programs in American Job Centers
- Effect on existing agreements for the delivery and/or coordination of employment and training services
- Effect on current workforce system employment and training systems
- Effect on the employment and training needs of eligible participants in the local programs

### C. YOUTH PROGRAM REQUIREMENTS

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With respect to youth workforce investment activities authorized in section 129 of WIOA,—

1. IDENTIFY THE STATE-DEVELOPED CRITERIA TO BE USED BY LOCAL BOARDS IN AWARDING GRANTS OR CONTRACTS FOR YOUTH WORKFORCE INVESTMENT ACTIVITIES AND DESCRIBE HOW THE LOCAL BOARDS WILL TAKE INTO CONSIDERATION THE ABILITY OF THE PROVIDERS TO MEET PERFORMANCE ACCOUNTABILITY MEASURES BASED ON PRIMARY INDICATORS OF PERFORMANCE FOR THE YOUTH PROGRAM AS DESCRIBED IN SECTION 116(B)(2)(A)(II) OF WIOA IN AWARDING SUCH GRANTS OR CONTRACTS.\*

\* Sec. 102(b)(2)(D)(i)(V)

As a single-area state, the District's WIC sets policies related to the awarding of grants and contracts for youth workforce activities and methods to take into consideration the ability of the providers to meet performance accountability measures based on primary indicators of performance in awarding funds. Current WIC policies can be found at <https://dcworks.dc.gov/page/policy-and-technical-assistance>, and the WIC is currently in

the process of re-evaluating policies to ensure compliance with WIOA. DOES selects providers of youth services and administers the WIOA Youth program through these policies and additional WIC oversight.

DOES's Request for Qualifications (RFQ) for Youth providers was modified in 2015 to reflect the new performance accountability measures and eligibility requirements for ISY and OSY under WIOA. Interested service providers are required to demonstrate with their service strategy that there is a clear path for every participant to attain WIOA performance accountability. The plan must identify career pathways that include education and employment goals with appropriate services to meet those goals. The service strategy must also take into account an objective assessment of the young adult's basic skills, occupational skills, work experience, interests, aptitudes, academic levels, skill levels, and other needs of the individual. All services must be documented during the engagement to include weekly timesheets that verify participation and provide specifics of the activity.

All youth services providers will be trained to use the DCNetworks (VOS) system to record enrollments, to outline and update service strategies, to document assessments, participant activities, status changes, and outcomes. Maintaining case notes of participant contact, interactions, and activities of the participant, progress, and methods to resolve barriers, is important documentation that provides a record of services. Accurate and timely data entry in VOS is required to ensure mandated accountability for performance indicators on both a federal, state and local level, in addition to individual providers.

All WIOA Title I Youth activities for ISY and OSY will be delivered by contracted vendors, after responding to a Request for Qualifications (RFQ) and then negotiating a Human Care Agreement (HCA) contract outlining the details of their program and service strategy. In addition to requirements regarding performance accountability detailed above, service providers must also describe which of the fourteen program elements are included in their service strategy, their methodology for providing those program elements, and what, if any, subcontractors and other partners will be utilized to ensure comprehensive service delivery to ISY and OSY. Contractors will demonstrate the ability to enhance design, coordinate and deliver year round activities and services for WIOA eligible youth that promote:

- Earning a high school diploma or GED
- Preparation for postsecondary education and training
- Career preparation
- Work-based learning
- Employment in demand driven occupations
- Earning postsecondary credentials

**2. DESCRIBE THE STRATEGIES THE STATE WILL USE TO ACHIEVE IMPROVED OUTCOMES FOR OUT-OF-SCHOOL YOUTH AS DESCRIBED IN 129(A)(1)(B), INCLUDING HOW IT WILL LEVERAGE AND ALIGN THE CORE PROGRAMS, ANY COMBINED STATE PLAN PARTNER PROGRAMS INCLUDED IN THIS PLAN, REQUIRED AND OPTIONAL ONE-STOP PARTNER PROGRAMS, AND ANY OTHER RESOURCES AVAILABLE.**

As noted above in Section II(c) - State Strategy, the District's strategies for supporting youth (Goal 5) are focused on ensuring that the District's full range of programs are coordinated

with WIOA Youth activities. SYEP has been a significant component of the District's local youth workforce development system over the last 37 years and is an important asset in providing exposure to the world of work to thousands of youth each year. To help drive enrollment in WIOA Youth programming - a key challenge the District is working to address - DOES's Office of Youth Programs (OYP) will use the applicant pool from SYEP to recruit youth for its WIOA programs. OYP will also use various strategies including, but not limited to, social media, e-mail blasts, text messaging, Workforce on Wheels, and community events through various school partnerships to conduct youth outreach. Referrals from Youth Earn and Learn, the Pathways for Young Adults Program, and the DC High School Internship program will also be leveraged to help drive enrollment gains and identify youth who can best benefit from WIOA Youth services. Finally, OYP will visit all high schools in the District on a regular basis, in order to ensure these essential partners have a basic understanding of the services and program offerings that are available to all graduates who do not have post-secondary engagement plans.

Additionally, programs such as the DC Career Connections Program (DCCC) are designed for specific demographics including youth who have been involved in the criminal justice system, are pregnant or parenting, have low educational attainment, are homeless, or have documented behavioral health challenges. This program will be coupled with WIOA programs that will provide necessary support including barrier removal techniques and innovative strategies to keep youth engaged. OYP also has strong partnerships with many educational institutions throughout the District including the District of Columbia Public Schools, the Public Charter School Board, the OSSE Re-Engagement Center, the Potomac Job Corps Center, and the University of the District of Columbia-Community College. These partnerships enable OYP to operate a streamlined process to move jobseekers into training or connect them to needed resources. The District will also ensure that WIOA Youth services are well linked to core partner programming, including leveraging the Virtual One-Stop (VOS) database, employer services, and well-coordinated referrals and/or co-enrollment in vocational rehabilitation and adult education services where relevant.

In addition to the strategies related to recruiting youth into WIOA programming from other District-funded initiatives noted above, DOES's OYP is also undertaking significant efforts to recruit additional District youth into WIOA services that are not participating in other initiatives. Recruitment efforts include community outreach events, social media engagement, and an online platform where youth can request services needed. OYP will also work closely with AJC staff in ensuring that youth in partner programs such as Job Corps, YouthBuild, TANF, and Vocational Rehabilitation programming have access to WIOA services, or alternately that youth enrolled in WIOA programming can access these additional resources. As many youths may also be eligible to transition into WIOA Adult and Dislocated worker services, OYP staff will also work with AJC staff to ensure effective transitions as needed.

The development of online, easy to access surveys regarding services offered, services desired and requesting actual feedback on the DOES OYP experience will provide a pathway for DOES performance evaluation. The surveys will provide real-time and reflective data to determine where changes can be made immediately and strategically in the future. The data used in a scorecard dashboard setting creates dialogue and open forum discussion for improved services, greater community outreach, and best practice case management that



seamlessly connects youth participants to the services that best meet their needs across all available federal and local programming.

3. DESCRIBE HOW THE STATE WILL ENSURE THAT ALL 14 PROGRAM ELEMENTS DESCRIBED IN WIOA SECTION 129(C)(2) ARE MADE AVAILABLE AND EFFECTIVELY IMPLEMENTED, INCLUDING QUALITY PRE-APPRENTICESHIP PROGRAMS UNDER THE WORK EXPERIENCE PROGRAM ELEMENT.\*

\* Sec. 102(b)(2)(D)(i)(I)

All WIOA Title I Youth activities for ISY and OSY will be delivered by contracted vendors, after responding to a Request for Qualifications (RFQ) and then negotiating a Human Care Agreement (HCA) contract outlining the details of their program and service strategy. In addition to requirements regarding performance accountability detailed above, service providers must also describe which of the fourteen program elements are included in their service strategy, their methodology for providing those program elements, and what, if any, subcontractors and other partners will be utilized to ensure comprehensive service delivery to ISY and OSY. Contractors will demonstrate the ability to enhance design, coordinate and deliver year round activities and services for WIOA eligible youth that promote:

- Earning a high school diploma or GED
- Preparation for postsecondary education and training
- Career preparation
- Work-based learning
- Employment in demand driven occupations
- Earning postsecondary credentials

4. PROVIDE THE LANGUAGE CONTAINED IN THE STATE POLICY FOR “REQUIRING ADDITIONAL ASSISTANCE TO ENTER OR COMPLETE AN EDUCATIONAL PROGRAM, OR TO SECURE AND HOLD EMPLOYMENT” CRITERION FOR OUT-OF-SCHOOL YOUTH SPECIFIED IN WIOA SECTION 129(A)(1)(B)(III)(VIII) AND FOR “REQUIRING ADDITIONAL ASSISTANCE TO COMPLETE AN EDUCATION PROGRAM, OR TO SECURE AND HOLD EMPLOYMENT” CRITERION FOR IN-SCHOOL YOUTH SPECIFIED IN WIOA SECTION 129(A)(1)(C)(IV)(VII). IF THE STATE DOES NOT HAVE A POLICY, DESCRIBE HOW THE STATE WILL ENSURE THAT LOCAL AREAS WILL HAVE A POLICY FOR THESE CRITERIA.

The District expects to approve a final state policy defining “requiring additional assistance to enter or complete an educational program, or to secure and hold employment” by the end of the second quarter of PY 2016. As this policy is finalized, DOES has issued the following set of criteria as guidance for identifying out-of-school youth “requiring additional assistance.” The final policy is expected to contain the same or similar criteria.

- (1) Incarcerated parent
- (2) Victim of violence
- (3) Behavior problems at school
- (4) Family literacy problems

- (5) Domestic violence
- (6) Substance abuse
- (7) Chronic health conditions
- (8) One or more grade levels below appropriate for age
- (9) Attending a Title I school, or school that is currently meeting the failing criteria as identified by the stated accountability system
- (10) Lives in, or attends school in, a PSA identified as a high-crime area

5. INCLUDE THE STATE DEFINITION, AS DEFINED IN LAW, FOR NOT ATTENDING SCHOOL AND ATTENDING SCHOOL AS SPECIFIED IN WIOA SECTION 129(A)(1)(B)(I) AND SECTION 129(A)(1)(C)(I). IF STATE LAW DOES NOT DEFINE “NOT ATTENDING SCHOOL” OR “ATTENDING SCHOOL,” INDICATE THAT IS THE CASE AND PROVIDE THE STATE POLICY FOR DETERMINING WHETHER A YOUTH IS ATTENDING OR NOT ATTENDING SCHOOL.

There are currently no laws in the DC Code that define “not attending school” or “attending school.”

6. IF USING THE BASIC SKILLS DEFICIENT DEFINITION CONTAINED IN WIOA SECTION 3(5)(B), INCLUDE THE STATE DEFINITION WHICH MUST FURTHER DEFINE HOW TO DETERMINE IF AN INDIVIDUAL IS UNABLE TO COMPUTE OR SOLVE PROBLEMS, OR READ, WRITE, OR SPEAK ENGLISH, AT A LEVEL NECESSARY TO FUNCTION ON THE JOB, IN THE INDIVIDUAL’S FAMILY, OR IN SOCIETY. IF NOT USING THE PORTION OF THE DEFINITION CONTAINED IN WIOA SECTION 3(5)(B), INDICATE THAT IS THE CASE.

The District does not intend to use the basic skills deficient definition contained in WIOA Section 3(5)(B) for its WIOA youth program. The District will use WIOA Section 3(5)(A), which states as follows:

“Basic skills deficient”: The term “basic skills deficient” means, with respect to an individual- (A) who is a youth, that the individual has English reading, writing, or computing skills at or below the 8th grade level on a generally accepted standardized test.”

The District intends to use the CASAS exam as its standardized test of record. The agencies that comprise this unified plan are working toward completing a comprehensive MOU, and this comprehensive MOU will include uniform CASAS standards and procedures across all WIOA-funded programs, including a definition of Basic Skills Deficient. However, the WIC will evaluate this policy to ensure that the use of the CASAS exam does not pose a barrier for participants who can otherwise demonstrate basic skills proficiency by other means.

#### D. SINGLE-AREA STATE REQUIREMENTS

In States where there is only one local workforce investment area, the governor serves as both the State and local chief elected official. In such cases, the State must submit any information required in the local plan (WIOA section 106(d)(2)). States with a single workforce area must include—

1. ANY COMMENTS FROM THE PUBLIC COMMENT PERIOD THAT REPRESENT DISAGREEMENT WITH THE PLAN. (WIOA SECTION 108(D)(3).)

2. THE ENTITY RESPONSIBLE FOR THE DISBURSAL OF GRANT FUNDS, AS DETERMINED BY THE GOVERNOR, IF DIFFERENT FROM THAT FOR THE STATE. (WIOA SECTION 108(B)(15).)

3. A DESCRIPTION OF THE TYPE AND AVAILABILITY OF WIOA TITLE I YOUTH ACTIVITIES AND SUCCESSFUL MODELS, INCLUDING FOR YOUTH WITH DISABILITIES. (WIOA SECTION 108(B)(9).)

(1) ANY COMMENTS FROM THE PUBLIC COMMENT PERIOD THAT REPRESENT DISAGREEMENT WITH THE PLAN. (WIOA SECTION 108(D)(3))

During the thirty day public comment period, February 12 through March 14, 2016, the District's draft WIOA State Plan was made available for the public to view and comment on through a variety of ways. The plan was posted on the site [drafts.dc.gov](http://drafts.dc.gov) which allows readers to attach comments directly to specific portions of the plan or leave overall feedback. The plan was also posted in PDF format on the WIC's website, [dcworks.dc.gov](http://dcworks.dc.gov). The public was able to email comments to the WIC at [wic.dmped@dc.gov](mailto:wic.dmped@dc.gov) or mail them to the WIC offices. Hard copies of the plan were made available at DC public libraries in all eight wards. Additionally, the WIC held several public engagement events throughout the public comment period to educate the public on the plan and encourage feedback.

In 2018, the WIC held three engagements events to update the community on the progress and activities related to the District's Unified State Plan and received robust feedback from these events. Many of the comments received will be useful in informing ongoing implementation efforts over the next two years. The community could also view the proposed updates on the WIC website and provide comments to the WIC via email at [dcworks@dc.gov](mailto:dcworks@dc.gov).

The WIC organized the following events:

Date	Time	Co-host/Audience/Theme	Location
<b>February 12, 2016</b>	11am-12:30pm	Mayor Muriel Bowser and Deputy Mayor for Greater Economic Opportunity Audience: Members of the public and workforce stakeholders Public comment period kick-off and WIC open house.	Office of DMGEO, 2235 Shannon Place SE
<b>February 17, 2016</b>	12pm-2pm	Council for Workforce Development Audience: Members of the public, Advocacy groups, workforce stakeholders	Rise Demonstration Center, 2730 Martin Luther King Jr. Ave., SE
<b>February 19, 2016</b>	9am-11am	DC Adult and Family Literacy Coalition Audience: Members of DCAFLC	The Meyer Foundation, 1250 Connecticut Ave NW, Suite 800

Date	Time	Co-host/Audience/Theme	Location
<b>March 3 , 2016</b>	9:30am-10:30am	Disconnected Youth Change Network Audience: Members of Raise DC, DYCN	Venture Philanthropy Partners , 1201 15th St NW, Suite 510
<b>March 8, 2016</b>	1pm-3pm	DC Interagency Council on Homelessness Audience: Stakeholders working on homelessness, residents who are experiencing or at risk of homelessness.	Wilson Building, 1350 Pennsylvania Ave. NW, RM G-9
<b>March 9, 2016</b>	8:30am - 12:30pm	Community Foundation Audience: Members of the public, Advocates Breakout sessions on adult literacy, adult workforce, youth services	Thurgood Marshall Center, 1816 12TH St NW
<b>March 10, 2016</b>	4pm-6pm	DOES, ReEngagement Center (OSSE) Audience: Youth Dialogue session to hear from youth on their education and workforce needs.	DOES Community Room, 4058 Minnesota Ave. NE
<b>March 11, 2016</b>	10am-12pm	New Communities, in partnership with DHS Audience: DHS customers	Riverside Recreation Center; 5200 Foote St. NE
<b>April 10, 2018</b>	8-9:30am	DC Chamber Audience: Business Community	133 21 <sup>st</sup> Street NW
<b>April 11, 2018</b>	6-8pm	DC Office of Youth Programs and ReEngagement Center (OSSE) Audience: Youth Workforce Stakeholder dialogue session to hear from youth on their education and workforce needs	DOES Room 2309 4058 Minnesota Ave. NE
<b>April 12, 2018</b>	6-8pm	DC Infrastructure Academy, Audience: Adult workforce stakeholder dialogue session to hear from youth on their education and workforce needs	2330 Pomeroy Rd, SE

Table 16: WIOA State Plan Engagement Events

As required in WIOA section 108(d)(3), public comments that disagree with the plan can be found in Appendix 7; in addition to more information on how feedback was addressed.

(2) THE ENTITY RESPONSIBLE FOR THE DISBURSAL OF GRANT FUNDS, AS DETERMINED BY THE GOVERNOR, IF DIFFERENT FROM THAT FOR THE STATE. (WIOA SECTION 108(B)(15).)

DOES serves as the District's fiscal agent and disburses grant funds. The WIC sets policies related to WIOA funds and provides oversight.

*(3) The type and availability of WIOA title I Youth activities, including an identification of successful providers of such activities. (WIOA section 108(b)(9).)*

Due to the District having only one local workforce investment area, the following local plan information is required to be included in the WIOA Plan. DOES's Office of Youth Programs (OYP) provides an array of programs and services designed to target and engage youth from ages 14-24. The services offered by both DOES OYP and its providers are described in Table 17.

Table 17: Services Offered by both DOES OYP and its Providers

Service	Description
<b>Outreach/ Recruitment/ Eligibility</b>	DOES will conduct outreach and recruitment and verifying participant eligibility. DOES will also make program referrals of eligible youth and will assist in establishing connections with partner agencies such as OSSE, DHS, and CFSA. Providers are encouraged to perform outreach and recruitment activities. Providers may support youth with the collection of eligibility documents and for their timely submission to DOES. DOES will be responsible for determining and documenting participant eligibility prior to WIOA program enrollment. Providers are required to maintain all program documentation and ensure that DOES receives all required program updates through regular entry of data in the system.
<b>Intake/Assessment</b>	DOES will conduct the initial intake process to include conducting intake interviews and the initial objective assessment. DOES will coordinate with partner agencies to collect pre-existing assessment data. Providers will be offered training and technical assistance to conduct the initial objective assessment as appropriate. Providers will be responsible for conducting assessments to measure progress throughout the duration of the program.
<b>Referrals</b>	DOES will be responsible for making the official referral to an eligible service provider. This does not prevent providers from conducting outreach and recruitment of participants, however, the provider may not enroll a participant until DOES has deemed that participant eligible and made the appropriate referral.
<b>Case Management/ISS Development</b>	Case Management is the foundation of the service delivery in the workforce system and is effectively managed by the provider Case Manager and DOES. Comprehensive case management includes the development of Individual Service Strategies (ISS), follow-up services, case note updates, and on-going file maintenance. DOES will be responsible for ensuring that the provider maintains a comprehensive case file per youth. The Individual Service Strategy (ISS) is developed in conjunction with the youth participant, Case Manager, and educational counselor in an effort to establish a concise path towards meeting educational/occupational goals.
<b>Program Services</b>	The provider is responsible for ensuring program services are effectively developed, delivered, and made readily accessible to all referred youth participants. Providers will be required to demonstrate how their program meets the fourteen (14) required program elements under WIOA. However, providers will not necessarily be responsible for delivering all 14.
<b>Placement of Jobs or Continuing Education</b>	The provider is responsible for establishing internship opportunities for work based learning experience and/or facilitating the development of professional development skills for each participant.
<b>Follow-Up/Exit</b>	Youth service providers are responsible for maintaining twelve (12) months of follow-up services for the youth participants. DOES and the provider work collaboratively to ensure a successful exit is completed and captured in the Virtual One-Stop System. DOES will work to ensure that all program participants have access to the array of services and programs that are part of its youth and adult workforce systems and of the District's larger workforce development system.

#### 4. A DESCRIPTION OF THE ROLES AND RESOURCE CONTRIBUTIONS OF THE ONE-STOP PARTNERS.

The District is working to make its American Job Center (AJC) system the cornerstone of the workforce system and ensure that individuals receive coordinated and high-quality services from all one-stop partners. The agencies that comprise the one-stop partner programs have been meeting on a continual basis to examine the current model and identify where further integration needs to happen to solidify the District's vision for its one-stop system. This vision includes:

- **Customers experience no wrong door.** Regardless of customers' needs, they will receive the appropriate services or referrals to address barriers and assist them in meeting their goals.
- **Excellent customer-service is provided to all customers.** Staff are trained to provide high-quality and consistent services to both job-seekers and businesses in a welcoming and engaging environment.
- **Service delivery is customer-centered.** Partners integrate services to ensure customers experience seamless delivery of services and warm handoffs when necessary.

##### The American Job Center Partner Agencies and Programs Include:

##### **Department of Employment Services (DOES)**

- WIOA Adults
- WIOA Dislocated Workers
- WIOA Youth
- Wagner-Peyser Act Programs and Activities
- Unemployment Insurance Programs authorized under District of Columbia Unemployment Compensation Law
- Veterans' Workforce Programs
- Trade Adjustment Assistance
- Senior Community Service Employment Program (SCSEP), as authorized under Title V of the Older American Act of 1965 (42 USC 3056)

##### **District of Columbia Department on Disability Services, Rehabilitation Services Administration (DDS/RSA)**

- Vocational Rehabilitation Programs, as authorized under Parts A and B of the Title I of the Rehabilitation Act (29 USC 720)

##### **District of Columbia Office of the State Superintendent of Education (OSSE)**

- Any postsecondary career and technical education activities authorized under the Carl D. Perkins Career and Technical Education Act (20 USC 2301)
- Adult Education and Family Literacy activities authorized under Title II of the Workforce Investment Act

## **Department of Human Services (DHS)**

- Employment and training activities carried out under the Community Services Block Grant
- Temporary Assistance to Needy Families (TANF)

## **District of Columbia Housing Authority**

- Employment and training activities carried out by the Department of Housing and Urban Development

## **Job Corps Washington, DC Outreach and Admissions**

- Job Corps outreach activities

For more on the roles of one-stop partners and resource contributions, refer to current Memorandums of Agreement and Understanding in Appendix 4.

### **5. THE COMPETITIVE PROCESS USED TO AWARD THE SUBGRANTS AND CONTRACTS FOR TITLE I ACTIVITIES.**

The Department of Employment Services uses Human Care Agreements to provide services. *Human Care Services* are education or special education, health, human or social services to be provided directly to individuals who are disabled, disadvantaged, displaced, elderly, indigent, mentally ill, physically ill, unemployed or minors in the custody of the District of Columbia. 27 DCMR § 1999.1. A *Human Care Agreement* (HCA) is a written agreement for the procurement of education, special education, health, human, or social services to be provided directly to the individuals who have disabilities or are disadvantaged, displaced, elderly, indigent, mentally ill, physically ill, unemployed, or minors in the custody of the District of Columbia (DC). *Procurement Practices Reform Act of 2010 (PPRA)*, Section 104(37) (2001 Ed.); D.C. Code § 2-351.04(37). According to chapter 1905 of the 27DCMR; if an agency intends to provide contracting services through a HCA the contracting officer shall give public notice of a request for qualifications. Compliance with 1905-1908 of this chapter shall constitute a competitive procedure for HCA services.

### **6. HOW TRAINING SERVICES OUTLINED IN SECTION 134 WILL BE PROVIDED THROUGH INDIVIDUAL TRAINING ACCOUNTS AND/OR THROUGH CONTRACTS, AND HOW SUCH TRAINING APPROACHES WILL BE COORDINATED. DESCRIBE HOW THE STATE WILL MEET INFORMED CUSTOMER CHOICE REQUIREMENTS REGARDLESS OF TRAINING APPROACH.**

Department of Employment Services operates four AJCs throughout the District and mandates that the centers be certified as either a comprehensive center or an affiliate center in accordance to the WIC Policy No. 2013.003. A comprehensive AJC, as well as affiliates sites, must provide career, employment, and training services specified in Section 134 of the WIOA and provide job seeker and employer access to AJC partner services listed in Section 121(b). Each AJC in the District is equipped to provide all District residents with all DOES programs; however, a comprehensive center provides customers with access to all



the AJC partner programs through on-site services or direct linkages. The roles of the co-located one-stop partners are clearly defined in existing MOAs and MOUs between DOES, OSSE, and DDS/RSA. Resource contributions of the one-stop partners have been addressed through the Infrastructure Funding Agreement (IFA).

Through the District's AJCs, customers receive direct access to DOES staff and partners in support of their job search efforts. Services delivered through the AJCs are completely based on customer choice, allowing each customer to determine which services they would like to pursue. AJC staff is provided with tools and resources to make recommendations and work with customers to determine their individual plans based on an initial assessment. All customers are provided with assistance in the completion of their DC Networks registration, job search assistance, job readiness workshops, and labor market information. Those who are assessed as needing more intensive services, and meet eligibility requirements for WIOA, are enrolled and matched with a Workforce Development Specialist.

WIOA's provision for career services provide comprehensive assessments, development of individual employment plans, group/individual guidance and counseling, career planning, prevocational services, and a variety of specialized services and workshops tailored to the customers' needs. Customers are provided with an Individual Employment Plan that identifies the customer's goals, appropriate educational and employment objectives, and the most effective methods for securing employment. Customers focus on securing employment, obtaining training that will lead to employment, or both depending on their needs. They will work with their assigned Workforce Development Specialists to explore career/training options and related needs, attend career development workshops, enroll in an educational component, address any barriers to employment, and identify and resolve any deficiencies. Additionally, Workforce Development Specialists make referrals to one-stop partners based on each individual's needs. The specialists coordinate with partner service providers on customers' Individual Employment Plans and ensure the service strategies in place are coordinated and comprehensive.

Occupational Skills Training is also available to employed and unemployed adults and dislocated workers who have met the eligibility requirements, need training services, and have the skills and qualifications to successfully complete the selected training program. The selected training programs are directly linked to the demand occupations in either the local area in which they reside, or in areas where they are willing to commute for employment. Occupational Skills Training programs that are funded through individual training accounts (ITAs) must be accessible through the AJC. Other training services may include:

- On-the-Job training;
- Programs that combine workplace training with related instruction, which can include cooperative education programs and registered apprenticeship programs;
- Skills upgrading and retraining;
- Job readiness training (this should not be mistaken as short-term prevocational training, which is a career service, this training service is occupation-specific);
- Adult education and literacy activities when provided in combination with any of the previously listed training services;
- Customized training; and,

- Registered Apprenticeship.

Supportive services, allowed under WIOA 134 (d)(2) are provided to eligible adults and dislocated workers when they are determined necessary for the customer to participate in employment and training activities. Supportive services must be based on an objective assessment described and justified in the participant's Individual Employment Plan and documented in case notes. They are provided only when the customer is unable to obtain such services through other programs. The WIC will work with the AJC and agency partners to ensure that supportive services are coordinated through the District's AJC Memorandum of Agreement.

Supportive services are extremely important to our residents to remove barriers to their success and enable successful completion of training and other activities authorized under WIOA Title I. These services include:

- Transportation assistance
- Childcare assistance
- Training and work-related clothing, including uniforms and tools
- Housing assistance
- Employment-related medical testing and background checks

In addition, WIOA participants enrolled in a training program may also be eligible to receive needs-related payments to improve their chances of successfully completing the training. Participants receiving needs-related payments must be enrolled in a WIOA-funded training program, unemployed, and not qualified (or no longer qualified) to receive Unemployment Compensation. The District is considering including legal aid supportive services that may be necessary to secure employment; a consideration recommended in WIOA's Notice of Proposed Rulemaking (NPRM). Those would include: criminal record expungement, resolving credit and debit issues, and support in reinstating or receiving their driver's license.

In addition to the career, training, education, and support services, there is also an Employment Opportunity functional team. This functional team works to find placements for customers determined to be job ready and build relationships with the business community. The team is comprised of members from the Business Services Group (BSG) as well as AJC Workforce Development Specialists. The duties and services provided by this team includes:

- Research and maintain labor market statistics and trends amongst current AJC customers in DCNetworks / VOS and in the Washington DC area;
- Build relationships with employers, including sector partnerships and business alliances;
- Conduct business outreach;
- Communicate placement opportunities with Center Manager;
- Review job candidate qualification;
- Confirm placements and hiring with recruiters and BSG;

- Secure placements for customers who have successfully completed training programs;
- Maintain an active employer contact base via the BSG and employer stakeholder relationships;
- Maintain contact with employers during customers' placement period and report outcomes in DCNetworks/VOS;
- Perform job coaching, as needed, with placed customers to ensure that they maintain employment and handle any difficulties (within reason) that arise in a timely manner and with communication to all stakeholders;
- Develop communications with job bank representatives to ensure opportunity activities are related to open and current positions; and,
- Host business forums, networking events, and outplacement.

Customers eligible or in need of education and non-ETPL training services are referred to co-located OSSE providers for services including assessment of literacy and numeracy skills through the CASAS (Comprehensive Adult Student Assessment System), learning disability screenings, and referrals to appropriate providers based in individual needs (ESL, literacy, etc.). Staff also track and monitor educational attainment of individuals and provide technical assistance to DOES staff related to CASAS implementation. RSA plays an integral role in the delivery of services to individuals in the AJCs. Services provided by RSA staff to eligible individuals with disabilities include: conducting comprehensive and specialized assessments; creating Individualized Plans for Employment (IPE), providing counseling and guidance, career planning including career exploration, training or postsecondary education, job search and placement assistance, and supported employment services and referrals to other agencies as appropriate. Additionally, RSA provides technical assistance to the one-stop system on assistive technology and accessibility of each of the AJCs.

For more on the roles of one-stop partners, refer to current Memorandums of Agreement and Understanding in Appendix 4.

As previously mentioned, the District's AJC system is pursuing the development of a partnership with Department of Human Services' Temporary Assistance for Needy Families (TANF) program. By integrating TANF programming into its delivery of services, the District can ensure that services are coordinated and not duplicated for those residents who may otherwise access TANF services at a DHS location as well as other workforce services at an AJC. The identification of supportive services will also be enhanced in this co-located model.

**7. HOW THE STATE BOARD, IN FULFILLING LOCAL BOARD FUNCTIONS, WILL COORDINATE TITLE I ACTIVITIES WITH THOSE ACTIVITIES UNDER TITLE II. DESCRIBE HOW THE STATE BOARD WILL CARRY OUT THE REVIEW OF LOCAL APPLICATIONS SUBMITTED UNDER TITLE II CONSISTENT WITH WIOA SECS. 107(D)(11)(A) AND (B)(I) AND WIOA SEC. 232.**

The following are examples of how the WIC coordinates title I activities with the activities under title II:

- OSSE AFE and the WIC partnered to blend funding to support AFE's latest grant awards for the provision of Integrated Education and Training (IE&T)

- AFE's new grant focusses all grant funding on IE&T which is a model that inherently coordinates industry-specific training (Title I activities) with adult education (Title II activities) through teaching them concurrently and contextually. Furthermore, the new AFE grant requires all sub-grantees to focus their IE&T offerings on the WIC approved list of high-demand industries.
- The WIC reviewed OSSE's draft RFA prior to release and made several edits including adding the requirement:
  - to offer work-based learning components;
  - to establish employer partnerships; and
  - that all sub grantees must participate in the WIC's recently established Career Pathways Community of Practice (COP).
- The WIC and OSSE AFE coordinated a two-day Professional Development/Launch of the WIC COP that was required for all AFE grant applicants. The session focussed on best practices in IE&T and how to establish the partnerships and supports necessary to successfully cultivate a robust, comprehensive, and seamless career pathways system.
- WIC staff reviewed AFE grant application summaries prior to awards being made.
- OSSE AFE and WIC coordinated announcement and project launch of grant awards.
- OSSE AFE has onsite providers at all of DC's American Job Centers and has worked with DOES to develop and implement the Data Vault at all AJCs to allow residents going through the AJC system to get access to the appropriate educational assessments and referrals to adult education programs.

#### 8. COPIES OF EXECUTED COOPERATIVE AGREEMENTS WHICH DEFINE HOW ALL LOCAL SERVICE PROVIDERS WILL CARRY OUT THE REQUIREMENTS FOR INTEGRATION OF AND ACCESS TO THE ENTIRE SET OF SERVICES AVAILABLE IN THE ONE-STOP DELIVERY SYSTEM, INCLUDING COOPERATIVE AGREEMENTS WITH ENTITIES ADMINISTERING REHABILITATION ACT PROGRAMS AND SERVICES.

Memorandums of Agreement and Understanding, including one-stop partner MOUs are provided in Appendix 4.

#### E. WAIVER REQUESTS (OPTIONAL)

States wanting to request waivers as part of their title I-B Operational Plan must include a waiver plan that includes the following information for each waiver requested:

1. IDENTIFIES THE STATUTORY OR REGULATORY REQUIREMENTS FOR WHICH A WAIVER IS REQUESTED AND THE GOALS THAT THE STATE OR LOCAL AREA, AS APPROPRIATE, INTENDS TO ACHIEVE AS A RESULT OF THE WAIVER AND HOW THOSE GOALS RELATE TO THE UNIFIED OR COMBINED STATE PLAN;
2. DESCRIBES THE ACTIONS THAT THE STATE OR LOCAL AREA, AS APPROPRIATE, HAS UNDERTAKEN TO REMOVE STATE OR LOCAL STATUTORY OR REGULATORY BARRIERS;

3. DESCRIBES THE GOALS OF THE WAIVER AND THE EXPECTED PROGRAMMATIC OUTCOMES IF THE REQUEST IS GRANTED;

4. DESCRIBES HOW THE WAIVER WILL ALIGN WITH THE DEPARTMENT'S POLICY PRIORITIES, SUCH AS:

ZZZZZZZZZZ. SUPPORTING EMPLOYER ENGAGEMENT;  
AAAAAAAAAAAA. CONNECTING EDUCATION AND TRAINING STRATEGIES;  
BBBBBBBBBBBB. SUPPORTING WORK-BASED LEARNING;  
CCCCCCCCCCCC. IMPROVING JOB AND CAREER RESULTS, AND  
DDDDDDDDDD. OTHER GUIDANCE ISSUED BY THE DEPARTMENT.

5. DESCRIBES THE INDIVIDUALS AFFECTED BY THE WAIVER, INCLUDING HOW THE WAIVER WILL IMPACT SERVICES FOR DISADVANTAGED POPULATIONS OR INDIVIDUALS WITH MULTIPLE BARRIERS TO EMPLOYMENT; AND

6. DESCRIBES THE PROCESSES USED TO:

EEEEEEEEEEEE. MONITOR THE PROGRESS IN IMPLEMENTING THE WAIVER;  
FFFFFFFFFFFF. PROVIDE NOTICE TO ANY LOCAL BOARD AFFECTED BY THE  
WAIVER;  
GGGGGGGGGG. PROVIDE ANY LOCAL BOARD AFFECTED BY THE WAIVER AN  
OPPORTUNITY TO COMMENT ON THE REQUEST;  
HHHHHHHHHH. ENSURE MEANINGFUL PUBLIC COMMENT, INCLUDING  
COMMENT BY BUSINESS AND ORGANIZED LABOR, ON THE WAIVER.  
IIIIIIIIII. COLLECT AND REPORT INFORMATION ABOUT WAIVER OUTCOMES  
IN THE STATE'S WIOA ANNUAL REPORT

7. THE SECRETARY MAY REQUIRE THAT STATES PROVIDE THE MOST RECENT DATA AVAILABLE ABOUT THE OUTCOMES OF THE EXISTING WAIVER IN CASES WHERE THE STATE SEEKS RENEWAL OF A PREVIOUSLY APPROVED WAIVER;

The Department of Employment of Services (DOES) hereby requests a waiver to WIOA Section 129(a)(3)(A)(ii) that provides that no more than 5% of covered individuals who are not low income may be enrolled into the WIOA Title I Youth program at any given time. Currently, DOES identifies youth that require additional assistance through the 5% rule for special populations and local guidance defining these specialized groups. However, the 5% limitation is not sufficient for the number of youth that demonstrate barriers unique to the District.

According to the Unified State Plan, the policy "requires additional assistance to enter or complete an educational program, or to secure and maintain employment" criterion specified in WIOA sections 129(a)(1)(B)(iii)(VIII) and 129(a)(1)(C)(iv)(VII) and for "requiring additional assistance to complete an education program, or to secure and hold employment" criterion for in-school youth specified in WIOA section 129(a)(1)(C)(iv)(VII). DOES has defined and set criteria as guidance for identifying out-of-school youth "requiring additional assistance." The policy focuses on:

- Incarcerated parent
- Victim of violence
- Behavior problems at school
- Family literacy problems
- Domestic violence
- Substance abuse
- Chronic health conditions
- One or more grade levels below appropriate for age
- Attending a Title I school, or school that is currently meeting the failing criteria as identified by the stated accountability system
- Lives in, or attends school in, a PSA identified as a high-crime area

As this policy allows for us to define and identify youth that qualify for this category within the District, DOES recognizes that there is a greater need for youth who do not meet other qualifying categories.

The District has chosen to serve the hardest to serve by leveraging the federal WIOA allocation as well as our strong local investment. As a result, we have almost quadrupled WIOA youth enrollments across in school and out of school funding streams. Despite these impactful strategic investments, the challenges exist in effectively serving special populations which include issues as listed above which are difficult to document at time of enrollment.

The Department of Employment Services needs increased flexibility to deliver workforce services that allow us to respond effectively to youth who require additional assistance outside of the 5% rule.

#### TITLE I-B ASSURANCES

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The State Plan must include assurances that:

1. The State has implemented a policy to ensure Adult program funds provide a priority in the delivery of training services and individualized career services to individuals who are low income, public assistance recipients and basic skills deficient; Yes
2. The State has implemented a policy to ensure local areas have a process in place for referring veterans with significant barriers to employment to career services provided by the JVSG program's Disabled Veterans' Outreach Program (DVOP) specialist; Yes
3. The state established a written policy and procedure that set forth criteria to be used by chief elected officials for the appointment of local workforce investment board members. Yes
4. The State established written policy and procedures to ensure local workforce investment boards are certified by the governor every two years in accordance with WIOA section 107(c)(2). Yes
5. Where an alternative entity takes the place of a State Board, the State has written policy and procedures to ensure the alternative entity meets the definition under WIOA section 101(e) and the legal requirements for membership. Yes

6. The State established a written policy and procedure for how the individuals and entities represented on the State Workforce Development Board help to determine the methods and factors of distribution, and how the State consults with chief elected officials in local areas throughout the State in determining the distributions. Yes

7. The State will not use funds received under WIOA Title I to assist, promote, or deter union organizing in accordance with WIOA section 181(b)(7). Yes

8. The State distributes adult and youth funds received under WIOA equitably throughout the State, and no local area suffers significant shifts in funding from year-to-year during the period covered by this plan. Yes

9. If a State Workforce Development Board, department, or agency administers State laws for vocational rehabilitation of persons with disabilities, that board, department, or agency cooperates with the agency that administers Wagner-Peyser services, Adult and Dislocated Worker programs and Youth Programs under Title I. Yes

10. The State agrees to report on the impact and outcomes of its approved waivers in its WIOA Annual Report. Yes

11. The State has taken appropriate action to secure compliance with the Uniform Guidance at 2 CFR 200 and 2 CFR 2900, including that the State will annually monitor local areas to ensure compliance and otherwise take appropriate action to secure compliance with the Uniform Guidance under section WIOA 184(a)(3); Yes

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## PROGRAM-SPECIFIC REQUIREMENTS FOR WAGNER-PEYSER PROGRAM (EMPLOYMENT SERVICES)

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All program-specific requirements provided for the WIOA core programs in this section must be addressed for either a Unified or Combined State Plan.

### A. EMPLOYMENT SERVICE PROFESSIONAL STAFF DEVELOPMENT.

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#### 1. DESCRIBE HOW THE STATE WILL UTILIZE PROFESSIONAL DEVELOPMENT ACTIVITIES FOR EMPLOYMENT SERVICE STAFF TO ENSURE STAFF IS ABLE TO PROVIDE HIGH QUALITY SERVICES TO BOTH JOBSEEKERS AND EMPLOYERS.

The Wagner-Peyser Act offers employment services to job seekers and employers alike. The District is working to create new directives for its Wagner-Peyser program in order to address the challenges employers encounter in obtaining highly skilled talent. The demand driven system is create benefits the job seekers by directing individuals to prepare for jobs that are in-demand and matching talent to those jobs that are in-demand. Stronger partnerships are being created and renewed in order to improve service delivery, to avoid duplication of services we are working on sharing data across programs.

To utilize professional development activities for Employment Services staff, the Business Services Group (DOES) will continue coordinating with AJC and other core agency staff. The activities will be designed to enable staff to provide high-quality services to job seekers and employers. The activities will educate, inspire and train staff to meet the demand of the District system. Staff from BSG will be cross trained by all partner agencies to ensure that



they will work with these agencies to enable successful job matches with employers based on the skills and abilities of the resident, and the corresponding needs of the employer.

## 2. DESCRIBE STRATEGIES DEVELOPED TO SUPPORT TRAINING AND AWARENESS ACROSS CORE PROGRAMS AND THE UNEMPLOYMENT INSURANCE (UI) PROGRAM, AND THE TRAINING PROVIDED FOR EMPLOYMENT SERVICES AND WIOA STAFF ON IDENTIFICATION OF UI ELIGIBILITY ISSUES AND REFERRAL TO UI STAFF FOR ADJUDICATION.

Strategies to develop training and awareness for staff ranging across various programs began in 2015 when workforce started working with the unemployment insurance division to cross train staff. Cross training around eligibility issues have been critical to our reemployment activities. The trainings will continue in 2016 and will include all AJC staff including those from one-stop partners at OSSE and DDS/RSA. The trainings focus on 3 areas:

- The importance of identifying and reporting eligibility issues
- How to identify eligibility issues
- How to report eligibility issues.

## B. EXPLAIN HOW THE STATE WILL PROVIDE INFORMATION AND MEANINGFUL ASSISTANCE TO INDIVIDUALS REQUESTING ASSISTANCE IN FILING A CLAIM FOR UNEMPLOYMENT COMPENSATION THROUGH ONE-STOP CENTERS, AS REQUIRED BY WIOA AS A CAREER SERVICE.

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Staff training and development will help to improve the One-Stop experience for UI claimants. Additionally, there are multiple resources to assist an individual needing assistance or information in filing an unemployment compensation claim at a One-Stop Center. Workforce and unemployment insurance have been collaborating for the last few years to provide meaningful assistance to claimants filing for unemployment through the AJC. The two divisions have been actively working to sync systems so that information regarding claimants can be shared in “real time”. This assistance will allow unemployment insurance to connect and verify a claimant’s activity with our virtual one stop system and case notes regarding job search.

## C. DESCRIBE THE STATE’S STRATEGY FOR PROVIDING REEMPLOYMENT ASSISTANCE TO UNEMPLOYMENT INSURANCE CLAIMANTS AND OTHER UNEMPLOYED INDIVIDUALS.

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UI claimants are able to receive reemployment assistance through the Reemployment Services and Eligibility Assessment (RESEA) Program. RESEA provides services to claimants selected by unemployment insurance department and has three main focus areas: 1) to help those who are most likely to exhaust unemployment insurance benefits 2) to reduce erroneous payments and 3) to assist all returning veterans.

In PY 2014, DOES made significant upgrades to the RESEA technology systems. The upgrades allowed the agency to fulfill administrative and programmatic activities in accordance with federal guidelines. Reemployment program attendance reports were shared with the Unemployment Insurance (UI) staff on a weekly basis. Non-compliant

RESEA customers became subject to interruption of benefits. Information about REA customers who returned to work full-time was timely entered in the database. And staff performed wage bumps and made follow-up telephone calls to ascertain the employment status of participants. During a customer RESEA session they receive an orientation of the center services, UI disqualifications, resume review, work search review, LMI review and one on one job counseling. RESEA sessions are held every Tuesday, Wednesday and Thursday at the Northeast and Northwest locations.

