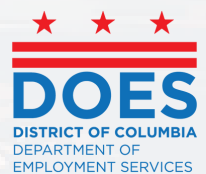




WORKFORCE INNOVATION AND OPPORTUNITY ACT
PY 2023 ANNUAL NARRATIVE REPORT



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I. DISTRICT OF COLUMBIA WORKFORCE VISION

The District of Columbia’s workforce vision is firmly rooted in the principles and strategies outlined in the Workforce Innovation and Opportunity Act (WIOA) Unified State Plan. This plan serves as a comprehensive roadmap for building an integrated, accessible, and effective workforce development system that meets the needs of both residents and businesses.

The foundation of this vision is built upon the Unified State Plan’s strategic priorities to:

1. **Empower Every Resident:** Ensure that all DC residents are ready, able, and empowered to achieve their fullest potential through lifelong learning, sustained employment, and economic security. This includes prioritizing equitable access to services for populations facing barriers to employment.
2. **Support Businesses:** Provide employers with a skilled workforce by aligning talent development efforts with high-growth and in-demand industries to drive economic growth and global competitiveness.
3. **Foster Community Success:** Coordinate cohesive, integrated efforts among government agencies and workforce partners to strengthen communities across all wards of the District.

To achieve this vision, the District remains committed to the following key strategies from the Unified State Plan:

- **Enhancing System Alignment:** Establishing strong collaboration among workforce development, education, and social service providers to deliver seamless and effective services tailored to residents’ and businesses’ needs.
- **Improving Community Access:** Expanding pathways to employment by increasing accessibility to workforce and education services, especially for underserved populations, such as individuals with disabilities, returning citizens, and youth disconnected from school or work.
- **Broadening the Talent Pool:** Developing a workforce equipped with skills and credentials that align with the demands of the District’s high-growth sectors, including healthcare, technology, infrastructure, and education.
- **Strengthening Youth Services:** Providing a coordinated system of education and workforce support that prepares youth for success in post-secondary education, sustainable employment, and long-term career advancement.
- **Driving Performance and Accountability:** Setting measurable performance goals and fostering transparency by regularly reporting progress across the workforce system.

This vision reflects the District’s continued dedication to ensuring that every resident and business benefits from a cohesive, responsive, and equitable workforce development system. By leveraging the Unified State Plan as a strategic framework, the District of Columbia is well-positioned to empower its

residents, meet the evolving needs of businesses, and drive economic growth that is inclusive and sustainable for all.

II. DISTRICT WORKFORCE GOALS

The District of Columbia’s workforce development goals align with the WIOA Unified State Plan and reflect a commitment to fostering an inclusive workforce system that meets the needs of residents and businesses. These goals emphasize system alignment, improving access to services, expanding the talent pool, enhancing youth services, and driving performance and accountability.

Enhance System Alignment

The District is committed to fostering collaboration among workforce development, education, and social service providers to ensure a cohesive system that effectively meets the needs of job seekers and employers. Efforts in PY2023 include strengthening partnerships with government agencies, community-based organizations, and private sector employers to streamline service delivery and reduce redundancies. By aligning resources and initiatives across agencies, the District is building an integrated system that supports residents’ career and education goals while responding to the needs of businesses.

Improve Community Access to Workforce and Education Services

Improving accessibility to workforce programs is a key priority for the District, particularly for individuals facing barriers to employment. In PY2023, the District is enhancing the capabilities of its American Job Centers (AJCs) and expanding mobile services through Workforce on Wheels to bring resources directly to underserved communities. Digital platforms like the the launch of **Career Ready DC, a AI-driven career exploration platform**, will provide residents with greater access to training opportunities, career pathways, and job placement services. Targeted outreach efforts focus on populations such as individuals with disabilities, returning citizens, and disconnected youth, ensuring equitable access to services.

Expand the Talent Pool for Businesses

To meet the demands of high-growth industries, the District is investing in programs that prepare residents for in-demand occupations. In PY2023, training programs are being aligned with the evolving needs of sectors such as healthcare, IT, infrastructure, and education. The District is also expanding apprenticeship and on-the-job training (OJT) opportunities to address skills gaps and provide businesses with a diverse and skilled workforce. A notable effort in PY2023, was the launch of our **HBCU Public Service Program** that will provide pipelines to HBCU graduates who are unemployed and seeking opportunities within District Government Agencies. Collaboration with employers continues to be a cornerstone of these efforts, with customized training solutions designed to meet specific industry needs.