**D. DESCRIBE HOW THE STATE WILL USE W-P FUNDS TO SUPPORT UI CLAIMANTS, AND THE COMMUNICATION BETWEEN W-P AND UI, AS APPROPRIATE, INCLUDING THE FOLLOWING:**

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**1. COORDINATION OF AND PROVISION OF LABOR EXCHANGE SERVICES FOR UI CLAIMANTS AS REQUIRED BY THE WAGNER-PEYSER ACT;**

Wagner-Peyser funds, including items/services paid for by Wagner-Peyser funds, may also be utilized to support UI claimants. Each AJC in the District has a resource room that contains computers, Internet access, telephones, printers, fax machines, unemployment staff and information and a variety of job search and career exploration aides including the labor exchange. The unemployment insurance claimant may access these via self-services or individualized career services. These services are available to all job seekers in the AJC, with a designated self-help area with light touch services available when needed by the claimant. The Districts AJC have unemployment insurance staff housed in each center. Those staff coordinates all claimants that they assist in speaking with an AJC workforce staff person for job search assistance. Currently under development are IT system changes that will allow both workforce and unemployment systems to request UI and Workforce services in “real time”, upon application. This development will allow for pop up messages for all claimants as they file each week, also reminders about how many more weeks they are allowed to receive benefits and also workforce activities scheduled for that week. DOES OIT is working to develop this program and will allow both sides to share information. In addition, DOES is exploring full replacement of the UI and workforce systems to enable better system integration.

**2. REGISTRATION OF UI CLAIMANTS WITH THE STATE'S EMPLOYMENT SERVICE IF REQUIRED BY STATE LAW;**

Currently all claimants must register with workforce services when they are initially filing a claim. The claimants must create a profile that includes career type, desired positions and educations. Employers are able to search and view information stored in the claimants workforce profile to locate the best candidates for an interview. As workforce staff meets with claimants around job search and if an issue is detected during this time, the claimant is redirected back to the unemployment insurance staff. The staff will then speak with the customer directly about the detected issue.

**3. ADMINISTRATION OF THE WORK TEST FOR THE STATE UNEMPLOYMENT COMPENSATION SYSTEM, INCLUDING MAKING ELIGIBILITY ASSESSMENTS (FOR REFERRAL TO UI ADJUDICATION, IF NEEDED), AND PROVIDING JOB FINDING AND PLACEMENT SERVICES FOR UI CLAIMANTS; AND**

In addition to the joint registration expansion, the District intends to expand its current model for the administration of the UI Work Test. The current model provides Employment Services (ES) staff with the ability to conduct the Work Test after a claimant has been randomly selected to attend an RESEA session or through Profiling, which both usually occur after weeks of receiving benefits. The new UI Work Test model will provide an earlier point of entry, by allowing the ability to administer the Work Test, which includes conducting a work search review and providing the claimant with labor market availability data, at the onset of the unemployment insurance (UI) certification process.

In accordance with the District of Columbia Unemployment Compensation Act, and as an additional condition of eligibility for UI benefits, claimants will be required to complete mandatory enrollment with Employment Services, which will include an automated assessment tool. A weekly report will be generated and distributed to both UI and ES that will include a list of all claimants who have successfully completed the full registration process and as such, are eligible to move forward in the UI application and ES service referral processes. ES will use this report to ensure that contact is made with each claimant within a certain radius, to conduct a skill assessment and to administer the UI Work Test which will consist of the following:

- (1) Referring UI claimants to jobs for which they qualify according to the skills and employment assessments.
- (2) Detecting any possible issues that have the potential to affect the claimant's eligibility to receive UI benefits and report the potential issues to UI resources to appropriately address.
- (3) Closely monitoring the accepted referral to determine whether a proper work search was conducted, including verification of employer contact by the claimant and verification of reporting or any failure on the claimant's part to report to an interview.
- (4) Determining the outcome of any interview, including if a job offer occurred and acceptance or rejection of the job offer. (Rejection of the job offer would also result in a referral to a UI resource to determine if the claimant rejected suitable work.)
- (5) Determining if the claimant if the claimant reported to work and monitoring the duration of the claimant's employment through a specified period.

The District recognizes its responsibility to provide reemployment services to UI beneficiaries and plans to ensure that claimants receive the full range of services available in an effort to reduce the duration of unemployment and to yield the best results to get the unemployed back to work.

#### **4. PROVISION OF REFERRALS TO AND APPLICATION ASSISTANCE FOR TRAINING AND EDUCATION PROGRAMS AND RESOURCES.**

Wagner-Peyser services are aligned with Adult and Dislocated Worker services in the District. AJC staff members refer job seekers to training, support services and a more intensive level of service that Wagner-Peyser dollars do not fund. Workforce staff routinely refer job seekers to training for high-demand occupations. If Workforce Development Specialists are unable to serve jobseekers after their initial visit and assessment, and the jobseeker is interested in continued service, Specialists will ask that jobseekers make an appointment to return and to bring the necessary documentation to assess eligibility and

become enrolled in WIOA. Workforce staff routinely refer job seekers to training for high-demand occupations. This will provide employers with the talent they need and job seekers with the jobs they desire.

**E. AGRICULTURAL OUTREACH PLAN (AOP). EACH STATE AGENCY MUST DEVELOP AN AOP EVERY FOUR YEARS AS PART OF THE UNIFIED OR COMBINED STATE PLAN REQUIRED UNDER SECTIONS 102 OR 103 OF WIOA. THE AOP MUST INCLUDE--**

### 1. ASSESSMENT OF NEED

Provide an assessment of the unique needs of farmworkers in the area based on past and projected agricultural and farmworker activity in the State. Such needs may include but are not limited to: employment, training, and housing.

The District of Columbia had zero employment in all agricultural and food processing sectors related to Migrant and Seasonal Farmworkers (MSFWs) in 2014 and 2015, based on the available data from the Quarterly Census of Employment and Wages (QCEW), as seen in *Table 19* below. No jobs are projected in these sectors in the District in 2016-2020.

*Agricultural and Food Processing Sector Related to Migrant and Seasonal Farmworkers:  
Employment and Growth*

NAICS	Description	2014 Jobs	2015 Jobs	2014 - 2015 % Change	Projected 2016 Jobs	Projected 2020 Jobs
<b>111000</b>	Crop Production	0	0	0%	0	0
<b>112000</b>	Animal Production and Aquaculture	0	0	0%	0	0
<b>113110</b>	Timber Tract Operations	0	0	0%	0	0
<b>113210</b>	Forest Nurseries and Gathering of Forest Products	0	0	0%	0	0
<b>113310</b>	Logging	0	0	0%	0	0
<b>114111</b>	Finfish Fishing	0	0	0%	0	0
<b>114112</b>	Shellfish Fishing	0	0	0%	0	0
<b>114119</b>	Other Marine Fishing	0	0	0%	0	0
<b>114210</b>	Hunting and Trapping	0	0	0%	0	0
<b>115111</b>	Cotton Ginning	0	0	0%	0	0
<b>115112</b>	Soil Preparation, Planting, and Cultivating	0	0	0%	0	0

NAICS	Description	2014 Jobs	2015 Jobs	2014 - 2015 % Change	Projected 2016 Jobs	Projected 2020 Jobs
<b>115113</b>	Crop Harvesting, Primarily by Machine	0	0	0%	0	0
<b>115114</b>	Postharvest Crop Activities (except Cotton Ginning)	0	0	0%	0	0
<b>115115</b>	Farm Labor Contractors and Crew Leaders	0	0	0%	0	0
<b>115116</b>	Farm Management Services	0	0	0%	0	0
<b>115210</b>	Support Activities for Animal Production	0	0	0%	0	0
<b>115310</b>	Support Activities for Forestry	0	0	0%	0	0
<b>311411</b>	Frozen Fruit, Juice, and Vegetable Manufacturing	0	0	0%	0	0
<b>311421</b>	Fruit and Vegetable Canning	0	0	0%	0	0
<b>311611</b>	Animal (except Poultry) Slaughtering	0	0	0%	0	0

*Data: Bureau of Labor Statistics, Quarterly Census of Employment and Wages (QCEW), District of Columbia, 2014-2015, via EMSI.*

In Program Year 2015, there have been very few instances of Wagner-Peyser customers counted as MSFWs (in the ETA 9002 reports) based upon the information they have provided when self-registering for DCNetworks. Reviews of these customer files in DCNetworks (including work history and skills listed) have revealed these MSFWs to be misidentifications. As such, the District determines that there is no need for MSFW-specific services and outreach, and there are no plans to identify grantees to deliver services listed in WIOA Section 167, National Farmworker Jobs Program (NFJP).

**A. AN ASSESSMENT OF THE AGRICULTURAL ACTIVITY IN THE STATE MEANS: 1) IDENTIFYING THE TOP FIVE LABOR-INTENSIVE CROPS, THE MONTHS OF HEAVY ACTIVITY, AND THE GEOGRAPHIC AREA OF PRIME ACTIVITY; 2) SUMMARIZE THE AGRICULTURAL EMPLOYERS' NEEDS IN THE STATE (I.E. ARE THEY PREDOMINANTLY HIRING LOCAL OR FOREIGN WORKERS, ARE THEY EXPRESSING THAT THERE IS A SCARCITY IN THE AGRICULTURAL WORKFORCE); AND 3) IDENTIFYING ANY ECONOMIC, NATURAL, OR OTHER FACTORS THAT ARE AFFECTING AGRICULTURE IN THE STATE OR ANY PROJECTED FACTORS THAT WILL AFFECT AGRICULTURE IN THE STATE.**

See response in Section VI.e.1 above.

**B. AN ASSESSMENT OF THE UNIQUE NEEDS OF FARMWORKERS MEANS SUMMARIZING MIGRANT AND SEASONAL FARM WORKER (MSFW)**

CHARACTERISTICS (INCLUDING IF THEY ARE PREDOMINANTLY FROM CERTAIN COUNTRIES, WHAT LANGUAGE(S) THEY SPEAK, THE APPROXIMATE NUMBER OF MSFWs IN THE STATE DURING PEAK SEASON AND DURING LOW SEASON, AND WHETHER THEY TEND TO BE MIGRANT, SEASONAL, OR YEAR-ROUND FARMWORKERS). THIS INFORMATION MUST TAKE INTO ACCOUNT DATA SUPPLIED BY WIOA SECTION 167 NATIONAL FARMWORKER JOBS PROGRAM (NFJP) GRANTEES, OTHER MSFW ORGANIZATIONS, EMPLOYER ORGANIZATIONS, AND STATE AND/OR FEDERAL AGENCY DATA SOURCES SUCH AS THE U.S. DEPARTMENT OF AGRICULTURE AND THE U.S. DEPARTMENT OF LABOR (DOL) EMPLOYMENT AND TRAINING ADMINISTRATION.

See response in Section VI.e.1 above.

## 2. OUTREACH ACTIVITIES

The local offices outreach activities must be designed to meet the needs of MSFWs in the State and to locate and contact MSFWs who are not being reached through normal intake activities. Describe the State agency's proposed strategies for:

With no MSFW needs identified in the District, there are no plans to conduct specific outreach for MSFWs.

### A. CONTACTING FARMWORKERS WHO ARE NOT BEING REACHED BY THE NORMAL INTAKE ACTIVITIES CONDUCTED BY THE EMPLOYMENT SERVICE OFFICES.

With no MSFW needs identified in the District, there are no plans to conduct specific outreach for MSFWs.

B. PROVIDING TECHNICAL ASSISTANCE TO OUTREACH WORKERS. TECHNICAL ASSISTANCE MUST INCLUDE TRAININGS, CONFERENCES, ADDITIONAL RESOURCES, AND INCREASED COLLABORATION WITH OTHER ORGANIZATIONS ON TOPICS SUCH AS ONE-STOP CENTER SERVICES (I.E. AVAILABILITY OF REFERRALS TO TRAINING, SUPPORTIVE SERVICES, AND CAREER SERVICES, AS WELL AS SPECIFIC EMPLOYMENT OPPORTUNITIES), THE EMPLOYMENT SERVICE COMPLAINT SYSTEM, INFORMATION ON THE OTHER ORGANIZATIONS SERVING MSFWs IN THE AREA, AND A BASIC SUMMARY OF FARMWORKER RIGHTS, INCLUDING THEIR RIGHTS WITH RESPECT TO THE TERMS AND CONDITIONS OF EMPLOYMENT.

With no MSFW needs identified in the District, the District does not staff outreach workers for the MSFW population.

### C. INCREASING OUTREACH WORKER TRAINING AND AWARENESS ACROSS CORE PROGRAMS INCLUDING THE UNEMPLOYMENT INSURANCE (UI) PROGRAM AND THE TRAINING ON IDENTIFICATION OF UI ELIGIBILITY ISSUES.

With no MSFW needs identified in the District, the District does not staff outreach workers for the MSFW population.

D. PROVIDING STATE MERIT STAFF OUTREACH WORKERS PROFESSIONAL DEVELOPMENT ACTIVITIES TO ENSURE THEY ARE ABLE TO PROVIDE HIGH QUALITY SERVICES TO BOTH JOBSEEKERS AND EMPLOYERS.

With no MSFW needs identified in the District, the District does not staff outreach workers for the MSFW population.

**E. COORDINATING OUTREACH EFFORTS WITH NFJP GRANTEES AS WELL AS WITH PUBLIC AND PRIVATE COMMUNITY SERVICE AGENCIES AND MSFW GROUPS.**

With no MSFW needs identified in the District, the District does not have outreach efforts to MSFW groups. While the District does not have an NFJP grantee, we plan to coordinate with neighboring NFJP grantees in Virginia and Maryland in order to educate AJC staff on available services for MSFWs from fellow practitioners in the region.

**3. SERVICES PROVIDED TO FARMWORKERS AND AGRICULTURAL EMPLOYERS THROUGH THE ONE-STOP DELIVERY SYSTEM.**

Describe the State agency's proposed strategies for:

**A. PROVIDING THE FULL RANGE OF EMPLOYMENT AND TRAINING SERVICES TO THE AGRICULTURAL COMMUNITY, BOTH FARMWORKERS AND AGRICULTURAL EMPLOYERS, THROUGH THE ONE-STOP DELIVERY SYSTEM. THIS INCLUDES:**

- CCLXXXIII. HOW CAREER AND TRAINING SERVICES REQUIRED UNDER WIOA TITLE I WILL BE PROVIDED TO MSFWs THROUGH THE ONE-STOP CENTERS;  
CCLXXXIV. HOW THE STATE SERVES AGRICULTURAL EMPLOYERS AND HOW IT INTENDS TO IMPROVE SUCH SERVICES.

Given the possibility of the growth of the Migrant and Seasonal Farmworker (MSFW) population, the District's American Job Center staff will be prepared to provide the full range of employment and training services to farmworkers and their families who are in need of services, as they would for any individual. If these services are found to be insufficient, AJC staff will work to connect the individuals with appropriate MSFW services offered by neighboring jurisdictions, such as the NFJP grantees in Maryland and Virginia. As there are no identified agricultural employers in the District at this time, no services are provided to them.

**B. MARKETING THE EMPLOYMENT SERVICE COMPLAINT SYSTEM TO FARMWORKERS AND OTHER FARMWORKER ADVOCACY GROUPS.**

With no MSFWs needs identified in the District, DOES does not market an employment service complaint system to farmworkers or advocacy groups.

**C. MARKETING THE AGRICULTURAL RECRUITMENT SYSTEM TO AGRICULTURAL EMPLOYERS AND HOW IT INTENDS TO IMPROVE SUCH PUBLICITY.**

With no agricultural employers identified as being established in the District, DOES does not market an Agricultural Recruitment System to agricultural employers.

**4. OTHER REQUIREMENTS**

**A. COLLABORATION**



Describe any collaborative agreements the state workforce agency (SWA) has with other MSFW service providers including NFJP grantees and other service providers. Describe how the SWA intends to build upon/increase collaboration with existing partners and in establishing new partners over the next four years (including any approximate timelines for establishing agreements or building upon existing agreements).

While the District has not historically seen MSFWs visit the AJC system, DOES will ensure that AJC managers and staff are aware of the services available in neighboring states Virginia and Maryland—both of which contract with Telamon Corporation as their WIOA 167 National Farm Workers Job Program grantee. As a first stage of collaboration, DOES will issue periodic directives and a fact-sheet to AJC staff informing them of the MD and VA locations that MSFWs can receive specialized services.

According to the Maryland WIOA State Plan, just 3% of outreach activities take place in the counties closest to the District of Columbia. For MSFWs interested in Eastern Shore, Maryland, they will be referred to the Salisbury American Job Center, where the MD NFJP grantee is co-located.

According to the Virginia WIOA State Plan, Winchester is the closest region to the District of Columbia with agricultural services staff, with one full-time Farm Placement Specialist based out of the local Winchester VA office at 100 Premier Place. The nearest Telamon site offering NFJP services is located in Montross, Virginia, roughly seventy-five miles from the District. MSFWs interested in receiving services and/or relocating to Virginia for work will be referred to these sites.

Additionally, DOES will reach out to representatives at the Virginia Workforce Connection (VAWC) and Maryland Jobs Now (MJN) to request agricultural services staff and/or Telamon representatives to host an event or webinar, so that DOES AJC system staff can learn more about NFJP and other available services for MSFWs from fellow practitioners in the region.

## **B. REVIEW AND PUBLIC COMMENT.**

In developing the AOP, the SWA must solicit information and suggestions from NFJP grantees, other appropriate MSFW groups, public agencies, agricultural employer organizations, and other interested organizations. In addition, at least 45 calendar days before submitting its final AOP, the SWA must provide a proposed plan to NFJP grantees, public agencies, agricultural employer organizations, and other organizations expressing an interest and allow at least 30 days for review and comment. The SWA must: 1) Consider any comments received in formulating its final proposed AOP; 2) Inform all commenting parties in writing whether their comments have been incorporated and, if not, the reasons therefore; and 3) Transmit the comments and recommendations received and its responses with the submission of the AOP. The AOP must include a statement confirming NFJP grantees, other appropriate MSFW groups, public agencies, agricultural employer organizations and other interested employer organizations have been given an opportunity to comment on the AOP. Include the list of organizations from which information and suggestions were solicited, any comments received, and responses to those comments.

With no MSFW needs identified and no agricultural employers established in the District, the District determines that there is no need for MSFW-specific services and outreach.

Consequently, the District did not solicit information and suggestions regarding MSFW services and outreach.

### C. DATA ASSESSMENT.

Review the previous four years Wagner-Peyser data reports on performance. Note whether the State has been meeting its goals to provide MSFWs quantitatively proportionate services as compared to non-MSFWs. If it has not met these goals, explain why the State believes such goals were not met and how the State intends to improve its provision of services in order to meet such goals.

The data provided in section VI.e.1 shows the District has no identified MSFW needs and consequently did make goals to serve this population.

### D. ASSESSMENT OF PROGRESS

The plan must include an explanation of what was achieved based on the previous AOP, what was not achieved and an explanation as to why the State believes the goals were not achieved, and how the State intends to remedy the gaps of achievement in the coming year.

With no MSFW needs identified, the District has not conducted outreach to MSFWs or agricultural employers in the past and, consequently, did not make goals addressing these efforts.

### E. STATE MONITOR ADVOCATE

The plan must contain a statement confirming the State Monitor Advocate has reviewed and approved the AOP.

The District does not have a State Monitor Advocate.

### WAGNER-PEYSER ASSURANCES

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The State Plan must include assurances that:

1. The Wagner-Peyser Employment Service is co-located with one-stop centers or a plan and timeline has been developed to comply with this requirement within a reasonable amount of time. (sec 121(e)(3)); Yes
2. The State agency is complying with the requirements under 20 CFR 653.111 (State agency staffing requirements) if the State has significant MSFW one-stop centers; Yes
3. If a State Workforce Development Board, department, or agency administers State laws for vocational rehabilitation of persons with disabilities, that board, department, or agency cooperates with the agency that administers Wagner-Peyser services, Adult and Dislocated Worker programs and Youth Programs under Title I; and Yes
4. State agency merit-based public employees provide Wagner-Peyser Act-funded labor exchange activities in accordance with Department of Labor regulations. Yes

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### PROGRAM-SPECIFIC REQUIREMENTS FOR ADULT EDUCATION AND FAMILY LITERACY ACT PROGRAMS

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The Unified or Combined State Plan must include a description of the following as it pertains to Adult Education and Literacy programs under title II, the Adult Education and Family Literacy Act (AEFLA).

#### A. ALIGNING OF CONTENT STANDARDS

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Describe how the eligible agency will, by July 1, 2016, align its content standards for adult education with State-adopted challenging academic content standards, as adopted under section 1111(b)(1) of the Elementary and Secondary Education Act of 1965, as amended (20 U.S.C. 6311(b)(1)).

Aligning adult education content standards is an integral part of proper WIOA planning and implementation. To ensure alignment with State-adopted challenging academic content standards, OSSE has adopted the Common Core State Standards (CCSS) and the College and Career Readiness Standards (CCRS) as the adult education content standards for the District of Columbia.

OSSE AFE began its effort to align instruction with CCSS and CCRS in FY 2012. In collaboration with the University of the District of Columbia (UDC), OSSE held a conference for adult educators that included several workshops that focused on the CCSS and CCRS. As a follow-up to the 2012 Conference, OSSE AFE, in partnership with UDC, has offered three Professional Development Institutes for adult educators in the District of Columbia. Each of the institutes focused on the integration and implementation of the CCSS and CCRS and CASAS competencies and basic skill content standards in adult education.

The Summer 2014 Professional Development Institute, titled “Promoting Teaching Effectiveness: Methods of Teaching Adult Learners,” included the following workshops:

1. Effective Teachers: Professional Learning and State Policy;
2. Linguistic and Cultural Assumptions in High School Equivalency Testing;
3. Preparing Adult Learners for the 2014 GED;
4. Essential Education 2014 GED Resources for Adult Educators;
5. Beyond ABE/GED/HSD - Preparing Adult Learners for College and Careers;
6. Methods of Teaching Math to Adult Learners;
7. Methods of Teaching Reading and Language Arts;
8. Adult Education and the Common Core State Standards for Mathematics: Focus on Teaching Quantitative Problem Solving, Rational Numbers and Measurements;
9. Adult Education and the Common Core State Standards for Mathematics: Focus on Teaching Algebraic Problem Solving, Linear Equations and Expressions, Graphs and Functions;
10. Oral Language, Math, and Science for Adult English Language Learners; and
11. Planning Instruction for Adult English Language Learners

The Spring 2015 Professional Development Institute, titled “Promoting Teacher Effectiveness: A Standards-Based Approach to Teaching Adult Learners” included sessions on the following topics:

- 1) Overview of the CCSS/CCRS;
- 2) Implications for Teaching and Learning;

- 3) Using Standards for Assessments;
- 4) Designing Standards-based Instructional Plans; and
- 5) Theory to Practice: Demonstrating and Modeling the Use of Standards.

The Summer 2015 Professional Development Institute, titled “Winning Strategies for Teaching Adults in the District of Columbia” included sessions on the following topics:

- 1 Integrating Career Awareness into the ABE and ESOL Classroom;
- 2) Team Teaching an Integrated Curriculum;
- 3) Helping Students Stay: Exploring Program and Classroom Persistence Strategies; and
- 4) Winning Strategies for Integrating Standards in ABE and ESL Instruction.

Each of the institutes was well attended by over 60 adult educators each day.

OSSE AFE will continue to work with UDC, and other partners, to provide additional professional development and technical assistance to adult educators on the CCSS/ CCRS. Furthermore, the CCSS/CCRS are embedded in the 2014 GED and NEDP which are the two primary alternative pathways to a secondary credential for adults in DC. Moreover, as part of the grant completion, OSSE AFE included the requirement that all AFE funded programs adopt and align instruction with the CCSS/CCRS. OSSE AFE will also work with its PD/TA partners to develop a CCSS/CCRS implementation timeline for local program providers and monitor for compliance. Adult educators in OSSE AFE programs are required to integrate the Comprehensive Adult Student Assessment System (CASAS) competencies and basic skills content standards in their lessons/programs. As such, the OSSE AFE team has drafted a crosswalk that links the CCSS and CCRS are CASAS competencies and basic skill content standards by test and test items for use by the adult educators in employing a standards-based approach to teach adult learners.

## B. LOCAL ACTIVITIES

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Describe how the State will, using the considerations specified in section 231(e) of WIOA, fund each eligible provider to establish or operate programs that provide any of the following adult education and literacy activities identified in section 203 of WIOA, including programs that provide such activities concurrently. The Unified or Combined State Plan must include at a minimum the scope, content, and organization of these local activities.

### ADULT EDUCATION AND LITERACY ACTIVITIES (SECTION 203 OF WIOA)

- Adult education;
- Literacy;
- Workplace adult education and literacy activities;
- Family literacy activities;
- English language acquisition activities;
- Integrated English literacy and civics education;
- Workforce preparation activities; or
- Integrated education and training that—

1. Provides adult education and literacy activities, concurrently and contextually with both, workforce preparation activities, and workforce training for a specific occupation or occupational cluster, and
2. Is for the purpose of educational and career advancement.

After ensuring the alignment of adult education content standards, the next step is to describe how eligible providers of adult education and literacy activities will be funded. OSSE AFE uses the considerations specified in section 231(e) of WIOA to fund each eligible provider to establish or operate programs that provide adult education and literacy activities, including programs that provide such activities concurrently as follows:

- Adult Education and Literacy Activities

- Adult Basic Education (ABE)

Services designed for adults who need to improve their reading, writing and basic math skills in order to obtain a high school diploma or GED and/or transition to postsecondary education and/or the workforce.

- Adult Secondary Education (ASE)

Services designed for adult Learners in the District of Columbia who need a secondary education credential. Options include General Education Development (GED) Program, National External Diploma Program (NEDP), or DC Public Schools (DCPS) High School Diploma Program. Individuals should possess reading and math skills at the CASAS Skill Level C - Advanced Basic Skills, Level D - Adult Secondary or Level E - Advanced Adult Secondary upon entry into these programs.

- Workplace Literacy Activities

Includes, in addition to basic literacy (reading, writing, English, and math) instruction, essential communication, teamwork, problem-solving, and self-management skills, that individuals need to be successful in the workplace.

- Family Literacy Activities

Include activities that are of sufficient intensity and quality, to make sustainable improvements in the economic prospects for a family and that better enable parents or family members to support their children's learning needs, and that integrate all of the following activities: (a) Parent or family adult education and literacy activities that lead to readiness for postsecondary education or training, career advancement, and economic self-sufficiency; (2) interactive literacy activities between parents or family members and their children; (c) training for parents or family members regarding how to be the primary teacher for their children and full partners in the education of their children; and (d) an age-appropriate education to prepare children for success in school and life experience.

- English Language Acquisition Programs

o Include a program of instruction (a) designed to help eligible individuals who are English Language Learners achieve competence in reading, writing, speaking, and comprehension of the English language; and (b) that leads to (i) attainment of a secondary school diploma or its recognized equivalent; and (ii) transition to postsecondary education and training; or (iii) employment. An English Language learner when used with respect to the eligible individual is someone who has limited ability in reading, writing, speaking, or comprehending the English Language, and (a) who native language is a language other than English; or (b) who lives in a family or community environment where a language other than English is the dominant language.

- o Integrated English Literacy and Civics Education (IEL/CE) Programs

o Include instruction in literacy and English language acquisition, the rights and responsibilities of citizenship and civic participation, and workforce training.

- o Workforce Preparation Activities

o Include activities, programs or services to help individuals gain basic academic, critical thinking, digital literacy, and self-management skills.

o Include competencies in utilizing resources and using information and acquiring other skills necessary for successful transition to into postsecondary education, training, or employment.

- o Integrated Education and Training

o Includes the provision of adult education and literacy activities concurrently and contextually with workforce preparation activities and workforce training.

o Targets training in occupations or clusters that assist adults in their educational and career advancement.

OSSE AFE, in collaboration with the DC Workforce Investment Council (WIC), held the Adult Education and Family Literacy Act (AEFLA) and WIC Career Pathways grant competition in Spring 2017. Grant awards were announced on June 30, 2017. Ten providers were selected to provide Integrated Education and Training (IE&T) services to District residents in FY18, including IE&T Adult Basic Education, IE&T Adult Secondary Education, IE&T English Language Acquisition, and Integrated English Literacy and Civics Education and Training.

These organizations include:

1. Academy of Hope Public Charter School

The Academy of Hope Public Charter School (AOH) offers integrated education and training (IE&T) services to District residents with an emphasis on preparing them for careers in Business Administration and Information Technology, Healthcare and Hospitality. To prepare District residents for competitive employment and launch their careers in the District's high-demand employment sectors, AOH provides a full-spectrum of academic programs; high school credentialing through the GED or National External Diploma Program, and dual enrollment with UDC-Community College offered concurrently with

career assessment and exploration and workforce training, including certifications, work-based learning; and job shadowing, and job placement.

## 2. Briya Public Charter School

Briya Public Charter School (Briya PCS) offers integrated education and training (IE&T) services to District residents with an emphasis on preparing them for careers in Early Childhood Education and Healthcare. To prepare District residents for competitive employment and launch their careers in the District's high-demand employment sectors, Briya PCS serves adult English learners as well as adults with limited literacy and numeracy skills and offers: 1) Registered Medical Assistant Program (RMA), 2) Child Development Associate Program (CDA), and 3) Advanced II ESL/Civics for Family Literacy and Work. The MA and CDA are credentials with minimal barriers to entry that can serve as springboards for obtaining an associate degree, bachelor's degree, or beyond.

## 3. Catholic Charities of the Archdiocese of Washington

Catholic Charities of the Archdiocese of Washington (CC), in collaboration with its partner, Washington English Center (WEC), offers integrated education and training (IE&T) services to District residents with an emphasis on preparing them for careers in Green Construction and Hospitality. To prepare District residents for competitive employment and launch their careers in the District's high-demand employment sectors, CC and WEC, together with other partners, are implementing the PATCH Works (Partnership for Adult Training and Career Help Works) program. PATCH Works provides a seamless, client-centered, and integrated model of education, literacy, numeracy, employment and job readiness, workforce development, and case management services to support clients in successful educational and career pathways. Program offerings include a Pre-Apprenticeship Green Construction Program and Hospitality Program that create vocational pathways to jobs in a high-demand industry with opportunities for further training, job advancement and postsecondary education.

## 4. Congress Heights Training Center

Congress Heights Training Community Training and Development Corporation (CHCTDC) offers integrated education and training (IE&T) services to District residents with an emphasis on preparing them for careers in Business Administration and Information Technology, Construction, Early Childhood Education, Security and Law. To prepare District residents for competitive employment and launch their careers in the District's high-demand employment sectors, CHCTDC provides individualized and rigorous instruction where District residents learn industry competencies and standards through projects organized around operating and maintaining facilities across various disciplines to include Cyber Security, Physical Security, Child Development, Building Maintenance, Property Management, and a national credential in Customer Service for each adult learner, supplemented with technology in an entrepreneurial atmosphere of trust, innovation, creativity, and dynamic engagement.

## 5. Four Walls

Four Walls Career and Technical Education Center (Four Walls) offers integrated education and training (IE&T) services to District residents with an emphasis on preparing them for careers in Construction. To prepare District residents for competitive employment and



launch their careers in the District's high-demand employment sector, Four Walls provides trade-focused educational programming to at-risk populations and adults requiring immediate support. Program offerings include: 1) Electrical Wiring, 2) HVAC and Steam Stationary, 3) Plumbing, and 4) AutoCAD. Digital Literacy, Entrepreneurship and Adult Basic Education are integrated in each program.

#### 6. Latin American Youth Center

The Latin American Youth Center (LAYC) offers integrated education and training (IE&T) services to District residents with an emphasis on preparing them for careers in Business Administration and Information Technology through the Digital Pathways Program. To prepare District residents for competitive employment and launch their careers in the District's high-demand employment sectors, participants in the Digital Pathways Program earn at least one valuable industry recognized IT certification: CompTIA Networks +, CISCO, and CompTIA A+ or Cybersecurity while simultaneously receiving literacy, numeracy, pre-GED or GED-related instruction, job readiness training, career awareness opportunities, entrepreneurship classes, life skills support, case management, paid or unpaid internship opportunities, employment assistance services and social service assistance.

#### 7. Opportunities Industrialization Center-DC

The Opportunities Industrialization Center-DC (OIC-DC) offers integrated education and training (IE&T) services to District residents with an emphasis on preparing them for careers in Business Administration and Information Technology and Healthcare. To prepare District residents for competitive employment and launch their careers in the District's high-demand employment sectors, OIC-DC provides job training concurrently with literacy, numeracy, workforce preparation and job placement services for adults, especially socio-economically disadvantaged residents in the District of Columbia, using best practices and evidence-based models. Program offerings include: A+ Computer Certification, Microsoft Office Certification and Home Health Care Aide Certification.

#### 8. So Others Might Eat

So Others Might Eat (SOME) offers integrated education and training (IE&T) services to District residents with an emphasis on preparing them for careers in Construction and Healthcare. To prepare District residents for competitive employment and launch their careers in the District's high-demand employment sectors, program offerings include Healthcare - Medical Administrative Assistant (MAA), Medical Assistant (MA), and Electronic Health Records (EHR). Additional program offerings in Construction Building Maintenance Service Technician (BMST) and Heating Ventilation and Conditioning (HVAC) lead to employment as a general maintenance and repair worker or a HVAC mechanic and installer.

#### 9. YouthBuild Public Charter School

YouthBuild Public Charter School (YBPCS) offers integrated education and training (IE&T) services to District residents with an emphasis on preparing them for careers in Construction and related high-demand fields. To prepare District residents for competitive employment and launch their careers in one of the District's high-demand employment sectors, YBPCS students engage in an IE&T program that uses a personalized learning approach to enable students to improve their math, literacy, and life skills, boost their

English literacy (if they have limited-English proficiency) and citizenship skills (if applicable), prepare to pass the General Education Development (GED) exam and earn a District of Columbia (DC) State Diploma, while participating in high-quality workforce preparation and training activities to earn industry-recognized construction certifications, and prepare to enter career pathways in the fields of construction and infrastructure. Program offerings include: Home Builders Institute (HBI) Pre-Apprenticeship Certificate Training (PACT), NCCER (National Center for Construction Education and Research)-CORE certification, and Multi-Craft Core Curriculum (MC3) certification.

#### 10. YWCA National Capital Region

YWCA of the National Capital Area (YWCA-NCA) offers integrated education and training (IE&T) services to District residents with an emphasis on preparing them for careers in Business Administration and Information Technology, Healthcare and Hospitality. The YWCA NCA Career Education Training Center (CETC) works as partners with students, stakeholders and partners, for the shared goal of student success. Effective and accurate academic advising at specific course milestones; help students distinguish between personal life and career goals. Program offerings include: 1) Home Health Aide, 2) Microsoft Office Specialist and 3) Guest Services Professional. The program has established connections to the workforce and vocational training programs where learners can receive on-the-job training, as well as receive industry specific training through employer workshops, networking opportunities and mock interviews to prepare them for employment in high-demand industries.

Eligible individuals include District residents who (a) have attained 18 years of age; (b) are not enrolled or required to be enrolled in secondary school under State law; and (c) who are basic skills deficient; do not have a secondary school diploma or its recognized equivalent of education; or are English Language learners.

Eligible providers include organizations that have demonstrated effectiveness in providing adult education and literacy, and may include: (a) a local educational agency; (b) a community-based organization or faith-based organization; (c) a volunteer literacy organization; (d) an institution of higher education; (e) a public or private non-profit agency; (f) a library; (g) a public housing authority; (h) a nonprofit institution that is not described in any of subparagraphs (a) through (g) and has the ability to provide adult education and literacy activities to eligible individuals; (i) a consortium or coalition of agencies, organizations, institutions, libraries, or authorities described in any of the subparagraphs (a) through (h); and (j) a partnership between an employer and an entity described in any of the subparagraphs (a) through (i).

Prior to the recent grant competition, in FY17, OSSE AFE funded twenty-three (23) eligible providers to offer adult education services to District residents. District residents were apprised about and enrolled in adult and family education programs through various mediums. Two publications, the OSSE AFE Guide to Adult and Family Education Services and/or Educational Options for Adult Learners, were disseminated to DC residents by the OSSE AFE, GED Testing Services, DC Department of Employment Services, DC Department of Human Service, DC Public Library Literacy Resource Centers and other partner and community-based agencies. As a result of the grant competition and the selection of 10 new sub-grantees, OSSE AFE and the WIC developed a new Partnership Guide in 2017. Additionally, information about OSSE programs and services is available on the OSSE

website. District residents are counseled about adult education options, including the pursuit of a GED or high school diploma via the NEDP during orientation, counseling, intake and/or assessment sessions at OSSE AFE funded local programs and at various DC government and community-based agencies. Several adult education providers advertise and recruit participants via the dissemination of printed materials or newsletters as well as via emails, list serves and referrals from family and friends.

The FY17 OSSE AFE providers included the following organizations:

1. *Academy of Hope (AoH)*

The Academy of Hope provides a range of academic programming for adults, including ABE and GED instruction, the NEPD, preparation for college and postsecondary training, computer trainings (IC3), career counseling and a range of other ancillary services. AoH is licensed by the OSSE Educator Licensure Commission (ELC) to serve as workforce development training provider in the District of Columbia.

2. *Anacostia Community Outreach Center (ACOC)*

The Anacostia Community Outreach Center Job Training Institute and Youth and Adult Education Program provides hands-on life skills training, career education, and computer technology training to help citizens lead more productive lives. The goal is to create pathways for students to earn a GED, improve their computer skills, and/or become prepared for immediate employment in the Information Technology (IT) sector. ACOC offers occupational literacy services (Information Technology) to District residents as part of the OSSE AFE and DOES partnership. ACOC is licensed by the OSSE Educator Licensure Commission (ELC) to serve as a workforce development training provider in the District of Columbia.

3. *Byte Back*

Byte Back offers Digital Literacy, Information Technology Certification Training and other related workforce development services to District residents. Byte Back offers digital literacy services to District residents as part of the OSSE AFE and DOES partnership. Byte Back is licensed by the OSSE Educator Licensure Commission (ELC) to serve as a workforce development training provider in the District of Columbia.

4. *Congress Heights Community Training and Development, Inc. (CHCTDC)*

Congress Heights offers basic education, vocational skills training, and workforce development training to unemployed returning citizens in the District of Columbia. CHCTDC offers occupational literacy services (Customer Service/Retail) to District residents as part of the OSSE AFE and DOES partnership. Congress Heights also provides educational and other related services to District residents onsite at the Office of Returning Citizen Affairs (ORCA). CHCTDC is licensed by the OSSE Educator Licensure Commission (ELC) to serve as workforce development training provider in the District of Columbia.

5. *Covenant House Washington (CHW)*

Covenant House Washington provides adult basic education, GED and workplace literacy services to young adults (18 to 24 years of age). CHW also provides work readiness, housing and ancillary/support services to youth.

6. *Four Walls Career Education and Training Center (FW)*

Four Walls offers Adult Basic Education, the National External Diploma Program, Digital Literacy (Internet & Computing Core and Office Certifications). FW offers occupational literacy services (Construction Trades) to District residents as part of the OSSE AFE and DOES partnership. FW licensed by the OSSE Educator Licensure Commission (ELC) to serve as a workforce development training provider in the District of Columbia.

7. *Literacy Volunteers and Advocates (LVA)*

Literacy Volunteers and Advocates provides basic literacy classes, supplemental life skills workshops (including financial literacy, consumer math, and computer literacy), and tutoring for adults reading below a 6th grade level in the District of Columbia.

8. *Lt. Joseph P. Kennedy Institute (JPKI)*

The Lt. Joseph P. Kennedy Institute offers adult basic education, functional life skills, and workplace literacy services to adult learners with special needs - learning and other developmental disabilities. JPKI also assists adult learners with special needs to prepare for and/or obtain employment.

9. *Mary's Center for Maternal and Child Care (MC)*

Mary's Center provides integrated English as a Second Language, Civics Education, computer and parenting classes for parents; early childhood education and Parent and Child Together time for DC families. Participants interested in working with children may take the Child Development Associate (CDA) Training. MC offers occupational literacy (Healthcare and Early Childhood Education) services to District residents as part of the OSSE AFE and DOES partnership.

10. *National Organization of Concerned Black Men*

The National Organization of Concerned Black Men's Parent Self Improvement Project provides Adult Basic Education classes for adult learners that are assessed at the 4th grade reading and math level and GED preparation for adult learners that are assessed at the 6th grade and above reading and math level. NOCBM offers occupational literacy services (Construction, Hospitality and Landscaping) to District residents as part of the OSSE AFE and DOES partnership.

11. *Opportunities Industrialization Center-DC (OIC-DC)*

OIC-DC provides a comprehensive literacy program that enables adults to acquire educational, occupational and life skills that equip them to become responsible citizens and

productive members of the workforce. OIC offers occupational literacy services (Telecommunications/Network Cabling) to District residents as part of the OSSE AFE and DOES partnership. OIC-DC is licensed by the OSSE Educator Licensure Commission (ELC) to serve as workforce development training provider in the District of Columbia and is on the Workforce Investment Council (WIC)'s Eligible Training Provider List.

12. *Perry School Community Services Center, Inc. (PSCSC)*

Perry School provides hands-on life skill instruction, adult basic education, GED preparation and career training to adults to prepare them for higher learning opportunities and brighter career paths.

13. *Society of the Sacred Heart (SSH)*

The Society of the Sacred Heart offers adult basic education, the National External Diploma (NEDP), tutoring and workforce and postsecondary transition services to adult learners.

14. *So Others Might Eat Center for Employment Training (SOME CET)*

SOME CET's mission is to empower people out of poverty and into living wage careers through marketable skills training, human development, basic education and job development. SOME CET focuses training on two sectors: Medical Administrative Assistant and Building Maintenance Service Technician. SOME offers occupational literacy services (Healthcare and Building Maintenance) to District residents as part of the OSSE AFE and DOES partnership. SOME CET is licensed by the OSSE Educator Licensure Commission (ELC) to serve as workforce development training provider in the District of Columbia.

15. *Southeast Ministries (SEM)*

Southeast Ministries provides individual and small group tutoring, distance learning options, year-round morning and afternoon ABE/GED preparation classes, job readiness assistance and a range of supportive services to young adults/adults in our community. SEM offers occupational literacy services (Retail and Hospitality) to District residents as part of the OSSE AFE and DOES partnership.

16. *Southern Baptist Church (SBC)*

Southern Baptist Church offers adult basic education, the National External Diploma (NEDP), tutoring and workforce and postsecondary transition services to adult learners.

17. *The Ethiopian Community Center (ECC)*

The Ethiopian Community Center provides English language instruction, integrated English Literacy Civics Education and life skills instruction to immigrants to help them to successfully transition to work and become fully integrated into the community. ECC offers occupational literacy (Information Technology) services as part of the OSSE AFE and DC DOES partnership.

18. The Family Place (TFP)

The Family Place offers an extensive Family Literacy Program which includes Basic-II and Intermediate-I English as a Second Language instruction. This is offered in conjunction with Parenting classes and Interactive Literacy/Civics Education Activities as part of the Family Literacy model. Participants bring their children to the early childhood education classrooms as they learn English. Participants interested in working with children may participate in the Child Development Associate (CDA) Training, offered by a licensed provider, in collaboration TFP.

19. The Graduate School USA

The Graduate School USA offers Career Essential Boot-Camps to District residents. The Graduate School initiative, titled "Success U Career Essential Boot Camps," provides District residents with an opportunity to engage in four integrated modules of activities: (1) personal/career assessment; (2) career skills; (3) career exploration and education mapping; and (4) career selection. Outside of scheduled training sessions, participants engage in individual and small group counseling and participate in supplemental development activities such as job search, job shadowing and/or mentoring opportunities. Computer labs and other resources related to career and personal development are made available to students for use during and after training sessions. After completing the Boot Camp, eligible participants are encouraged to apply for admittance to a postsecondary education or training program at the Graduate School or another postsecondary education institution.

20. Washington English Center (WEC)

Washington English Center provides English and literacy training to low-income adult immigrants. WEC's mission is to provide excellent and affordable English classes and other educational programs to immigrants using volunteer teachers. WEC offers ESL, EL Civics, computer, and citizenship classes. WEC offers occupational literacy (Construction and Hospitality) services as part of the DC OSSE AFE and DOES partnership.

21. Washington Literacy Center

Washington Literacy Center provides education to District adults reading below a fifth grade level to increase their basic reading skills so they can enter a GED program, job training program, gain or improve their employment.

22. Wheeler Creek CDC

Wheeler Creek CDC, in collaboration with the Court Services and Offender Supervision Agency (CSOSA), receives funding from OSSE AFE to implement the Earn While You Learn Initiative for 35 CSOSA youth offenders, ages 18 - 24, at or above the low intermediate basic education level / 5th grade level, who lack a high school diploma or a GED. WCCDC offers educational, tutoring, work readiness and other skill-building opportunities to youth offenders. Students also receive incentives to gain their commitment to an educational



process that will improve their educational functioning levels and help facilitate their increased engagement in educational programming for an initial 26-week period. For those who do not earn their GED or high school diploma during the initial 26 weeks, WCCDC will transition them to ongoing educational activities, workforce readiness training or employment. The young adults participating in the Earn While You Learn Initiative are under the supervision of the CSOSA and are on Probation, Parole, or Supervised Release.

### 23. YWCA-NCA

YWCA's Positive Transitions Adult Literacy & Workforce Development Program provides hands-on life skills, education and career training to under-served and under-employed men and women, while preparing them to be lifelong learners, as well as helping them in developing marketable job skills that will lead to sustainable employment and encourage self-sufficiency. YWCA offers occupational literacy services (Customer Service) to District residents as part of the DC OSSE AFE and DOES partnership.

Funds awarded by OSSE AFE under Sec. 231 of the Adult Education and Family Literacy Act (AEFLA) shall not be used to support or provide programs, services, or activities for individuals who are not individuals described in subparagraphs (A) and (B) of Section 203 (1), except that funds will be made available to support family literacy programs, services and activities. Eligible providers shall attempt to coordinate with programs and services that are not assisted under this subtitle prior to using funds for adult education and literacy activities other than adult education activities (Sec. 231 (d)).

OSSE AFE will provide oversight of the grants administration process using EGMS (Enterprise Grants Management System) for the submission, review and approval of applications for funding, processing of cost reimbursements for payment tied to SOAR and for programmatic and fiscal monitoring of its sub-grantee.

Additionally, OSSE AFE will continue to partner with institutions of higher education (e.g. University of the District of Columbia (UDC), the Chicago School, and Catholic University) and other partners to offer professional development, technical assistance, consultation and evaluation services to adult educators and the leadership/support teams of local program providers. These services are aimed at both professionalizing the field of adult education and increasing providers capacity to plan for and embrace impending changes to adult education and workforce development as a result of the WIOA.

Please also see the following sections: Aligning of Content Standards, Correctional Education and other Education of Institutionalized Individuals, Integrated English Literacy and Civics Education Program, State Leadership and Assessing Quality.

### **SPECIAL RULE**

Each eligible agency awarding a grant or contract under this section shall not use any funds made available under this title for adult education and literacy activities for the purpose of supporting or providing programs, services, or activities for individuals who are under the age of 16 and are enrolled or required to be enrolled in secondary school under State law, except that such agency may use such funds for such purpose if such programs, services, or activities are related to family literacy activities. In providing family literacy activities under



this title, an eligible provider shall attempt to coordinate with programs and services that are not assisted under this title prior to using funds for adult education and literacy activities under this title for activities other than activities for eligible individuals.

### **C. CORRECTIONS EDUCATION AND OTHER EDUCATION OF INSTITUTIONALIZED INDIVIDUALS**

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Describe how the State will establish and operate programs under section 225 of WIOA for corrections education and education of other institutionalized individuals, including how it will fund, in accordance with the requirements of title II, subtitle C, any of the following academic programs for:

- Adult education and literacy activities;
- Special education, as determined by the eligible agency;
- Secondary school credit;
- Integrated education and training;
- Career pathways;
- Concurrent enrollment;
- Peer tutoring; and
- Transition to re-entry initiatives and other post release services with the goal of reducing recidivism.

Each eligible agency using funds provided under Programs for Corrections Education and Other Institutionalized Individuals to carry out a program for criminal offenders within a correctional institution must give priority to serving individuals who are likely to leave the correctional institution within 5 years of participation in the program.

### **PROGRAMS FOR CORRECTION EDUCATION AND OTHER INSTITUTIONALIZED INDIVIDUALS (WIOA Sec. 225)**

#### **Types of Programs**

Included within adult education is corrections education and education of other institutionalized individuals. In regard to requirements for such programs, OSSE AFE shall require that each eligible provider receiving funding under Sec. 225 of WIOA carry out corrections education or education for other institutionalized individuals, including academic programs using grant funds to operate education programs as follows.

- (1) Basic education;
- (2) Special education, as determined by the eligible agency;
- (3) English literacy programs; and,
- (4) Secondary school credit programs.

In addition, OSSE AFE shall ensure that all eligible providers receiving funding under Sec. 225 will have direct and equitable access to apply for AEFLA grant funds.

OSSE AFE will encourage collaboration with literacy and job skills programs that promote self-sufficiency and community responsibility to enable returning citizens to become

productive citizens, and increase the likelihood of their successful reintegration into the community after release.

### **Priority**

OSSE AFE has given priority to serving individuals who are likely to leave a correctional institution within five years of participation in the program. All funding is slated for use by programs that serve adults who will be released within 1 to 5 years.

### **Types of Institutional Settings**

Correctional institution means any

1. Prison;
2. Jail;
3. Reformatory;
4. Work farm;
5. Detention Center; or
6. Halfway house, community-based rehabilitation center, or other similar institution designed for the confinement or rehabilitation of criminal offenders.

OSSE AFE will not spend more than the 20 percent of the 82.5 percent of the State grant for this activity.

OSSE requires all eligible providers for sections 225, 231, and/or 243 to use the same application process. This ensures that all applications are evaluated using the same rubric and scoring criteria. OSSE ensure that all eligible providers have direct and equitable access to apply for grants. It also ensures that the same grant announcement, application, and proposal process is used for all eligible providers through OSSE's Enterprise Grants Management System. See section III.b.5.B.1 above for a description of how AEFLA grants, including funding associated with section 225, will be competed and awarded. This section outlines how the State will comply with the requirements of Subpart C (competition, direct and equitable access, same grant process, and use of 13 considerations).

## **D. INTEGRATED ENGLISH LITERACY AND CIVICS EDUCATION PROGRAM**

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### **1. DESCRIBE HOW THE STATE WILL ESTABLISH AND OPERATE INTEGRATED ENGLISH LITERACY AND CIVICS EDUCATION PROGRAMS UNDER SECTION 243 OF WIOA, FOR ENGLISH LANGUAGE LEARNERS WHO ARE ADULTS, INCLUDING PROFESSIONALS WITH DEGREES AND CREDENTIALS IN THEIR NATIVE COUNTRIES.**

OSSE has a longstanding history of funding four eligible providers who offer English literacy and civics education to District residents under WIA. These agencies provide integrated instructional programs and services that incorporated English literacy and civics education. Limited English Proficient adults participating in these programs gain competency in English and skills needed to exercise rights and responsibilities of citizenship as members of their communities. DC will leverage these past successes to meet the new requirements

under WIOA. OSSE's AEFLA grant application will require applicants seeking funding under section 243 to describe and provide evidence as to how they plan to offer English language acquisition and civics education instruction concurrently and contextually to District residents. The eligible applicants' proposed activities for the provision of IELCE services and budget will be reviewed by a panel of independent reviewers and OSSE to ensure that they meet all statutory requirements under section 243.

Based on our past experience, we expect that this would include similar successful activities and services such as:

- Sub-grantees capitalizing on election year opportunities to teach a range of Civics lessons explaining the US political system (including the Electoral College vs the popular vote) and the District's political system (including the District's limited Home Rule autonomy and unique status when it comes to national representation in the House and Senate).
- Parent educators explaining parental and student rights and the process for students with special needs to receive special education services and the advocacy role that many parents play to ensure that their children receive the education and ancillary services they need.
- Students writing letters and/or providing testimony to the DC City Council asking members to support specific proposals or programs that are important to the District's English language learner population.

Furthermore, since Program Year 2014, in addition to AEFLA funding, OSSE has awarded additional local funding to these four providers to offer occupational skills training, occupational literacy services and workforce transition services to English language learners in the District of Columbia. OSSE believes that these experiences will also strengthen the District's ability to meet the new requirements under WIOA and better support the District's adult English language learners, including professionals with degrees and credentials in their native countries. OSSE AFE will continue this approach and will award funding to eligible providers to offer English language acquisition and civic education instruction to a specific cohort of students, while simultaneously offering occupational skills training, as appropriate for particular participants from the cohort.

For grant year 2017-2018, AEFLA section 243 funds will be used to support the operational expenses of local IELCE programs, including teacher salaries and benefits, classroom supplies, textbooks, and other items necessary to carry out instruction in English language acquisition, workforce preparation activities, and civics education. While OSSE plans to issue additional guidance and technical assistance to eligible providers on how to co-enroll participants in occupational training, as appropriate, OSSE anticipates that some section 243 funds may be used for similar expenditures to provide occupational training as part of an integrated education and training program.

**2. DESCRIBE HOW THE STATE WILL FUND, IN ACCORDANCE WITH THE  
REQUIREMENTS OF TITLE II, SUBTITLE C, AN INTEGRATED ENGLISH LITERACY  
AND CIVICS EDUCATION PROGRAM AND HOW THE FUNDS WILL BE USED FOR THE  
PROGRAM.**

OSSE requires all eligible providers for sections 225, 231, and/or 243 to use the same application process. This ensures that all applications are evaluated using the same rubric and scoring criteria. OSSE ensure that all eligible providers have direct and equitable access to apply for grants. It also ensures that the same grant announcement, application, and proposal process is used for all eligible providers through OSSE's Enterprise Grants Management System. See section III.b.5.B.1 above for a description of how AEFLA grants, including funding associated with section 225, will be competed and awarded. This section outlines how the State will comply with the requirements of Subpart C (competition, direct and equitable access, same grant process, and use of 13 considerations).

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## E. STATE LEADERSHIP

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### 1. DESCRIBE HOW THE STATE WILL USE THE FUNDS TO CARRY OUT THE REQUIRED STATE LEADERSHIP ACTIVITIES UNDER SECTION 223 OF WIOA.

To meet the requirements of Section 223(a)(1)(A), (B), (C) and (D) of WIOA, OSSE AFE will use federal and local state leadership funds to enhance the quality of programming in the District's adult education and workforce development system. Not more than 12.5% of the federal grant funds made available will be used to carry out the state leadership activities under section 223. Activities to be supported with state leadership funds include the following:

- OSSE has worked and will continue to work collaboratively with key stakeholders to align adult education and literacy activities with the WIOA core programs as specified in the District's Unified State Plan under section 102. Priority emphasis has been placed on the development of career pathways that provide access to integrated education and training services, that lead to postsecondary education and/or high-wage and high-demand employment for District residents in adult education and literacy activities. This initiative is being led by the District's Workforce Investment Council (WIC), the Career Pathways Task Force and other key stakeholders in collaboration with OSSE AFE. State leadership funds are used to build the capacity of WIOA core program providers to better assess and address the needs of District residents. Efforts include cross-training staff on a shared process for client orientation, intake, assessment, learning needs screening, career mapping, and referral and receipt of services.
- To meet future teacher qualification requirements, OSSE has and will continue to partner with the University of the District of Columbia (UDC) to offer a Graduate Certificate Program in Adult Education (24 credit hours), Master of Arts in Adult Education (36 credit hours), and one-credit professional development modules, workshops and seminars for adult educators using state leadership funds. OSSE has and will also continue to work in collaboration with UDC, the Chicago School of Professional Psychology, and other PD partners to provide high quality professional development (PD) programs to adult educators to improve programming and instruction to adult learners. State leadership funds have and will continue to be used to bring national trainers from StandardsWork, World Education, the Comprehensive Adult Student Assessment System (CASAS), the National External Diploma Program (NEDP), the Center for Applied Linguistics, the American Institute for Research, and GED Testing Service to provide high quality professional

development to program administrators, teachers and staff at all levels. Topics have and will include but are not limited to. implementation of the College and Career Readiness Standards in Reading/Language Arts and Mathematics, Differentiated Instruction, Contextualized Instruction, Evidence-Based Reading Instruction (EBRI), instructional strategies for teaching ABE and ELL students, occupational literacy, strategic planning, effective program management, leadership, integrated education and training, bridge programming, technology integration, distance education, and supporting adults with special needs. OSSE has and will continue to engage in evaluation activities to assess the effectiveness of the PD provided and employ continuous improvement strategies to improve state and local program performance and outcomes.

- OSSE has and will continue to support the provision of technical assistance (TA) to eligible providers of adult education and literacy activities to enhance local program effectiveness. TA is offered to increase the ability of providers to meet established performance standards, and to fulfill obligations associated with being a WIOA and one-stop partner. Eligible providers receive one-to-one and/or small group technical assistance. Key personnel from PD provider agencies also provide TA to eligible providers on strategic planning, organizational development, project management, program design, program and student level outcomes, Career Pathways models and implementation, integrated education and training strategies, CASAS implementation, National External Diploma Program implementation, GED testing, bridge programming, supporting adults with special needs, curriculum development and instruction, technology integration, distance education and other related topics. OSSE uses State leadership funds to support the development and dissemination of instructional and programmatic practices based on the most rigorous or scientifically valid research available and appropriate, in reading, writing, speaking, mathematics, English language acquisition programs, distance education, and staff training. OSSE AFE providers will also be required to participate in Community of Practice events and activities sponsored by the WIC, which focus on best practices associated with IE&T programs, establishing employer partnerships, and career pathways systems.
- OSSE has and will continue to promote technology integration in providers and partner agencies to improve instruction, services, and system efficiencies. OSSE makes web-based assessments, curriculum and instructional resources (eCASAS, GED Academy, News for You, The Change Agent, MyFoundationsLab, Career Coach DC, Virtual Job Shadow and other software) available for use by eligible providers. State leadership funds also support the use (for potential and new users) and/or increased use (for existing users) of the DC Data Vault, a web-based transactional data system designed to help facilitate a shared intake, assessment, referral, and tracking system for WIOA core programs and partners.
- OSSE has and will continue to conduct monitoring activities and the evaluate the quality of, and the improvement in, adult education and literacy activities. OSSE monitors local program performance on a monthly and annual basis and works with eligible providers to improve local program performance. Desk reviews, monthly reports, self-assessments and monitoring reviews and visits are employed to assess average attendance hours, measurable skills gains and other student performance, progress and outcomes. These methods allow OSSE monitors and eligible providers

to review the operational aspects of the program including the draw down and expenditure of grant funds, staff completion of required professional development, and local program adherence to accountability and reporting requirements. Based on the evaluation findings, OSSE, in collaboration with its PD/TA providers, provides professional development, technical assistance, and resources to adult education administrators, teachers and staff at all levels to ensure continuous improvement at the local program level.

- OSSE has and will continue to prioritize the facilitation of partnerships between adult education providers, local postsecondary institutions, industry associations and employers in an effort to create pathways and bridge programs from adult education to higher education and/or employment in high-wage and high-demand industries for adult learners in the District of Columbia.

OSSE will collaborate, where possible with the WIC, WIOA Core Programs, partners, providers and other stakeholders to avoid duplicating efforts in order to maximize the impact of the activities described above.

## 2. DESCRIBE HOW THE STATE WILL USE THE FUNDS TO CARRY OUT PERMISSIBLE STATE LEADERSHIP ACTIVITIES UNDER SECTION 223 OF WIOA, IF APPLICABLE.

See response in section E(1).

### F. ASSESSING QUALITY

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Describe how the eligible agency will assess the quality of providers of adult education and literacy activities under title II and take actions to improve such quality, including providing the activities described in section 223(a)(1)(B) of WIOA.

OSSE will work in collaboration with its PD/TA providers to assess the quality of local program providers of adult education and literacy services and take actions to improve such quality through its robust web-based monitoring system - Enterprise Grants Management System (EGMS). The OSSE AFE monitoring system will measure local program performance in four key areas: 1) Student performance, progress and involvement, 2) Instructional Models and Methods, 3) Program Management and Leadership, 4) Data Collection/Reporting. OSSE AFE will monitor and evaluate providers on a monthly and bi-annual basis via desks reviews and onsite monitoring. Eligible providers will be required to:

- A. Prepare monthly/quarterly Diagnostic Search Reports in LACES (Literacy Adult Community Education System) to ensure the validity and accuracy of data;
- B. Participate in a Self-Assessment/Preliminary Monitoring Review;
- C. Participate in Follow-up Monitoring Visits and Classroom Observations;
- D. Participate in a Self-Assessment/Final Monitoring Review;
- E. Participate in Desk Reviews;
- F. Submit a Student Roster, Student Performance Report(s) and Student Outcome Report(s) monthly;
- G. Submit Student Follow-up Data and Program Income Expenditures Quarterly;



H. Develop and implement continuous improvement plans; and

I. Provide and maintain evidence of how data is used for continuous improvement purposes.

OSSE will monitor local program providers throughout the program year to:

- Evaluate the local program's progress to-date toward contracted goals and outcomes;
- Determine if the local program will be able to achieve the contracted goals and outcomes by program year-end;
- Ensure that the local program has qualified staff, procedures, and systems in place to achieve contracted outcomes;
- Ensure that the local program is following OSSE's Assessment, Goal Setting, and Follow-up policies and procedures;
- Ensure that the data management system is producing accurate and reliable information;
- Assess a funded program's instructional quality;
- Compare the program's grant expenditures to-date with approved budget;
- Identify program strengths and areas needing improvement;
- Identify and address local program technical assistance, professional development and resource needs; and
- Facilitate continuous improvement at the local program levels.

State leaderships funds will be used to support the state's management information system - LACES (Literacy Adult Community Education System). LACES will be used by the state to evaluate state and local program performance.

OSSE AFE staff will monitor local programs on their compliance to the *DC Local Follow-Up for Core and Secondary Outcome Measures Policy* to ensure that local programs meet the National Reporting System (NRS) requirements for follow-up of core and secondary outcome measures. Local programs will use a combination of direct program reporting and survey to collect follow-up data from students who exited the program so that the data is reflected on NRS Table 5.

OSSE AFE included a requirement in its Fiscal Year 2018 grant application that eligible programs describe the extent to which they employ scientifically based research in the design, implementation, and evaluation of their program. OSSE AFE will explore the use of one or more of the following activities for this measure including self-evaluation of program activities; assessments of progress in achieving state goals for adult education and literacy activities; the extent to which adult education goals for specific populations of adult learners have been met; the extent to which state education technology needs have been met; follow-up studies of former participants at 6-month, 12-month, and 15-month intervals; reviews of the effectiveness of teacher training; and the use of evaluation results to determine achievement of levels of performance for each of the core indicators for the eligible provider agencies.

OSSE AFE will use State leadership funds to conduct a comparative analysis of the outcomes achieved by local program providers implementing different instructional strategies to gain insight into their relative effectiveness and to identify those strategies that may merit further exploration and research. Information and insights gained from these



evaluations and program monitoring will be used to inform state planning and the allocation of resources, professional development and technical assistance to local program providers. When an instructional strategy appears to be promising based on the results of program evaluation, the state will consider investing additional resources to further investigate the effectiveness of the strategy and/or will disseminate information about its findings to other local program providers for replication.

#### Professional Development Quality Assessment

The OSSE AFE bases professional development and technical assistance activities on the results of the prior year monitoring data so that the state can address the categories in which sub-grantees had earned the lowest number of points. Over the past three years, OSSE AFE has directed its PD efforts toward promoting teacher effectiveness and improving student outcomes. OSSE AFE modified its classroom observation tool to reinforce the state's expectation that 1) teachers align assessment, curriculum and instruction to address and accommodate different student learning needs and 2) students achieve their desired outcomes as evidenced on NRS Tables 4 and 5.

Since PY 2014, adult educators have been participating in professional development activities including: The Comprehensive Adult Student Assessment Systems (CASAS) Implementation Training; Literacy Adult Community Education System (LACES) Training; the National External Diploma Program (NEDP) New Advisor/Assessor Training, and workshops on other related topics. Adult educators also have participated in workshops on contextualized instruction, models of integrating education and training, improving instruction towards the new GED, implementation of College and Career Readiness standards, and integrating technology into their programs, with an emphasis on the use of state sponsored educational software products (GED Academy, News for You, The Change Agent) to meet the needs of students via classroom instruction, blended learning or distance education.

OSSE AFE will assess the quality of its professional development programs via participant surveys after all workshops, webinars, presentations and PD institutes. Participant feedback will be used to inform future PD offerings and the continued use of specific PD training providers; to modify the format of future workshops; and/or to determine if there is a need for technical assistance and/or additional resources for the training participants to successfully operationalize their lessons learned.

OSSE AFE, in collaboration with its PD providers, will also conduct an annual PD survey to determine adult educators' PD needs, preferred delivery formats (face-to-face, webinars, hybrid), and preferred schedule (days, evenings, weekends) for offerings. The annual PD survey will also be used to assess local program staff's satisfaction with the training they have received throughout the program year and provide participants with an opportunity to share examples of how they applied the lessons learned during training in their programs, classrooms and every day practices. The annual PD survey will also provide local program staff with an opportunity to identify resources and supports they may need to be more effective in their roles in adult education and family literacy programs.

OSSE AFE monitors and PD/TA providers will also assess the quality and application of PD lessons via the review of programs' lesson plans, classroom observations and data collected and reported through the OSSE AFE Self-Assessment/Monitoring Tool and student surveys.

Furthermore, OSSE AFE will review local program and student data in LACES, the state's management information system, to evaluate the impact of professional development on local program performance and student progress and outcomes.

To illustrate OSSE AFE's evaluation of the implementation of PD lessons an example of this process has been included below. Since CASAS is the approved assessment for the District of Columbia, local program staff are required to participate in CASAS PD training and implement either the paper-based or web-based assessment system. OSSE AFE monitors generate assessment reports in LACES to determine if local programs are administering tests appropriately and generating Diagnostic Search Reports to identify and address discrepancies in the data. OSSE AFE monitors review local program data to determine that the staff are adhering to OSSE AFE's Assessment Policy, including ensuring that enrolled students who have a minimum of 50 (maximum of 70 to 100) instructional hours have validly matched CASAS pre-tests and post-tests in reading and math or other ESL instructional areas (writing, speaking, listening comprehension). They determine whether enrolled students who are post-tested are making educational gains as evidenced by percentage of enrolled students who complete educational functioning levels.

Furthermore, local program staff are required to complete and/or generate CASAS student profiles by competency and class profiles by competency and to work with students to establish goals. They are also required to develop lesson plans that incorporate student learning needs as specified on student profiles by competency, class profiles by competency, and student goals as well as use appropriate curricula, multiple delivery methods and approaches to meet the diverse learning needs of students. Program managers are required to conduct classroom observations to assess the quality of the instruction being provided by teachers and the level of student satisfaction with the instructional services they are receiving. OSSE AFE monitors review the lesson plans, conduct classroom observations and review student surveys to determine if teachers are employing the instructional strategies, utilizing instructional resources and improving their practices based on the training that they have received.

## CERTIFICATIONS

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States must provide written and signed certifications that

1. The plan is submitted by the State agency that is eligible to submit the plan.    Yes
2. The State agency has authority under State law to perform the functions of the State under the program.    Yes
3. The State legally may carry out each provision of the plan.    Yes
4. All provisions of the plan are consistent with State law.    Yes
5. A State officer, specified by title in the certification, has authority under State law to receive, hold, and disburse Federal funds made available under the plan.    Yes
6. The State officer who is submitting the plan, specified by the title in the certification, has authority to submit the plan.    Yes
7. The agency that is submitting the plan has adopted or otherwise formally approved the plan.    Yes

8. The plan is the basis for State operation and administration of the program. Yes

#### **CERTIFICATION REGARDING LOBBYING**

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##### **Certification for Contracts, Grants, Loans, and Cooperative Agreements**

The undersigned certifies, to the best of his or her knowledge and belief, that:

(1) No Federal appropriated funds have been paid or will be paid, by or on behalf of the undersigned, to any person for influencing or attempting to influence an officer or employee of an agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with the awarding of any Federal contract, the making of any Federal grant, the making of any Federal loan, the entering into of any cooperative agreement, and the extension, continuation, renewal, amendment, or modification of any Federal contract, grant, loan, or cooperative agreement.

(2) If any funds other than Federal appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with this Federal contract, grant, loan, or cooperative agreement, the undersigned shall complete and submit Standard Form-LLL, "Disclosure of Lobbying Activities," in accordance with its instructions.

(3) The undersigned shall require that the language of this certification be included in the award documents for all subawards at all tiers (including subcontracts, subgrants, and contracts under grants, loans, and cooperative agreements) and that all subrecipients shall certify and disclose accordingly. This certification is a material representation of fact upon which reliance was placed when this transaction was made or entered into. Submission of this certification is a prerequisite for making or entering into this transaction imposed by section 1352, title 31, U.S. Code. Any person who fails to file the required certification shall be subject to a civil penalty of not less than \$10,000 and not more than \$100,000 for each such failure.

##### **Statement for Loan Guarantees and Loan Insurance**

The undersigned states, to the best of his or her knowledge and belief, that: If any funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with this commitment providing for the United States to insure or guarantee a loan, the undersigned shall complete and submit Standard Form-LLL, "Disclosure of Lobbying Activities," in accordance with its instructions. Submission of this statement is a prerequisite for making or entering into this transaction imposed by section 1352, title 31, U.S. Code. Any person who fails to file the required statement shall be subject to a civil penalty of not less than \$10,000 and not more than \$100,000 for each such failure.

Applicant's Organization **Office of the State Superintendent of Education (OSSE)**

Full Name of Authorized Representative: **Julia Michelle Johnson**

Title of Authorized Representative: **State Director of Adult and Family Education**

SF LLL Form – Disclosure of Lobbying Activities (only if applicable)  
(<http://www2.ed.gov/fund/grant/apply/appforms/appforms.html>). If applicable, please print, sign, and email to OCTAE\_MAT@ed.gov

### ASSURANCES

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The State Plan must include assurances that:

1. The eligible agency will expend funds appropriated to carry out title II of the Workforce Innovation and Opportunity Act (WIOA) only in a manner consistent with fiscal requirements under section 241(a) of WIOA (regarding supplement and not supplant provisions). Yes
2. The eligible agency will ensure that there is at least one eligible provider serving each local area, as defined in section 3(32) of WIOA. Yes
3. The eligible agency will not use any funds made available under title II of WIOA for the purpose of supporting or providing programs, services, or activities for individuals who are not “eligible individuals” within the meaning of section 203(4) of WIOA, unless it is providing programs, services or activities related to family literacy activities, as defined in section 203(9) of WIOA. Yes
4. The Integrated English Literacy and Civics Education program under section 243(a) of WIOA will be delivered in combination with integrated education and training activities; Yes
5. The Integrated English Literacy and Civics Education program under section 243(a) of WIOA will be designed to (1) prepare adults who are English language learners for, and place such adults in, unsubsidized employment in in-demand industries and occupations that lead to economic self-sufficiency and (2) integrate with the local workforce development system and its functions to carry out the activities of the program; and Yes
6. Using funds made available under title II of WIOA to carry out a program for criminal offenders within a correctional institution, the eligible agency will give priority to serving individuals who are likely to leave the correctional institution within five years of participation in the program. Yes
7. The eligible agency agrees that in expending funds made available under title II of WIOA, the eligible agency will comply with sections 8301 through 8303 of the Buy American Act (41 U.S.C. 8301-8303 ). Yes

### SECTION 427 OF THE GENERAL EDUCATION PROVISIONS ACT (GEPA )

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In the text box below, describe the steps the applicant proposes to take to ensure equitable access to, and participation in, its Federally-assisted program for students, teachers, and other program beneficiaries with special needs provide the information to meet the requirements of Section 427 of the General Education Provisions Act (GEPA), consistent with the instructions posted at

<https://www2.ed.gov/fund/grant/apply/appforms/gepa427.doc>.

OSSE AFE ensures direct and equitable access for all eligible providers to apply for AEFLA grant funds in the District of Columbia. OSSE will publish a Notice of Funds Availability (NOFA) on the DC Office of Partnerships and Grant Services (OPGS) website and in the OPGS

electronic bulletin “The Funding Alert.” The NOFA will also be published on OSSE’s website at [www.osse.dc.gov](http://www.osse.dc.gov). OSSE will then publish the multi-year (minimum three-years) AEFLA Request for Applications (RFA). A notice about the release of the RFA will be published on the DC OPGS website and in the Funding Alert. The RFA will also be published on OSSE’s website at [www.osse.dc.gov](http://www.osse.dc.gov).

All eligible applicants will submit applications using OSSE’s web-based Enterprise Grants Management System (EGMS), including certifications and assurances. Other information in the application will include a description of how funds awarded under the AEFLA will be spent and a description of any cooperative agreements the eligible provider has with other agencies, institutions or organizations for the delivery of adult education and family literacy activities. A panel of independent reviewers, external to OSSE, will review and score the applications based on the 13 considerations in section 231(e) of WIOA.

Eligible applicants will not be required to apply for an AEFLA grant through another agency as OSSE will award the funding directly to the selected eligible providers. The application process has been designed so that it is clearly evident that the direct submission of an application to OSSE via EGMS is the only acceptable and non-negotiable method of applying for grant funds.

OSSE will require all eligible providers for sections 231, 225, and 243 to use the same application process via EGMS to ensure that all applications are evaluated using the same rubric and scoring criteria. OSSE further ensures that all eligible providers will have direct and equitable access to apply for AEFLA grant funds via the same grant announcement and application process. During the initial period of the grant submission process, any eligible agency that contacts OSSE with an interest in participating in the competition will be provided the information needed. OSSE believes that these approaches meet the requirements specified in AEFLA and satisfy the requirement that every effort be made to ensure direct and equitable access to eligible providers.

To ensure fair and equitable access, the OSSE state agency for Adult and Family Education adheres to policies and procedures set forth by the District of Columbia Office of Contracting and Procurement and Office of Partnerships and Grants Services as well as policies, procedures and guidance from the OSSE Office of Grants Management and Compliance, Office of the General Council, Office of the Chief Financial Officer and Office of the Chief Information Officer.

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## PROGRAM-SPECIFIC REQUIREMENTS FOR VOCATIONAL REHABILITATION

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The Vocational Rehabilitation (VR) Services Portion of the Unified or Combined State Plan\* must include the following descriptions and estimates, as required by section 101(a) of the Rehabilitation Act of 1973, as amended by WIOA:

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\* Sec. 102(b)(D)(iii) of WIOA

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### A. INPUT OF STATE REHABILITATION COUNCIL

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All agencies, except for those that are independent consumer-controlled commissions, must describe the following:

1. INPUT PROVIDED BY THE STATE REHABILITATION COUNCIL, INCLUDING INPUT AND RECOMMENDATIONS ON THE VR SERVICES PORTION OF THE UNIFIED OR COMBINED STATE PLAN, RECOMMENDATIONS FROM THE COUNCIL'S REPORT, THE REVIEW AND ANALYSIS OF CONSUMER SATISFACTION, AND OTHER COUNCIL REPORTS THAT MAY HAVE BEEN DEVELOPED AS PART OF THE COUNCIL'S FUNCTIONS;

#### **2017 SRC ANNUAL REPORT**

**Name of Board: District of Columbia State Rehabilitation Council**

**State VR Director: Pamela Downing-Hosten, ED.D., Deputy Director**

**District of Columbia Department on Disability Services (DDS)**

**Rehabilitation Services Administration (RSA)**

**Staff Liaison to the SRC: Teresa Peele**

**Address: 250 E Street SW Washington, DC 20024**

**Telephone: (202) 442-8423**

**Agency Website: <http://dds.dc.gov/>**

**SRC Website Address: <https://sites.google.com/site/wdcsrc/home>**

**The following report was provided by the Chair of the State Rehabilitation Council:**

#### **MISSION, PURPOSE, AND FUNCTIONS**

**Mission: The State Rehabilitation Council (SRC) was created in response to federal law<sup>2</sup> and Mayoral Order 93-149, to empower and respect the dual dignities of people with disabilities in the District of Columbia; and maximize their employment outcome, self-determination, economic self-sufficiency, independence, inclusion and integration into society based on the informed choices of people with disabilities in the District of Columbia.**

**Purpose: The purpose of the SRC is to act in an advisory capacity to the Administrator of DCRSA on the provision of vocational rehabilitation services to people with disabilities in the District of Columbia.**

**Functions: The functions of the SRC include the following:**

- REVIEW, ANALYZE, AND ADVISE THE AGENCY REGARDING ELIGIBILITY FOR SERVICES; EXTENT, SCOPE, AND EFFECTIVENESS OF SERVICES PROVIDED; AND FUNCTIONS PERFORMED BY DISTRICT OF COLUMBIA AGENCIES THAT AFFECT OR THAT POTENTIALLY AFFECT THE ABILITY OF INDIVIDUALS WITH DISABILITIES ACHIEVING REHABILITATION GOALS AND OBJECTIVES.



- ADVISE THE ADMINISTRATOR OF RSA, AND ASSIST IN THE PREPARATION OF APPLICATIONS, THE STATE PLAN, THE STRATEGIC PLAN AND AMENDMENTS TO THE PLANS, REPORTS, NEEDS ASSESSMENT AND EVALUATIONS REQUIRED.
- CONDUCT A REVIEW AND ANALYSIS OF THE EFFECTIVENESS OF, AND CONSUMER SATISFACTION WITH (A) FUNCTIONS PERFORMED BY THE DISTRICT OF COLUMBIA AGENCIES AND OTHER PUBLIC AND PRIVATE ENTITIES RESPONSIBLE FOR PERFORMING FUNCTIONS FOR INDIVIDUALS WITH DISABILITIES; AND VOCATIONAL REHABILITATION SERVICES.
- PREPARE AND SUBMIT AN ANNUAL REPORT TO THE MAYOR OF THE DISTRICT OF COLUMBIA AND THE COMMISSIONER OF THE REHABILITATION SERVICES ADMINISTRATION, UNITED STATES DEPARTMENT OF EDUCATION, ON THE STATUS OF VOCATIONAL REHABILITATION PROGRAMS OPERATED WITHIN THE DISTRICT OF COLUMBIA.
- COORDINATE WITH OTHER COUNCILS WITHIN THE DISTRICT OF COLUMBIA.
- ADVISE THE ADMINISTRATOR OF RSA AND PROVIDE FOR COORDINATION AND THE ESTABLISHMENT OF WORKING RELATIONSHIPS BETWEEN THE RSA, THE STATEWIDE INDEPENDENT LIVING COUNCIL AND CENTERS FOR INDEPENDENT WITHIN THE DISTRICT OF COLUMBIA.
- PERFORM SUCH OTHER FUNCTIONS, CONSISTENT WITH THE PURPOSE OF THE COUNCIL AS DEEMED APPROPRIATE.
  - PREPARE A RESOURCE PLAN, IN CONJUNCTION WITH THE ADMINISTRATOR OF RSA, FOR THE PROVISION OF RESOURCES, INCLUDING STAFF AND OTHER PERSONNEL AS MAY BE NECESSARY TO CARRY OUT THE FUNCTIONS OF THE COUNCIL.

**Federal law specifies community representation in the composition of the State Rehabilitation Council. Appendix A list our current membership representation composition.**

#### **KEY PERFORMANCE INDICATORS**

**This section highlights SRCs participation in activities in collaboration with DCRSA. The following is a summary of the activities completed in fiscal year 2017.**

**a) DCRSA and the SRC conducted a public hearing in December 2016 on four proposed policies. The purpose of the hearing was to ensure that recommendations are received from consumers, service providers, advocacy organizations and other interested individuals on how the agency can better achieve the following: A) Address changes resulting from the implementation of the Workforce Innovation and Opportunity Act; B) Provide necessary information to support person-centered decision making in the selection of services and providers, and; C) Provide information related to the protection, use, and release of personal information. The public hearing took place at the DCRSA Location. These policies are crucial to ensuring the success of the agency and seamless support for the clients. The policies that were implemented and approved this year include:**



- CASE CLOSURE POLICY: THIS POLICY WAS IMPLEMENTED IN MARCH OF 2017 AND HAS BEEN DESIGNATED TO ENSURE THAT DCRSA CASE CLOSURES ARE IN ACCORDANCE WITH FEDERAL AND STATE LAWS. THIS POLICY PRIMARILY APPLIES TO VOCATIONAL REHABILITATION COUNSELORS.
- INFORMED CHOICE POLICY: THIS POLICY WAS IMPLEMENTED IN MARCH OF 2017 AND IS DESIGNED TO ENSURE THAT DDS-RSA PROVIDES INDIVIDUALS INTERESTED IN RECEIVING SERVICES AND SUPPORTS FROM THE AGENCY WHILE ENSURING ALL INDIVIDUALS ARE GIVEN THE OPPORTUNITY FOR INFORMED CHOICE. THIS POLICY PRIMARILY APPLIES TO VOCATIONAL COUNSELORS, SPECIALISTS, AND SUPERVISORS.
- CASE RECORD POLICY: THIS POLICY WAS IMPLEMENTED IN MARCH OF 2017 AND WAS NECESSARY TO ENSURE CLEAR GUIDELINES FOR THE MAINTENANCE OF RECORDS AND RELATED CASE INFORMATION FOR CLIENTS. THIS POLICY ALSO AIMS TO ENSURE RECORDS ARE MAINTAINED WITH A HIGH LEVEL OF INTEGRITY. THIS POLICY PRIMARILY APPLIES TO VOCATIONAL COUNSELORS, SPECIALISTS, AND SUPERVISORS.
- PROTECTION, USE, AND RELEASE OF PERSONAL INFORMATION POLICY: THIS POLICY WAS IMPLEMENTED IN MARCH OF 2017 AND SEEKS TO ENSURE THAT ALL CONFIDENTIAL INFORMATION COLLECTED BY DDS-RSA IS MAINTAINED APPROPRIATELY AND IN ACCORDANCE WITH FEDERAL LAWS AND GUIDELINES. THIS POLICY APPLIES TO ALL STAFF AT DDS-RSA THAT HANDLES AND MAINTAINS PERSONAL INFORMATION OF CLIENTS.
- RSA AND THE SRC RECEIVED A PRESENTATION FROM AN ORGANIZATION CALLED, AMPLIFI, IN MAY 2017 TO DISCUSS THE POTENTIAL FOR PARTNERSHIPS THROUGHOUT THE DISTRICT. AMPLIFI IS A NONPROFIT ORGANIZATION OPERATING IN MASSACHUSETTS DEDICATED TO FINDING NEW WAYS TO ENGAGE INDIVIDUALS WITH DIFFERENT ABILITIES INTO THE WORLD OF MUSIC. THIS PROGRAM ALSO SUPPORTS INDIVIDUALS BY BUILDING LIFE SKILLS AND TRANSFERABLE SKILLS TO THE WORKFORCE.
- THE SRC HELD AN ELECTION WITH THE SUPPORT OF RSA IN AUGUST 2017. THIS ELECTION WAS TO DESIGNATE NEW OFFICERS FOR THE BOARD TO ENSURE THAT THE SRC CONTINUED TO MEET THE GOALS AND OBJECTIVES FOR THE COMING YEAR. KESHA PENDERGRAST WAS ELECTED BY HER COUNCIL PEERS AS THE CHAIRPERSON FOR FISCAL YEAR 2018.
- DCRSA FINALIZED THE 2017 COMPREHENSIVE STATE NEEDS ASSESSMENT (CSNA) ON SEPTEMBER 30, 2017, WHICH WAS CONDUCTED OUT OF SAN DIEGO STATE UNIVERSITY IN CALIFORNIA. SELECT SRC MEMBERS PARTICIPATED IN THE DEVELOPMENT OF THE CSNA BY RESPONDING TO QUESTIONS GENERATED BY SAN DIEGO STATE UNIVERSITY.

#### MAJOR ACCOMPLISHMENTS OF DCRSA

**This section highlights DCRSA accomplishments as reported by DCRSA.**

- DCRSA NAMED A NEW DEPUTY DIRECTOR FOR THE REHABILITATION SERVICES ADMINISTRATION. PAMELA DOWNING-HOSTEN, ED.D., WAS

NAMED THE DEPUTY DIRECTOR OF THE AGENCY IN NOVEMBER 2016  
UNTIL HER DEPARTURE IN OCTOBER 2017.

- DCRSA CONTINUES TO BUILD ON THE WORK THAT HAS BEEN ESTABLISHED IN YEARS PAST TO ENSURE THAT ALL DC RESIDENTS WHO HAVE AN IMPEDIMENT TO EMPLOYMENT ARE ABLE TO BE EMPLOYED IN A FIELD OF THEIR INTEREST. RSA HAS WORKED TO ENGAGE THE COMMUNITY IN NEW WAYS THIS PAST FISCAL YEAR. BELOW ARE SOME KEY EVENTS THAT DCRSA LED OR PARTICIPATED IN TO REACH MORE MEMBERS OF THE COMMUNITY:
- PROJECT ACTION! ON-GOING MEETINGS - PROJECT ACTION! IS AN ORGANIZATION THAT PROVIDES MEMBERS, ALL OF WHOM ARE INDIVIDUALS WITH DISABILITIES, WITH THE OPPORTUNITY TO ENHANCE THEIR ADVOCACY SKILLS AND ENSURE THEY HAVE A VOICE IN DC TO EFFECT CHANGE FOR THE DISABILITY COMMUNITY. THE DIRECTOR OF THE DEPARTMENT ON DISABILITY SERVICES ATTENDS THE MEETINGS.
- OFFICE OF THE STATE SUPERINTENDENT'S PARENT ENGAGEMENT SUMMIT - THIS ANNUAL EVENT AIMS TO ENGAGE PARENTS FROM ACROSS THE DISTRICT IN THE EDUCATIONAL PROCESS FOR THEIR STUDENTS. DCRSA HAS ENGAGED WITH THIS SUMMIT TO ENSURE CONNECTIONS ARE MADE FOR TRANSITIONING YOUTH.
- DEPARTMENT ON DISABILITY SERVICES / DEPARTMENT OF EMPLOYMENT SERVICES YOUTH WORKFORCE DEVELOPMENT FAIR - THIS FAIR WAS CONDUCTED IN COLLABORATION BETWEEN DDS AND DOES TO ENGAGE COMMUNITY MEMBERS, SPECIFICALLY YOUTH, IN OPPORTUNITIES TO BUILD THEIR WORKFORCE DEVELOPMENT SKILLS, ENGAGE IN POTENTIAL JOB OPPORTUNITIES, AND CONNECT WITH SERVICES TO SUPPORT THEM ON THEIR ROAD TO EMPLOYMENT.
- 7TH ANNUAL MOVING FORWARD TOGETHER YOUTH TRANSITION FAIR - THIS IS AN ANNUAL FAIR THAT IS PRIMARILY LED BY SCHOOLTALK INC. AND IS TARGETED FOR TRANSITION-AGED YOUTH TO RECEIVE THE SUPPORTS AND SERVICES THEY NEED TO SUCCESSFULLY TRANSITION TO POSTSECONDARY OPPORTUNITIES. THIS ALSO HAS BEEN AN OPPORTUNITY FOR STUDENTS TO RECEIVE PRE-EMPLOYMENT TRANSITION SERVICES.
- PUBLIC FORUM: DECISION MAKING RIGHTS FOR PEOPLE WITH DISABILITIES - THIS FORUM WAS AN OPPORTUNITY FOR THE COMMUNITY, PARTICULARLY INDIVIDUALS WITH DISABILITIES, TO COME TOGETHER AND HAVE AN INTENTIONAL CONVERSATION ABOUT THE RIGHTS OF PEOPLE WITH DISABILITIES AND THE MOST MEANINGFUL PROCESS TO SUPPORT THEM IN MAKING DECISIONS ABOUT THEIR FUTURE.
- ANNUAL SENIOR SYMPOSIUM - THIS ANNUAL FAIR, WHICH IS LED BY THE DC OFFICE ON AGING TARGETS SENIOR CITIZENS AND PROVIDES THEM WITH AN OPPORTUNITY TO DISCUSS HOW THEY ARE BEING IMPACTED WITHIN THE COMMUNITY AND HOW TO RECEIVE ACCESS TO SERVICES THAT ENHANCE THEIR LIVES.
- 2ND ANNUAL PURPLE WAVE FESTIVAL - THIS FESTIVAL IS HOSTED BY THE DEPARTMENT OF BEHAVIORAL HEALTH AND IS GEARED TOWARDS

ENGAGING THE COMMUNITY AROUND SUBSTANCE ABUSE CHALLENGES AND PROVIDING SERVICES TO MEMBERS OF THE COMMUNITY WHO MAY BE STRUGGLING WITH ADDICTION OR ALCOHOLISM.

- 100K OPPORTUNITIES JOB FAIR FOR YOUTH- THIS IS A NATIONAL PROGRAM THAT WAS HOSTED BY STARBUCKS IN DC THAT LOOKS TO PROVIDE OPPORTUNITIES FOR YOUTH IN DC TO GET JOBS, ENHANCE THEIR RESUME, RECEIVE PROFESSIONAL ATTIRE, AND CONNECT WITH SERVICES AND SUPPORTS NEEDED TO MAINTAIN EMPLOYMENT. THIS LED TO MANY YOUTH IN THE COMMUNITY SECURING EMPLOYMENT AND CONNECTING WITH SERVICE PROVIDERS.
- DCRSA CONTINUED TO ENHANCE THEIR PARTNERSHIP WITH THE DEPARTMENT OF BEHAVIORAL HEALTH (DBH) TO SERVE CLIENTS WITH MENTAL HEALTH NEEDS. THROUGH THE EVIDENCED-BASED SUPPORTED EMPLOYMENT (EBSE) UNIT, MORE CLIENTS HAVE BEEN SERVED WITH WRAPAROUND SUPPORTS THAN IN YEARS PAST. THE THREE EBSE COUNSELORS HAD 107 CONSUMERS THAT WERE SUCCESSFULLY CLOSED IN FY17; THIS WAS DUE IN LARGE PART TO THE SUCCESSFUL INTERAGENCY PARTNERSHIP.
- DCRSA CONTINUED TO ENHANCE THEIR PARTNERSHIPS WITH YOUTH-SERVING AGENCIES THROUGHOUT THE DISTRICT. THEY HAVE MAINTAINED A STRONG PARTNERSHIP WITH THE DISTRICT OF COLUMBIA PUBLIC SCHOOLS (DCPS) OVER THE YEARS AND WORKED TO ENSURE THAT MORE STUDENTS ARE RECEIVING PRE-EMPLOYMENT TRANSITION SERVICES. THIS PAST FISCAL YEAR, RSA MADE A FURTHER INVESTMENT IN DCPS BY FUNDING TWO EMPLOYMENT SPECIALISTS AT THE DISTRICT-LEVEL. THESE TWO INDIVIDUALS ARE DEDICATED TO ENSURING STUDENTS RECEIVE PAID WORK EXPERIENCE BEFORE THEY GRADUATE HIGH SCHOOL, A MAJOR PREDICTOR OF SUCCESS IN A SEAMLESS TRANSITION.
- IN ADDITION TO WORKING WITH THE PUBLIC SCHOOLS, RSA HAS FORGED A PARTNERSHIP WITH THE DC SPECIAL EDUCATION COOPERATIVE (DC SPED COOP) TO REACH THE STUDENTS THAT ARE CURRENTLY BEING EDUCATED IN PUBLIC CHARTER SCHOOLS. THE DC SPED COOP HAS BEEN RESPONSIBLE FOR ENSURING ACCESS TO PROGRAMS AND SERVICES FOR PRE-EMPLOYMENT TRANSITION SERVICES IN COLLABORATION WITH RSA AND HAS REACHED MORE STUDENTS THAN EVER. IN THE PAST FISCAL YEAR, 1,657 STUDENTS RECEIVED ACCESS TO A PRE-EMPLOYMENT TRANSITION SERVICE, WHICH WILL PREPARE THEM FOR SUCCESS IN EMPLOYMENT IN THE POSTSECONDARY WORLD.

#### RSA'S GOALS AND OUTCOMES FOR FISCAL YEAR 2017:

**RSA has several key performance indicators reviewed and assessed throughout the fiscal year. The table below gives information on the key performance indicators from fiscal years 2015 to 2017 as reported in prior SRC Annual Reports and provided by DCRSA for 2017 reporting.**

**The following table shows the agency's consistent commitment to our charge:**

TABLE 15: VR PERFORMANCE MEASURES

Key Performance Measure	Fiscal Year 2017		
Average entry level wages for people whose cases are closed successfully	\$13.50	\$14.93	Met; Achieved 110%
Percentage of eligible transition youth for whom an Individualized Plan of Employment is developed.	90%	93.2%	Met; Achieved 103%

**Based on these measures provided, the SRC recognizes the following important themes:**

- RSA OVERALL PERCENTAGE OF CHANGE FROM 2016 TO 2017 FOR ALMOST ALL KEY PERFORMANCE INDICATORS DEMONSTRATES AND IMPROVED PERFORMANCE IN 2017 WHEN COMPARED TO 2015 TO 2016, THOUGH THE ACTUAL NUMBERS APPEAR TO BE LOWER IN SOME KEY PERFORMANCE INDICATORS.
- SINCE FISCAL YEAR 2015 THE PERFORMANCE INDICATOR ANNUAL TARGET FOR THE NUMBER OF PEOPLE PLACED BY RSA THAT REMAINED EMPLOYED FOR 90 CALENDAR DAYS OR MORE HAS CONSISTENTLY INCREASED, WHILE THE ACTUAL RESULTS IN PLACEMENTS HAVE CONSISTENTLY DECREASED EACH YEAR WITH A LOW OF 623 IN FISCAL YEAR 2017.
- FISCAL YEAR 2017 HAD HIGHEST ANNUAL TARGET INCREASE OF PLACEMENTS OF 25 ADDITIONAL PLACEMENT REQUIREMENTS FROM THE PREVIOUS YEAR TOTALING A 4% INCREASE FROM FISCAL YEAR 2016, WHILE PREVIOUS FISCAL YEAR ANNUAL PLACEMENT TARGET INCREASES BETWEEN 2015 TO 2016 WAS LESS THAN AN 1% INCREASE.
- FISCAL YEAR 2017 RESULTED IN THE SMALLEST PERCENTAGE DECREASE IN THE NUMBER OF PEOPLE PLACED BY RSA THAT REMAINED EMPLOYED FOR 90 CALENDAR DAYS OR MORE WITH ONLY A 3% DECREASE IN PLACEMENTS FROM FISCAL YEAR 2016 TO FISCAL YEAR 2017.
- RSA SAW THE GREATEST DROP IN ACTUAL PLACEMENTS IN FISCAL YEAR 2016 WHICH RESULTED IN A 7% DROP IN PLACEMENTS BETWEEN FISCAL YEAR 2015 TO 2016.
- RSA HAS SEEN THE GREATEST INCREASE IN THE PERCENTAGE OF PEOPLE WITH A PLAN DEVELOPED WITHIN 90 CALENDAR DAYS OF ELIGIBILITY IN 2017, RESULTING IN AN INCREASE OF 1.6% IMPROVEMENT COMPARED TO FISCAL YEAR 2016 AND A .5% INCREASE COMPARED TO FISCAL YEAR 2015.
- RSA HAS EXPERIENCED THE GREATEST DROP IN PERFORMANCE IN THE PERCENTAGE OF PEOPLE WITH A PLAN DEVELOPED WITHIN 90 CALENDAR

DAYS OF ELIGIBILITY DETERMINATION IN FISCAL YEAR 2016 WITH A 1% DECREASE IN PERFORMANCE FROM FISCAL YEAR 2015 TO 2016.

- RSA EXPERIENCED A 1.9% INCREASE IN PERFORMANCE FOR THE PERCENTAGE FOR PEOPLE WHOM ELIGIBILITY IS DETERMINED WITHIN 60 CALENDAR DAYS IN FISCAL YEAR 2017 COMPARED TO 2016. ALTERNATIVELY, RSA EXPERIENCED 2.2% REDUCTION IN PERFORMANCE AGAINST THIS INDICATOR BETWEEN FISCAL YEAR 2015 TO 2016.
- RSA EXPERIENCED A CONSISTENT INCREASE IN THE ACTUAL AVERAGE WAGES FOR PEOPLE WHOSE CASES ARE CLOSED SUCCESSFULLY SINCE 2015.
- RSA HAS CONSISTENTLY INCREASED THE PERCENTAGE OF ELIGIBLE TRANSITION YOUTH FOR WHOM AN IPE IS DEVELOPED SINCE 2015.

**Though these indicators may appear impressive for the FY17, numbers do not provide a comprehensive summary of the accomplishments achieved by the agency and SRC. DCRSA worked to achieve measurable progress in improving the quality of employment services and supports offered to our District residents with disabilities. Specifically, four agency objectives were emphasized during the fiscal year:**

- 1. Increase the number of DC residents with disabilities who achieve quality employment outcomes in competitive integrated settings.**
- 2. Improve DCRSA service delivery through more efficient operations and a more effective, skilled workforce.**
- 3. Expand and improve the quality of transition services through improved coordination with the state education agency and all local education agencies and implementation of Pre-Employment Transition Services (PETS) to secondary students with disabilities.**
- 4. Improve coordination with other workforce development agencies providing services at the American Job Centers.**

**A summary of activities towards accomplishing these objectives are provided below in Section 5 Summary of FY17 Accomplishments.**

#### **SUMMARY OF FY17 ACCOMPLISHMENTS**

**For many of RSAs performance measures to be accomplished by June 30, 2017 and the below objectives, RSA was very productive in fiscal year 2017, by working to achieve its goals. Though many of the goals have yet to be fully met, the below descriptions highlight the work being performed by RSA to accomplish each goal.**

**5.1 Objective 1: Increase the number of DC residents with disabilities who achieve quality employment outcomes in competitive integrated services.**

**RSA did not meet this goal. The number of successful employment outcomes was lower than anticipated. RSA is working with the Workforce Investment Council in order to determine whether the decrease in employment outcomes this year for people with disabilities is consistent with outcomes for other people with more significant barriers to employment. The agency now receives post-closure**

employment data from the Department of Employment Services. We hope that this data will help us to understand what barriers exist to increasing the number of people who achieve competitive, integrated employment, and make necessary changes in order to improve in this area.

The agency engaged in the following five initiatives in 2017 to address this goal:

**5.1.1: Increase outreach efforts in the community with a particular focus on ensuring better accessibility of services for people identified as underserved in the 2014 Comprehensive Statewide Needs Assessment (CSNA) and for people living in ward 7 and 8, which constitute 50% of current clients.**

**Outcome: Not Met:** In 2017, DCRSA continued to serve and provide easy access to vocational rehabilitation services to DC residents across all 8 wards. Besides the 46 field sites which were identified in 2016, additional community service agencies were added in 2017. These include Amazing Love Health Services, LLC, and New Beginning Temporary Shelter and referrals include people with disabilities, those who are homeless, and veterans. A counselor was assigned to CSOSA and MORCA to specifically serve returning citizens. A total of eleven (11) DCRSA counselors were assigned to the four AJC (or DOES) locations in the District. Two bilingual counselors were assigned to locations serving Hispanic and Latino communities and one counselor with Amharic proficiencies to serve the Ethiopian community.

**5.1.2: Increase Outreach to people with Human Immunodeficiency Virus (HIV) in order to increase the number of people with HIV served by DCRSA and the number of successful employment outcomes achieved by people with HIV.**

**Outcome: Not Met:** DCRSA continued to work with and receive referrals from AIDS Healthcare Foundation/Blair Underwood Centers. The centers serve people with HIV/AIDS and also include individuals who are returning citizens. There were no statistics provided by RSA regarding number of people serviced with HIV.

**5.1.3: Increase the effectiveness of outreach efforts through ongoing evaluation of utilization of outreach sites to ensure that DCRSA staff are placed in the community where the need for Vocational Rehabilitation Services is highest.**

**Outcome: Not Met:** DCRSA analyzed referrals from field sites and due to staffing capacity and attrition at least 14 sites did not have counselors assigned for the full year but arrangements were made for referrals to be sent to DCRSA. There were sites where counselors were retained regardless of referral traffic because they served as convenient locations for consumers to meet with their counselors for VR services. The number of referrals from field sites for quarters 1, 2, 3, and 4 were 181, 158, 159, and 111 respectively.

**5.1.4: Increase the number of people who complete training programs that prepare them for jobs in high demand fields, thereby increasing the number of employment placements in the fields.**

**Outcome: Not Met:** DCRSA currently has twenty-two (22) vocational training providers. This is a reduction by 6 vocational training providers compared to 2016 totaling 28 training providers. A guide to jobs in high-demand industries and short-



term education and vocational training programs in the District and surrounding areas was created in 2016, updated in 2017. It was originally planned to be online by the end of Q1 FY17 and is now planned to be online by the end of the Q1 FY18.

There was an overall reduction of 23 people served by DDS who achieved successful employment outcomes compared to 2016. The break-out below identifies the outcomes as reported by RSA in 2016 and 2017 and the differences in employment outcomes:

**TABLE 16: HIGH DEMAND OCCUPATION EMPLOYMENT OUTCOMES**

Employment Outcome Descriptions for High Demand Occupations	2016	2017	Difference: Increase or (decrease) from prior year
<b>People served by RSA and achieved successful outcomes</b>	623	600	(23)
<b>Percentage of placements in high demand occupations / Number Served</b>	73% / 454.79	64% / 384	(9%) / (70)
<b>Construction/Infrastructure</b>	2.5% / 16	6.6% / 40	4.1% / 24
<b>Healthcare / Number Served</b>	3% / 19	4.6% / 28	1.6% / 9
<b>Hospitality/Culinary / Number Served</b>	40% (247)	13.3% (80)	(26.7%) / (167)
<b>Business/IT / Number Served</b>	24% (150)	14.2% (85)	(9.8%) / (65)
<b>Security/Law Enforcement / Number Served</b>	3.2% (20)	1.5% (9)	(1.7%) / (11)
<b>Transportation / Number Served</b>	n/a	5.2% (31)	5.2% (31)
<b>Customer Service/Retail / Number Served</b>	n/a	18.2% (109)	18.2% (109)

RSA experienced an increase in two occupations in 2017, Construction and Healthcare. These increases are based on the Workforce Investment Councils update of the listing of high demand fields in 2017, as they were not considered high demand fields in 2016 and was not reported by RSA in prior years.

**5.1.5: Increase the number of people with most significant disabilities who obtain and maintain employment through better coordination of supported employment services with Developmental Disabilities Administration (DDA) and Department of Behavioral Health (DBH).**

**Outcome: Not Met:** DCRSA continued to work closely with both DDA and DBH with a streamlined referral system. In 2017, twenty-two (22) DDA consumer cases closed as successfully rehabilitated. This is an increase of 13 closures from last year. There were 104 EBSE cases which were closed as successfully rehabilitated in terms of employment outcomes. This is an increase of 10 from last year, reflecting a significant improvement for RSA.

**RSA did not focus on the following initiatives in 2017 as identified in the Unified State Plan to accomplish Objective 1:**

**5.1.6: Increase agency capacity in serving people who are blind and visually impaired.**

**Outcome: Not Met:** There is no reported data shared by the DC Rehabilitation Services Administration pertaining to how they supported this initiative in 2017.

**5.1.7: Increase the range of employment outcomes**

**Outcome: Not Met:** There is no reported data shared by the DC Rehabilitation Services Administration pertaining to how they supported this initiative in 2017.

**5.1.8: Develop additional outreach materials.**

**Outcome: Not Met:** There is no reported data shared by the DC Rehabilitation Services Administration pertaining to how they supported this initiative in 2017.

**5.2 Objective 2: Improve DCRSA service delivery through more efficient operations and a more effective and skilled workforce**

**Three initiatives were developed and implemented during FY17 in support of this second objective.**

**1.**

**1.**

**5.2.1: Continue to provide regular training for DCRSA staff.**

**Outcome: Not Met:** During FY 2017, the agency began training all staff on Person Centered Thinking Practices. All RSA staff have completed a two-day PCT I Training. VR Counselors have begun taking an on-line training series developed specifically for vocational rehabilitation.

**5.2.2: Improve efficiency in referrals, coordination of services and payment for job placement and supported employment services by fully implementing the CRP (Community Rehabilitation Provider) module in DCRSA's electronic case management system.**

**Outcome: Not Met:** The CRP module has been fully implemented, which has created a communication, documentation and record keeping pathway between providers and RSA, ensuring more consistent follow-up and tracking of Client Services.

**5.2.3: Revise Vocational Rehabilitation policies and procedures to ensure that current policies are consistent with the requirements of the Workforce Innovation and Opportunity Act (WIOA).**

**Outcome: Not Met:** DCRSA and the SRC conducted a public hearing on the following policies in December, 2016: Case Closure, Case Record, Informed Choice, and Release of Information. RSA did not focus on the following initiatives in 2017 as identified in the Unified State Plan to accomplish Objective 2:

**5.2.4: Retain, train, and recruit experienced and qualified VR staff and service providers to improve services to the low incidence populations, including people who are blind, deaf/blind, have autism or other autism spectrum disorders.**

**Outcome: Not Met:** There is no reported data shared by the DC Rehabilitation Services Administration pertaining to how they supported this initiative in 2017.

**5.3 Objective 3: Expand and improve the quality of transition services through improved coordination with the state education agency and all local education agencies and implementation of Pre-Employment Transition Services (Pre-ETS) to secondary students with disabilities.**

**Four initiatives were developed and implemented during FY17 in support of this third objective.**

**5.3.1: Update the Memorandum of Agreement in place with the Office of the State Superintendent of Education (OSSE) to comply with new requirements regarding provision of services to all students with disabilities, including those who are potentially eligible for Vocational Rehabilitation (VR) services and establish or update agreements with all local education agencies in order to establish clear processes for referral for VR services, and coordination of Pre-ETS.**

**Outcome: Not Met:** MOA was submitted to OSSE in May 2017 and is currently pending approval. Once finalized, DCRSA will provide a quarterly report to OSSE identifying the number of DC transition aged students participating in pre-employment transition services by public charter school and/or Lead Education Agency. The provision of Pre-ETS services was made available to 81% (1673/2074) of identified students attending District of Columbia Public Schools (DCPS) and 13% (134/1034) of students attending Public Charter Schools (PCS) and Non-Public schools (NPS).

**5.3.2: Provide Opportunities for work experience for students with disabilities (Contract with a community-based agency to improve coordination of transition services for students attending PCS, and work with DCRSA to establish agreements with each PCS serving transition age youth, that defines the responsibilities of RSA and PCS staff in coordination of Pre-ETS services, post-secondary transition planning and referral for VR services.)**

**Outcome: Not Met:** DCRSA is currently working with a community-based organization called the DC Public Charter Schools Cooperative (DC CoOp) to improve the coordination of transition services in public charter schools. The agency has established three fully executed memorandum of agreements (MOA) with PCS (Washington Mathematics Science Technology Public Charter School, Maya Angelou Public Chartered School/Young Adult Learning Center, and Cesar Chavez Public Charter School). DCRSA is working with DC CoOp to finalize pending MOA's with Paul Public Charter School, Friendship Public Charter Schools, KIPP DC Public Charter School, Capital City Public Charter School, E.L. Haynes Public Charter School, and Washington Latin Public Charter School. These MOA's have been created and await approval/signature from either LEA representative or DDS administration. DCRSA has drafted MOA's for the remaining nine charter schools who work with the DC CoOp and plan to have them fully executed before the end of the school year.

**5.3.3: Provide PETS services to students with disabilities (DCPS, PCS and the Department of Employment Services (DOES) to ensure that Pre-ETS services, including job readiness training, peer mentoring and self-advocacy training, career counseling, and opportunities for work experience are available to all transition age DC youth with disabilities.)**

**Outcome: Not Met: DCRSA coordinated to ensure that pre-employment transition services (Pre-ETS) were available to all transition aged students with disabilities. VR counselors provided Pre-ETS opportunities to 81% (1,673) of all transition aged DCPS students. One hundred ninety nine (199) students participated in integrated work-based learning experiences in the community this past school year. VR counselors engaged 13% (134) of transition aged PCS students in Pre-ETS activities. Through coordination with DOES, RSA provided Pre-ETS to one hundred seventy two (172) students who were enrolled in post-secondary education or training programs.**

**5.3.4: Improve coordination with Department of Employment Services (DOES) youth programs and community providers in order to increase the number of youth with disabilities who participate in the Mayor Marion Barry Summer Youth Employment Program (SYEP), and ensure that these participants have all necessary supports to be successful in the program.**

**Outcome: Not Met: DCRSA coordinated with DOES and a community provider to continue the Jumpstart program. As a result, a greater number of students with significant disabilities participated in the 2017 SYEP and received the appropriate reasonable accommodations and/or other necessary supports in order to succeed at their SYEP worksite.**

#### **5.4 Objective 4: Develop a Self-Employment/Entrepreneurship Program**

**There were no initiatives developed nor implemented during FY17 in support of this fourth and final objective.**

**Outcome: Not Met: In August 2017, the Workforce Investment Council contracted with a provider to act as the American Job Center One Stop Operator. This provider (Grant Associates) has begun working with all workforce partner providers to develop a Memorandum of Understanding regarding provision of services at the AJCs and establish the cost sharing for all agencies for services at the AJCs. The MOU is expected to be finalized in February 2018. This MOU should assist in improving coordination of services, including services to business, provision of cross-training for all staff, data and cost sharing. As indicated above, DCRSA has dedicated staff at each of the American Job Centers.**

### **RECOMMENDATIONS**

**As the advisory council to the District of Columbia's Rehabilitation Services Administration, the following are SRC recommendations for consideration by the Deputy Director of RSA:**

- IMPROVE FINANCIAL AND DATA TRANSPARENCY: IT IS RECOMMENDED THAT RSA DESIGNATED AN ASSIGNED PERSON (CONTRACTED OR STAFF PERSON) TO PROVIDE ROUTINE FINANCIAL AND STATISTICAL DATA TO**

THE SRC. RSA WAS UNABLE TO PROVIDE THE SRC WITH REQUESTED DATA TO FULLY SUPPORT SRCS MISSION OF BEING AN ADVISORY BODY TO RSA. SPECIFICALLY, RSA FAILED TO PROVIDE QUARTERLY FINANCIAL DATA WAS REQUESTED TO INCLUDE ACTUAL VERSUS BUDGETED. RSA REFUSED TO PROVIDE INFORMATION STATING THAT STAFF WERE UNAVAILABLE TO PROVIDE THE DATA DUE TO BEING BUSY WITH FISCAL YEAR END OR SIMPLY NON-RESPONSIVE TO REQUESTED QUARTERLY PROJECTION TO ACTUAL FINANCIAL DATA.

- IMPROVE COMMUNICATION: IN ORDER FOR RSA AND THE SRC TO WORK EFFECTIVELY, IT IS RECOMMENDED THAT RSA MAKES A CONCERTED EFFORT TO IMPROVE COMMUNICATION TO THE SRC. THE SRC WAS CHALLENGED IN FISCAL YEAR 2017 WITH OBTAINING TIMELY INFORMATION INCLUDING IN THE FOLLOWING INSTANCES:

- **Response to inquiries pertaining to data request about RSA programs and status.**

- **Involvement regarding the status of the Comprehensive Statewide Needs Assessment. In 2017, the SRC was not made aware of the status until after the needs assessment report was finalized and being presented to the public. This prevented the SRC to be a true partner in the development of the report by not having the opportunity to review a draft or final report or provide feedback.**

- **RSA completed an organization realignment lead by DDS. The SRC was not made aware of the effort until after the agency publicly announced the alignment.**

- **RSA did not communicate the departure of the Deputy Director until months later after probed by the SRC.**

- **RSA did not communicate or involve the SRC in the recruiting and hiring process of a new Deputy Director as performed in previous years.**

- IMPROVE FINANCIAL DATA ACCURACY: IT IS RECOMMENDED THAT RSA CONSIDERS CONTRACTING WITH AN ACCOUNTING FIRM TO SUPPORT RSA EFFORTS IN ENSURING FINANCIAL DATA ACCURACY. DURING SRC MEETINGS IN FISCAL YEAR 2017, RSA PRESENTED REPORTS THAT WERE NOT ACCURATE NOR RELIABLE, WHICH BRINGS CONCERNS REGARDING THE FISCAL ACCURACY OF REPORTING TO BOTH INTERNAL AND EXTERNAL FEDERAL AND LOCAL REPORTING TO EXTERNAL STAKEHOLDERS OF RSA. DURING A RECENT MEETING, THE DIRECTOR OF RSA STATED THAT THE RESULTS OF THE PRE-ETS EXPENDITURES WERE NOT ABLE TO BE FULLY VERIFIED RESULTING IN THE VERY LIKELY POSSIBILITY OF THE SF-425 REPORT TO THE DEPARTMENT OF EDUCATION BEING UNDERSTATED IN EXPENDITURES.
- IMPROVE PROGRAM DATA ACCURACY: IT IS RECOMMENDED THAT RSA CONSIDERS CONTRACTING WITH A CONSULTING FIRM TO PERFORM AN INTERNAL CONTROLS ASSESSMENT TO ENSURE PROGRAM EFFICIENCY AND EFFECTIVENESS. DURING RSA PROVIDERS MEETINGS, PROVIDERS EXPRESSED CONCERNS PERTAINING TO THE ACCURACY OF RSAS CASE MANAGEMENT REPORTING SYSTEM, SYSTEM 7, CRP MODULES ACCURACY.

- PROVIDERS EXPRESSED THE CRP MODULE CONSISTENTLY REFLECTED INACCURATE INFORMATION REGARDING THE ACTUAL ACTIVE, SUCCESSFULLY CLOSED AND TERMINATED STATUS OF REFERRED CLIENTS.
- IMPROVE SYSTEM REPORTING ACCURACY: IT IS RECOMMENDED THAT RSA CONSIDERS THE PROCUREMENT OF A NEW CASE MANAGEMENT SYSTEM FOR FISCAL YEAR 2018. RSA HAS REPORTEDLY STATED THE EXISTING CASE MANAGEMENT SYSTEM, SYSTEM 7, WAS NOT COMPLIANT WITH THE REQUIREMENTS OF WIOA REQUIREMENTS FOR REPORTING WHICH HAS RESULTED IN MANUAL MANIPULATIONS AND CUFF RECORDS IN 2017 THAT CAN RESULT IN INCREASED ERRORS FOR BOTH INTERNAL AND EXTERNAL REPORTING.
    - IMPROVE EFFORTS TO ACCOMPLISH STATE PLAN GOALS: IT IS RECOMMENDED THAT RSA IMPROVE THEIR EFFORTS TO BETTER ALIGN THEIR PROGRAM ACTIVITIES TO EACH OF THE STATE PLAN GOALS AND OBJECTIVES. RSA WORKED ON A NUMBER OF ACTIVITIES IN FISCAL YEAR 2017. BASED ON THE RESULTS OF THIS YEAR'S PROGRESS, RSA FAILED TO MEET OR MAINTAIN STATE PLAN GOALS AND OBJECTIVES. RSA IS DEPLOYING THEIR ORGANIZATIONAL REALIGNMENT IN FISCAL YEAR 2018 WITH THE PURPOSE OF STREAMLINING BACK OFFICE ADMINISTRATIVE FUNCTIONS FOR MORE EFFICIENT AND EFFECTIVE OPERATIONS ADMINISTRATIVELY. UNFORTUNATELY, THE REALIGNMENT WOULD NOT HAVE A DIRECT IMPACT ON RSA'S NEED FOR EFFICIENT AND EFFECTIVE PROGRAM OPERATIONS TO MEET THE OBJECTIVES TO ACCOMPLISH STATE PLAN GOALS AND IMPROVE SERVICE DELIVERY TO INDIVIDUALS WITH DISABILITIES WHICH RSA WAS ESTABLISHED TO SUPPORT.
  - INCREASE PROVIDER ACCESS TO TRAINING: IT IS RECOMMENDED THAT RSA PARTNER WITH THE THEIR COMMUNITY RESOURCE PROVIDERS TO PROVIDE THE SAME TRAININGS OFFERED TO THE VOCATIONAL REHABILITATION COUNSELORS AS IT RELATES TO IMPROVED SERVICES TO PEOPLE WITH DISABILITIES. TRAININGS SHOULD INCLUDE: PERSON CENTERED THINKING TRAINING, CUSTOMIZED EMPLOYMENT AND OTHER RELATED TRAININGS.

#### CLOSING

**Fiscal Year 2017 represented a productive year of change for the District of Columbia Rehabilitation Services Administration and the State Rehabilitation Council. The two organizations focused on improving access to and the quality of employment outcomes for all District residents with disabilities who are seeking competitive, integrated employment. This process also included placing greater emphasis on improving customer service and more training and supports provided to VR staff personnel.**

**As one fiscal year ends and another begins, the SRC looks forward to strengthening its partnership with DCRSA, as we embark on updating the State Plan goals and objectives for the coming years and working with a new Deputy Director to RSA. On behalf of the members of the State Rehabilitation Council, thank you very much for your consideration and steadfast commitment to ensuring that all citizens with**



**disabilities are given the right to serve as productive workers in today's modern workforce.**

## **2. THE DESIGNATED STATE UNIT'S RESPONSE TO THE COUNCIL'S INPUT AND RECOMMENDATIONS; AND**

The following are the Deputy Director of RSA's responses to the SRC recommendations:

- **Improve Financial and Data Transparency:** RSA recognizes the importance of transparency. To that end RSA leadership will continue to attend SRC meetings, and additionally had appointed a liaison to the SRC from the State Office of Policy, Planning and Innovation. That person can help facilitate SRC requests for information. Additionally, the DDS realignment, described below, should help with financial and data transparency.
- **Improve Communication:** RSA agrees with the importance of strong communication with the SRC. RSA leadership will continue to attend SRC meetings. The newly appointed liaison to the SRC from the State Office of Policy, Planning and Innovation will also be a point of contact for SRC leadership and members. That person can help facilitate SRC requests for information. DDS disagrees with the recommendation regarding the scope of SRC recommendations; RSA agrees that it is important to keep the SRC informed about important changes like the hiring of a new Deputy Director and the realignment. However, RSA reminds the SRC that a notice of the realignment was sent to them the day after it occurred, which included information about all personnel changes. This notice was supplemented with a fully updated organizational chart, within two weeks. RSA will continue to ensure that the SRC is apprised timely of personnel changes, however, these personnel issues are neither the responsibility, nor within the scope of the SRC. RSA has involved the SRC in the selection of the Deputy for RSA for two of the most recent four hires.
- **Improve Financial Data Accuracy:** RSA disagrees with the recommendation to contract with an outside agency. In October 2017, DDS implemented an alternative strategy that is intended to address these issues. Specifically, the agency made some management changes to better align services provided by DDS. Prior to the realignment, provider relations, invoice processing and quality assurance functions were handled separately for the Developmental Disabilities Administration (DDA) and the Rehabilitation Services Administration (RSA). Yet many providers for job placement and supported employment are shared by the two administrations.

This situation created duplication of work for our staff and some confusion for providers. Additionally, the DDA quality assurance system provides a model of quality assurance which we would like to see replicated across the agency. In line with this view, DDS aligned all Performance and Quality Management functions for both DDA and RSA under one Deputy Director. Included in this administration are: (1) all performance and quality assurance staff in the agency, including the performance unit, previously in Agency Management Personnel (AMP), with the exception of the financial analyst; (2) the Quality Assurance and Federal Compliance Unit of RSA, the Quality Resource Units from DDA, with the exception of the resource specialists; as well as (3) the Health and Wellness Division staff.

Another shift was to bring all of our operations and provider relations staff under the DDS Deputy for Administration. Staff working on accounts payable activities are now together in one unit. In addition, all provider relations staff, including the RSA Provider Resource Specialists and DDA Provider Relations Specialists are in one unit and manage all contracting functions for the agency. This allows for one single point of entry for agencies interested in providing services for any of the people we support. Of course, the Deputy for RSA, who serves as the State Director for the District's VR program, and the Deputy for DDA will continue to be ultimately responsible for advising this agency regarding their agency's need for particular services and will work with Deputy for Performance to ensure that direct service staff have necessary information to aid people supported by the agency in making informed decisions regarding services. The Deputy for RSA remains responsible for the day-to-day operations of the VR program, including for the allocation and expenditure of VR program funds.

- **Improve Program Data Accuracy:** RSA disagrees with the recommendation to contract with an outside agency. Please see the response above that describes how recent management changes should lead to improvements in this area
- **Improve System Reporting Accuracy:** RSA disagrees with the recommendation to contract with an outside agency. Please see the response above that describes how recent management changes should lead to improvements in this area.
- **Improve Efforts to Accomplish State Plan Goals:** RSA substantially accomplished state plan goals and continually works to improve our efforts. The realignment, described above, is intended to better align program activities to the state plan goals and objectives. Additionally, RSA looks forward to discussing and updating the state plan goals and objectives with the SRC as part of this State Plan update.
- **Increase Provider Access to Training:** RSA currently offers PCT training targeted to VR providers. Additionally, to support providers to build capacity for customized employment, employer engagement, and other competencies related to supporting people with disabilities to achieve strong employment outcomes, RSA is offering capacity-building training through support from the U.S. Department of Labor's Office of Disability Employment Policy and their Employment First State Leadership Mentoring Program (EFSLMP). The District was one of 10 states selected as Core States for this funding support. To support capacity-building, we are offering two Training-of-Trainers programs. For one, we will train 25-30 people to become ACRE-Certified Trainers. ACRE is the Association of Community Rehabilitation Educators. ACRE's curriculum is designed to "improve employment services for individuals with disabilities by providing competency-based training to professionals working in this field. [People trained in ACRE competencies] seek to improve outcomes and quality of life for people with disabilities who receive community-based employment services." This training will support a strong provider network, building their capacity to implement best practices, with a focus on providers of supported employment, employment readiness and Individual Placement and Support (IPS) services.

Through EFSLMP, we also will be offering a training-of-trainers for 5-6 state staff from key District government agencies on employer engagement so that our systems can better make a business case for hiring job seekers with disabilities through our various employment

programs. District staff who are trained as trainers will offer this course to the provider network.

### 3. THE DESIGNATED STATE UNIT'S EXPLANATIONS FOR REJECTING ANY OF THE COUNCIL'S INPUT OR RECOMMENDATIONS.

The State unit disagreed with two of the SRC recommendations. The reasons for disagreement are noted in RSA's Deputy Director's response above.

### B. REQUEST FOR WAIVER OF STATEWIDENESS

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When requesting a waiver of the statewideness requirement, the designated State unit must identify the types of services to be provided by the program on a non-statewide basis. The waiver request must also include written assurances that:

#### 1. A LOCAL PUBLIC AGENCY WILL PROVIDE THE NON-FEDERAL SHARE OF COSTS ASSOCIATED WITH THE SERVICES TO BE PROVIDED IN ACCORDANCE WITH THE WAIVER REQUEST;

This agency has not requested a waiver of statewideness.

#### 2. THE DESIGNATED STATE UNIT WILL APPROVE EACH PROPOSED SERVICE BEFORE IT IS PUT INTO EFFECT; AND

This agency has not requested a waiver of statewideness.

### 3. ALL STATE PLAN REQUIREMENTS WILL APPLY

requirements of the VR services portion of the Unified or Combined State Plan will apply to the services approved under the waiver.

This agency has not requested a waiver of statewideness.

### C. COOPERATIVE AGREEMENTS WITH AGENCIES NOT CARRYING OUT ACTIVITIES UNDER THE STATEWIDE WORKFORCE DEVELOPMENT SYSTEM.

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Describe interagency cooperation with and utilization of the services and facilities of agencies and programs that are not carrying out activities through the statewide workforce development system with respect to:

#### 1. FEDERAL, STATE, AND LOCAL AGENCIES AND PROGRAMS;

DCRSA values its relationships with its federal, state and local partners including those that are not a direct part of the Workforce Investment System. These partnerships allow for DCRSA to collaborate with other organizations to expand our services in community settings and increase our reach to more District of Columbia residents with disabilities. The Administration has finalized cooperative agreements or Memorandum of Agreements (MOAs) with several community partners and is working to address any outstanding agreements. DCRSA currently has thirty-five (35) community outreach sites in place with other government agencies and local organizations that provide locations for satellite sites with established schedules or referral protocol, allowing for expanded outreach and services in community settings reaching hard-to-reach residents. In addition, the Transition

Unit (TU) has two (2) field sites for adult students with disabilities and RSA's TU counselors serve 86 schools across the DC Metropolitan area, including DC students placed in non-public schools in MD.

These community sites include the following diverse settings such as rehabilitation centers, mental health clinics, hospitals, community health centers, homeless shelters, other DC Government Offices, and the court system. DCRSA offers services in or receives referrals from the following community agencies and centers: DC Department of Employment Services (DOES) American Job Centers (AJC) (4 sites, albeit one is currently under renovation, DC Department of Behavioral Health (DBH), DC Child and Family Services Agency, DC Department of Youth Rehabilitation Services, Unity Health Care (three sites), N Street Village, Salvation Army Rehabilitation Center, The National Multiple Sclerosis Society, George Washington University Hospital Acute Rehabilitation Unit, Gallaudet University, Washington Literacy Council, Model School for the Deaf, Laurent Clerc National Deaf Education Center, Langston Lang Housing Program, Covenant House, The Arc of DC, Ethiopian Community Center, DC Aging and Disability Resource Center, , Central Union Mission, Washington Hospital Center Outpatient Psychiatric Unit, DC Office of Asian Affairs, DC Superior Court House, DC Office of Veterans Affairs, Court Services and Offender Supervision Agency (two sites), Office of Returning Citizens Administration (ORCA), National Rehabilitation Hospital, Providence Hospital, Smithsonian, Seabury Blind Center, the Blair Underwood Health Centers, KRA Corporation, and Columbia Lighthouse for the Blind (CLB).

Along with sites in community settings, DCRSA has several other partnerships for services reflected in Memoranda of Agreements (MOAs) and Memoranda of Understandings (MOUs) with the following agencies and entities: DC Public Schools, Child and Family Services Agency, Washington Mathematics Science Technology Public Charter High School, Department of Employment Services, The Embassy Suites convention center, DC Department of Behavioral Health, Office of the State Superintendent of Education (OSSE), Office of Employment Services/One Stop Career Centers, The DC Workforce Investment Council, The DC Department of Human Resources, DC Public Library, DC Office of Aging, DC Metropolitan Police Department, DC Office of Disability Rights, DC Office of the Chief Financial Officer.

## 2. STATE PROGRAMS CARRIED OUT UNDER SECTION 4 OF THE ASSISTIVE TECHNOLOGY ACT OF 1998;

DCRSA works closely with the Assistive Technology Center at Disability Rights DC at University Legal Services. The AT Center is a very helpful resource that has supports available for VR clients, as well as other people with disabilities in the community. The AT Center also works very closely with schools in the District. DCRSA invites staff from the AT Center to our all staff meeting once or twice each year to provide information to staff regarding the resources available there. In addition, the AT Specialist at DCRSA sits on the AT Advisory Council.

## 3. PROGRAMS CARRIED OUT BY THE UNDER SECRETARY FOR RURAL DEVELOPMENT OF THE UNITED STATES DEPARTMENT OF AGRICULTURE;

N/A

#### 4. NONEDUCATIONAL AGENCIES SERVING OUT-OF-SCHOOL YOUTH; AND

DCRSA works with a number of community agencies in an attempt to reach out-of-school or disengaged youth including Department on Employment Services (DOES), Department of Behavioral Health (DBH), Department of Youth Rehabilitation (DYRS), Department of Small & Local Business Development (DSLBD), and Child & Family Services Agency (CFSA).

In the past year, DCRSA has strengthened its partnership with DOES, specifically the Office of Youth Programs (OYP). DCRSA coordinates closely with DOES-OYP on its Mayor Marion Barry Summer Youth Employment Program (MBSYEP). MBSYEP provides an excellent opportunity for paid Work-Based Learning Experience and Job Readiness Training for both in-school and out-of-school transition age youth, ages 14-24. DCRSA also has an agreement with the Department of Youth Rehabilitation Services (DYRS) to provide a VR Counselor on-site, bi-weekly to offer vocational rehabilitation services to eligible DYRS youth and strengthen placement and re-entry service strategies to further enhance employment opportunities for youth with disabilities returning from secure confinement.

DBH-Children, Youth & Family Services Division offers treatment and support for teens and young people up to age 21 seeking help for drug or alcohol challenges. DBH counselors make referrals to certified community-based providers, including DCRSA, to connect youth that may be suffering from homelessness, addiction, or adjudication issues to rehabilitation supports available. In addition, DCRSA VR counselors share sites in common with DBH including the Latin American Youth Center (ward 1) and Riverside Treatment Center (ward 8). DCRSA VR counselors assigned to these sites participate in outreach presentations and connecting youth to DCRSA services.

DCRSA and CFSA have an MOA to coordinate services for youth transitioning from the foster care system to independence. This is an agreement between CFSA and the Designated State Agency, DDS. The MOA covers services provided by the Developmental Disabilities Administration, as well as the Rehabilitation Services Administration. Within DCRSA, the agreement addresses both Independent Living Services, for youth with developmental disabilities, other than intellectual disabilities, who are not eligible for DDA services. The agreement ensures that these youth will receive appropriate independent living supports as they transition into adulthood. In addition, the agreement provides for DCRSA to have one VR counselor stationed at CFSA's Office of Youth Empowerment at least once per month, in order to provide information about RSA services and conduct intake interviews and be available to meet with existing DCRSA clients who are also current clients of CFSA.

During the coming year, DCRSA hopes to increase its coordination with the Office of the State Superintendent for Education (OSSE) in its work with out-of-school youth. DCRSA and OSSE have a very strong relationship in working with students with disabilities. The Office of Adult and Family Education also provides very robust services to out of school youth. OSSE has established the Youth Re-engagement Center, located at the headquarters of DOES. This office works with youth between 16 and 22 who are out-of-school and seeking to continue their education. As part of our discussions in the unified state planning process, DCRSA, DOES and OSSE collaborated to put a VR counselor on-site at the Re-Engagement Center to target youth who may also be eligible for VR services. DCRSA sits on the committee for DC's Youth Advisory Council and DSLBD's Disability Start-Up Network and Youth Entrepreneurship committees, addressing the rising need to support out-of-school youth workforce opportunities in the area of business development.

## 5. STATE USE CONTRACTING PROGRAMS.

See number 1.

### D. COORDINATION WITH EDUCATION OFFICIALS

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Describe:

#### 1. DSU'S PLANS

The designated State unit's plans, policies, and procedures for coordination with education officials to facilitate the transition of students with disabilities from school to the receipt of VR services, including pre-employment transition services, as well as procedures for the timely development and approval of individualized plans for employment for the students.

The designated State unit's plans, policies, and procedures for coordination with education officials to facilitate the transition of students with disabilities from school to the receipt of VR services, including pre-employment transition services, as well as procedures for the timely development and approval of individualized plans for employment for the students.

DCRSA and the local education agency, DC Public Schools (DCPS) have had an agreement in place since 2011, which allows for sharing of information and establishes the referral process for youth in DCPS placements or youth in Dependent Public Charter Schools (these are Charter Schools that are part of the DCPS Local Education Agency). With the passage of WIOA, DCRSA and DCPS updated the MOA to include provisions related to the provision of pre-employment transition services for students with disabilities. This MOA was finalized in October, 2015. In addition, in October 2015, DCRSA and DCPS finalized a Memorandum of Understanding (MOU) in order to transfer funds to DCPS to allow for staff to provide support for provision of pre-employment transition services in 10 DC Public Schools, including establishing relationships with employers to create work based learning experiences, providing career counseling and counseling on post-secondary options and providing independent living skills training.

In August, 2013, DCRSA and the Office of the State Superintendent of Education (OSSE) established an MOA between their agencies that outlines the process by which all youth in public, public charter and non-public schools are identified and referred to DCRSA for consideration for eligibility for VR services. In May, 2015, DCRSA staff met with OSSE staff and developed a Draft MOA to amend the current agreement in place in order to make necessary changes to address issues related to provision of pre-employment transition services for youth. Following the publication of the final WIOA regulations, the US Department of Education provided DCRSA technical assistance regarding implementation of transition and Pre-Employment Transition Services. Based on this TA, the agencies are making some modifications in this MOA.

In FY 2015, DCRSA established a human care agreement with a community based agency that provides special education technical assistance to Public Charter Schools in the District in order to enlist their assistance in improving coordination between DCRSA and the Public Charter Schools in the efficiency and effectiveness of referrals for VR services, from Public Charter Schools to DCRSA and for assistance in coordinating the provision of pre-employment transition services to students in Public Charter Schools. There are currently twenty two Public Charter High Schools in the District and nine Public Charter Adult



Education Schools that provide services to students with disabilities. With assistance from this community based agency, DCRSA plans to establish MOAs with all Public Charter Schools. Because each school is its own LEA, this will take some time. With assistance from US Department of Education and WINTAC, DCRSA is in the process of adjusting existing, and creating new, charter school MOAs in order to, 1. Ensure that they are structured to meet all WIOA data reporting requirements, and 2. Better align with the specific needs of each school. Due to variances in charters and the populations of students served, each school's MOA needs to be written so that the most appropriate provision of service is implemented in each school. DCRSA will create draft MOAs, to be provided to all 22 charter schools with which we currently have a relationship by September 30, 2018.

The Vocational Rehabilitation Services Division within DCRSA now has two (2) Youth and Transition Units, including two supervisors, fourteen VR specialists, two project managers, one community liaison specialists, one employment specialist, two Rehabilitation Assistants, one administrative assistant, and one program manager. The VR Specialists are assigned to all schools serving District of Columbia students. They conduct intake interviews, attend IEP meetings, develop Individual Plans for Employment (IPE), and provide and monitor the provision of pre-employment transition activities for all students with disabilities, those who have open VR cases, as well as all students who are potentially eligible for VR services. The VR Specialist determines a student's eligibility for vocational rehabilitation services, develops an IPE, and makes referrals for necessary transition services to assist the student to plan for and obtain successful post-school employment. They also work with workforce development coordinators that serve all schools with DC students. In collaboration with the VR counselors, the workforce development coordinators provide monthly work readiness workshops for students with disabilities who are potentially eligible or eligible for VR services. Pre-ETS is delivered in individualized or group settings to students with disabilities. The workshops include instruction on the five required Pre-ETS categories: Job / Career Exploration, Workplace Readiness Training, Work-based Learning Experiences, Counseling for Enrollment in Post-Secondary Education & Training Programs, and Self-advocacy Instruction. Students engage in workforce development by learning soft skills, employability skills, and independent living skills. DCRSA works with community partners and providers to offer these educational workshops to students, which also serve as a means of outreach and education about VR services. All activities for students are coordinated by the VR specialist and school liaison, with assistance provided by the RSA project manager as needed.

DCRSA works with OSSE, DCPS, DBH, DYRS and DOES on the Secondary Transition Community of Practice. This group meets monthly to coordinate all services to District high school youth with disabilities. In FY 2013, a committee of the Secondary Transition Community of Practice developed a "Tool Kit" that includes comprehensive processes and procedures that effectively reach eligible secondary school youth with disabilities and their families in a timely and efficient manner that supports them as they transition from school to post-school activities. The materials are also available in Spanish. The materials are available in both hard copy and on-line at [dctransition.org/rsa](http://dctransition.org/rsa).

DCRSA has also been working closely with the Department of Employment Services (DOES) Office of Youth Programs (OYP) to better coordinate VR services for youth. DCRSA staff work closely with DOES Mayor Marion Barry Summer Youth Employment Program (MBSYEP) staff to ensure that students with disabilities who participate in MBSYEP have

any necessary supports or accommodations in order to be successful in their MBSYEP experience. In addition, DCRSA is working with DOES-OYP to ensure that all Title I Youth Programs are available to students with disabilities. In FY2018, DCRSA project manager developed a partnership to recruit students with disabilities and provide technical assistance for the DOES-OYP Work Readiness Training pilot program. The Work Readiness Training program for in-school youth ages 14-21 provides education and training for DC high-demand career fields. DCRSA VR counselors provide supports to potentially eligible students participating in the program. Lastly, DCRSA, DOES, DCPS, OSSE and DCPCS have worked together to create an MBSYEP Institute for students with most significant disabilities. In this Institute, students receive a one week "boot camp," which provides work readiness training prior to the start of MBSYEP, then ongoing supported employment services while at their work site. DCRSA and DOES will continue to ensure meaningful access and enriched programming experiences for all students participating in MBSYEP.

## 2. INFORMATION ON THE FORMAL INTERAGENCY AGREEMENT WITH THE STATE EDUCATIONAL AGENCY WITH RESPECT TO:

### A. CONSULTATION AND TECHNICAL ASSISTANCE TO ASSIST EDUCATIONAL AGENCIES IN PLANNING FOR THE TRANSITION OF STUDENTS WITH DISABILITIES FROM SCHOOL TO POST-SCHOOL ACTIVITIES, INCLUDING VR SERVICES;

See response no. 1 above.

### B. TRANSITION PLANNING BY PERSONNEL OF THE DESIGNATED STATE AGENCY AND EDUCATIONAL AGENCY THAT FACILITATES THE DEVELOPMENT AND IMPLEMENTATION OF THEIR INDIVIDUALIZED EDUCATION PROGRAMS;

See response no. 1 above.

### C. ROLES AND RESPONSIBILITIES, INCLUDING FINANCIAL RESPONSIBILITIES, OF EACH AGENCY, INCLUDING PROVISIONS FOR DETERMINING STATE LEAD AGENCIES AND QUALIFIED PERSONNEL RESPONSIBLE FOR TRANSITION SERVICES;

See response no. 1 above.

### D. PROCEDURES FOR OUTREACH TO AND IDENTIFICATION OF STUDENTS WITH DISABILITIES WHO NEED TRANSITION SERVICES.

see response no. 1 above

### E. COOPERATIVE AGREEMENTS WITH PRIVATE NONPROFIT ORGANIZATIONS

(Formerly known as Attachment 4.8(b)(3)). Describe the manner in which the designated State agency establishes cooperative agreements with private non-profit VR service providers.

The State Agency establishes its cooperative agreements with service providers according to District regulations. In order to add new vendors for client services. The State Agency follows the District Regulations, found at 27 DCMR 100 et seq., The District of Columbia Municipal Regulations (DCMR) refers to the District Statutes of the permanent rules and statements of general applicability and legal effect promulgated by executive departments and agencies and by independent entities of the Government of the District of Columbia. The

code represents titles, of which Title 27 states the rules for contracts and procurements. Thereby, the establishment of cooperative agreements with service providers occurs through the Office of Contract and Procurement's solicitation process using the 27 DCMR 100 et seq.

There is a wide range of DDS /RSA services partnerships through the current forty-eight (48) Human Care Agreements (HCAs) and thirty (30) Blanket Purchase Agreements (BPA) that represent local private non-profit, community rehabilitation providers as indicated in the charts below: Table 17: DDS/RSA Services Partnerships

HCA Provider's Name	Description	Specialty
<b>America Works of Washington DC</b>	Provide job placement services	Job Placement services
<b>Anchor Mental Health</b>	Provide Mental Health services and employment	Evidence Based Supported Employment
<b>Behavioral and Educational Solution</b>	Provide day program, Job Coaching, Job Placement, Job Readiness Training and Supported employment	Supported Employment
<b>Capitol Hill Supportive Services</b>	Provide day program and employment	Job Placement
<b>Center for Therapeutic Concepts</b>	Provide Psychological services	Psychological Evaluations
<b>Cognitive Solutions, LLC</b>	Provide Psychological services	Psychological Evaluations
<b>Columbia Lighthouse Club for the Blind</b>	Provide services for Vocational Rehabilitation, Older Blind and Independent Living, job placement and supported employment	Blind Services
<b>Community Connections</b>	Provide Mental Health and employment related services	Evidence Based Supported Employment
<b>Complete Psychological Services, PC</b>	Provide Psychological services	Psychological/neurological evaluation

HCA Provider's Name	Description	Specialty
<b>Special Education Cooperative</b>	Provide Mental Health and employment related services	Special Education/IDEA Services
<b>DC Center for Independent Living Inc</b>	Comprehensive Independent Living Skills	ILS services
<b>DC Public Charter School cooperative</b>	Secondary Transition coordination Services	Transition Services
<b>Deaf Access Solution, Inc.</b>	Interpreting Service	Interpreting Service
<b>Deaf Reach Inc.</b>	Provide services for Deaf and Hard of hearing Clients	Evidence Based Supported Employment and Supported Employment
<b>Deaf Reach Inc.</b>	Interpreting Service	Interpreting Service for deaf and hard of hearing
<b>Diana J. Wall, Psy.D</b>	Provide Psychological services	Psychological Evaluations
<b>Dr. Joseph Gorin</b>	Provide Psychological services	Psychological Evaluations
<b>Full Circle</b>	Provide Benefit Counseling Services	Social Security Clients
<b>Interdynamics, Inc.</b>	Provide Psychological services	Psychological/ neurological evaluation / Career Assessment
<b>Libera, Inc</b>	Provide Electronic Case Management System	IT
<b>Lt. Joseph Kennedy Institute</b>	Provide day program and employment related services	Supported Employment and Work Adjustment
<b>MBA Non-Profit Solution</b>	Provide day program and employment	Job Placement and Supported Employment
<b>MBI Health Services</b>	Provide employment services and mental health services	Job Placement, Supported employment /Evidenced Based supported employment
<b>Metropolitan Therapeutic Services, Inc.</b>	Provide Psychological services	Psychological Evaluations

HCA Provider's Name	Description	Specialty
<b>Metropolitan Washington Ear</b>	Provide access to written materials	Blind Services
<b>National Children Center</b>	Provide day program and employment	Job Placement and Supported Employment / vocational training
<b>North American Trade Schools</b>	Vocational Training	Vocational Training
<b>Pathways to Housing Inc.</b>	Provide Mental Health and employment related services	Evidence Based Supported Employment
<b>Pendergrast Alston Consulting Services</b>	Provide employment services	Job Placement / supported employment
<b>Project ReDirect Inc.</b>	Provide day program and employment	Job Placement, Supported Employment, Work Adjustment and Trial Work
<b>PSI Services LLC</b>	Provide Mental Health services and employment	Evidence Based Supported Employment
<b>Psychiatric Center Chartered</b>	Provide Mental Health services and employment	Evidence Based Supported Employment
<b>Psychological Group of Washington</b>	Provide Psychological services	Psychological Evaluations
<b>RCM of Washington</b>	Provide employment services	Job Placement and Supported Employment for VR and Deaf Clients
<b>SEEC</b>	Provide employment services	Project Search
<b>Soul Source, Inc</b>	Sign language interpreter services	Interpreting services
<b>St. John's Community Services</b>	Provide day program and employment	Job Placement and Supported Employment / work adjustment / Trial Work Experience
<b>TCS</b>	Sign language interpreter services	Interpreting services
<b>The MECCA Group</b>	Provide Psychological services	Psychological Evaluation

HCA Provider's Name	Description	Specialty
<b>Washington Center for Cognitive Therapy</b>	Psychological Evaluation	Psychological Evaluation
<b>Words of Life Development Center, LLC</b>	Provide Psychological services	Psychological Evaluations
<b>Work Opportunities Unlimited</b>	Provide employment services	Job Placement and Supported Employment / Trial Work Experience / Work Adjustment / Job Readiness
BPA Provider's Name	Description	Specialty
<b>Art and Soul Solutions, Inc.</b>	Tutoring and Academic Support Services	Tutoring and academic support services
<b>C.G. Dixon and Associates</b>	Career Assessment	Career Assessment
<b>David P. Snizek, MD</b>	Medical Service	Physical medicine and rehabilitation
<b>Dupont Computers</b>	Electronic Technology	Computer devices
<b>Elena Mier-Trotter</b>	Medical Consultant-ophthalmologist	Medical consultation
<b>Elizabeth Anne Jones</b>	Career Assessment	Career assessment
<b>Gail Cherry-Peppers DDS</b>	Medical consultation-dentistry	Medical consultation
<b>George Washington University Speech and Hearing Center</b>	Medical service	Audiological Service
<b>Harper Career Services, LLC</b>	Career Assessment	Career Assessment
<b>Metro Lab</b>	Medical Services	Drug testing
<b>MHM Financial Services</b>	Business Plan Development Services	Business Plan Development Services
<b>National Associates, Inc Personnel</b>	Administrative Support for Trial Work Client	TWE



BPA Provider's Name	Description	Specialty
<b>Stuart B Consultants, Inc DBA Birnbaum Interpreting</b>	Interpreting Services (Video Remote Interpreter)	VRI services for deaf and hard of hearing
<b>TCS</b>	Assistive Technology and Training	Assistive Technology
<b>Total Healthcare Solutions, LLC</b>	Medical Evidence of Record	Medical Consultation
<b>University Legal Services</b>	Assistive technology program	Assistive technology assessment
<b>Wander Group</b>	Business Plan Development Services	Business Plan Development Services

#### F. ARRANGEMENTS AND COOPERATIVE AGREEMENTS FOR THE PROVISION OF SUPPORTED EMPLOYMENT SERVICES

(Formerly known as Attachment 4.8(b)(4)). Describe the designated State agency's efforts to identify and make arrangements, including entering into cooperative agreements, with other State agencies and other appropriate entities in order to provide supported employment services and extended employment services, as applicable, to individuals with the most significant disabilities, including youth with the most significant disabilities.

The Administration's Supported Employment program (SE) for persons with persistent mental illness utilizes an evidenced-based approach to help individuals with the most significant disabilities to secure, retain, or regain competitive employment in an integrated setting that pays minimum or better wages, and provides benefits. Supported Employment services are individualized and include, but are not limited to:

- Counseling and guidance
- Job coaching (on-the-job training)
- Rapid job search and placement
- Short-term training
- Follow-along (unlimited supports)
- Development of natural supports

The Administration coordinates EBSE services with the Department of Behavioral Health (DBH). The administration has significantly improved its coordination with DBH since 2015. The number of EBSE providers has doubled, from four providers to now eight; staff from the two agencies and the provider agencies meet monthly to ensure good coordination of services, and VR Specialists provide services at the EBSE provider locations in order to work as a team in provision of services and to ensure seamless transition of referrals to DCRSA and of transition to extended services with DBH. In addition, DCRSA has improved its partnership with DDS's Developmental Disabilities Administration (DDA). DDA now requires all of its Medicaid waiver supported employment providers to become providers with DCRSA. This improves the transition from DCRSA to extended services with DDA. In

addition, DCRSA and DDA have developed a protocol outlining the procedures for referral and coordination of services, and provided training for all staff on this protocol. In FY 2016, DCRSA established one VR unit that is now responsible for working with the cases that are referred from DDA or DBH. This has improved the coordination between the agencies as there are now six dedicated VR Specialists and one VR Supervisor. This has facilitated improved coordination and communication. DDS/RSA and DDA have continued to establish Human Care Agreements with additional supported employment providers who serve people with developmental disabilities. The Administration's supported employment staff continues to streamline the application process to ensure that notifications of appointments, eligibility determinations, and the Individualized Plan for Employment (IPE) are completed in accordance with federal requirements. Extended services for consumers are provided by DDA and DBH. DDS/DDA administers a Medicaid Home and Community Based waiver, which includes long term supports for consumers with developmental disabilities in Supported Employment as well as an array of other services, such as residential, transportation, and homemaker services that may be required to support an individual. DBH provides on-going support through its core mental health agencies.

Eight (8) private non-profit organizations (Anchor Mental Health; Community Connections, Inc.; Contemporary Family Services, Inc.; Deaf-Reach, Inc.; MBI Health Services, LLC; Pathways to Housing; Psychiatric Center Chartered Inc.; and Psychiatric Rehabilitation Service, Inc.) are providing people with serious mental illness with Evidenced Based Supported Employment. Fifteen (15) providers (Columbia Lighthouse for Blind; Lt. Joseph P. Kennedy Institute, MBA Non-Profit Solutions, MBI Health Services, LLC, National Children's Center, Inc., Pendergrast Alston Consulting, Project ReDirect, Inc.; RCM of Washington; SEEC; St. John's Community Services; the ARC of DC; Health Resources Services Intake Center; PSI Services III; Capitol Hill Supportive Services Program Inc.; and Work Opportunities Unlimited), provide supported employment services that include, but are not limited to, work readiness training, job coaching, and job placement services.

DCRSA also utilizes supported employment services to support students and youth in Project Search, specifically the Project Search-Hilton Capital Area Region hotel sites (Embassy Suites) and the Smithsonian and National Institutes of Health. In addition, DCRSA provides employment readiness supports for students participating in work experiences, either through the Mayor Marion Barry Summer Youth Employment Program or year-round school-based programming.

One of the challenges in the District has been the lack of an extended service provider for people with developmental disabilities, other than an intellectual disability. The only current source of support for extended services in the District for people receiving supported employment services are the HCBS Waiver with DDA, that provides services to people with intellectual disabilities, supports provided through the Department of Behavioral Health for people with SMI or SED, Ticket to Work, and natural supports. The changes in WIOA related to the provision of extended services for youth have been helpful in allowing the agency to provide extended supports to youth with developmental disabilities. In comments to the Notice of Proposed Rulemaking, we sought clarification whether these services had to terminate when the youth turned twenty-four, or if the services were available to any youth for up to four years, if the youth initiates services prior to age twenty four.

In FY 2018, the Supported Employment grant was not funded in the Continuing Resolution. It remains unclear whether Congress will fund this program in its final budget. DCRSA intends to use VR funds, and the SE carryover from FY 2017 to continue to provide the supported employment services identified above.

## G. COORDINATION WITH EMPLOYERS

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(Formerly known as Attachment 4.8(b)(5)). Describe how the designated State unit will work with employers to identify competitive integrated employment and career exploration opportunities in order to facilitate the provision of:

### 1. VR SERVICES; AND

DCRSA has three business relations specialists and two employment specialists who develop relationships with businesses throughout the Washington DC Metropolitan Area. These staff collaborate with businesses to educate them about RSA services and to identify their staffing needs for the purpose of gaining exposure and identifying employment opportunities for qualified RSA job seekers. Services to businesses include:

- Conducting disability awareness education training
- Creating opportunities for businesses to market themselves to people with disabilities through industry spotlights, where job seekers learn about various businesses and the expectations for successful applicants and employees
- Creating opportunities for businesses to participate in mock interviews with job seekers and provide feedback
- Sharing employment announcements with job seekers
- Employers are invited to career day events which are industry specific to meet job seekers and share information to assist job seekers with identifying or solidifying their employment goal.
- Screening and identifying qualified employment candidates
- Educating business about tax incentives
- Sharing resources to assist businesses with retaining existing employees and sharing sources for reasonable accommodations
- Brain storming potential opportunities to increase the pipeline of qualified talent to businesses
- Identify candidates for internship/volunteer opportunities

Since the passage of WIOA, DCRSA has identified one dedicated employment specialist to provide services to support the transition units. These services include supports to employers, job seekers, and students with disabilities. The employment specialist assigned to the transition units identifies businesses willing to provide paid part-time work experiences for students, as well as identifying permanent employment options for youth who have completed their education or training. This employment specialist also works in the DC Public Charter Schools to provide work readiness training for students with disabilities. In addition, he provides the same technical assistance to employers identified above, as the employment specialists in the General VR units provide.

## 2. TRANSITION SERVICES, INCLUDING PRE-EMPLOYMENT TRANSITION SERVICES, FOR STUDENTS AND YOUTH WITH DISABILITIES.

See response no. 1 above.

### H. INTERAGENCY COOPERATION

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Describe how the designated State unit will collaborate with the State agency responsible for administering each of the following programs to develop opportunities for competitive integrated employment, to the greatest extent practicable:

#### 1. THE STATE MEDICAID PLAN UNDER TITLE XIX OF THE SOCIAL SECURITY ACT;

The District of Columbia currently has availability for provision of extended supported employment services through Medicaid only for people with intellectual disabilities and people with serious mental illness or serious emotional disturbance. The Medicaid Waiver in the District for Elderly and Persons with Disabilities does not currently include Supported Employment as a covered service. Furthermore, the District currently has no other Waiver Services to provide extended supported employment services to people with developmental disabilities (e.g., autism, without an intellectual disability), traumatic brain injury, or other physical disabilities. In planning for extended services for these populations, DCRSA must rely on either Ticket to Work Employment Networks or natural supports.

The waiver services for people with intellectual disabilities are managed by the Developmental Disability Administration within the same designated state agency that houses DCRSA. In April, 2014, the agency finalized a protocol regarding the coordination of services between the two administrations, i.e., DCRSA and DCDDA. This protocol addresses referrals from DDA to RSA for supported employment services; coordination between the VR Specialist and DDA Service Coordinator, while a person is served by both administrations, and the provisions for ensuring referral back to DDA for extended services through the Medicaid Waiver, including a provision that DCRSA will maintain the case open for sixty days after waiver services are initiated to ensure there are no gaps in services.

The DC Department of Behavioral Health (DBH) is responsible for providing mental health services in the District. DCRSA and DBH have been working together to provide Evidence Based Supported Employment Services since 2010. In 2015, the agencies worked together to expand these services, adding additional community-based agencies to provide services. In addition, the agencies developed a Memorandum of Agreement (currently in draft awaiting legal review by DBH). This agreement clarifies the process for referral to DCRSA for supported employment services and identifies when a case will be referred back to DBH for extended services. In addition, the agreement includes provisions for regular meetings between all parties, as well as the provision of cross-training, to ensure that all DCRSA VR Specialists are aware of all mental health services that are available, including Evidence Based Supported Employment and are aware how to make referrals for these services.

#### 2. THE STATE AGENCY RESPONSIBLE FOR PROVIDING SERVICES FOR INDIVIDUALS WITH DEVELOPMENTAL DISABILITIES; AND

See response no. 1 above.

### 3. THE STATE AGENCY RESPONSIBLE FOR PROVIDING MENTAL HEALTH SERVICES.

See response no. 1 above.

#### I. COMPREHENSIVE SYSTEM OF PERSONNEL DEVELOPMENT; DATA SYSTEM ON PERSONNEL AND PERSONNEL DEVELOPMENT

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(Formerly known as Attachment 4.10)). Describe the designated State agency's procedures and activities to establish and maintain a comprehensive system of personnel development designed to ensure an adequate supply of qualified State rehabilitation professional and paraprofessional personnel for the designated State unit, including the following:

##### 1. DATA SYSTEM ON PERSONNEL AND PERSONNEL DEVELOPMENT

###### A. QUALIFIED PERSONNEL NEEDS.

Describe the development and maintenance of a system for collecting and analyzing on an annual basis data on qualified personnel needs with respect to:

- i. the number of personnel who are employed by the State agency in the provision of VR services in relation to the number of individuals served, broken down by personnel category;

The Administration maintains annual employee profiles within the DDS Office of Human Capital. This office tracks and documents counselor completion of college courses and in—service training credits needed to earn and/or maintain CRC certification. In addition, the administration has hired a VR trainer, who also coordinates closely with the Office of Human Capital and is tracking provision of training to all VR staff. The Office of Human Capital also provides information to supervisors, counselors and support staff on relevant training opportunities to enhance service delivery to our customers. The Administration's trainer provides training monthly, works closely with the George Washington School of Rehabilitation Counseling, which also provides monthly training for VR staff, and monitors to ensure the provision of continuing education for all VR Specialists, in order to maintain CRC certification, as well as, identifying appropriate courses for staff who still require additional courses to become CRC eligible. The total number of personnel employed by the Administration in the provision of providing vocational rehabilitation service is 109, with 5 current vacancies. The total number of Vocational Rehabilitation (VR) Specialists is 45. This includes one person who works primarily with independent living and people receiving services through the independent living, older blind program, although there are also 3 VR Specialist vacancies. The total number of support staff for VR counselors is 10. The projected number of consumers to be served is among the data reviewed in consideration of staffing levels. The following are projections of the anticipated number of applicants and eligible individuals coming into the system annually for each of the next three years. FFY17 Actual (Applicants: 2,654; Eligible: 2,052); FFY18 Estimate (Applicants: 2,703; Eligible: 2,151); FFY19 Estimate (Applicants: 2,757; Eligible: 2,258); FFY20 Estimate (Applicants: 2,812; Eligible: 2,370). The current number of active cases is approximately 4600. The current average counselor/person ratio 1:106; once the three vacancies are filled, this will reduce to 1:96. The caseload standards will continue to be as follows: VR general caseloads — 125—150:1; Blind and Visually Impaired or Deaf and Hard of Hearing Caseloads — 75—100:1; Transition Caseloads — 150—175:1. The transition unit works with youth referred

by schools, the Department of Youth Rehabilitation Services and the Child and Family Services Agency. There are additional transition age youth who apply directly to the agency for services, and are no longer in school. These youth are currently served by counselors in the General VR units. The agency currently has 9 Supervisors (including two who are second level supervisors; one is responsible for supervising four General VR units and the other supervises the transition units and the sensory unit, which serves people who are blind, deafblind and deaf) — this also includes 2 Transition Supervisors, 4 General VR supervisors, one supervisor for the unit serving persons who are Deaf and one supervisor serving people who are blind visually impaired, or deafblind. Because of the size of the blind unit (i.e., only three VR Specialists), this person also supervises blind services staff whose time is spent primarily providing independent living services.. There are currently nine rehabilitation assistants and two administrative Support Specialists (supporting counselors in the transition units). There are currently two second level supervisory VR Specialists, one supervises the five general VR units and the other supervises the two transition units. There are currently only three counselor vacancies. Through specialized recruitment in 2016 and 2017, the agency has been able to hire bilingual staff, including two VR specialists who speak Spanish and one VR specialist who speaks Amharic. The estimate of the number of persons needed by the agency to provide VR services over the next five years is based on the estimate of the number of persons expected to retire or leave the agency with the next five years. In FY 2015, the agency lost one staff person (an administrative support staff person) through retirement. The agency expects that the QA supervisor and at least two more administrative staff will retire within the next five years. There are also two staff within Business services and three VR specialists who will be eligible for retirement within the next five years. DCRSA's State Plan required that all VR Specialists be eligible to sit for the CRC examination by October 1, 2015. There are currently twenty three VR Specialists who have their CRC; eleven are eligible to sit for the CRC examination; and are currently scheduled to take the examination; there are nine staff who still require additional course work to be eligible to sit for the examination. DCRSA pays the cost for a VR Specialist to take the examination one time. The agency also pays for staff to take any necessary course work to be eligible to sit for the examination. With the changes to the CSPD in the Workforce Innovation and Opportunity Act, DCRSA reviewed its decision to require that all VR counselors be eligible to sit for the CRC examination by October 1, 2015, in light of the requirement that the agency have staff who have a 21st Century understanding of the evolving labor force and of the needs of people with disabilities. In reviewing the performance of the staff that are not yet eligible to sit for the CRC examination, the agency noted that many of these staff are also high performers, in terms of number of people placed in employment. Although the staff does not have the professional credentials the agency prefers its staff to have, they do seem to demonstrate an understanding of the evolving labor force and the needs of people with disabilities. Therefore, the agency made a determination not to terminate these individuals, but to continue to work with them toward earning the required credentials. The agency will continue to only hire new VR counselors who are eligible to sit for the CRC; and will continue to provide the necessary support to all existing staff. Table 18: Projections of the number of personnel, by personnel category

BPA Provider's Name

Description

Specialty



BPA Provider's Name	Description	Specialty
<b>Art and Soul Solutions, Inc.</b>	Tutoring and Academic Support Services	Tutoring and academic support services
<b>C.G. Dixon and Associates</b>	Career Assessment	Career Assessment
<b>David P. Sniezek, MD</b>	Medical Service	Physical medicine and rehabilitation
<b>Dupont Computers</b>	Electronic Technology	Computer devices
<b>Elena Mier-Trotter</b>	Medical Consultant-ophthalmologist	Medical consultation
<b>Elizabeth Anne Jones</b>	Career Assessment	Career assessment
<b>Gail Cherry-Peppers DDS</b>	Medical consultation-dentistry	Medical consultation
<b>George Washington University Speech and Hearing Center</b>	Medical service	Audiological Service
<b>Harper Career Services, LLC</b>	Career Assessment	Career Assessment
<b>Metro Lab</b>	Medical Services	Drug testing
<b>MHM Financial Services</b>	Business Plan Development Services	Business Plan Development Services
<b>National Associates, Inc Personnel</b>	Administrative Support for Trial Work Client	TWE
<b>Stuart B Consultants, Inc DBA Birnbaum Interpreting</b>	Interpreting Services (Video Remote Interpreter)	VRI services for deaf and hard of hearing
<b>TCS</b>	Assistive Technology and Training	Assistive Technology
<b>Total Healthcare Solutions, LLC</b>	Medical Evidence of Record	Medical Consultation
<b>University Legal Services</b>	Assistive technology program	Assistive technology assessment
<b>Wander Group</b>	Business Plan Development Services	Business Plan Development Services

ii. the number of personnel currently needed by the State agency to provide VR services, broken down by personnel category; and

See response no. 1 above.

iii. projections of the number of personnel, broken down by personnel category, who will be needed by the State agency to provide VR services in 5 years based on projections of the number of individuals to be served, including individuals with significant disabilities, the number of personnel expected to retire or leave the field, and other relevant factors.

See response no. 1 above.

## B. PERSONNEL DEVELOPMENT

Describe the development and maintenance of a system for collecting and analyzing on an annual basis data on personnel development with respect to:

i. a list of the institutions of higher education in the State that are preparing VR professionals, by type of program;

The State Agency Office of Human Capital maintains relationships with the local universities that have rehabilitation counseling programs. There are currently two programs in the District of Columbia, one at the University of the District of Columbia and one at George Washington University. In addition, the Deputy Director sits on the Advisory Committee for the rehabilitation counseling program at Coppin State University, and has provided letters of support for the University of Maryland, Eastern Shore (UMES), to receive grant funds to support its program, from which a number of current DCRSA counselors have graduated. During FY 2015, the agency had interns from both UDC and George Washington University. The agency has hired recent graduates from GW, UDC and UMES. The internship coordinator for the agency works closely with both institutions to coordinate internship opportunities. In addition to fostering this relationship as a means of recruiting new staff, the agency's training coordinator works with these institutions to coordinate continuing education opportunities for staff, in order to help them maintain their CRC, or to identify appropriate classes for our staff who have outstanding course work in order to sit for the CRC exam. The agency remains committed to assisting all current staff to become eligible to sit for and obtain their CRC, and continues to provide as part of this plan sufficient funds to pay for staff to take the CRC exam, and for staff with remaining course work, to take three credits per semester. Table 19: RSA Student Enrollment

Row	Institutions	Students enrolled	Employees sponsored by agency and/or RSA	Graduates sponsored by agency and/or RSA	Graduates from the previous year
1	George Washington University	1	1	1	1
2	University of the District of Columbia	0	0	1	1
3	University of Maryland Eastern Shore	0	0	3	0

ii. the number of students enrolled at each of those institutions, broken down by type of program; and

See response Bi above.

iii. the number of students who graduated during the prior year from each of those institutions with certification or licensure, or with the credentials for certification or licensure, broken down by the personnel category for which they have received, or have the credentials to receive, certification or licensure.

See response Bi above.

## 2. PLAN FOR RECRUITMENT, PREPARATION AND RETENTION OF QUALIFIED PERSONNEL

Describe the development and implementation of a plan to address the current and projected needs for qualified personnel including, the coordination and facilitation of efforts between the designated State unit and institutions of higher education and professional associations to recruit, prepare, and retain personnel who are qualified, including personnel from minority backgrounds and personnel who are individuals with disabilities.

In FY 2012, the Administration began recruiting counselors at grade 12 pay level, the highest grade level for a rehabilitation specialist. Applicants at this level must have completed a master's degree in rehabilitation counseling with at least one year of experience and CRC. Furthermore, the administration only hires new VR Specialists who are eligible to sit for the CRC examination. The administration does not limit hiring to only VR Specialists with a CRC because this could preclude hiring of new graduates from VR counseling programs in the area, one of the best means of recruiting new staff for the agency. The Administration has a recruitment plan in place to address the hiring of a sufficient number of vocational rehabilitation counselors within DCRSA. These recruitment efforts include (1) posting vacancy announcements on the D.C. Office of Personnel website (at the time any vacancy occurs), and (2) posting vacancy announcements at community programs and through professional organizations, (3) visiting classrooms and faculty at universities, and (4) increasing its use of interns and volunteers. The recruitment plan consists of two major goals: Goal 1: Expand recruitment efforts Objective 1.1 Contact graduate school programs and develop relationships with the program chairs. Maintain appropriate contact information to mail notices of job openings. Objective 1.2 Schedule attendance at job fairs at colleges and universities Objective 1.3 Develop opportunities for paid and non-paid internships with colleges and universities Objective 1.4 Participate in research projects, classroom visits, and other activities to raise DCRSA's profile with the above institutions and therefore increase access to potential counselors. Goal 2: Increase retention efforts Objective 2.1 Continue DCRSA new counselor orientation program Objective 2.2 Increase opportunities for professional growth through increased opportunities for continuous learning through in-service training and workshops Objective 2.3 Expand opportunities for employee recognition DCRSA has developed an formalized onboarding program with several weeks of prescribed activities to orient new staff to DCRSA as well as to provide the training needed to effectively utilize the case management system, understand the organizational structure, and develop an understanding of the DC population of job-seekers at large and the subpopulation of job-seekers with disabilities. This orientation is comprised of 7 modules. Informed Consent, Ethics (All staff receive 1

CRC credit), Overview of the VR Process, Intake & Eligibility, Comprehensive Assessment, IPE Development, Overview of Internal Database System, and DC Policy Review (Review with Supervisor during initial week of employment). DCRSA implemented a 12 session supervisor training “boot camp” in the summer of 2012 to help supervisors support counselors and other staff through prevailing practices in management. The goal of this management training was to help ease morale concerns amongst both supervisors and their subordinate staff and serve to attenuate counselor attrition. In addition, all supervisory staff has requirements for on-going management training each fiscal year required as part of their individual performance plans. DDS provides an annual awards event that celebrates employee success. Awards are presented to employees for outstanding Customer service and teamwork. In addition, as indicated below, DCRSA has established an agreement with the George Washington University VR counseling program for provision of monthly continuing education for all VR Specialists, and has hired an internal training coordinator to supplement this training. The Administration encompasses a uniquely diverse staff. Currently, it has a number of bilingual staff. However, there is a current shortage of VR Specialists who speak Spanish. Therefore, we are expanding our outreach to attract employees proficient in Spanish. This outreach has included posting job announcements on the local Office of Latino Affairs website, and doing outreach to graduate VR counseling programs across the country seeking qualified bi-lingual graduates. The administration has had success with recruiting qualified supervisory staff, both from within the agency and from other parts of the country. All VR supervisory positions are currently filled. Of the nine current supervisory VR Specialists, five have been promoted from within the agency and four were hired from outside the state.

### 3. PERSONNEL STANDARDS

Describe the State agency's policies and procedures for the establishment and maintenance of personnel standards consistent with section 101(a)(7)(B) and 34 CFR 361.18(c) to ensure that designated State unit professional and paraprofessional personnel are adequately trained and prepared, including:

#### A. STANDARDS THAT ARE CONSISTENT WITH ANY NATIONAL OR STATE-APPROVED OR -RECOGNIZED CERTIFICATION, LICENSING, REGISTRATION, OR OTHER COMPARABLE REQUIREMENTS THAT APPLY TO THE PROFESSION OR DISCIPLINE IN WHICH SUCH PERSONNEL ARE PROVIDING VR SERVICES; AND

Prior to the passage of the Workforce Innovation and Opportunity Act, DCRSA had established standards requiring that all VR Specialists be eligible to sit for the CRC examination. The agency supported all staff to prepare for and sit for the examination through a number of strategies. As of the end of calendar year 2015, DCRSA has forty three VR Specialists and nine VR supervisory staff. All VR supervisors have a CRC. Of the forty three VR specialists, twenty three have a CRC and eleven are eligible to sit for the CRC examination. The agency still has nine VR Specialists who are not eligible to sit for the examination. However, these are all staff that were hired by the agency prior to the CRC requirement being established. As indicated above, the agency considered, in light of the WIOA changes regarding ensuring that the agency has personnel with a 21st century understanding of the evolving labor force and the needs of individuals with disabilities, whether the staff who lacked the CRC credential and were not currently eligible to sit for the examination could still contribute to the mission of the agency to help people with

disabilities obtain employment. Based on the performance of these employees, it was determined that they can continue to contribute to the mission of the agency, that they have the required skills. However, the agency will continue to make supports available to help all VR Specialist staff work toward obtaining a CRC credential. The agency will also continue its policy of only hiring as VR Specialists those individuals who are eligible to sit for the CRC examination.

In order to work toward ensuring that all staff both have the education and experience to ensure the personnel have a 21st century understanding of the evolving labor force and the needs of individuals with disabilities, as defined by WIOA, and to maintain standards consistent with recognized certification, i.e., CRC licensure, DCRSA will continue to take the following steps to support current staff:

- DCRSA will pay for 3 credit hours a semester including books for on-line or classroom courses.
- DCRSA will pay the one-time cost of the CRC examination.
- DCRSA will allot hours during the work day for staff to attend training.
- After negotiation with a university offering the rehabilitation counseling program, DCRSA will arrange to offer courses on site.

**B. THE ESTABLISHMENT AND MAINTENANCE OF EDUCATION AND EXPERIENCE REQUIREMENTS, IN ACCORDANCE WITH SECTION 101(A)(7)(B)(II) OF THE REHABILITATION ACT, TO ENSURE THAT THE PERSONNEL HAVE A 21ST CENTURY UNDERSTANDING OF THE EVOLVING LABOR FORCE AND THE NEEDS OF INDIVIDUALS WITH DISABILITIES.**

See response to question 3A., above.

**4. STAFF DEVELOPMENT.**

Describe the State agency's policies, procedures, and activities to ensure that, consistent with section 101(a)(7)(C) of the Rehabilitation Act, all personnel employed by the designated State unit receive appropriate and adequate training in terms of:

**A. SYSTEM OF STAFF DEVELOPMENT**

a system of staff development for professionals and paraprofessionals within the designated State unit, particularly with respect to assessment, vocational counseling, job placement, and rehabilitation technology, including training implemented in coordination with entities carrying out State programs under section 4 of the Assistive Technology Act of 1998; and

During FY 2015, staff began participation in a comprehensive, year-long, program of core vocational rehabilitation trainings, often developed and presented in conjunction with the George Washington University (GWU) Center for Rehabilitation Counseling Research and Education (CRCRE). Training provided to all vocational rehabilitation specialists and supervisors during these trainings included Foundations of the Rehabilitation Act; Supported Employment Overview and Policy; Initial interviewing; Career Assessments; IPE Development; Case and Caseload Management; Job Development and Placement; and Motivational Interviewing. In 2015, DCRSA provided additional monthly trainings to all vocational rehabilitation specialists and supervisors including Working with Transition

Students, Vocational Rehabilitation Ethics, Financial Management / Fiscal Responsibility, Trial Work, Eligibility Determination Extension, Supported Employment, and Self-Employment. A comprehensive in-house training program for all new and currently employed vocational rehabilitation specialists as well as supervisors with DC RSA was developed and implemented in FY 2015. This program incorporated classroom, small group, and direct consumer work over a multi-week period to ensure a complete understanding and thorough synthesis of both the vocational rehabilitation process and practice. Topics covered are inclusive of but not limited to:

- Vocational rehabilitation for individuals experiencing substance use disorders
- Comprehensive treatment services-
- Comprehensive Assessment
- Americans with Disabilities Act (ADA)

Vocational Rehabilitation Specialists & Supervisors will receive training in the same areas as noted above in FY 2016 collaborative training with the Region 3 TACE at GWU, In addition, training topics will cover:

- Psychosocial and Medical Aspects of Disability
- Traumatic Brain Injuries
- Mental Illness and Vocational Rehabilitation
- Understanding Addiction
- Resume Development
- Intellectual Disabilities and Employment
- Cultural Awareness and Competence
- Internal Case Management Electronic Filing System.

Additionally, staff may also have the opportunity to attend regional and national conferences and trainings, including the:

- National Federation of the Blind BLAST Conference
- Project Search National Conference;
- National Council on Independent Living Conference;
- National Federation of the Blind National Convention;
- National Rehabilitation Training Conference;
- The 9<sup>th</sup> Annual Summit on Vocational Rehabilitation and Program Evaluation,
- The Annual Association of People Supporting Employment First (APSE) national Conference;
- The National Convention for Rehabilitation Educators;
- The Annual International Technology and Persons with Disabilities Conference;
- The Advancing Ethical Research Conference
- The YAI Network International Conference.

In 2017 DCRSA staff attended various conferences and trainings which included the National Rehabilitation Leadership Institute (NRLI), the Council of State Administrators of Vocational Rehabilitation (CSAVR), Association on Higher Education and Disability (AHEAD), Individual Placement and Support (IPS) which is commonly referred to as



Evidenced Based Supported Employment (EBSE), and the Association of People Supporting Employment First (APSE) among others. While DCRSA is no longer receiving direct training of staff from GWU as was in the past following the reorganization of TACE and initiation of new training entities such as Workforce Innovation Technical Assistance Center (WINTAC) and Youth Technical Assistance Center (Y-TAC) by the Department of Education these new training entities are well equipped to provide needed rehabilitation counseling trainings as well as WIOA technical support. In 2017 DCRSA signed an agreement with WINTAC which will boost training alliance and consequently provide opportunities for improved best practices in vocational rehabilitation services, targeted outcomes, and professional development. DCRSA will continue to receive trainings and technical support from these entities especially as it relates to WIOA and its implications for the vocational rehabilitation program. In 2017 WINTAC staff provided technical training on the new WIOA Common Performance Measures and PreETS to DCRSA staff that included management staff, supervisors, counselors, and other stakeholders. DCRSA is currently planning with WINTAC to have Customized Employment training in 2018. It's hoped that this training will aid in bolstering employment opportunities for persons with most severe disabilities.

## **B. ACQUISITION AND DISSEMINATION OF SIGNIFICANT KNOWLEDGE**

procedures for the acquisition and dissemination of significant knowledge from research and other sources to designated State unit professionals and paraprofessionals.

Administrative staff within the Office of Human Capital are charged with the responsibility to seek out, plan and coordinate on-site and offsite training opportunities for staff on an on-going basis. Additionally, the agency continues outreach activities in vocational training programs and colleges and universities to attract young professionals interested in embarking in a career in Vocational Rehabilitation Counseling. DCRSA continues to partner with rehabilitation counseling programs at UDC, University of Maryland, Eastern Shore, and GWU by providing internship opportunities for graduate students which allow them to garner the relevant exposure to and experience from the real world of work by engaging in an array of clinical and non-clinical operations of service delivery across the full spectrum of vocational rehabilitation. Currently there are four interns and another contingent of interns is expected to start in Spring semester of 2018. In November of 2017 one of the past interns was hired as a vocational rehabilitation specialist. DCRSA continues to improve coordination with the DC Assistive Technology Center in order to ensure that VR counselors are aware of services available there, and aware of AT services available for persons with disabilities, in order to know when a referral for an AT assessment is appropriate. The training institute in DDS keeps data on counselors who have attended trainings. Pre- and post-training evaluations and reports on trainings and conferences attended are being conducted. The Human Capital Administration training coordinator monitors conferences available around the county, and advises staff when relevant conferences or trainings are available. The agency supports staff in attending these conferences. Staff who attend outside conferences and trainings provide updates and trainings at all staff meetings upon their return, in order to ensure dissemination of knowledge learned.

In 2017 DCRSA staff attended various conferences and trainings which included the National Rehabilitation Leadership Institute (NRLI), the CSAVR, AHEAD, IPS, and APSE among others. While DCRSA is no longer receiving direct training from GWU as was in the past following the reorganization of TACE and initiation of new training entities such a

Workforce Innovation Technical Assistance Center (WINTAC) and Youth Technical Assistance Center (Y-TAC) by the Department of Education, In 2017 DCRSA signed a cooperation agreement with WINTAC which will boost training alliance with WINTAC. DCRSA will continue to receive trainings and technical support from these entities especially as it relates to WIOA and its implications for the vocational rehabilitation program. In 2017 WINTAC provided technical training on WIOA common performance measures and PreETS. DCRSA is currently working with WINTAC staff on Customized Employment training which is slated to take place in 2018. It's hoped that this training will aid in enhancing employment opportunities for persons with severe disabilities.

## 5. PERSONNEL TO ADDRESS INDIVIDUAL COMMUNICATION NEEDS

Describe how the designated State unit has personnel or obtains the services of other individuals who are able to communicate in appropriate modes of communication with or in the native language of applicants or eligible individuals who have limited English speaking ability.

The Administration will continue to employ personnel who are able to communicate in the native languages of applicants for services and clients who have limited English speaking ability. The Administration provides accommodations for special communication needs such as interpreters, specialized services and materials for individuals who are deaf, blind or deafblind. Sign language skills are considered a minimum qualification for positions providing services to persons who are deaf or hard of hearing. The agency seeks to serve individuals with disabilities from the six languages identified by the D.C. Office of Human Rights. The languages include Spanish, Chinese, French, Vietnamese, Korean and Amharic. The agency will continue emphasize the bilingual capacity of staff in recruitment efforts. The agency includes a preference in hiring for candidates who are bilingual The Agency is in compliance with the DC Language Access Act. Staff from the DC Office of Human Rights provides training annually to all staff regarding the DC Language Access Act and provision of services to non-English and limited English proficient persons. The bilingual capacity of the DDS/RSA staff is as follows: Staff who speak Spanish: 1 Intake Specialist, 2 VR Specialists (one in transition and one in General VR; Staff who are fluent in American Sign Language 1 ASL Interpreters, 2 VR Specialists, 1 Program Monitor, 1 Business Relations Specialist, 1 Provider Specialist; Staff who speak Amharic: 1 VR Specialist; Staff who speak Yoruba: 1 VR Supervisor; Staff who speak Ibo: 1 VR Specialist, 1 Clerical assistant; Staff who speak Kiswahili: 1 VR Supervisor; Staff who speak Kikuyu: 1 VR Supervisor. Within DDS, in the offices shared with RSA, there are additional staff who speak some of the languages above as well as staff who speak Haitian Creole, Telugu, Hindi, German, Japanese, Yoruba, Mandarin, Portuguese and Kru. In addition, the administration uses the Language Access Line to provide interpretation for consumers who are limited English proficient, or non-English proficient, when bilingual staff are unavailable. In FY 2014, the administration specifically recruited for a bilingual Intake Specialist. This has reduced the administration's reliance on the Language Access Line, as this Intake Specialist is available to assist applicants.

## 6. COORDINATION OF PERSONNEL DEVELOPMENT UNDER THE INDIVIDUALS WITH DISABILITIES EDUCATION ACT

As appropriate, describe the procedures and activities to coordinate the designated State unit's comprehensive system of personnel development with personnel development under the Individuals with Disabilities Education Act.

The Administration staff receives training on a continuous basis. The Administration is fully committed to providing effective, coordinated transition services. The agency has created two Transition Units that currently employ two supervisors, fourteen VR specialists, two rehabilitation assistants, and a Transition Project Manager, to assist in coordinating with all local education agencies and fully implementing pre-employment transition services for students with disabilities. DCRSA staff participates actively on DC's Secondary Transition Community of Practice, coordinated by the Office of the State Superintendent of Education (OSSE). DCRSA staff also remain active in Partners in Transition activities, which included on-going activities with DCPS, OSSE and other public and private partners who work with youth with disabilities in the District of Columbia. The transition project manager will work with DCPS to develop cross training for education and VR staff on VR and special education issues in transition.

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## J. STATEWIDE ASSESSMENT

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(Formerly known as Attachment 4.11(a)).

### 1. PROVIDE AN ASSESSMENT OF THE REHABILITATION NEEDS OF INDIVIDUALS WITH DISABILITIES RESIDING WITHIN THE STATE, PARTICULARLY THE VR SERVICES NEEDS OF THOSE:

#### A. WITH THE MOST SIGNIFICANT DISABILITIES, INCLUDING THEIR NEED FOR SUPPORTED EMPLOYMENT SERVICES;

DCRSA, in coordination with the SRC contracted with San Diego State University (SDSU) to conduct a Comprehensive Statewide Needs Assessment (CSNA). SDSU had completed the agency's prior two CSNAs in 2013 and 2014. In both instances, this organization was selected through a competitive process. SDSU had demonstrated experience with completing needs assessments for a number of other state rehabilitation programs across the country. The 2017 assessment was able to build on the findings of the previous assessments. SDSU worked with DCRSA to obtain more input from employers. The needs assessment identified the following themes, and made the following recommendations for follow up:

I. The CSNA included the following recommendations in the Overall Agency Performance area:

- DCRSA should strive to increase the range and types of jobs that consumers obtain. Individuals that are trained to obtain higher paying, career-level jobs will retain those positions for longer and will support DCRSA's achievement of their common performance measures. One of the ways to make this happen is by encouraging consumer participation in postsecondary education programs, including graduate level education. Although many participants in this study characterized DCRSA consumers as needing to go to work immediately and unable to pursue higher education, DCRSA can promote the ability to assist consumers to obtain part-time jobs while they attend school and support those jobs with service delivery. This

initiative requires a significant culture shift and is likely going to require a sustained message that is reinforced at all levels of the organization. DCRSA has already taken many positive steps to make this culture shift, including receiving training and technical assistance in the common performance measures and their potential impact on numerous system in the VR program. The agency is encouraged to continue with this training process and to reinforce the message of achieving in-demand career-level jobs at every level of the organization. The agency is also encouraged to examine its key performance indicators and ensure that they are aligned with the common performance measures.

- It will be important for DCRSA to help educate the Mayor's office about the new common performance measures in WIOA and how these measures impact the definition of success in the Workforce Development core partners and the data that is reported. It will be important for this education process to continue until there is consistency in the expectation and reward systems on the Federal and local level.
- Another possible way that DCRSA can increase the range and types of jobs that consumers obtain is through regular use of labor market information in the career exploration and vocational planning process. LMI is available through the American Job Centers, and it is also freely available utilizing the Career Index Plus (TCI+) program at [www.thecareerindexplus.com](http://www.thecareerindexplus.com). DCRSA can request training on the use of TCI+ by contacting the WINTAC.
- The need to develop a culture of responsiveness and customer service should remain a priority for the organization. DCRSA has established a response time frame (24 hours), provided cell phones for counselors, and focused on person-centered thinking as ways to encourage excellent customer service. However, responsiveness to clients and partners and follow-through remains an area in need of development. DCRSA should consistently express the message of excellent customer service and find ways to reward those individuals that model this behavior.
- DCRSA is encouraged to utilize technology to help ensure accountability in the rehabilitation process for consumers. For instance, if counselors are using an LMI program like TCI+ with their consumers, they can track their consumer's activity in career exploration, job seeking and application. Counselors and clients can establish reasonable expectations for engagement by the consumer and create a profile for the consumer that monitors the activity and engagement in the job search process. TCI+ is not the only program that does this, but it is one free option for DCRSA to consider.

II. The CSNA included the following recommendations in Needs of persons with the most significant disabilities, including their need for supported employment:

- DCRSA should conduct focused outreach to programs and organizations serving people with significant physical disabilities. These include physicians, spinal cord centers, United Cerebral Palsy, the Muscular Dystrophy Association, the Epilepsy Foundation, and others.
- Because of the need for ongoing, on-demand benefits planning for SSA beneficiaries, DCRSA should consider contacting the World Institute on Disability to develop a Disability 101 website that can act as a benefits planning tool for counseling staff

and consumers. Examples of state DB101 sites can be found at <https://www.db101.org>. The contact information for WID is:

Anita Aaron, Executive Director

World Institute on Disability

3075 Adeline Street, Suite 155

Berkeley, CA 94703

Main Phone: 510.225.6400

Direct Phone: 510.225.6326

Email: [anita@wid.org](mailto:anita@wid.org)

- When purchasing assistive technology for consumers, DCRSA should ensure that appropriate training is authorized so consumers can effectively use the AT;
- DCRSA should continue to provide training to their staff and service providers on the traditional model of supported employment, focusing on the changes in SE contained in WIOA. This training is available through the WINTAC free of charge to the organization;
- DCRSA is entering into an intensive TA agreement with the WINTAC and the Y-TAC to provide training to their staff and service providers in customized employment. The organization is encouraged to fully implement this training program throughout the District to provide an option for individuals with the most significant disabilities to obtain and maintain competitive employment.
- The rise in SE cases necessitates a review of the available resources for extended service provision for these cases. DCRSA should determine if natural supports are being identified and utilized for individuals that do not qualify for traditional Medicaid-waiver based services.
- DCRSA should investigate why individuals with blindness are not applying for services at the same rate as in previous years. If targeted outreach to community organizations serving the blind is needed, DCRSA should implement plans to increase that outreach.

## B. WHO ARE MINORITIES;

III. The CSNA included the following recommendations in Needs of persons with disabilities from different ethnic groups, including needs of persons who have been unserved or underserved by the VR program:

- DCRSA should investigate why there are no individuals coded as Veterans that receive services from the organization. Veterans were identified as an underserved group in the last assessment and would classify as an unserved population if the case management system coding is correct. It is recommended that the agency first determine if there has been some kind of coding or documentation error in the case management system or by counselor input. If not, DCRSA should establish relationships with community organizations that serve Veterans in order to increase services to this population.

- DCRSA should recruit bilingual counselors as a matter of course for every vacant counseling position. The pool of bilingual applicants may increase with the new counselor educational requirements in WIOA and should provide DCRSA with a more diverse group of candidates.
- DCRSA should investigate why the rate of individuals that are Asian and Hispanic that are being served by the organization continue to remain significantly below their occurrence in the general population of The District. DCRSA should develop strategies to encourage referral and service delivery to this population. The addition of a counselor or counselors that speak Spanish and any of the Asian languages may help with establishing community relationships with programs that serve these populations, which may potentially increase referrals.

#### C. WHO HAVE BEEN UNSERVED OR UNDERSERVED BY THE VR PROGRAM;

Needs identified in this area included the following:

- Veterans Appear to be an unserved population by DCRSA;
- Asian and Hispanic individuals continue to apply for DCRSA services at a lower rate than they appear in the general population of the District;
- Language barriers affect minority populations from participating in DCRSA services;
- Individuals with physical disabilities may be an underserved population by DCRSA

#### D. WHO HAVE BEEN SERVED THROUGH OTHER COMPONENTS OF THE STATEWIDE WORKFORCE DEVELOPMENT SYSTEM; AND

IV. The CSNA included the following recommendations in Needs of persons with disabilities served through other components of the statewide workforce investment system:

- The need for cross-training among DCRSA and the other core partners remains an ongoing recommendation. The AJC staff, due to regular and frequent turnover, need ongoing training on DCRSA processes and requirements. This is true for DCRSA staff regarding Adult Education as well. In addition, AJC staff need to receive training on how to use the assistive technology that they have at their sites. The technology is there in many cases, but the staff turnover results in the new employees being unable to operate the technology properly.
- DCRSA and DOES should meet to identify ways that both programs can provide youth services in partnership and share resources to improve transition services to youth in the District.
- The relationship between Adult Education and Family Literacy and DCRSA should be strengthened through formal partnerships and shared planning. Although it was widely reported that DCRSA counselors use Adult Ed to help their consumers to get their GEDs, many were not aware that Adult Ed is a core partner under WIOA. The opportunities for developing and growing the relationship between the two agencies are high and fully supported by WIOA. This partnership is especially important in the District, where literacy was frequently mentioned as need for DCRSA consumers.
- DCRSA and DOES should work to ensure that individuals with disabilities are actively targeted for training and employment opportunities available through the



AJCs or as a result of job fairs. Customized training opportunities that target a percentage of slots for individuals with disabilities remains a good option for ensuring equal access to Title I training programs and facilitates the partnership with DCRSA.

**E. WHO ARE YOUTH WITH DISABILITIES AND STUDENTS WITH DISABILITIES, INCLUDING, AS APPROPRIATE, THEIR NEED FOR PRE-EMPLOYMENT TRANSITION SERVICES OR OTHER TRANSITION SERVICES.**

V. The CSNA included the following recommendations in Needs of youth with disabilities in transition:

- The transition population represents a group that can greatly benefit from the pursuit of postsecondary education and increase the quality and pay of employment that they obtain in the future. Counselors should ensure that they are having in-depth discussions with transition-age youth about higher education opportunities and that they are exploring the possibility of helping those youth obtain part-time jobs while they go to school. Wherever appropriate, counselors should be encouraging youth to set their sights high and strive for in-demand, career-level positions. This is consistent with the Rehabilitation Act as amended by WIOA, and fully supports the new common performance measures in WIOA. In order to fully realize this potential for youth, DCRSA will need to ensure that they are identifying “504” students in addition to those students being served by Special Education. These students need to receive encouragement to apply for DCRSA services and DCRSA counselors should meet them at their school sites whenever possible.
- DCRSA needs to work with schools and CRPs to develop more work-based learning sites. Work experience helps to meet numerous needs found in transition-age youth as it relates to employment, including soft and hard skill development, establishing a good work ethic, and simply understanding what is required in the work force.
- The development of soft skills early in the youth’s life was stressed repeatedly by participants. DCRSA should ensure that this pre-employment transition service is available and provided in as many formats as possible to ensure that youth have been adequately trained. The earlier this can be provided in high school, the better.
- The transition focus since the passage of WIOA has understandably been on providing pre-employment transition services. However, it will be important for DCRSA to be sure that they do not lose sight of transition overall in their effort to implement pre-employment transition services. It will be important for the organization to ensure that their transition staff are focused on ensuring a seamless transition to postsecondary education and employment as well as on whether they expend the reserve requirement.
- DCRSA should continue to examine ways to engage youth in the VR process by utilizing technology and social media. There has been considerable progress in this area in the last few years by DCRSA, but challenges with the VR process and DCRSA responsiveness continue to emerge. The organization should try and identify ways to communicate with youth using platforms that they are comfortable with and adept at using.

## 2. IDENTIFY THE NEED TO ESTABLISH, DEVELOP, OR IMPROVE COMMUNITY REHABILITATION PROGRAMS WITHIN THE STATE; AND

VI. The CSNA included the following recommendations in regarding the need to establish, develop, or improve CRPs in the District:

- Provide customized employment training for Human Care Agreement providers and DCRSA staff as part of the project with the WINTAC. The customized employment training will develop the capacity of DCRSA staff and the CRP network throughout the District to provide CE to DCRSA consumers;
- DCRSA is encouraged to expedite the development and use of the vendor report card system they have been working on for several years;
- Although the need for a CBE is problematic, DCRSA should recruit providers for services to the blind and deaf, especially job placement and supported employment;
- Whenever possible, DCRSA should invite providers to be a part of any training provided to staff;
- DCRSA should work in partnership with Deaf Reach to determine if they are able to provide a communication and language skills program for deaf consumers. If not, the agency should recruit for this service;
- DCRSA should ensure that the payment structure for job development and placement is shared widely and frequently with staff to help reduce the confusion about how vendors are paid for placement services;
- As a part of the review of the payment structure for job placement, DCRSA should consider establishing contracts that support consumers achieving the milestones contained in the common performance measures in WIOA. These would include payment for consumers that retain employment during the second and fourth quarter after exit from the VR program. Incentives might also be considered for high-paying jobs that exceed the median earnings of all clients;
- DCRSA should establish and maintain a communication network with the service providers in the District. There have been a few attempts at this over the past few years, but they have not been sustained and have consisted primarily of DCRSA conveying information, rather than a network of people coming together to share information and provide support to one another.

## 3. INCLUDE AN ASSESSMENT OF THE NEEDS OF INDIVIDUALS WITH DISABILITIES FOR TRANSITION CAREER SERVICES AND PRE-EMPLOYMENT TRANSITION SERVICES, AND THE EXTENT TO WHICH SUCH SERVICES ARE COORDINATED WITH TRANSITION SERVICES PROVIDED UNDER THE INDIVIDUALS WITH DISABILITIES EDUCATION ACT .

II. Needs of persons in transition:

- A lack of work skills, soft skills, work experience and knowledge regarding the expectations of the work force are all barriers to employment for youth with disabilities in the District;
- DCRSA has expanded their staff and commitment of resources to youth and students with disabilities;

- DCRSA has done a good job of developing and implementing strategies to provide pre-employment transition services; and
- The focus on pre-employment transition services may have overshadowed the larger transition picture.

### **Business needs, relations, and services**

III. The CSNA included the following recommendations in:

- The role of the former employees of the BRU was unclear to several individuals and focus group participants interviewed for this study. It would be helpful for the role to be clearly articulated for all staff. Whether the primary role is job development and placement, employer outreach and education/training, or a mixture of the two, confusion would be minimized by sharing the role among staff and partners.
- DCRSA should consider trying to find a way to sustain the employer roundtable events that were held prior to the dissolution to the BRU. These events were touted as an excellent form of outreach to employers and a valuable service to clients.
- DCRSA should engage in conversations with employers about the skills that are needed for the available in-demand occupations in the District. This will help ensure that consumers are engaging in training that is job-driven;
- DCRSA is encouraged to examine whether is a way that the existing Business Services Representatives or Employment Coordinators can establish the regular communication with employers that they established prior to the ending of the BRU. This was considered a valuable line of communication by the employers interviewed for this study, and an important recruiting method;
- DCRSA should ensure that their internal staff focused on business relations and job development attend the customized employment training when it is offered

## **K. ANNUAL ESTIMATES**

Describe:

### **1. THE NUMBER OF INDIVIDUALS IN THE STATE WHO ARE ELIGIBLE FOR SERVICES;**

The District of Columbia labor force data indicates that there are 461,142 working age residents. Of those of working age (18-64) 43,159 are estimated to have a disability, which represents 9.3% of the District's working age population. The employment rate for people with disabilities in the District is 32%. This compares with an employment rate of 68% for people without disabilities. Although the unemployment rate in the District has decreased overall for people without disabilities to 7.6%; it is at 23% for people with disabilities.

VR estimates annual client services costs for Title I at \$14 million for FFY 18 and FFY19.

2017 Actuals

Category Title I or Title VI Estimated Funds Estimated Number to be served Avg Cost of Services

Title I Part B (Category 1) Title I 8,347,200 3700 2555

Title VI Part B Title VI 300,000 90 3333

Title I Part B (Primary Category 2) Title I 5,175,415 2345 2207

Title I Part B (Primary Category 3) Title I 319,515 255 1253

(2018) Category Title I or Title VI Estimated Funds Estimated Number to be served Avg  
Cost of Services

Title I Part B (Category 1) Title I 9,453,808 3700 2555

Title VI Part B Title VI 300,000 90 3333

Title I Part B (Primary Category 2) Title I 4,390,400 1792 2450

Title I Part B (Primary Category 3) Title I 155,792 112 1391

(2019) Category Title I or Title VI Estimated Funds Estimated Number to be served Avg  
Cost of Services

Title I Part B (Category 1) Title I 10,682,803 3700 2555

Title VI Part B Title VI 300,000 90 3333

Title I Part B (Primary Category 2) Title I 3,731,840 1380 2719

Title I Part B (Primary Category 3) Title I 76,338 49 1544

"">[1] Source: US Census Bureau, 2016 American Community Survey

## 2. THE NUMBER OF ELIGIBLE INDIVIDUALS WHO WILL RECEIVE SERVICES UNDER:

### A. THE VR PROGRAM;

See response K1 above.

### B. THE SUPPORTED EMPLOYMENT PROGRAM; AND

See response K1 above.

### C. EACH PRIORITY CATEGORY, IF UNDER AN ORDER OF SELECTION;

See response K1 above.

## 3. THE NUMBER OF INDIVIDUALS WHO ARE ELIGIBLE FOR VR SERVICES, BUT ARE NOT RECEIVING SUCH SERVICES DUE TO AN ORDER OF SELECTION; AND

See response K1 above.

## 4. THE COST OF SERVICES FOR THE NUMBER OF INDIVIDUALS ESTIMATED TO BE ELIGIBLE FOR SERVICES. IF UNDER AN ORDER OF SELECTION, IDENTIFY THE COST OF SERVICES FOR EACH PRIORITY CATEGORY.

See response K1 above.

## L. STATE GOALS AND PRIORITIES

The designated State unit must:

## 1. IDENTIFY IF THE GOALS AND PRIORITIES WERE JOINTLY DEVELOPED

Identify if the goals and priorities were jointly developed and agreed to by the State VR agency and the State Rehabilitation Council, if the State has a Council, and jointly agreed to any revisions.

In Fiscal Year 2017, the District of Columbia State Rehabilitation Council (SRC) had scheduled five meetings (March 9, 2017; May 11, 2017; July 13, 2017; September 14, 2017; and November 9, 2017); only four meetings occurred due to a lack of a quorum at the July meeting. These sessions are public forums structured to gather information about the employment of persons with disabilities, and for the designated state unit to provide information about services provided. Every effort is made to provide a variety of avenues for public input whenever issues, concerns, or policy changes are considered. The SRC has an active policy committee that reviews and comments on proposed regulatory, policy and procedure changes. Meetings of the SRC are held at our District of Columbia State Rehabilitation Administration offices at 250 E Street, SW, Washington, DC 20024. In addition, the designated state unit held meeting with agency staff, and the SRC seeking input into the update of the VR priorities and goals. The most recent Comprehensive Statewide Needs Assessment was published in October 2017; this assessment, as well as agency consumer satisfaction surveys and agency performance reports informed the development of this plan. The District will publish its Unified Workforce Development State Plan in February 2018, and will hold a number of public forums to hear feedback on the plan, including the program specific plan for vocational rehabilitation and supported employment services. The Goals and priorities for the Vocational Rehabilitation and Supported employment program are in response to both National and State issues, as mandated by Section 105 of the Rehabilitation Act of 1973, as amended. The focus of their goals and activities includes but are not limited to consumer satisfaction, statewide needs assessment, state plan and amendments, policy, extent/scope/effectiveness of services, interagency agreements, and District of Columbia employment programs. These goals were developed, reviewed, and approved by DC RSA and the SRC. Planned program goals to be accomplished by the DC Department on Disability Services, Rehabilitation Services Administration were based on agency performance on standards and indicators.

**Goal 1: Increase the number of DC residents with disabilities who achieve quality employment outcomes in competitive integrated settings.**

**Objective 1.1:** Increase outreach efforts, with a particular focus on ensuring accessibility of services for people identified as underserved or unserved in the 2014 Comprehensive Statewide Needs Assessment, and for people living in wards 7 and 8.

**Strategies:** DCRSA will:

1. Implement targeted recruitment of Spanish speaking vocational rehabilitation (VR) counselors.
2. Expand the presence of VR counselors in American Job Centers.
3. Ensure that intake appointments are offered at either DCRSA's office, one of the AJC locations or a community based location.
4. Identify additional outreach sites in wards 7 and 8.

5. Identify outreach sites in community based organizations that serve immigrants from Asia/Pacific Islands, Ethiopia, Eritrea and Latin America, and people with spinal cord injuries and other traumatic physical disabilities.

Performance Measures by June 30, 2018 and ongoing through June 30, 2020:

a. DCRSA will maintain sufficient staff fluent in Spanish to assign a Spanish speaking VR counselor to all LEP/NEP (i.e., limited English proficient or non-English proficient) Spanish speaking clients, consistent with the caseload standards included in the Comprehensive System of Personnel Development (CSPD).

b. VR services will be provided 5 days per week at all American Job Centers.

c. When scheduling intake appointments, DCRSA staff will offer an appointment at a location in the community most accessible to a client's home.

d. DCRSA will establish Memoranda of Agreement (MOA) with at least 3 additional agencies based in Wards 7 and 8 in order to provide services in these locations at least one day per week.

e. DCRSA will re-establish its (MOA) with the National Rehabilitation Hospital.

f. DCRSA will maintain MOAs with at least two community-based agencies serving Ethiopian and Eritrean immigrants, two serving immigrants from Latin America and will re-establish its agreement with the DC Office of Asian and Pacific Island Affairs, in order to provide services at each location at least one day per week.

**Objective 1.2:** Increase outreach to people with HIV in order to increase the number of people with HIV served by DCRSA and the number of successful employment outcomes achieved by people with HIV.

**Strategies:** DCRSA will:

1. In support of the Mayor's initiative to reduce HIV infections in the City and improve outcomes for people with HIV, DCRSA will maintain outreach at least two community based AIDS services providers in order to provide VR services at their location.

2. Provide benefits counseling orientation to staff and clients at the identified community based AIDS services providers.

3. Train staff to ensure that counselors are properly tracking people with HIV who are served by the agency.

Performance Measures by June 30, 2018 and ongoing through June 30, 2020:

a. DCRSA will maintain MOAs with at least two outreach sites at community based agencies serving people with HIV, and provide services in these sites at least one day per week.

b. DCRSA will provide at least four benefits counseling orientation sessions for staff or clients at community based AIDS service provider agencies.

c. DCRSA will increase the number of people with HIV who are served by the agency and will increase the number of successful employment outcomes achieved by people with HIV each year.



**Objective 1.3:** Increase the effectiveness of outreach efforts through ongoing evaluation of utilization of outreach sites to ensure that DCRSA staff are placed in the community where need for VR services is highest.

**Strategies:** DCRSA will:

1. Assign VR supervisory staff to each quadrant of the city to be responsible for managing the relationship between DCRSA and the community-based agencies where outreach services are offered.
2. Track the number of referrals received and clients seen at each outreach site on a monthly basis.
3. Work with staff at the site to determine what marketing can be done to improve outreach or consider reducing or eliminating VR services in sites that appear to be underutilized.

Performance by June 30, 2018, and ongoing through June 30, 2020:

- a. DCRSA will maintain at least 25 outreach sites in the community, each of which will serve at least 4 people per day.

**Objective 1.4:** Increase the number of people who complete training programs that prepare them for jobs in high demand fields, increasing the number of employment placements in these fields.

**Strategies:** DCRSA will:

1. Coordinate with the Workforce Investment Council (WIC) staff and the Department of Employment Services (DOES) staff responsible for approving and contracting with eligible training providers, to identify qualified providers in the identified growth industries in the District, including retail, transportation, hospitality, health care, IT, construction and security.
2. Provide training to counselors to ensure that they are able to use labor market information in assisting people to develop employment goals that are consistent with the person's strengths, needs, resources, abilities, capabilities, and prepares the person for work that is available in high demand fields in the District economy.
3. Establish agreements with additional training providers and coordinate with the WIC, OSSE and DOES in order to ensure that VR clients are able to access training programs provided through other workforce agencies.
4. Track the number of people completing training programs in high demand fields.
5. Analyze employment rates for those completing training in high demand fields by agency and by employment field.
6. Contract with providers that issue industry recognized certification in high demand fields.
7. Evaluate provider performance annually, including completion rates, employment rates and consumer satisfaction; and make this information publicly available.

Performance by June 30, 2018 and ongoing through June 30, 2020:

a. DCRSA will obtain baseline data regarding performance outcomes for all current hospitality, health care, IT, construction and security training providers with which it has agreements.

b. There will be an increase in the number of training providers in identified growth industries in the District with which DCRSA has agreements.

c. There will be an increase in the number of people served by DCRSA who complete training programs in identified high demand industries. d. There will be an increase in job placements in high demand industries.

**Objective 1.5:** Increase the number of people with intellectual disabilities (IDD) and serious mental illness (SMI) or serious emotional disturbance (SED) who obtain and maintain employment through better coordination of supported employment services with the Developmental Disabilities Administration and the Department of Behavioral Health (DBH).

**Strategies:** DCRSA will:

1. Assign two VR specialists to work specifically with people referred from DDA supported employment services.
2. Assign three VR counselors to work with all people referred from DBH for evidence based supported employment services.
3. Arrange with DBH to provide training for all VR counselors regarding mental health and substance abuse treatment services available in the District.
4. Review the DDS Protocol regarding coordination of services between DCRSA and DDA, make necessary changes and provide training to all DDA service coordinators and VR counselors.

Performance by June 30, 2018, and ongoing through June 30, 2020:

- a. There will be at least 25 successful closures of people referred for supported employment services by DDA.
- b. There will be at least 100 successful closures for people with SMI or SED referred by DBH to RSA for supported employment services.
- c. There will be no gaps in the provision of supported employment services when transitioning people from VR supported employment services to extended supported employment services through either DDA or DBH.
- d. All people in transition will receive 60 days of extended services through DDA or DBH before their case is closed successfully by RSA.

**Objective 1.6:** Increase agency capacity in serving people who are blind and visually impaired

**Strategies:** DCRSA will:

1. Collaborate with community based agencies that serve people who are blind to develop an outreach strategy to the blind, visually impaired and deafblind communities.

2. Identify gaps in services that serve people who are blind, visually impaired or deaf/blind.
3. Identify funding sources that will increase provider capacity to serve people who are blind, visually impaired or deafblind.
4. Develop an outreach strategy to identify people who may be interested in and have the necessary aptitude to be successful as vendors with the Randolph Sheppard Program.
5. VR counselors serving people who are blind will identify people on their caseload who may have aptitude for entrepreneurial work and would be interested in participating in the Randolph Sheppard Program.

Performance by June 30, 2018 and ongoing through June 30, 2020:

- a. DCRSA will increase the number of referrals of people who are blind to DCRSA for VR services by at least 10% in Program Year 2018 and will maintain this increased level of referrals through PY 2020.
- b. DCRSA will increase the number of service providers who provide services for people who are blind, visually impaired and deafblind.
- c. DCRSA will increase the number of vendors in the Randolph Sheppard program by at least two vendors each year.

**Objective 1.7:** Increase the range of employment outcomes.

**Strategies:** DCRSA will:

1. Provide person-centered training for VR counselors and training on provision of comprehensive, holistic assessment for use in eligibility determination and for the comprehensive assessment used to inform the development of the IPE.
2. Conduct eCASAS assessment at the time of a person's application and provide referrals for appropriate literacy and adult education services.
3. Expand the provision of job readiness training for DCRSA job seekers, by both DCRSA Business Relations and Employment Specialist staff and through contracts with provider agencies.
4. Review the current process for referral for benefits counseling and identify ways to improve efficiency in this process in order to increase the number of people who receive benefits counseling.

Performance by June 30, 2018, and ongoing through June 30, 2020:

- a. Ensure that all VR counselor staff complete person centered training, including on-line modules developed by Cornell University, ILR School, Employment and Disability Institute.
- b. Provide training on customized employment and employer engagement for VR and provider agency staff, and provide "train the trainer" sessions, to increase capability of DCRSA and providers to provide this on an ongoing basis.
- c. All general VR and sensory unit intakes will complete the eCASAS assessment as part of their intake and eligibility determination.

d. Increase the number of people who receive job readiness training 10% above the current number.

e. Ensure that at least 250 people receive benefits counseling/orientation each quarter (the agency currently serves approximately 1800 people who receive SSI/SSDI).

Performance by June 30, 2018 and ongoing through June 30, 2020:

a. All VR staff will use person centered planning tools to develop employment goals that better reflect the strengths, interests, abilities, capabilities and resources of people served by DCRSA.

b. Maintain the increased level (i.e., 10% above the current number) of people who receive job readiness training.

c. Ensure that at least 250 people receive benefits counseling/orientation each quarter (the agency currently serves approximately 1800 people who receive SSI/SSDI).

**Objective 1.8:** Develop additional outreach materials

**Strategies:** DCRSA will:

1. Review and update the Transition Tool Kit.
2. Develop materials for the General Intake Unit, similar to the Transition Tool Kit, to include at least FAQ (Frequently Asked Questions); Information about Developing an Individualized Plan for Employment (IPE); the VR Process; Workforce Innovation and Opportunity Act (WIOA) Changes to the Rehabilitation Act; and Client/Applicant Rights.
3. Translate all materials as necessary, consistent with the DC Language Access Act.
4. Develop a plan to distribute materials.
5. Update the outreach materials provided to businesses.

Performance by June 30, 2018 and ongoing until June 30, 2020:

a. Outreach materials will be accessible and widely available in the community.

**Goal 2: Improve DCRSA service delivery through more efficient operations and a more effective, skilled workforce.**

**Objective 2.1:** Continue to provide regular training for DCRSA staff.

**Strategies:** DCRSA will:

1. Provide regular, mandatory training for DCRSA vocational rehabilitation staff based on policies, procedures, protocols, best practices, and trends identified by the agency, and make trainings available electronically.
2. Improve the DCRSA onboarding process to efficiently and effectively educate new staff about job requirements at DCRSA.
3. Implement a mentoring program for new staff to shadow and receive guidance from experienced colleagues.

4. Revise and update employee performance goals to meet the changes of the Workforce Innovation and Opportunity Act (WIOA).

5. Provide support to staff who are not currently eligible to sit for the CRC (Certified Rehabilitation Counselor) examination, consistent with the provisions in the Comprehensive System of Personnel Development above.

Performance by June 30, 2018 and ongoing through June 30, 2020:

a. Results from the quality case review system and other Quality Assurance Reviews (conducted after the introduction of any new policy or procedure) will show at least 90% compliance with new policies and procedures, or the agency will provide updated training in order to improve outcomes.

b. During Program Year (PY) 2017-18, DCRSA will track WIOA performance measures in order to establish a baseline of performance. By June 30, 2019, DCRSA will meet established WIOA performance standards identified in the Unified State Workforce Development Plan.

**Objective 2.2:** Retain, train, and recruit experienced and qualified VR staff and service providers to improve services to the low incidence populations, including people who are blind, deafblind, have autism or other autism spectrum disorders.

**Strategies:** DCRSA will:

1. Provide continuous training to staff on customized employment policies, procedures, protocols, and best practices.

2. Provide continuous training to service providers on customized employment policies, procedures, protocols, and best practices.

3. Develop and implement outreach plan to recruit providers, who can provide services to low incidence populations.

4. Develop and implement outreach plan on DCRSA services to the low incidence population.

Performance by June 30, 2018 and ongoing through June 30, 2020:

a. 100% of DCRSA workforce will receive professional development opportunities.

b. VR specialists' performance will be 90 % compliant in case review and as required by standards established in policies and regulations.

c. Establish and maintain a communication network with service providers in the District.

d. DCRSA will complete the development and use of the vendor report card system to include the workgroups with the SRC and the provider community.

e. DCRSA will recruit CBE providers for services to include the blind, and deaf, especially job placement and supported employment.

f. DCRSA will invite providers to be part of any trainings provided to staff beginning in 2018.

g. Establish contracts that support consumers achieving the milestones contained in the common performance measures in WIOA to include payment for consumers that retain employment during the second and fourth quarter after exit from the VR Program.

h. DCRSA will provide ongoing training to staff on HCAs, including the payment structure for job development and placement.

**Objective 2.3:** Revise VR policies and procedures to ensure that current policies are consistent with the requirements of the Workforce Innovation and Opportunity Act (WIOA).

**Strategies:** DCRSA will:

1. Consult with the State Rehabilitation Council (SRC) regarding the review of all current policies and procedures and revise as necessary.
2. Upon publication of final federal WIOA rules, review the District regulations, and make any necessary revisions.
3. Hold required public hearings and provide appropriate public notice to obtain community input on all policy, procedure or regulatory changes.

Performance by June 30, 2018:

- a. The District's vocational rehabilitation regulations will be consistent with all requirements in the Workforce Innovation and Opportunity Act (WIOA).

Performance by June 30, 2018 and ongoing through June 30, 2020:

- a. DCRSA will have up-to-date policies and procedures, consistent with federal and District regulations, which reflect best practices and are developed with input from the SRC and the community.

**Goal 3: Expand and improve the quality of transition services through improved coordination with the state education agency and all local education agencies and implementation of Pre-Employment Transition Services (Pre-ETS) to secondary students with disabilities.**

**Objective 3.1:** Update the Memorandum of Agreement (MOA) with the Office of the State Superintendent of Education (OSSE) to comply with new requirements regarding provision of services to all students with disabilities, including those who are potentially eligible for VR services, and establish or update agreements with all local education agencies in order to establish clear processes for referral for VR services, and coordination of pre-employment transition services.

**Strategies:** DCRSA will:

1. Finalize the MOA with OSSE in order to establish the framework for how students who are eligible for VR or PETS services in all DC education settings will be identified.
2. Establish clear responsibilities between local education agencies and VR agency for provision of pre-employment transition services to students with disabilities.
3. Work with OSSE, DCPS and Public Charter School staff to clarify the process for referral to DCRSA for VR services, and provide training for school staff regarding when referral for VR



services is appropriate, particularly once the District age at which transition planning should begin is reduced to age 14, effective school year 2017-18.

4. Finalize new data sharing agreement and MOA with DC Public Schools, which allows for data sharing in order to provide services to students, clarifies the referral process for DCPS, and establishes the responsibilities for provision of Pre-ETS between DCPS and DCRSA. Coordinate with OSSE, Public Charter School Board (PCSB), DCPS and community providers to have annual transition fair.

Performance by June 30, 2018:

a. MOAs with 22 public charter schools will be in place.

b. MOA with OSSE will be in place.

Performance by June 30, 2018 and ongoing through June 30, 2020:

a. When appropriate, all students attending a DC Public School, Public Charter School or non-public placement will be referred for VR services by age 14, with the consent of the student and their parent.

b. DCRSA will determine eligibility within 60 days of receiving the application, and complete the IPE within 90 days of determining eligibility. VR counselors will visit the schools regularly, on at least a monthly basis, or more frequently for schools that have higher referral numbers, and be available to see students to complete applications, determine eligibility, complete comprehensive assessment in order to develop IPE, provide ongoing counseling and guidance and provide pre-employment transition services.

**Objective 3.2:** Provide opportunities for work experience for students with disabilities resulting in postsecondary education or competitive integrated employment.

**Strategies:** DCRSA will:

1. Establish an MOU (Memorandum of Understanding) with DCPS in order to provide for workforce development coordinators who can develop work experience placements for students and provide Pre-ETS services in the school.

2. Coordinate with DCPS to provide work experiences for students in the DC Career Academy and for students participating in DCPS general exploration courses.

3. Coordinate with Public Charter School to identify opportunities for paid work experience for students who are interested in working during the school year.

4. Work closely with DOES to provide work opportunities for students with disabilities through the Marion Barry Summer Youth Employment Program (MBSYEP), to integrate DCRSA into DOES' SYEP (Department of Employment Services Summer Youth Employment) orientation.

5. Provide information about VR services to youth (and their parents) who are participating in the program and ensure that youth with disabilities receive necessary support to be successful in any SYEP placement.

6. Coordinate with school staff to work with students to identify constructive activities that will count towards the student's community service hours and that will provide opportunities for students to do career exploration.

7. Develop a Summer Institute, which provides support to students with most significant disabilities, including a pre-employment "boot camp" that provides job readiness training and on the job supports during the summer. This program is an interagency effort that includes DCPS, DC Public Charter Schools, community based agencies, OSSE and DCRSA supported employment provider agencies.

8. Provide benefits counseling for students and families at schools and in other community based settings.

9. Provide communication to transition youth using platforms that are familiar to the population (i.e. social media outlets: twitter, Instagram, etc).

Performance by June 30, 2018, and ongoing through June 30, 2020:

a. DCRSA will provide at least 140 paid work experiences annually for students in DCPS's career academy and DCPS general exploration courses that results in post-secondary education or competitive integrated employment.

b. At least 25 students from DCPS and Public Charter Schools will participate in the Summer Institute.

c. DCRSA employment coordinator will work with employers to provide work experiences for at least 50 students who attend DC public charter schools.

d. DCRSA will ensure at least 50 students who participated in DCRSAs work experience programs will achieve competitive integrated employment or post-secondary education immediately following the work experience.

e. Coordinate with schools to provide monthly benefits counseling at different schools, ensuring that all school receive the counseling during each academic year.

f. At least 1000 students with disabilities will participate in the SYEP annually. DCRSA will provide necessary supports to students who require them in order to be successful in their placement.

g. DCRSA will ensure that all students on a certificate track have at least one opportunity for a paid community based employment experience prior to exiting school.

h. Prior to exiting school, all students on a certificate track will have copies of their high school transcripts, a working resume that includes place of employment and supervisor, and, if appropriate, a letter of recommendation from the supervisor.

**Objective 3.3:** Provide PETS services to students with disabilities that lead to post-secondary education or competitive integrated employment

**Strategies:** DCRSA will:

1. VR Counselors will provide monthly job readiness training sessions in all DC Public Schools for students with disabilities who are potentially eligible for vocational rehabilitation services.

2. DCRSA will issue a solicitation seeking qualified providers to provide pre-employment transition services to students in the summer.
3. DCRSA will issue a solicitation to seek additional support to provide Pre-ETS services in Public Charter schools.
4. DCRSA will work with DCPS and Public Charter Schools to track students who have 504 plans and identify other students with disabilities who may be potentially eligible for VR services.

Performance ongoing through June 30, 2020: 2016-17 school year.

Performance by June 30, 2018 and ongoing through June 30, 2020:

- a. At least 75% of students with IEPs will receive at least one Pre-ETS service during the 2017-18 school year
- b. At least 75% of students with 504 plans will receive at least one Pre-ETS service during the 2017-18 school year.

**Goal 4: Improve coordination with other workforce development agencies providing services at the American Job Centers.**

**Objective 4.1:** Establish data sharing agreements with DOES and OSSE that will enable DCRSA to have access to post-case closure wage and education data for VR clients.

**Strategies:** RSA will:

1. Finalize an MOA with OSSE that will enable DCRSA to have access to the data vault that will provide information regarding VR client's participation in training programs, as well as have access to OSSE post-secondary data regarding participation in college and university.
2. Establish MOA with DOES in order to have access to system that will provide national aggregate employment data regarding employment for people who exit VR services.

Performance by June 30, 2018:

- a. RSA will be able to track employment and education data on all people who exit the program beginning July 1, 2017.

**Objective 4.2:** Improve coordination of services at American Job Centers

**Strategies:** DCRSA will:

1. Finalize MOA with DOES, which provides for coordination of DCRSA's Business Relations Staff and DOES' Business Services Unit.
2. Work with DOES, DHS and OSSE to provide cross-training for staff in American Job Centers.
3. Work with AJC Partner agencies to develop a resource sharing agreement regarding provision of services in the AJC.
4. Provide evaluation of accessibility of all AJC's to the One Stop Operator and provide technical assistance to support them in making necessary changes to ensure that all AJCs

are accessible for people with disabilities, including people with physical and sensory impairments.

Performance by June 30, 2017 and ongoing through June 30, 2020:

- a. American Job Centers will be accessible and provide all required core services.
- b. The AJC partners will share data to provide access to individual data across systems regardless of where the individual's point of entry and facilitate multiple points of entry, cross agency individual employment planning, and resource sharing.

**Objective 4.3:** Improve Coordination of Services to Businesses:

**Strategies:** DCRSA will:

1. Coordinate with the Business Services Group at the Department of Employment Services to ensure that business outreach by government agencies occurs in a more coordinated manner.
2. Establish relationship with the Department of Small and Local Business Development (DSLBD), and with small, local businesses in DC, to inform them about supports available for employees with disabilities.
3. Provide business roundtables regularly throughout the year to provide education to businesses about employing people with disabilities.
4. Work with business partners to conduct business roundtables and to develop education materials for businesses.

Performance by June 30, 2017 and ongoing through June 30, 2020:

- a. DCRSA will have at least two business roundtables throughout the year.
- b. DCRSA will increase the number of small businesses with which it has relationships by 10% yearly.
- c. DCRSA will provide services, in terms of disability education, to these businesses.

The most recent Comprehensive Statewide Needs Assessment was published in December 2014; this assessment, as well as agency consumer satisfaction surveys and agency performance reports informed the development of this plan. The District will publish its Unified Workforce Development State Plan in January 2016 and will hold a number of public forums to hear feedback on the plan, including the program specific plan for vocational rehabilitation and supported employment services. The Goals and priorities for the Vocational Rehabilitation and Supported employment program are in response to both National and State issues, as mandated by Section 105 of the Rehabilitation Act of 1973, as amended. The focus of their goals and activities includes but are not limited to consumer satisfaction, statewide needs assessment, state plan and amendments, policy, extent/scope/effectiveness of services, interagency agreements, and District of Columbia employment programs. These goals were developed, reviewed, and approved by DC RSA and the SRC. Planned program goals to be accomplished by the DC Department on Disability Services, Rehabilitation Services Administration were based on agency performance on standards and indicators.

2. IDENTIFY THE GOALS AND PRIORITIES IN CARRYING OUT THE VR AND SUPPORTED EMPLOYMENT PROGRAMS.

See response l1 above.

3. ENSURE THAT THE GOALS AND PRIORITIES ARE BASED ON AN ANALYSIS OF THE FOLLOWING AREAS:

See response l1 above.

A. THE MOST RECENT COMPREHENSIVE STATEWIDE ASSESSMENT, INCLUDING ANY UPDATES;

See response l1 above.

B. THE STATE'S PERFORMANCE UNDER THE PERFORMANCE ACCOUNTABILITY MEASURES OF SECTION 116 OF WIOA; AND

See response l1 above.

C. OTHER AVAILABLE INFORMATION ON THE OPERATION AND EFFECTIVENESS OF THE VR PROGRAM, INCLUDING ANY REPORTS RECEIVED FROM THE STATE REHABILITATION COUNCIL AND FINDINGS AND RECOMMENDATIONS FROM MONITORING ACTIVITIES CONDUCTED UNDER SECTION 107.

See response l1 above.

M. ORDER OF SELECTION

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Describe:

1. WHETHER THE DESIGNATED STATE UNIT WILL IMPLEMENT AND ORDER OF SELECTION. IF SO, DESCRIBE:

A. THE ORDER TO BE FOLLOWED IN SELECTING ELIGIBLE INDIVIDUALS TO BE PROVIDED VR SERVICES.

DCRSA established Order of Selection priority categories as follows: Depending upon agency resources, the categories are closed for services in order beginning with Priority III, then II and, finally Priority Category I. Categories may be closed based on the following circumstances Limitations of case service dollars or limitation in adequate staff to serve all eligible individuals. Notwithstanding these priority categories, DCRSA will continue to provide pre-employment transition services to students with disabilities, because these services are made available to students who are potentially eligible for services. However, students who require vocational rehabilitation services, in addition to pre-employment transition services, will receive those services based on the priority category into which they are assigned based on the determination made upon consideration for eligibility for VR services. In addition, DCRSA will provide services to people who require specific services or equipment in order to maintain employment, regardless of their priority category. This exception will be made for this individual service. People may receive these specific services only. If a person who receives this service requires other VR services, unrelated to those services or equipment necessary to maintain employment, they will be subject to the same order of selection as all other persons eligible for VR services, based on the priority

category into which they are assigned. The agency will continue current outreach efforts, particularly those aimed at communities that were identified in the 2017 CSNA as underserved or unserved and will continue on-going efforts to coordinate services with the State Education Agency, and all Local Education Agencies, in order to conduct outreach and education for transition youth, their families, and school personnel regarding transition services.

**Priority Category I:** An individual with a most significant disability is an individual who has a severe physical or mental impairment that seriously limits three or more functional capacities. (mobility, communication, self-care, self-direction, interpersonal skills, work tolerance, or work skills) in terms of an employment outcome; whose vocational rehabilitation can be expected to require multiple vocational rehabilitation services over an extended period of time; and who also satisfies the requirements for Category II (directly below).

**Priority Category II:** an individual with a significant disability is an individual who has a severe physical or mental impairment that seriously limits one or more functional capacity. (mobility, communication, self-care, self-direction, interpersonal skills, work tolerance, or work skills) in terms of an employment outcome; whose vocational rehabilitation can be expected to require multiple vocational rehabilitation services over an extended period of time; and who have one or more physical or mental disabilities resulting from amputation, arthritis, autism, blindness, burn injury, cancer, cerebral palsy, cystic fibrosis, deafness, head injury, heart disease, hemiplegia, hemophilia, respiratory or pulmonary dysfunction, intellectual disability, mental illness, multiple sclerosis, muscular dystrophy, muscular-skeletal disorders, neurological disorders (including stroke and epilepsy), spinal cord conditions (including paraplegia and quadriplegia), sickle cell disease, specific learning disability, end-stage renal disease, or another disability or combination of disabilities determined on the basis of an assessment for determining eligibility and vocational rehabilitation needs to cause comparable substantial functional limitation.

**Priority Category III:** an individual with a physical or mental impairment which does not meet the criteria set forth in priority categories I and II; and whose disabilities constitute or result in a substantial impediment to employment; and who can benefit in terms of an employment outcome from the provision of vocational rehabilitation services.

## **B. THE JUSTIFICATION FOR THE ORDER.**

Thus far in FFY 2018, DCRSA has been able to provide services for all eligible individuals. However, we continue to monitor our existing resources to determine whether we will be able to continue to do so throughout the fiscal year. Furthermore, in FFY 2019, the DCRSA will not be able to serve all eligible individuals due to limited financial resources. The agency's order of selection will ensure that individuals with most significant disabilities receive priority in the provision of services.

## **C. THE SERVICE AND OUTCOME GOALS.**

Total annual funding available in FFY 2018 and FFY 2019 for serving individuals in Title I (\$14 million) and Title VI-B (\$300,000 - pending Congressional authorization of funding). The current fiscal year program income is less than \$100,000. This includes the required pre-employment services set-aside of approximately \$2.1 million.



DCRSA has continued serving all eligible individuals. As indicated above, we continue to monitor our fiscal resources closely to assess the need to implement the order of selection. Based on a review of existing data, the number of individuals projected to be served in each category in FFY 2018 and FFY 2019, as well as the number of individuals projected to achieve their vocational outcomes are as follows:

FFY 2018:

Priority Category I

Number of individuals served - 4100 Estimated number to exit with employment outcome - 360 Estimated number to exit without employment, after receiving services - 240 Time within which goals are to be achieved - 24 months Cost of services \$9.45 million

Priority Category II

Number of individuals served - 1930 Estimated number to exit with employment outcome - 222 Estimated number to exit without employment, after receiving services - 144 Time within which goals are to be achieved - 24 months Cost of services \$4.34 million

Priority Category III

Number of individuals served - 103 Estimated number to exit with employment outcome - 18 Estimated number to exit without employment, after receiving services - 16 Time within which goals are to be achieved - 24 months Cost of services \$210,000

FFY 2019

Priority Category I

Number of individuals served - 3902 Estimated number to exit with employment outcome - 375 Estimated number to exit without employment, after receiving services - 250 Time within which goals are to be achieved - 24 months Cost of services \$9.45 million

Priority Category II

Number of individuals served - 1755 Estimated number to exit with employment outcome - 231 Estimated number to exit without employment, after receiving services - 150 Time within which goals are to be achieved - 24 months Cost of services \$4.34 million

Priority Category III

Number of individuals served - 73 Estimated number to exit with employment outcome - 19 Estimated number to exit without employment, after receiving services - 17 Time within which goals are to be achieved - 24 months Cost of services \$210,000

Regardless of the implementation of an order of selection, DCRSA will provide services or equipment to individuals who require them to maintain employment.

**D. THE TIME WITHIN WHICH THESE GOALS MAY BE ACHIEVED FOR INDIVIDUALS IN EACH PRIORITY CATEGORY WITHIN THE ORDER.**

See response to C above.

**E. HOW INDIVIDUALS WITH THE MOST SIGNIFICANT DISABILITIES ARE SELECTED FOR SERVICES BEFORE ALL OTHER INDIVIDUALS WITH DISABILITIES; AND**

See response to C above.

2. IF THE DESIGNATED STATE UNIT HAS ELECTED TO SERVE ELIGIBLE INDIVIDUALS, REGARDLESS OF ANY ESTABLISHED ORDER OF SELECTION, WHO REQUIRE SPECIFIC SERVICES OR EQUIPMENT TO MAINTAIN EMPLOYMENT.

see response to 1 above.

N. GOALS AND PLANS FOR DISTRIBUTION OF TITLE VI FUNDS.

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1. SPECIFY THE STATE'S GOALS AND PRIORITIES FOR FUNDS RECEIVED UNDER SECTION 603 OF THE REHABILITATION ACT FOR THE PROVISION OF SUPPORTED EMPLOYMENT SERVICES.

In FY 2015, DCRSA significantly strengthened its partnerships with the Developmental Disability Administration (DDA) of the Department of Disability Services, which supports people with intellectual disabilities and with the Department of Behavioral Health (DBH), which supports people with serious mental illness (SMI) and serious emotional disturbance. As described elsewhere in this plan, this improved coordination has included development of a protocol with DDA regarding the referral process from DDA to DCRSA for VR services, the referral from DCRSA to DDA for extended supported employment services through the Health and Community Based Services (HCBS) Waiver, and coordination of services between the administrations when a person is being supported by both administrations. In addition, there has been improved coordination with DBH, including the development of a Memorandum of Agreement regarding referral, coordination of services and training of staff, as well as a significant expansion in the number of Evidence Based Supported Employment (EBSE) community rehabilitation providers, from six providers in FY 2014 to eight provides in FY 2018. We have seen a very significant increase in the number of people referred by DDA and DBH, as well as, a significant increase in successful employment outcomes, and we expect this increase to continue. Due to the very significant increase, we expect that the funds received under section 603, if available, will only be sufficient to cover the cost of serving seventy people referred from DBH. We plan to serve the remaining expected 380 referred from DBH and expected 200 referred from DDA through the use of approximately \$1.5 million in 110 funds.

2. DESCRIBE THE ACTIVITIES TO BE CONDUCTED, WITH FUNDS RESERVED PURSUANT TO SECTION 603(D), FOR YOUTH WITH THE MOST SIGNIFICANT DISABILITIES, INCLUDING:

A. THE PROVISION OF EXTENDED SERVICES FOR A PERIOD NOT TO EXCEED 4 YEARS; AND

The 603(d) funds reserved for youth will be used primarily to support youth who participate in Project Search. The agency currently supports two Project Search sites, at the Smithsonian Institution, and Embassy Suites Hotel. However, only the youth at the Smithsonian Institution are being supported by 603(d) funds. Participants in the Embassy Suites Hotel site are students, as defined by WIOA. Therefore, funds reserved for the provision of pre-employment transition services and not 603(d) funds, are being used to support youth at this site. DCRSA continues to support youth who have completed the

Project Search program year but have not yet transitioned to an extended service provider. The funds available to support youth in extended services are very helpful in the District, as the District's developmental disability agency supports only persons with intellectual disabilities (ID). There is currently no Medicaid waiver support for extended services for people with developmental disabilities, other than ID. Therefore, DCRSA will use extended services to support youth with developmental disabilities (typically youth with autism spectrum disorder) as they achieve stabilization in employment, as defined by the agency's supported employment policy, but continue to require ongoing supports to be successful in employment. The agency will also rely on natural supports and ticket to work support in developing long-term planning with youth with disabilities, to ensure comprehensive supports are in place to support youth who transition from supported employment with the VR program.

DCRSA plans to begin coordinating with the DC Department of Behavioral Services Youth Services Programs. DBH now has supported employment services for youth. DCRSA plans to coordinate provision of supported employment services for youth in the same way it has been coordinating with the adult DBH programs.

**B. HOW THE STATE WILL LEVERAGE OTHER PUBLIC AND PRIVATE FUNDS TO INCREASE RESOURCES FOR EXTENDED SERVICES AND EXPANDED SUPPORTED EMPLOYMENT OPPORTUNITIES FOR YOUTH WITH THE MOST SIGNIFICANT DISABILITIES.**

See response to A above.

**O. STATE'S STRATEGIES**

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Describe the required strategies and how the agency will use these strategies to achieve its goals and priorities, support innovation and expansion activities, and overcome any barriers to accessing the VR and the Supported Employment programs (See sections 101(a)(15)(D) and (18)(B) of the Rehabilitation Act and section 427 of the General Education Provisions Act (GEPA)):

**1. THE METHODS TO BE USED TO EXPAND AND IMPROVE SERVICES TO INDIVIDUALS WITH DISABILITIES.**

DCRSA has engaged in a number of efforts over the past three years to expand and improve the services it provides to people with disabilities in the District of Columbia. Based on results from the 2013 CSNA, the agency expanded and directed its outreach activities in order to reach people who were identified as unserved and underserved in the state. Unserved and underserved included people who are blind, people of Hispanic and Asian origin and Ethiopians. The 2013 CSNA had identified wards 7 and 8 as underserved; however, in the 2014 CSNA, people in these wards of the city were no longer identified as underserved, as they now represent approximately 50% of the people served by DCRSA. However, these are two wards of the city that have much higher rates of unemployment and less access to services. Therefore, DCRSA continues its efforts to further expand outreach to these wards in order to ensure that services are accessible in these wards where the services are most needed. In addition, in order to address concerns about the unserved and underserved groups, a number of new outreach sites were established. These included Columbia Lighthouse for the Blind, the Ethiopian Community Center and the Mayor's Office

of Asian and Pacific Island Affairs. In addition, services are provided in the American Jobs Center; located in the same building with the Mayor's Office of Latino Affairs, and a new agreement was established in FY 2014, to locate a counselor at Unity Health Care, in Upper Cardozo. These outreach efforts provide easier access to applicants and clients to complete applications and see a VR counselor. As indicated in the CSPD, the agency is very concerned about the current lack of Spanish speaking counselors. Therefore, there is a concerted recruitment effort to hire qualified VR Specialists who are bilingual in Spanish and English, as this is the largest minority group served by DCRSA (the majority of the people currently served by DCRSA are US born African Americans).

In 2013 and 2014, the agency undertook a number of steps to improve compliance with federal requirements regarding timely determination of eligibility and timely completion of IPEs. Compliance with these measures improved considerably and has been maintained at over 90% in both areas during all of FY 2015. In FY 2016, DCRSA has instituted new quality review protocols, to ensure high quality service provision. In addition, in FY 2016, the agency established a new position, a VR Specialist for Re-Engagement. This new position was created as the agency recognized the high number of people who lose contact with their counselor. This VR Specialist will be referred people who have had no contact with a counselor for more than three months. She will attempt to engage the person and identify any barriers to continuing in services, determine their interest in returning to services and once services are re-established, refer them back to the VR Specialist for ongoing services.

Beginning in program year 2016-2017, DCRSA will establish a mechanism for reaching out quarterly to people whose cases are closed successfully in order to check on their status in employment and remind them of the availability of supports that are available to assist them in retaining employment. The rehabilitation assistants in each VR unit will be responsible for sending notices quarterly, from the unit supervisor in order to identify any barriers to people continuing in employment early to ensure positive outcomes on the new WIOA performance measures related to post-closure employment.

DCRSA is engaged in a number of efforts with the state education agency, local education agencies and the Department of Employment Services in order to improve outcomes for transition youth. These efforts are described in more detail above in the section on Goals and Priorities. These efforts will primarily be funded using funds reserved for Pre-Employment Transition Services dollars, rather than innovation and expansion funds.

DCRSA is working with the Center for Independent Living and the Statewide Independent Living Council to improve coordination of independent living and vocational rehabilitation services. The need for improved coordination between DCRSA and the CIL was identified as a need in the 2014 CSNA. In addition, the passage of WIOA, and the adoption of an additional IL core service, i.e., transition (from nursing home to the community and from secondary school to post-secondary education, training or employment), further highlights the need for closer collaboration. DCRSA will assist in supporting the resource plan of the SILC, in order to maximize the limited resources available in the District to meet IL needs of people with disabilities.

Consistent with requirements under WIOA to assist people, particularly those with most significant disabilities to obtain competitive, integrated employment, DCRSA has significantly increased the level of supported employment services it is providing. In FY 2016, we have doubled the number of Evidence Based Supported Employment Providers

that contract with the agency and are in the process of finalizing an MOA with the Department of Behavioral Health to clarify the coordination between our agencies in provision of supported employment services to people with serious mental illness (SMI) and serious emotional disturbance (SED). In addition, we have improved coordination of services with the Developmental Disability Administration in the Department on Disability Services in order to increase the number of people with intellectual disabilities who receive supported employment services. We expect to see a significant increase in the number of people with SMI, SED or IDD who achieve successful employment outcomes. However, we also expect to see a very significant increase in the cost of providing supported employment services, far in excess of the amount provided in the supported employment grant.

## **2. HOW A BROAD RANGE OF ASSISTIVE TECHNOLOGY SERVICES AND DEVICES WILL BE PROVIDED TO INDIVIDUALS WITH DISABILITIES AT EACH STAGE OF THE REHABILITATION PROCESS AND ON A STATEWIDE BASIS.**

In FY 2013, DCRSA hired an Assistive Technology Specialist. This individual is available to all staff to consult regarding AT questions. In addition, the agency is purchasing the necessary resources to allow the AT specialist to conduct AT assessments on-site at DCRSA's office. In addition, to conducting assessments, the AT specialist also meets with individual clients when they have questions related to AT. Lastly, this individual serve as the DCRSA representative on the AT Community Advisory Board at ULS, the DC Assistive Technology grantee. DCRSA works closely with the AT Center at University Legal Services. ULS conducts presentations at DCRSA all staff meetings at least once a year to advise VR Specialists about the services provided by the AT Center. The Director of the AT Center was appointed as a member of the State Rehabilitation Council in November 2015 and has been assisting in the development of the state plan. Aside from having its own AT specialist on staff, DCRSA also maintains a human care agreement with a private community-based provider that conducts AT assessments. Lastly, the DCRSA AT specialist, as well as, staff at the AT Center at ULS have been providing technical assistance to the Department of Employment Services to conduct an assessment of current accessibility of all One Stop locations and provide recommendations for necessary accommodations to ensure accessibility services at the American Job Centers. DCRSA currently provides support to make the National Federation for the Blind Newsline available to District residents. Through a Memorandum of Understanding with DC Public Libraries, outreach and training on how to access this service is provided (funded as part of the State Plan for Independent Living). However, the license to make the Newsline available is funded by DCRA. In addition, the District funds the Washington Metropolitan Ear, in order to make local publications and many local events (e.g., live theatre) available to District residents who are blind or visually impaired. These funds are included in the budget of the Mayor's Office, in the Office of Disability Rights, and are transferred to DCRSA through an MOU. DCRSA currently uses those funds to ensure the availability of services through a Human Care Agreement with the Washington Metropolitan Ear.

## **3. THE OUTREACH PROCEDURES THAT WILL BE USED TO IDENTIFY AND SERVE INDIVIDUALS WITH DISABILITIES WHO ARE MINORITIES, INCLUDING THOSE WITH THE MOST SIGNIFICANT DISABILITIES, AS WELL AS THOSE WHO HAVE BEEN UNSERVED OR UNDERSERVED BY THE VR PROGRAM.**

During FY 2013, DCRSA began aggressive efforts to increase outreach to individuals with disabilities, attempting to focus on unserved and underserved communities. As indicated above, the agency has established agreements with other government agencies and community based, non-profit agencies that are in communities or serve clients identified in our 2008 needs assessment as unserved or underserved (i.e., Wards 7 and 8 and individuals who are non-English speaking or limited English speaking). Currently, the administration has agreements with agencies and is conducting intake interviews and seeing clients in 30 different offices across the city. The administration has focused on identifying agencies that represent unserved and underserved in locating new partner agencies, including Columbia Lighthouse for the Blind, Ethiopian Community Center and various health and community centers in wards 7 and 8. The administration continues to see significant increases in the number of new referrals as a result of these outreach efforts. DCRSA will track the referral numbers from each of the new referral sites in order to ensure that relationships are maintained with those sites that result in increased referrals to DCRSA. In FY 2015, the agency was able to recruit a VR Specialist who is Ethiopian; she will work at the outreach sites targeting people who are Ethiopian. In addition, the agency is currently engaged in intensive efforts to recruit bilingual Spanish/English staff to ensure that language appropriate services are available to people whose primary language is Spanish and are Non-English Proficient or Limited English Proficient. Pending our ability to hire bi-lingual staff, the agency relies on the Language Line, which provides interpretation via telephone. This service is available to all languages. In addition, the agency currently has staff who are fluent in ASL, including both Deaf and hearing staff; including two VR Specialists and two VR Supervisors.

#### 4. THE METHODS TO BE USED TO IMPROVE AND EXPAND VR SERVICES FOR STUDENTS WITH DISABILITIES, INCLUDING THE COORDINATION OF SERVICES DESIGNED TO FACILITATE THE TRANSITION OF SUCH STUDENTS FROM SCHOOL TO POSTSECONDARY LIFE (INCLUDING THE RECEIPT OF VR SERVICES, POSTSECONDARY EDUCATION, EMPLOYMENT, AND PRE-EMPLOYMENT TRANSITION SERVICES).

DCRSA has engaged in a number of efforts with both the state education agency, the local education agencies and other non-education agencies providing services to youth, including the Child and Family Services Agency, which provides services to foster care youth, the Department of Youth Rehabilitation Services, which provides services to youth in the Juvenile Justice System and the Department of Employment Services.

The District has a current MOA with the State Education Agency, the Office of the State Superintendent of Education (OSSE). We have a draft, updated agreement, which addresses issues related to the provision of Pre-Employment Transition Services. We expect this agreement to be finalized during FY 2016. There is an updated MOA with the largest local education agency in the District, the DC Public School system. This MOA includes provisions regarding referrals for VR services, data sharing and agreements regarding the provision of pre-employment transition services.

The District has a unique challenge with the number of Public Charter Schools, each of which is its own local education agency. DCRSA has been working to develop agreements with each of these schools. There are currently twenty-two secondary schools and nine adult education schools that serve students with disabilities, under the age of 22. In order to



assist in engaging with these schools, DCRSA established a contract with a community-based agency that has experience in providing technical assistance around IDEA to the Public Charter Schools. This agency is assisting in engaging with each of the schools, and in developing plans for the provision of PETS at each of the schools.

In FY 2015, DCRSA worked with the Secondary Transition Community of Practice to create a summer institute, providing job readiness training and necessary supports to help students with most significant disabilities participate in the city's summer youth employment program. In its first summer, the program provided support to 22 students. In FY 2016, we expect to have 50 program participants.

DCRSA is also working closely with DOES in order to ensure that students with disabilities have access to the summer youth employment program, and that we are able to provide any necessary supports, including supported employment services, in a timely manner, to ensure the success of students in their summer work experience. In the summer of 2015, students with disabilities were represented in the summer youth employment services at about the same rate that these students are represented in the school system, i.e., 12% of program participants were students with disabilities. DCRSA is working closely with DOES in order to identify students who have accommodation needs so that supports can be in place on day one of the student's summer work experience. DCRSA will also participate in all DOES summer youth employment orientations, for program participants and businesses, in order to provide information about workplace accommodations and the availability of support services from DCRSA.

DCRSA works with OSSE and other members of the Secondary Transition Community or Practice to provide an annual transition forum for transition students and their families. In FY 2016, this forum is expanding in size. We expect to serve approximately 400- 500 transition students. Workshops will be co-facilitated by youth and will cover a number of topics related to transition, including job readiness, preparing for post-secondary education, connecting to services after high school, availability of peer support networks, and information about public benefits.

#### **5. IF APPLICABLE, PLANS FOR ESTABLISHING, DEVELOPING, OR IMPROVING COMMUNITY REHABILITATION PROGRAMS WITHIN THE STATE.**

The District of Columbia Rehabilitation Services Administration continues to add new Community Rehabilitation Programs (CRP) that partner with us to provide an array of vocational rehabilitation services to consumers. As indicated above, the agency doubled the number of evidence based supported employment providers in FY 2015. Additional services available to our consumer through the Human Care agreements include job readiness services, trial work experiences, job placement and benefits analysis and planning. The human care providers are now working collaboratively with the agency's Business Relations Unit to provide job readiness training and supports to our consumers, and to link consumers to potential employers. The Administration has two staff who work as provider relations specialists, who are responsible for supporting the network of approved CRPs. In addition, DCRSA has two additional staff who serve as quality assurance monitors to identify needs and maintain and improve their quality. The Administration provides joint training with our Human Care Agreement CRP partners, to ensure that our collaboration yields the desired results in supported employment, job placement, and career assessment

services and increased employment outcomes for consumers, particularly those with developmental disabilities and chronic mental illness. This happens, in part, through monthly meetings in addition to other training. In FY 2015, DCRSA established new agreements with all job placement and supported employment providers. These are performance-based agreements. Some changes were made in the payment structure in order more closely align payment to the providers with successful employment placements. In addition, we added payment support to supported employment providers to provide Discovery Assessments and Customized Employment. The District is also currently participating in the Employment First State Leadership Mentoring Program. As part of the technical assistance that will be provided through this program, technical assistance is being provided to some of our community rehabilitation providers. In addition, our counselors will receive training on how to better engage with providers in partnership to help people with most significant disabilities achieve employment outcomes.

## 6. STRATEGIES TO IMPROVE THE PERFORMANCE OF THE STATE WITH RESPECT TO THE PERFORMANCE ACCOUNTABILITY MEASURES UNDER SECTION 116 OF WIOA.

With the introduction of the Workforce Innovation and Opportunity Act, the performance measures for the vocational rehabilitation program will be changing. The specific performance standards will be addressed in the Unified State Workforce Development Plan. Because all of these measures are new, DCRSA is proposing to use the first two years to collect sufficient data on the new measures in order to develop realistic goals to implement as the new performance standards. In order to prepare for these new measures, the administration is taking a number of steps, including: working with the agency that provides the electronic case management system to ensure that we are capturing all data we are required to report; working with the other workforce agencies in the state to ensure that all measures have a common definition; improving monitoring of progress in training and education programs in order to provide accurate information on performance regarding completion of training and measurable skills gains, and to obtain more complete data about the performance of existing training providers to assist in improved informed choice of providers and improved outcomes for clients; and establishing new protocols for following up with clients post-closure to check on their progress and provide information about availability of ongoing services.

The administration has also taken the following steps to improve performance on the standards that existed prior to the passage of WIOA. The administration continues to track these measures and currently uses many of these measures in its performance measures for its City Plan.

### Standard I

**Indicator 1.1 Annual Change in Employment Outcomes:** the difference in the number of individuals exiting the VR program who achieved an employment outcome during the current performance period as compared to the previous performance period. DCRSA continues to perform well in this Standard. In FY 2015, the performance goal was 644 successful closures; the agency achieved 670 successful closures. The agency has employed the following strategies to improve its performance on this indicator: Strategy 1: Increase counselor and client participation in activities sponsored by DCRSA's Business Relations

Unit including: · Monthly Job Readiness Workshops · Monthly Employer/Industry Spotlights · Quarterly Career Fairs · Strategy 2: Strengthen collaboration with the DC Department of Employment Services (DOES), expand the number of days that a VR specialist is located at American Jobs Center sites. Require all VR applicants to register with American Jobs Centers at time of VR application. Strategy 3: Continue to expand the number and types of employers participating in the Project Search program, enabling transition-aged students the opportunity to gain valuable work experience while receiving on-the-job support. In school year 2015-16, DCRSA established a new Project Search site at a local hotel, Embassy Suites. This is a particularly positive development as work in the hospitality industry is one of the growth industries in the District. Strategy 4: Coordinate with the Department on Disability Services Ticket to Work program to ensure that eligible ticket holders are referred to ticket agencies for post-closure follow on support services.

**Indicator 1.2 Percent of Employment Outcomes:** the percentage of individuals exiting the program who have achieved an employment outcome after receiving services. Strategy 1: Adopt and implement an enhanced communication policy ensuring counselors: · Communicate at least monthly with service providers ensuring services are delivered in accordance with established contract/agreement; · Monitor to ensure that counselors are maintaining regular contact directly with clients to monitor progress. Conduct periodic site visits to CRPs and other training programs Strategy 2: Host quarterly Provider Fairs to provide counselors and clients the opportunity to meet and “interview” providers face to face; Strategy 3: In FY 2016, DCRSA established a new position, VR Specialist for Re-Engagement. This person is responsible for reaching out to people with whom a counselor has not had contact for three months or more. This person then engages with the person to identify barriers to continuing with VR services and attempts to re-engage the person in services in order to work toward a successful outcome.

**Indicator 1.3 Competitive Employment Outcomes:** the percentage of individuals who exit the VR program in employment in integrated settings with hourly rate of earnings equivalent to at least the federal or state minimum wage rate, whichever is higher. Strategy 1: Continue quarterly CRP meetings to provide a forum for discussions and to ensure all providers are aware of the agency’s policies, regulations and expectations governing the provision of services. Strategy 2: Continue to develop the agency’s Employment First initiative, a concept designed to facilitate the full inclusion of people with the most significant disabilities in the workplace and community.

**Indicator 1.4 Significance of Disability:** reflects the significance of disability served by the VR agency and is the percentage of those identified in Indicator 1.3 who have significant disabilities. Strategy 1: continue to identify new programs and services to ensure persons with most significant disabilities receive appropriate and quality services leading to successful employment outcomes. DCRSA and DCDDA developed a protocol for coordination of services for persons supported by both administrations (i.e., people with intellectual disabilities who are interested in seeking employment), continue implementation of this protocol and increase the number of persons with intellectual disabilities services by the administration and successfully placed in employment; and in FY 2015, DCRSA improved its coordination with the Department of Behavioral Health to provide Evidence Based Supported Employment (EBSE) Services to people with serious mental illness (SMI) or serious emotional disturbance (SED); the agencies have drafted an MOA, which will be final in FY 2016. This increased coordination has also included the

doubling of EBSE providers that contract with DCRSA, significantly increasing our capacity to provide for this population.

**Indicator 1.5 Earnings Ratio:** indicates that VR consumers who achieved competitive outcomes are earning, on the average, at least 52 cents for every dollar earned hourly by all employed individuals in the state; and Strategy 1: Provide job seekers with up-to-date information on employment trends in the District; Strategy 2: Connect with local colleges and universities to disseminate to students with disabilities information related to the agency's services; Strategy 3: Encourage enrollment in short-term training/certificate Workforce Development programs offered by community colleges the DC metropolitan area; Strategy 4: Ensure counselors serving transition-aged youth provide timely services to help students develop career goals, and achieve employment and self-sufficiency; Develop incentives in contracts with CRPs to reward placement in jobs that meet this standard.

**Indicator 1.6: Self-Support:** for those identified in Indicator 1.3, the difference in the percentage of individuals who at program entry reported their income as the largest single source of support, and the percentage that reported their personal income as the largest single source of support at program exit. Strategy 1: Increase the number of SSI/DI recipients referred for Benefits Counseling; Strategy 2: Encourage enrollment in short-term training/certificate Workforce Development programs offered by community colleges the DC metropolitan area. Strategy 3: Continue to develop the agency's Employment First initiative, a concept designed to facilitate the full inclusion of people with the most significant disabilities in the workplace and community. Strategy 4: Increase the use of Customized Employment enabling persons with significant disabilities the opportunity to achieve successful employment outcomes.

## 7. STRATEGIES FOR ASSISTING OTHER COMPONENTS OF THE STATEWIDE WORKFORCE DEVELOPMENT SYSTEM IN ASSISTING INDIVIDUALS WITH DISABILITIES.

The Deputy Director for the Department on Disability Services - Rehabilitation Services Administration represents the agency on the Workforce Investment Council. In this capacity, in FY 2015, he served on two work groups that seek to improve the coordination and quality of services provided through the workforce investment system. The two work groups include one that is working on reviewing the certification process for the American Jobs Centers in the District, and on the American Job Center Sub-Committee, which began meeting monthly in the summer of 2014, in order to discuss how to coordinate services among core service providers at the American Job Centers. The District has four American Jobs Centers. The facility located in Southeast Washington, serving wards 7 and 8, is the first one going through the certification process. All agencies that provide services through this center are members of the work group and the AJC sub-committee. In FY 2015, DCRSA increased its presence at the American Job Centers, increasing the number of days each week that DCRSA provides services at the two of the four American Jobs Center, from one day per week to five days per week. The agency hopes to be in all four AJCs five days per week by the end of FY 2015, however, there are currently space and resource limitations on the part of the AJC operator. We expect these issues should be resolved so that we can ensure full integration of services for people with disabilities into all four AJCs. A new Workforce Investment Council was sworn in during FY 2015, and a new Chair was selected by the Mayor in December 2015. This new WIC will be establishing its committees in its

January meeting. At this time, there is only one official committee of the WIC, i.e., the Executive Committee. However, the WIC staff has recommended establishment of a committee to address the needs of people with disabilities and a committee to address the workforce needs of youth. In FY 2014, the prior Mayor issued an Order requiring the WIC to develop a strategic plan for the development of Career Pathways, which would initially focus on adults with low literacy. The Deputy Director of DDS/RSA served on the Career Pathways Task Force and assisted in the development of this strategic plan. Many of the discussions related to the Career Pathways Strategic Plan are also informing the Unified Workforce Development State Plan.

## 8. HOW THE AGENCY'S STRATEGIES WILL BE USED TO:

### A. ACHIEVE GOALS AND PRIORITIES BY THE STATE, CONSISTENT WITH THE COMPREHENSIVE NEEDS ASSESSMENT;

The Department on Disability Services has a robust performance management system that promotes ongoing strategic planning and close oversight of DCRSA's progress in achieving the goals and priorities identified in the State Plan and the CSNA. These goals are also aligned with goals established in the agency's City Plan. DDS has a monthly performance review meeting, which reviews current agency performance, measuring performance against goals established in the State and City Plans. On a quarterly basis, these reviews include an evaluation of DCRSA's progress on all strategies and initiatives identified in each plan. In addition, within DCRSA there are monthly senior staff meetings at which each manager is responsible for reporting on progress on performance and initiatives. In order to monitor ongoing performance, each supervisor utilizes the agency's electronic case management query system to monitor the progress of all cases within their unit. The Quality Assurance and Compliance (QA) unit conducts quarterly consumer satisfaction surveys. In addition, in FY 2016, DCRSA instituted a new quality review system, which requires each supervisor and QA monitors to conduct quality review of a number of cases (depending on the VR Specialists current performance) from each VR Specialists case load. The results of these surveys will be used to guide future training or identify the need for policy or procedure updates. As any new policy is introduced, training is provided for all staff, and a QA review of compliance with the new training is provided. Consistent with the recommendations regarding outreach to immigrant communities from Ethiopia and Latin America, the HR department of DDS has been engaged in an aggressive outreach plan to hire Spanish speaking VR Specialists. The agency hired an Amharic speaking VR Specialist in FY 2015. These staff will be assigned to work in community based agencies that serve people from Ethiopia or Latin America, in order to improve the agency's outreach to these communities.

### B. SUPPORT INNOVATION AND EXPANSION ACTIVITIES; AND

Beginning this school year, RSA has implemented an innovative AT pilot program at our Project Search sites. Through this program, Project Search students are being provided Apple iPads. These devices are used to provide support to the students on the job, such as reminders about tasks to complete, videos of the tasks or other accessible instructions. In addition, this tool tracks the students' work so that it monitors productivity. As the students' progress in their skills through the year, this software helps to make the case for



hiring students as it provides objective evidence of the students productivity and contributions to the work site.

#### **DC Gov't as Model Employer:**

In the past year, DDS has partnered with DC Human Resources (DCHR) to work towards the District becoming a model employer of people with disabilities. First, DDS has developed and is piloting the Aspiring Professionals program. This is a paid internship program that places people with disabilities in positions throughout the DC government, in positions where the person has a real possibility of being hired. So far, DDS has placed 21 people with disabilities in internships and with 4 having completed their internships, 3 have been hired to date and the 4th was offered an extension on his internship, funded by the host organization.

Next, DDS/RSA funds a position within DCHR so that there is a staff person with expertise and focused attention on recruiting, hiring, and retaining employees with disabilities throughout the DC government and providing technical assistance to DC agencies regarding employment of people with disabilities.

#### **C. OVERCOME IDENTIFIED BARRIERS RELATING TO EQUITABLE ACCESS TO AND PARTICIPATION OF INDIVIDUALS WITH DISABILITIES IN THE STATE VR SERVICES PROGRAM AND THE STATE SUPPORTED EMPLOYMENT SERVICES PROGRAM.**

Since FY 2013, DCRSA has been working on improving outreach in order to overcome barriers to access to VR services. The administration increased from 4 to 27 outreach sites in FY 2013, and further increased to 30 in FY 2014. In FY 2015, DCRSA expanded the number of days we have counselors available at the AJCs. Our plan was to expand to five days per week in all AJCs, however, there are currently space and resource issues with being able to do so in two of the four facilities. We expect over the first program year (ie. 2016-17) to have VR Specialists in all four AJCs, five days per week. The administration is now ensuring that it targets these outreach efforts to reach populations identified in the FY 2013 and FY 2014 CSNAs as unserved or underserved in the District. In addition, the administration is using its electronic case management system to monitor the number of people seen at each outreach site to ensure that the administration's resources are being used efficiently. DCRSA has made considerable progress in the past year in expanding supported employment services to people with intellectual disabilities (ID) and people with serious mental illness (SMI) or serious emotional disturbance (SED) through improved coordination with the Developmental Disability Administration at DDS and the Department of Behavioral Health, the two entities responsible for managing extended supported employment services.

#### **P. EVALUATION AND REPORTS OF PROGRESS: VR AND SUPPORTED EMPLOYMENT GOALS**

Describe:

**1. AN EVALUATION OF THE EXTENT TO WHICH THE VR PROGRAM GOALS DESCRIBED IN THE APPROVED VR SERVICES PORTION OF THE UNIFIED OR COMBINED STATE PLAN FOR THE MOST RECENTLY COMPLETED PROGRAM YEAR WERE ACHIEVED. THE EVALUATION MUST:**



## A. IDENTIFY THE STRATEGIES THAT CONTRIBUTED TO THE ACHIEVEMENT OF THE GOALS.

In order to be held accountable for ensuring that the above-mentioned strategies are being implemented and VR goals are being met, it is important to have a system in place to evaluate and report on the progress being made. The District proposed the following related to evaluation and goal attainment:

**Goal 1:** Increase the quantity and quality of employment outcomes DCRSA was successful in increasing the number of employment outcomes and has made considerable progress in improving the quality of the employment outcomes. In FY 2014, DCRSA had 643 successful closures, in FY 2015, the administration achieved 670 successful closures. Over the past three years, we have seen consistent improvement in the number of successful closures, going from 501 in FY 2012, to 620 in FY 13, up to 670 this fiscal year. This is a higher number of successful closures than the agency has achieved in a number of years. In terms of quality of outcomes, DCRSA has finally seen significant improvement in entry level wages for people who achieved employment during the fiscal year. The average entry level wages in FY 2014, were \$12.06 per hour. This increased to \$13.56 in FY 2015, \$13.99 in 2016, and \$14.79 in 2017. A number of strategies contributed to the administration's success in increasing the number of successful closures. However, in 2016 and 2017 the number of successful closures was down. In 2016 the number of successful closures was 623 and in 2017 the number was 600. The drop can be attributed to a number of factors. One, the implementation of Workforce Innovation and Opportunity Act (WIOA) of 2014 placed a great deal of emphasis on the provision of PreETS for youth with disabilities for the age 14 to 21. As a result, employment outcomes from Transition Unit dipped significantly. The DCRSA worked and is still working with diligence to develop and implement working relationships with DCPS, charter schools, and LEAs aimed at helping youth with disabilities develop appropriate vocational skills. Second, the implementation of WIOA laid great emphasis on competitive and integrated employment (CIE) whose impact though positive eliminated a great deal of AbilityOne jobs. Third, the DCRSA in line with WIOA has been focusing on quality of employment by ensuring adequate job preparation and mastery of skills which will eventually lead to job retention and ultimately high quality of life. The administration significantly expanded its outreach efforts, expanding to provide services at 35 different locations across the city. In addition, changes were made to the administration's intake process to minimize barriers to applicants entering the VR process. The administration expanded its Business Relations Unit and refocused its efforts on supporting job placement. Lastly, the administration hired external monitors, who provide monitoring and technical assistance to contract provider agencies. From FY 2014 to present, the administration has been focusing more on quality, developing a training schedule with the GW Technical Assistance and Continuing Education Center (TACE), to improve the quality and consistency of services provided. In 2017 and following the phasing out of TACE, the DCRSA entered into training alliance with Workforce Innovation Technical Assistance Center (WINTAC) which is funded by the Department of Education to provide technical assistance and trainings around WIOA, customized employment, HCA provider capacity building, PreETS, and other vocational rehabilitation trainings. The administration has also been reviewing and revising all policies and procedures, and providing training to staff on any changes, to ensure that services are consistent with District and federal regulations

**Goal 2:** Improve the efficiency of RSA operations. The Administration made significant progress in updating policies and procedures during FY 2015, updating policies, procedures and protocols in the following areas: Postsecondary Education and Training Policy and Procedure, Maintenance Policy, Policy Regarding Rates of Payment for VR Services, Self-Employment Policy and Procedures, Protocol on Quality and Supervisory Case Review, Eligibility Determination Extension Protocol, and Trial Work Protocol. As each new policy, procedure or protocol was implemented, training was provided to all relevant staff on implementation, and subsequent quality review regarding implementation has been conducted. In 2016, the following policies were implemented: Informed Choice, Case Closure, Case Record, and Protection, Use and Release of Information. Policies that are currently at the Deputy Director's level of review include Transportation, Case Transfer, Case Management, IPE, and Supported Employment Policy (updated for WIOA). The Pre-ETS Policy Draft has been completed and accepted by the Department of Education. Other Policies, Procedures or SOPS that are in development include Pre-ETS SOP, Case Closure Procedure, Services and Authorizations, Eligibility, and Due Process which is on hold pending revised district regulations.

The Administration has completed the implementation of the new case management system, which enables efficient tracking of cases throughout the VR process to improve timeliness of services. The implementation of the Quality Assurance component of DCRSA has enabled the state vocational rehabilitation Administration to effectively monitor case compliance to federal performance indicators. The agency made the changes in its system in order to implement the Community Rehabilitation Module in its case management system. We expect this change to improve coordination of services between VR Specialists and staff providing direct services at the CRPs. The agency was not able to fully implement this module during FY 2015, due to competing fiscal demands, some of the necessary changes to the case management system could not be completed until FY 2016. Although this was not completed in FY 2015, to date in FY 2016, almost all providers are now in the case management system and are using the new system. Training has been provided to all but three of the CRP agency's staff. The agency needed for the CRP module to be implemented in order to fully implement a vendor report card process to provide information and support to RSA customers in exercising informed choice when selecting vendors and providers for the provision of vocational rehabilitation services under the Authority of Rehabilitation Act of 1973 as Amended in 1998; CFR Section 361.52. We expect to have thorough accurate data to provide to consumers during FY 2016, and to publish performance data. Over the past three years, the administration has made significant progress in improving the efficiency of operations in terms of compliance with federal standards related to timeliness of determining eligibility and developing Individualized Plans for Employment. In FY 2013, the administration determined eligibility within sixty days 83% of the time, increased from 68% in FY 2012; and timely developed IPEs 92% of the time, compared with 80% of the time in FY 2012. In FY 2015, both of DCRSA performed at 95% for both of these measures. In 2016 and 2017 this improved to 96% and 97% respectively. To ensure continuous improvement, the DCRSA Office of Quality Assurance and Federal Compliance conducted quarterly caseload reviews on active (St.10-18) and closed (St. 26 and 28) cases. Unit supervisors monitor status of all cases weekly in order to ensure compliance. In addition, in FY 2016, DCRSA has instituted the Quality Review Protocol, to ensure that we are monitoring not only compliance, but quality of VR services provision.

**Goal 3:Transition** - Expand and improve the quality of transition services and improve coordination with the state education agency and all local education agencies. DCRSA continues to have success in coordinating with the largest local education agency, DC Public Schools (DCPS), which serves 55% of students with disabilities. In addition, the administration participates with the Secondary Transition Community of Practice, facilitated by the Office of the State Superintendent of Education (OSSE). Through coordination with DCPS, OSSE and the Department of Employment Services (DOES), DCRSA implemented a very successful Summer Institute for students with most significant disabilities participating in the Summer Youth Employment Program. Supports were provided to twenty-two students, including a one week “boot camp” prior to the start of SYEP, in which the students learned soft skills necessary to be successful in their SYEP placements, and provision of supports throughout the summer, including travel training, supported employment, and weekly check-ins with the student and their supervisors. This program was so successful that it will be expanded to 50 students in the summer of 2016. DCRSA and DCPS is coordinating in the 2016 school year to implement pre-employment transition services at all DCPS comprehensive high schools. In addition, DCRSA is working with DCPS to provide paid work experience during the school year to students participating in the Career Academy at River Terrace (a high school for certificate track students) and for students participating in the career exploration courses at DCPS. In FY 2015, DCRSA provided supports for paid employment for 70 students in the Spring of 2015 in the career exploration course and placements in paid work experience related to the students’ career choice from the Career Academy (i.e., health care, hospitality or horticulture) for 40 students in the Fall of 2015. In August 2013, with technical assistance from the Department of Education, DCRSA finalized a Memorandum of Agreement with the state education agency (the Office of the State Superintendent for Education, OSSE). This MOA defines how outreach and intakes will be conducted; and describes how DCRSA will coordinate with all local education agencies. In the Spring of 2015, DCRSA updated this MOA to address implementation of PETS services for all District students with disabilities, attending DCPS, DC Public Charter Schools and non-public schools in the DC-Baltimore Metropolitan area. DCRSA has developed a very good working relationship with DCPS. This is part of a Memorandum of Agreement that was developed in 2011. This MOA was updated in FY 2015 to include coordination of services for the provision of PETS services. In addition, DCPS and DCRSA established a Memorandum of Understanding (MOU), providing funding (using PETS funds) to allow DCPS to hire workforce development coordinators to conduct job development in areas around each DC public school, to create paid work experiences for students, and to assist in the provision of job readiness training and provision of other PETS services to students in DC public schools. DCRSA continues to work closely with School Talk, Inc. a local private non-profit education advocacy group. School Talk helped to facilitate interagency coordination of transition services, and helped DCRSA to develop outreach materials, including a Transition Tool Kit and outreach and orientation materials for school staff, youth and their families, is assisting in the development of a handbook for VR Specialists on the provision of transition services, provides an annual transition forum for students with disabilities and their families and coordinated the Summer Institute in FY 2015. DCRSA has been working to improve its collaboration with DC Public Charter Schools. In FY 2015, we contracted with a community based agency that has experience in working with the Public Charter Schools to assist in this coordination and in implementation of PETS services in Public Charter Schools. Due to issues related to contracting and procurement, we

were not able to establish this contract until August 2015, therefore, we hope to see improvement in the coordination of services with Public Charter Schools in FY 2016. OSSE has also been helping with improving this coordination. In September, 2015, OSSE held two training sessions for all Public Charter Special Education Staff and DCRSA transition staff, in order to provide information about transition provisions in IDEA, the Rehabilitation Act and WIOA, regarding the provision of PETS services. In addition, this provided an opportunity for VR Specialists and staff at their assigned schools to discuss how coordination would be handled at each school during the 2015-16 school year. OSSE monitoring staff are providing regular updates to DCRSA on the progress they observe in provision of transition services at the Public Charter Schools.

**Goal 4:** Develop a Self-Employment/Entrepreneurship Program - DCRSA was able to fully achieve this goal during FY 2015. Through close consultation with the SRC, DCRSA developed a Supported Employment Policy, held the necessary public hearing and finalized the policy. In addition, training was provided to all DCRSA staff on implementation of this policy. In addition to the training on the self-employment policy, DCRSA has provided training on PASS plans, which may support people with most significant disabilities who are interested in a self-employment goal.

#### **B. DESCRIBE THE FACTORS THAT IMPEDED THE ACHIEVEMENT OF THE GOALS AND PRIORITIES.**

See response to A above.

#### **2. AN EVALUATION OF THE EXTENT TO WHICH THE SUPPORTED EMPLOYMENT PROGRAM GOALS DESCRIBED IN THE SUPPORTED EMPLOYMENT SUPPLEMENT FOR THE MOST RECENT PROGRAM YEAR WERE ACHIEVED. THE EVALUATION MUST:**

##### **A. IDENTIFY THE STRATEGIES THAT CONTRIBUTED TO THE ACHIEVEMENT OF THE GOALS.**

Similar to the section above, the District proposes the following to evaluate the extent to which the Supported Employment program goals were achieved, including strategies contributing to goal achievement and factors impeding goal achievement:

**Goal 1:** Provide continued support to six (6) mental health supported employment providers to increase successful employment outcomes for individuals with mental health disabilities. The Administration will continue to support the Human Care Agreements with eight (8) providers of mental health supported employment services to support staff at each site to assist in increased referrals to DDS/RSA and the development of placement and employment opportunities through supported employment.

**Goal 2:** Implement improved procedures with DCDDA in order to ensure that more persons referred from DDA achieve a successful outcome. One VR counselor is being designated and assigned to work specifically with this population. This counselor will then develop relationships with DDA staff, in order to ensure an effective referral. In addition, this counselor will participate in all Employment First training, in order to be familiar with customized employment services available to DCRSA clients and participate in customized employment assessment and discovery training. DCRSA made a number of changes throughout FY 2015 because we were not achieving the identified goals. In the summer of

2015, DCRSA and the Department of Behavioral Health (DBH) worked closely to make necessary changes. First, DCRSA identified one counselor to handle all existing Evidence Based Supported Employment cases. This significantly improved the coordination of services and timeliness of referrals and moving people from referral into supported employment services. Through the coordination with DBH, DCRSA also significantly expanded this program. There are now three VR Specialists specifically assigned to EBSE cases. These three VR Specialists attend staff meetings at each of the EBSE eight (8) provider agencies. The staff at DBH, DCRSA and provider agencies meet monthly. With all of these changes, the employment outcomes have improved significantly. In 2016, ninety-four (94) were successfully closed and in 2017 one hundred and four (104) were successfully closed.

DCRSA and DDA have similarly struggled with effective coordination of services. DCRSA has now assigned a VR supervisor to be responsible for the unit that provides supported employment services to people referred from DBH or DDA. This includes the three VR Specialists who work with DBH referrals and three VR Specialists to work with DDA referrals. This supervisor meets weekly with DDA supervisory staff and the VR Specialists to review the progress of all cases referred from DDA. We are finally beginning to see results from this as the number of people referred for supported employment has increased, but we have also been seeing substantive reports of progress from the provider agencies working with these individuals.

#### **B. DESCRIBE THE FACTORS THAT IMPEDED THE ACHIEVEMENT OF THE GOALS AND PRIORITIES.**

See response to A above.

#### **3. THE VR PROGRAM'S PERFORMANCE ON THE PERFORMANCE ACCOUNTABILITY INDICATORS UNDER SECTION 116 OF WIOA.**

DCRSA has not yet begun collecting data on its performance on the new performance accountability measures identified under section 116 of WIOA. DCRSA is currently working with the Office of the State Superintendent of Education and the Department of Employment Services in order to establish necessary Memoranda of Agreement to collect the data necessary to report on these measures.

#### **4. HOW THE FUNDS RESERVED FOR INNOVATION AND EXPANSION (I&E) ACTIVITIES WERE UTILIZED.**

Through the contract with School Talk, the administration is developing a client handbook, which will be available in English and Spanish. This will provide information about available services and the VR process. These handbooks will be available at DCRSA, as well as at partner agency sites in order to increase community awareness of VR services and how to access them. School Talk worked with agency staff during 2015 to begin drafting the handbook, which will be completed and printed during FY 2016. DCRSA staff time was allocated to the development of a new human care agreement with community rehabilitation programs providing job placement services to a more performance based contracting system in order to improve outcomes in quantity and quality of job placements, including incentives based on entry level wages, provision of services in the language of the consumer and achievement of SGA for people on SSI/SSDI. DCRSA translated its Transition



Tool Kit and all other outreach materials to Spanish, and developed information cards regarding services in French, Korean, Vietnamese, Amharic and Tegrinha.

#### Q. QUALITY, SCOPE, AND EXTENT OF SUPPORTED EMPLOYMENT SERVICES.

Include the following:

##### **1. THE QUALITY, SCOPE, AND EXTENT OF SUPPORTED EMPLOYMENT SERVICES TO BE PROVIDED TO INDIVIDUALS WITH THE MOST SIGNIFICANT DISABILITIES, INCLUDING YOUTH WITH THE MOST SIGNIFICANT DISABILITIES.**

Supported Employment services are available to any DCRSA client who is certified as having a most significant disability and for whom competitive employment has not traditionally occurred or has been interrupted or intermittent as a result of that disability, and for whom an appropriate plan for extended services can be developed. DCRSA has identified two primary populations that require the use of supported employment services: persons with serious mental illness (SMI) or serious emotional disturbance (SED) and persons with intellectual and other developmental disabilities. The community rehabilitation providers provide to the two populations supported employment services which include intake, assessment and job coaching. In addition, in new human care agreements issued in FY 2015, DCRSA included Discovery Assessment and Customized Employment as services in our supported employment agreements. Other consumers may require a job coach model for their initial placement but do not require the extended services as provided under the provisions of supported employment services. Each provider provides individualized services to consumers. Their efforts are geared toward competitive placements in an integrated work environment. At times, a company or a government agency may hire several clients, but the clients are not placed within the same work area to ensure that they are in an integrated work setting. With their rehabilitation specialist's assistance, clients make informed choices to select their vocational goals. If a client chooses to change that goal during the supported employment process, their VR specialist assists and the new goal is implemented. Every effort is made to ensure clients are placed in jobs that are consistent with their interests and abilities. An "any job will do" attitude is never acceptable. Employment Specialists/Job Coaches spend valuable time with clients teaching them about the workplace's expectations and the required tasks, assuring also that they know who to ask when assistance is needed. Time is spent with the person on the worksite who is identified as the natural support person as well to ensure that they are comfortable and prepared to provide workplace support as needed. The person identified as the natural support completes training in techniques and strategies to assist the assigned consumer to complete tasks required and identify the areas in which prompting or feedback may be appropriate in order to assure accurate completion of all assigned work tasks. The client is also provided with the name and telephone number of the Employment Specialist/Job Coach in the event of questions or problems. The workplace supervisor also receives training in order to assure that, if the primary natural support person leaves, another person can be identified who is willing to accept that role. Contacts are made by the Employment Specialist/Job Coach with the consumer on an as-needed basis. Additional follow-up contacts are made each month with the supervisor to ensure problems are identified early in the employment process and consumers receive the assistance they need to maintain employment. The Employment Specialist/Job Coach also provides travel training as needed. The Employment Specialist/Job Coach makes certain that transportation



funds are available to assist the consumer in his/her job retention as needed. Additionally, all decisions are discussed jointly by the committee and with the consumer. Issues are seldom presented to consumers by only one party to ensure consumers see the group as united toward their goal of employment. Supported Employment providers are monitored, as are all providers. Some visits are announced while some are unannounced. The services being provided are reviewed and a report is returned to the Administration's Vocational Rehabilitation Services Division that includes the monitors' observations regarding the program. Problems are discussed with the provider and, when necessary, a corrective action plan is developed and implemented.

## 2. THE TIMING OF TRANSITION TO EXTENDED SERVICES.

In FY 2015, DCRSA finalized changes to its Supported Employment Policy, which clarified issues related to the timing of transition to extended services. For people who will receive extended services through the Home and Community Based Waiver, when the person receiving supported employment job coaching services achieves stabilization in employment, which is defined as not requiring more than 20% of support hours during a work week, or having reached maximum benefit from services, a referral is made to the DDA service coordinator advising him or her that the person is ready for transfer to extended services, that the services through the VR program will end in 30 days, and the VR case will be closed 60 days later. This allows sufficient time for the service coordinator to get supported employment services approved through the HCBS waiver. VR services remain in place until the services are in place through the waiver, ideally 30 days after notice is provided. Once waiver services are in place, DCRSA maintains its case open for an additional 60 days in order to ensure that the person has transitioned successfully to extended services.

For people who will receive services through the Department of Behavioral Health (DBH), the agreement between DCRSA and DBH provides that the transition from services paid through VR to extended services funded through DBH occurs 90 days after placement. DCRSA provides support for the full 90 days after a person begins employment. If the person loses the job, the 90 days starts over in the new position. DCRSA ensures that the person is stable in the position before the responsibility for funding extended services is transitioned to DBH.

### CERTIFICATIONS

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Name of designated State agency or designated State unit, as appropriate    **Rehabilitation Services Administration/Department on Disability Services**

Name of designated State agency    **Department on Disability Services**

Full Name of Authorized Representative:    **Darryl Evans**

Title of Authorized Representative:    **Acting Deputy Director**

**States must provide written and signed certifications that:**

1. The **designated State agency or designated State unit (as appropriate) listed above** is authorized to submit the VR services portion of the Unified or Combined State Plan under title I of the Rehabilitation Act of 1973 (Rehabilitation Act), as amended by WIOA\*, and its supplement under title VI of the Rehabilitation Act.\*\* Yes
2. As a condition for the receipt of Federal funds under title I of the Rehabilitation Act for the provision of VR services, the **designated State agency listed above** agrees to operate and administer the State VR Services Program in accordance with the VR services portion of the Unified or Combined State Plan , the Rehabilitation Act, and all applicable regulations , policies, and procedures established by the Secretary of Education. Funds made available under section 111 of the Rehabilitation Act are used solely for the provision of VR services and the administration of the VR services portion of the Unified or Combined State Plan; Yes
3. As a condition for the receipt of Federal funds under title VI of the Rehabilitation Act for supported employment services, the designated State agency agrees to operate and administer the State Supported Employment Services Program in accordance with the supplement to the VR services portion of the Unified or Combined State Plan\* , the Rehabilitation Act, and all applicable regulations , policies, and procedures established by the Secretary of Education. Funds made available under title VI are used solely for the provision of supported employment services and the administration of the supplement to the VR services portion of the Unified or Combined State Plan;\*\* Yes
4. The designated State agency and/or the designated State unit has the authority under State law to perform the functions of the State regarding the VR services portion of the Unified or Combined State Plan and its supplement; Yes
5. The State legally may carry out each provision of the VR services portion of the Unified or Combined State Plan and its supplement. Yes
6. All provisions of the VR services portion of the Unified or Combined State Plan and its supplement are consistent with State law. Yes
7. The **Authorized Representative listed above** has the authority under State law to receive, hold, and disburse Federal funds made available under the VR services portion of the Unified or Combined State Plan and its supplement; Yes
8. The **Authorized Representative listed above** has the authority to submit the VR services portion of the Unified or Combined State Plan and the supplement for Supported Employment services; Yes
9. The agency that submits the VR services portion of the Unified or Combined State Plan and its supplement has adopted or otherwise formally approved the plan and its supplement. Yes

## FOOTNOTES

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### Certification 1 Footnotes

\* Public Law 113-128.

\*\* Unless otherwise stated, "Rehabilitation Act" means the Rehabilitation Act of 1973, as amended by WIOA, signed into law on July 22, 2014.

### **Certification 2 Footnotes**

\* All references in this plan to "designated State agency" or to "the State agency" relate to the agency identified in this paragraph.

\*\* No funds under title 1 of the Rehabilitation Act may be awarded without an approved VR services portion of the Unified or Combined State Plan in accordance with section 101(a) of the Rehabilitation Act.

\*\*\* Applicable regulations, in part, include the Education Department General Administrative Regulations (EDGAR) in 34 CFR parts 76,77,79,81, and 82; 2 CFR part 200 as adopted by 2 CFR part 3485; and the State VR Services Program regulations.

### **Certification 3 Footnotes**

\* No funds under title VI of the Rehabilitation Act may be awarded without an approved supplement to the VR services portion of the Unified or Combined State Plan in accordance with section 606(a) of the Rehabilitation Act.

\*\* Applicable regulations, in part, include the citations in \*\*\* under Certification 2 footnotes

## **ADDITIONAL COMMENTS ON THE CERTIFICATIONS FROM THE STATE**

### **CERTIFICATION REGARDING LOBBYING — VOCATIONAL REHABILITATION**

Certification for Contracts, Grants, Loans, and Cooperative Agreements The undersigned certifies, to the best of his or her knowledge and belief, that:

(1) No Federal appropriated funds have been paid or will be paid, by or on behalf of the undersigned, to any person for influencing or attempting to influence an officer or employee of an agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with the awarding of any Federal contract, the making of any Federal grant, the making of any Federal loan, the entering into of any cooperative agreement, and the extension, continuation, renewal, amendment, or modification of any Federal contract, grant, loan, or cooperative agreement.

(2) If any funds other than Federal appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with this Federal contract, grant, loan, or cooperative agreement, the undersigned shall complete and submit Standard Form-LLL, "Disclosure of Lobbying Activities," in accordance with its instructions.

(3) The undersigned shall require that the language of this certification be included in the award documents for all subawards at all tiers (including subcontracts, subgrants, and

contracts under grants, loans, and cooperative agreements) and that all subrecipients shall certify and disclose accordingly. This certification is a material representation of fact upon which reliance was placed when this transaction was made or entered into. Submission of this certification is a prerequisite for making or entering into this transaction imposed by section 1352, title 31, U.S. Code. Any person who fails to file the required certification shall be subject to a civil penalty of not less than \$10,000 and not more than \$100,000 for each such failure.

#### STATEMENT FOR LOAN GUARANTEES AND LOAN INSURANCE

The undersigned states, to the best of his or her knowledge and belief, that:  
If any funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with this commitment providing for the United States to insure or guarantee a loan, the undersigned shall complete and submit Standard Form-LLL, "Disclosure of Lobbying Activities," in accordance with its instructions. Submission of this statement is a prerequisite for making or entering into this transaction imposed by section 1352, title 31, U.S. Code. Any person who fails to file the required statement shall be subject to a civil penalty of not less than \$10,000 and not more than \$100,000 for each such failure.

Applicant's Organization **Department on Disability Services - Rehabilitation Services Administration**

Full Name of Authorized Representative: **Andrew P Reese**

Title of Authorized Representative: **Deputy Director**

SF LLL Form – Disclosure of Lobbying Activities (only if applicable)  
(<http://www2.ed.gov/fund/grant/apply/appforms/appforms.html>). If applicable, please print, sign, and email to MAT\_OCTAE@ed.gov

#### CERTIFICATION REGARDING LOBBYING — SUPPORTED EMPLOYMENT

Certification for Contracts, Grants, Loans, and Cooperative Agreements The undersigned certifies, to the best of his or her knowledge and belief, that:

(1) No Federal appropriated funds have been paid or will be paid, by or on behalf of the undersigned, to any person for influencing or attempting to influence an officer or employee of an agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with the awarding of any Federal contract, the making of any Federal grant, the making of any Federal loan, the entering into of any cooperative agreement, and the extension, continuation, renewal, amendment, or modification of any Federal contract, grant, loan, or cooperative agreement.

(2) If any funds other than Federal appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with this Federal contract, grant, loan, or cooperative agreement, the undersigned shall complete and submit Standard Form-LLL, "Disclosure of Lobbying Activities," in accordance with its instructions.

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#### STATEMENT FOR LOAN GUARANTEES AND LOAN INSURANCE

The undersigned states, to the best of his or her knowledge and belief, that:  
If any funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with this commitment providing for the United States to insure or guarantee a loan, the undersigned shall complete and submit Standard Form-LLL, "Disclosure of Lobbying Activities," in accordance with its instructions. Submission of this statement is a prerequisite for making or entering into this transaction imposed by section 1352, title 31, U.S. Code. Any person who fails to file the required statement shall be subject to a civil penalty of not less than \$10,000 and not more than \$100,000 for each such failure.

Applicant's Organization    **Department on Disability Services - Rehabilitation Services Administration**

Full Name of Authorized Representative:    **Andrew P Reese**

Title of Authorized Representative:    **Deputy Director**

SF LLL Form – Disclosure of Lobbying Activities (only if applicable)  
(<http://www2.ed.gov/fund/grant/apply/appforms/appforms.html>).

#### ASSURANCES

The designated State agency or designated State unit, as appropriate and identified in the State certifications included with this VR services portion of the Unified or Combined State Plan and its supplement, through signature of the authorized individual, assures the Commissioner of the Rehabilitation Services Administration (RSA), that it will comply with all of the requirements of the VR services portion of the Unified or Combined State Plan and its supplement, as set forth in sections 101(a) and 606 of the Rehabilitation Act. The individual authorized to submit the VR services portion of the Unified or Combined State Plan and its supplement makes the following assurances: **The State Plan must provide assurances that:**

##### 1. PUBLIC COMMENT ON POLICIES AND PROCEDURES:

The designated State agency assures it will comply with all statutory and regulatory requirements for public participation in the VR Services Portion of the Unified or Combined State Plan, as required by section 101(a)(16)(A) of the Rehabilitation Act.

2. SUBMISSION OF THE VR SERVICES PORTION OF THE UNIFIED OR COMBINED STATE PLAN AND ITS SUPPLEMENT:

The designated State unit assures it will comply with all requirements pertaining to the submission and revisions of the VR services portion of the Unified or Combined State Plan and its supplement for the State Supported Employment Services program, as required by sections 101(a)(1), (22), (23), and 606(a) of the Rehabilitation Act; section 102 of WIOA in the case of the submission of a unified plan; section 103 of WIOA in the case of a submission of a Combined State Plan; 34 CFR 76.140.

3. ADMINISTRATION OF THE VR SERVICES PORTION OF THE UNIFIED OR COMBINED STATE PLAN:

The designated State agency or designated State unit, as appropriate, assures it will comply with the requirements related to:

A. THE ESTABLISHMENT OF THE DESIGNATED STATE AGENCY AND DESIGNATED STATE UNIT, AS REQUIRED BY SECTION 101(A)(2) OF THE REHABILITATION ACT.

B. THE ESTABLISHMENT OF EITHER A STATE INDEPENDENT COMMISSION OR STATE REHABILITATION COUNCIL, AS REQUIRED BY SECTION 101(A)(21) OF THE REHABILITATION ACT.

The designated State agency or designated State unit, as applicable **(B) has established a State Rehabilitation Council**

C. CONSULTATIONS REGARDING THE ADMINISTRATION OF THE VR SERVICES PORTION OF THE UNIFIED OR COMBINED STATE PLAN, IN ACCORDANCE WITH SECTION 101(A)(16)(B) OF THE REHABILITATION ACT.

D. THE FINANCIAL PARTICIPATION BY THE STATE, OR IF THE STATE SO ELECTS, BY THE STATE AND LOCAL AGENCIES, TO PROVIDE THE AMOUNT OF THE NON-FEDERAL SHARE OF THE COST OF CARRYING OUT THE VR PROGRAM IN ACCORDANCE WITH SECTION 101(A)(3).

E. THE LOCAL ADMINISTRATION OF THE VR SERVICES PORTION OF THE UNIFIED OR COMBINED STATE PLAN, IN ACCORDANCE WITH SECTION 101(A)(2)(A) OF THE REHABILITATION ACT.

The designated State agency allows for the local administration of VR funds **Yes**

F. THE SHARED FUNDING AND ADMINISTRATION OF JOINT PROGRAMS, IN ACCORDANCE WITH SECTION 101(A)(2)(A)(II) OF THE REHABILITATION ACT.

The designated State agency allows for the shared funding and administration of joint programs: **Yes**

G. STATEWIDENESS AND WAIVERS OF STATEWIDENESS REQUIREMENTS, AS SET FORTH IN SECTION 101(A)(4) OF THE REHABILITATION ACT.

Is the designated State agency requesting or maintaining a waiver of statewideness for one or more services provided under the VR services portion of the Unified or Combined State Plan? See Section 2 of this VR services portion of the Unified or Combined State Plan. **No**



H. THE DESCRIPTIONS FOR COOPERATION, COLLABORATION, AND COORDINATION, AS REQUIRED BY SECTIONS 101(A)(11) AND (24)(B); AND 606(B) OF THE REHABILITATION ACT.

I. ALL REQUIRED METHODS OF ADMINISTRATION, AS REQUIRED BY SECTION 101(A)(6) OF THE REHABILITATION ACT .

J. THE REQUIREMENTS FOR THE COMPREHENSIVE SYSTEM OF PERSONNEL DEVELOPMENT, AS SET FORTH IN SECTION 101(A)(7) OF THE REHABILITATION ACT.

K. THE COMPILATION AND SUBMISSION TO THE COMMISSIONER OF STATEWIDE ASSESSMENTS, ESTIMATES, STATE GOALS AND PRIORITIES, STRATEGIES, AND PROGRESS REPORTS, AS APPROPRIATE, AND AS REQUIRED BY SECTIONS 101(A)(15), 105(C)(2), AND 606(B)(8) OF THE REHABILITATION ACT.

L. THE RESERVATION AND USE OF A PORTION OF THE FUNDS ALLOTTED TO THE STATE UNDER SECTION 110 OF THE REHABILITATION ACT FOR THE DEVELOPMENT AND IMPLEMENTATION OF INNOVATIVE APPROACHES TO EXPAND AND IMPROVE THE PROVISION OF VR SERVICES TO INDIVIDUALS WITH DISABILITIES, PARTICULARLY INDIVIDUALS WITH THE MOST SIGNIFICANT DISABILITIES.

M. THE SUBMISSION OF REPORTS AS REQUIRED BY SECTION 101(A)(10) OF THE REHABILITATION ACT.

#### 4. ADMINISTRATION OF THE PROVISION OF VR SERVICES:

The designated State agency, or designated State unit, as appropriate, assures that it will:

A. COMPLY WITH ALL REQUIREMENTS REGARDING INFORMATION AND REFERRAL SERVICES IN ACCORDANCE WITH SECTIONS 101(A)(5)(D) AND (20) OF THE REHABILITATION ACT.

B. IMPOSE NO DURATION OF RESIDENCE REQUIREMENT AS PART OF DETERMINING AN INDIVIDUAL'S ELIGIBILITY FOR VR SERVICES OR THAT EXCLUDES FROM SERVICES UNDER THE PLAN ANY INDIVIDUAL WHO IS PRESENT IN THE STATE IN ACCORDANCE WITH SECTION 101(A)(12) OF THE REHABILITATION ACT .

C. PROVIDE THE FULL RANGE OF SERVICES LISTED IN SECTION 103(A) OF THE REHABILITATION ACT AS APPROPRIATE, TO ALL ELIGIBLE INDIVIDUALS WITH DISABILITIES IN THE STATE WHO APPLY FOR SERVICES IN ACCORDANCE WITH SECTION 101(A)(5) OF THE REHABILITATION ACT?

Agency will provide the full range of services described above      **Yes**

D. DETERMINE WHETHER COMPARABLE SERVICES AND BENEFITS ARE AVAILABLE TO THE INDIVIDUAL IN ACCORDANCE WITH SECTION 101(A)(8) OF THE REHABILITATION ACT.

E. COMPLY WITH THE REQUIREMENTS FOR THE DEVELOPMENT OF AN INDIVIDUALIZED PLAN FOR EMPLOYMENT IN ACCORDANCE WITH SECTION 102(B) OF THE REHABILITATION ACT.

F. COMPLY WITH REQUIREMENTS REGARDING THE PROVISIONS OF INFORMED CHOICE FOR ALL APPLICANTS AND ELIGIBLE INDIVIDUALS IN ACCORDANCE WITH SECTION 102(D) OF THE REHABILITATION ACT.

G. PROVIDE VOCATIONAL REHABILITATION SERVICES TO AMERICAN INDIANS WHO ARE INDIVIDUALS WITH DISABILITIES RESIDING IN THE STATE, IN ACCORDANCE WITH SECTION 101(A)(13) OF THE REHABILITATION ACT.

H. COMPLY WITH THE REQUIREMENTS FOR THE CONDUCT OF SEMIANNUAL OR ANNUAL REVIEWS, AS APPROPRIATE, FOR INDIVIDUALS EMPLOYED EITHER IN AN EXTENDED EMPLOYMENT SETTING IN A COMMUNITY REHABILITATION PROGRAM OR ANY OTHER EMPLOYMENT UNDER SECTION 14(C) OF THE FAIR LABOR STANDARDS ACT OF 1938, AS REQUIRED BY SECTION 101(A)(14) OF THE REHABILITATION ACT.

I. MEET THE REQUIREMENTS IN SECTIONS 101(A)(17) AND 103(B)(2) OF THE REHABILITATION ACT IF THE STATE ELECTS TO CONSTRUCT, UNDER SPECIAL CIRCUMSTANCES, FACILITIES FOR COMMUNITY REHABILITATION PROGRAMS

J. WITH RESPECT TO STUDENTS WITH DISABILITIES, THE STATE,

CLXVIII. HAS DEVELOPED AND WILL IMPLEMENT,

A. STRATEGIES TO ADDRESS THE NEEDS IDENTIFIED IN THE ASSESSMENTS; AND

B. STRATEGIES TO ACHIEVE THE GOALS AND PRIORITIES IDENTIFIED BY THE STATE, TO IMPROVE AND EXPAND VOCATIONAL REHABILITATION SERVICES FOR STUDENTS WITH DISABILITIES ON A STATEWIDE BASIS; AND

CLXIX. HAS DEVELOPED AND WILL IMPLEMENT STRATEGIES TO PROVIDE PRE-EMPLOYMENT TRANSITION SERVICES (SECTIONS 101(A)(15) AND 101(A)(25)).

5. PROGRAM ADMINISTRATION FOR THE SUPPORTED EMPLOYMENT TITLE VI SUPPLEMENT:

A. THE DESIGNATED STATE UNIT ASSURES THAT IT WILL INCLUDE IN THE VR SERVICES PORTION OF THE UNIFIED OR COMBINED STATE PLAN ALL INFORMATION REQUIRED BY SECTION 606 OF THE REHABILITATION ACT.

B. THE DESIGNATED STATE AGENCY ASSURES THAT IT WILL SUBMIT REPORTS IN SUCH FORM AND IN ACCORDANCE WITH SUCH PROCEDURES AS THE COMMISSIONER MAY REQUIRE AND COLLECTS THE INFORMATION REQUIRED BY SECTION 101(A)(10) OF THE REHABILITATION ACT SEPARATELY FOR INDIVIDUALS RECEIVING SUPPORTED EMPLOYMENT SERVICES UNDER TITLE I AND INDIVIDUALS RECEIVING SUPPORTED EMPLOYMENT SERVICES UNDER TITLE VI OF THE REHABILITATION ACT.

C. THE DESIGNATED STATE UNIT WILL COORDINATE ACTIVITIES WITH ANY OTHER STATE AGENCY THAT IS FUNCTIONING AS AN EMPLOYMENT NETWORK UNDER THE TICKET TO WORK AND SELF-SUFFICIENCY PROGRAM UNDER SECTION 1148 OF THE SOCIAL SECURITY ACT.

6. FINANCIAL ADMINISTRATION OF THE SUPPORTED EMPLOYMENT PROGRAM:

A. THE DESIGNATED STATE AGENCY ASSURES THAT IT WILL EXPEND NO MORE THAN 2.5 PERCENT OF THE STATE'S ALLOTMENT UNDER TITLE VI FOR ADMINISTRATIVE COSTS OF CARRYING OUT THIS PROGRAM; AND, THE DESIGNATED STATE AGENCY OR AGENCIES WILL PROVIDE, DIRECTLY OR INDIRECTLY THROUGH PUBLIC OR PRIVATE ENTITIES, NON-FEDERAL CONTRIBUTIONS IN AN AMOUNT THAT IS NOT LESS THAN 10 PERCENT OF THE COSTS OF CARRYING OUT SUPPORTED EMPLOYMENT SERVICES PROVIDED TO YOUTH WITH THE MOST SIGNIFICANT DISABILITIES WITH THE FUNDS RESERVED FOR SUCH PURPOSE UNDER SECTION 603(D) OF THE REHABILITATION ACT, IN ACCORDANCE WITH SECTION 606(B)(7)(G) AND (H) OF THE REHABILITATION ACT.

B. THE DESIGNATED STATE AGENCY ASSURES THAT IT WILL USE FUNDS MADE AVAILABLE UNDER TITLE VI OF THE REHABILITATION ACT ONLY TO PROVIDE SUPPORTED EMPLOYMENT SERVICES TO INDIVIDUALS WITH THE MOST SIGNIFICANT DISABILITIES, INCLUDING EXTENDED SERVICES TO YOUTH WITH THE MOST SIGNIFICANT DISABILITIES, WHO ARE ELIGIBLE TO RECEIVE SUCH SERVICES; AND, THAT SUCH FUNDS ARE USED ONLY TO SUPPLEMENT AND NOT SUPPLANT THE FUNDS PROVIDED UNDER TITLE I OF THE REHABILITATION ACT, WHEN PROVIDING SUPPORTED EMPLOYMENT SERVICES SPECIFIED IN THE INDIVIDUALIZED PLAN FOR EMPLOYMENT, IN ACCORDANCE WITH SECTION 606(B)(7)(A) AND (D), OF THE REHABILITATION ACT.

7. PROVISION OF SUPPORTED EMPLOYMENT SERVICES:

A. THE DESIGNATED STATE AGENCY ASSURES THAT IT WILL PROVIDE SUPPORTED EMPLOYMENT SERVICES AS DEFINED IN SECTION 7(39) OF THE REHABILITATION ACT.

B. THE DESIGNATED STATE AGENCY ASSURES THAT:

CLXX. THE COMPREHENSIVE ASSESSMENT OF INDIVIDUALS WITH SIGNIFICANT DISABILITIES CONDUCTED UNDER SECTION 102(B)(1) OF THE REHABILITATION ACT AND FUNDED UNDER TITLE I OF THE REHABILITATION ACT INCLUDES CONSIDERATION OF SUPPORTED EMPLOYMENT AS AN APPROPRIATE EMPLOYMENT OUTCOME, IN ACCORDANCE WITH THE REQUIREMENTS OF SECTION 606(B)(7)(B) OF THE REHABILITATION ACT

CLXXI. AN INDIVIDUALIZED PLAN FOR EMPLOYMENT THAT MEETS THE REQUIREMENTS OF SECTION 102(B) OF THE REHABILITATION ACT , WHICH IS DEVELOPED AND UPDATED WITH TITLE I FUNDS, IN ACCORDANCE WITH SECTIONS 102(B)(3)(F) AND 606(B)(6)(C) AND (E) OF THE REHABILITATION ACT.

ADDITIONAL COMMENTS ON THE ASSURANCES FROM THE STATE

## VII. PROGRAM-SPECIFIC REQUIREMENTS FOR COMBINED STATE PLAN PARTNER PROGRAMS

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States choosing to submit a Combined State Plan must provide information concerning the six core programs—the Adult Program, Dislocated Worker Program, Youth Program, Wagner-Peyser Act Program, Adult Education and Family Literacy Act Program, and the Vocational Rehabilitation Program— and also submit relevant information for any of the eleven partner programs it includes in its Combined State Plan. When a State includes a Combined State Plan partner program in its Combined State Plan, it need not submit a separate plan or application for that particular program.\* If included, Combined State Plan partner programs are subject to the “common planning elements” in Sections II and III of that document, where specified, as well as the program-specific requirements for that program (available on [www.regulations.gov](http://www.regulations.gov) for public comment). The requirements that a State must address for any of the partner programs it includes in its Combined State Plan are provided in this separate supplemental document. The Departments are not seeking comments on these program-specific requirements, which exist under separate OMB control numbers and do not represent requirements under WIOA. For further details on this overall collection, access the Federal eRulemaking Portal at <http://www.regulations.gov> by selecting Docket ID number ETA-2015-0006.

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\* States that elect to include employment and training activities carried out under the Community Services Block Grant (CSBG) Act (42 U.S.C. 9901 et seq.) under a Combined State Plan would submit all other required elements of a complete CSBG State Plan directly to the Federal agency that administers the program. Similarly, States that elect to include employment and training activities carried by the Department of Housing and Urban Development and programs authorized under section 6(d)(4) and 6(o) of the Food and Nutrition Act of 2008 that are included would submit all other required elements of a complete State Plan for those programs directly to the Federal agency that administers the program.

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## APPENDIX 1. PERFORMANCE GOALS FOR THE CORE PROGRAMS

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Each State submitting a Unified or Combined Plan is required to identify expected levels of performance for each of the primary indicators of performance for the two years covered by the plan. The State is required to reach agreement with the Secretary of Labor, in conjunction with the Secretary of Education on state adjusted levels of performance for the indicators for each of the two years of the plan. States will only have one year of data available under the performance accountability system in Section 116 of the WIOA; therefore, the Departments will continue to use the transition authority under WIOA sec. 503(a) to designate certain primary indicators of performance as “baseline” indicators in the first plan submission. A “baseline” indicator is one for which States will not propose an expected level of performance in the plan submission and will not come to agreement with the Departments on negotiated levels of performance. “Baseline” indicators will not be used in the end of the year performance calculations and will not be used to determine failure to achieve adjusted levels of performance for purposes of sanctions. The selection of primary indicators for the designation as a baseline indicator is made based on the likelihood of a state having adequate data on which to make a reasonable determination of an expected level of performance and such a designation will vary across core programs.

States are expected to collect and report on all indicators, including those that have been designated as “baseline”. The actual performance data reported by States for indicators designated as “baseline” in the first two years of the Unified or Combined Plan will serve as baseline data in future years.

Each core program must submit an expected level of performance for each indicator, except for those indicators that are listed as “baseline” indicators below.

For this Plan, the Departments will work with States during the negotiation process to establish the negotiated levels of performance for each of the primary indicators for the core programs.

### **Baseline Indicators for the First Two Years of the Plan**

Title I programs (Adult, Dislocated Workers, and Youth):

- Measurable Skill Gains
- Effectiveness in Serving Employers

Title II programs (Adult Education):

- Employment in the 2nd quarter
- Employment in the 4th quarter
- Median Earnings
- Credential Attainment
- Effectiveness in Serving Employers

Title III programs (Wagner-Peyser):

- Effectiveness in Serving Employers

Title IV programs (Vocational Rehabilitation):

- Employment in the 2nd quarter
- Employment in the 4th quarter
- Median Earnings
- Credential Attainment
- Measurable Skill Gains
- Effectiveness in Serving Employers

States may identify additional indicators in the State plan, including additional approaches to measuring Effectiveness in Serving Employers, and may establish levels of performance for each of the State indicators. Please identify any such State indicators under Additional Indicators of Performance.

TABLE 1. EMPLOYMENT (SECOND QUARTER AFTER EXIT)

Program	PY 2018 Expected Level	PY 2018 Negotiated Level	PY 2019 Expected Level	PY 2019 Negotiated Level
<b>Adults</b>	62.00	65.00	62.00	65.00
<b>Dislocated Workers</b>	63.00	67.00	63.00	67.00
<b>Youth</b>	35.00	54.00	35.00	54.00
<b>Adult Education</b>	Baseline	Baseline	Baseline	Baseline
<b>Wagner-Peyser</b>	50.00	54.00	50.00	54.00
<b>Vocational Rehabilitation</b>	46.00	Baseline	46.00	Baseline

User remarks on Table 1



TABLE 2. EMPLOYMENT (FOURTH QUARTER AFTER EXIT)

Program	PY 2018 Expected Level	PY 2018 Negotiated Level	PY 2019 Expected Level	PY 2019 Negotiated Level
<b>Adults</b>	68.00	68.00	68.00	68.00
<b>Dislocated Workers</b>	65.00	68.00	65.00	68.00
<b>Youth</b>	46.00	46.00	46.00	46.00
<b>Adult Education</b>	Baseline	Baseline	Baseline	Baseline
<b>Wagner-Peyser</b>	79.00	79.00	79.00	79.00
<b>Vocational Rehabilitation</b>	36.00	Baseline	36.00	Baseline

User remarks on Table 2

TABLE 3. MEDIAN EARNINGS (SECOND QUARTER AFTER EXIT)

Program	PY 2018 Expected Level	PY 2018 Negotiated Level	PY 2019 Expected Level	PY 2019 Negotiated Level
<b>Adults</b>	5,100.00	5,725.00	5,100.00	5,725.00
<b>Dislocated Workers</b>	4,957.00	7,500.00	4,957.00	7,500.00

Program	PY 2018 Expected Level	PY 2018 Negotiated Level	PY 2019 Expected Level	PY 2019 Negotiated Level
<b>Youth</b>	1,586.00	Baseline	1,586.00	Baseline
<b>Adult Education</b>	Baseline	Baseline	Baseline	Baseline
<b>Wagner-Peyser</b>	4,569.00	5,200.00	4,569.00	5,200.00
<b>Vocational Rehabilitation</b>	4,658.00	Baseline	4,685.00	Baseline

User remarks on Table 3

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TABLE 4. CREDENTIAL ATTAINMENT RATE

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Program	PY 2018 Expected Level	PY 2018 Negotiated Level	PY 2019 Expected Level	PY 2019 Negotiated Level
<b>Adults</b>	54.00	60.00	54.00	60.00
<b>Dislocated Workers</b>	57.00	60.00	57.00	60.00
<b>Youth</b>	34.00	52.00	34.00	52.00
<b>Adult Education</b>	Baseline	Baseline	Baseline	Baseline

Program	PY 2018 Expected Level	PY 2018 Negotiated Level	PY 2019 Expected Level	PY 2019 Negotiated Level
<b>Wagner-Peyser</b>	n/a	n/a	n/a	n/a
<b>Vocational Rehabilitation</b>	5.00	Baseline	5.00	Baseline

User remarks on Table 4

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TABLE 5. MEASUREABLE SKILL GAINS

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Program	PY 2018 Expected Level	PY 2018 Negotiated Level	PY 2019 Expected Level	PY 2019 Negotiated Level
<b>Adults</b>	Baseline	Baseline	Baseline	Baseline
<b>Dislocated Workers</b>	Baseline	Baseline	Baseline	Baseline
<b>Youth</b>	Baseline	Baseline	Baseline	Baseline
<b>Adult Education</b>	40.00	42.00	43.00	43.00
<b>Wagner-Peyser</b>	n/a	n/a	n/a	n/a
<b>Vocational Rehabilitation</b>	40.00	Baseline	40.00	Baseline

User remarks on Table 5

TABLE 6. EFFECTIVENESS IN SERVING EMPLOYERS

Measure	PY 2018 Expected Level	PY 2018 Negotiated Level	PY 2019 Expected Level	PY 2019 Negotiated Level
<b>Line 1 (enter the measure information in the comments below)</b>	Baseline	Baseline	Baseline	Baseline
<b>Line 2</b>	Baseline	Baseline	Baseline	Baseline
<b>Line 3</b>	Baseline	Baseline	Baseline	Baseline
<b>Line 4</b>	Baseline	Baseline	Baseline	Baseline
<b>Line 5</b>	Baseline	Baseline	Baseline	Baseline
<b>Line 6</b>	Baseline	Baseline	Baseline	Baseline

User remarks on Table 6

TABLE 7. ADDITIONAL INDICATORS OF PERFORMANCE

Measure	PY 2018 Expected Level	PY 2018 Negotiated Level	PY 2019 Expected Level	PY 2019 Negotiated Level

User remarks on Table 7

## APPENDIX 2. OTHER STATE ATTACHMENTS (OPTIONAL)

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Appendices 2-7 can be found at the following links.

Appendix 2: Tables of High Demand Occupations by Sector

[http://dcworks.dc.gov/sites/default/files/dc/sites/dcworks/page\\_content/attachments/Appendix%202.pdf](http://dcworks.dc.gov/sites/default/files/dc/sites/dcworks/page_content/attachments/Appendix%202.pdf)

[https://dcworks.dc.gov/sites/default/files/dc/sites/dcworks/page\\_content/attachments/Appendix\\_202-1.pdf](https://dcworks.dc.gov/sites/default/files/dc/sites/dcworks/page_content/attachments/Appendix_202-1.pdf)

Appendix 3: Career Pathway Profiles by Sector and Job Family

[http://dcworks.dc.gov/sites/default/files/dc/sites/dcworks/page\\_content/attachments/Appendix%203.pdf](http://dcworks.dc.gov/sites/default/files/dc/sites/dcworks/page_content/attachments/Appendix%203.pdf)

Appendix 4: Memorandums of Agreement and Understanding

[http://dcworks.dc.gov/sites/default/files/dc/sites/dcworks/page\\_content/attachments/Appendix%204.pdf](http://dcworks.dc.gov/sites/default/files/dc/sites/dcworks/page_content/attachments/Appendix%204.pdf)

[https://dcworks.dc.gov/sites/default/files/dc/sites/dcworks/page\\_content/attachments/Appendix%204-1.pdf](https://dcworks.dc.gov/sites/default/files/dc/sites/dcworks/page_content/attachments/Appendix%204-1.pdf)

Appendix 5: Full List of WIC Board Members

<https://dcworks.dc.gov/node/1187415>

Appendix 6: Local Plan Requirements Within Plan

[http://dcworks.dc.gov/sites/default/files/dc/sites/dcworks/page\\_content/attachments/Appendix%206.pdf](http://dcworks.dc.gov/sites/default/files/dc/sites/dcworks/page_content/attachments/Appendix%206.pdf)

Appendix 7: Public Comments and Summary of Changes

[http://dcworks.dc.gov/sites/default/files/dc/sites/dcworks/page\\_content/attachments/Appendix%207.pdf](http://dcworks.dc.gov/sites/default/files/dc/sites/dcworks/page_content/attachments/Appendix%207.pdf)

[https://dcworks.dc.gov/sites/default/files/dc/sites/dcworks/page\\_content/attachments/Appendix%207-1.pdf](https://dcworks.dc.gov/sites/default/files/dc/sites/dcworks/page_content/attachments/Appendix%207-1.pdf)