Improve Youth Services

The District remains dedicated to enhancing youth services by providing pathways to education, training, and employment that lead to long-term career success. In PY2023, programs such as the **Pathways for Young Adults Program (PYAP)** and **Youth Apprenticeship Program** are being expanded to offer credentialing opportunities in areas like IT, green infrastructure, and healthcare. Within Youth Apprenticeship, partnerships were formed with educational institution such as Howard University, and large area employers, such as DC Water to increase career readiness and support youth as they transition from education to

employment. These efforts ensure that youth are equipped with the skills and support necessary to succeed in the workforce.

Increase Performance and Accountability

Driving performance and accountability is essential to achieving the District’s workforce goals. In PY2023, enhanced tracking mechanisms are being implemented to monitor program outcomes and align with WIOA performance indicators. Data-driven strategies are being utilized to evaluate service quality, while transparent reporting ensures stakeholders remain informed of progress. These efforts foster a culture of continuous improvement, ensuring the workforce system delivers measurable results for residents, businesses, and the broader community.

District Unified WIOA State Plan Development 2024 – 2028

In PY23, significant progress was made toward the on-time submission of the District’s Unified WIOA State Plan for 2024–2028. Through collaborative efforts across government agencies, private sector partners, and workforce stakeholders, the DC Workforce Investment Council (WIC) successfully finalized the new state plan, ensuring its alignment with the District’s economic priorities and workforce goals.

The PY23 planning process included active participation in USDOL regional meetings, where guidance on emerging focus areas was integrated into the plan's framework. The WIC facilitated robust stakeholder engagement sessions to ensure the plan addressed the needs of residents and businesses while advancing the Mayor’s comeback plan. These sessions brought together input from diverse partners, including community organizations, education providers, and industry representatives, resulting in a state plan that reflects the District’s commitment to innovation, equity, and economic growth.

The successful submission of the 2024–2028 WIOA State Plan to USDOL in March 2024 underscores the District’s dedication to meeting federally mandated deadlines while prioritizing meaningful collaboration and comprehensive workforce development strategies. This achievement highlights the District’s readiness to implement forward-thinking initiatives that will benefit both residents and employers over the next four years.

PY 2023 WIOA State Plan Progress

During Program Year 2023 (July 1, 2023 – June 30, 2024), the District of Columbia made significant progress toward achieving the goals outlined in the WIOA State Plan. Through collaboration between DOES, the WIC, and various workforce stakeholders, several key initiatives were implemented to advance system alignment, workforce accessibility, and talent development. These activities illustrate the District's commitment to fostering an inclusive, equitable, and innovative workforce system.

- Launch of the Capital Workforce Innovation Consortium:** In October 2023, DOES launched the Capital Workforce Innovation Consortium, investing \$1.2 million in a public-private partnership designed to address workforce challenges across the District. This initiative directly aligns with the WIOA State Plan’s goal of enhancing system alignment and leveraging partnerships to meet workforce demands. The Consortium provided capacity-building support and technical assistance to local training providers, ensuring programs were aligned with high-growth industries and employer needs. As part of this effort, the Consortium introduced **Skills Nation DC**, a digital hub connecting residents to training programs and apprenticeships in technology and innovation sectors. This platform directly supports efforts to expand access to career pathways and equip job seekers with the skills needed for in-demand occupations, a key

focus of the WIOA State Plan.

- **DC Workforce Summit:** In June 2024, the DC WIC hosted a two-day Workforce Summit at the Kellogg Conference Center, bringing together over 200 workforce system stakeholders, including national experts, federal representatives, and local community organizations. The summit served as a platform to align workforce development efforts with employer demands while advancing the WIOA State Plan’s objective of improving service integration and strengthening system-wide collaboration. Key sessions focused on innovative tools and strategies for enhancing support to job seekers, including improved service delivery models for American Job Centers (AJCs) and initiatives to ensure equitable access to workforce programs. The Summit also highlighted successful resident career journeys, emphasizing the importance of career pathways and skills development.
- **Skills DC Business Summit:** In September 2023, DC WIC organized the Skills DC Business Summit, a critical step toward building a resilient workforce and aligning with the WIOA State Plan’s emphasis on employer engagement and skills-based training. The Summit brought together over 150 business leaders to promote inclusive hiring practices and launched tools developed under the **Talent Development Technical Assistance Initiative**. These tools focused on implementing skills-based hiring practices, which prioritize candidate competencies and skills over traditional qualifications such as degrees. By encouraging employers to adopt inclusive hiring practices, the District is addressing barriers to employment for underserved populations while ensuring businesses can access a broader and more diverse talent pool.
- **Unemployment Insurance Modernization Project:** Throughout PY2023, DOES advanced its Unemployment Insurance Modernization Project, a key effort to enhance service delivery and expand access to critical benefits for District residents. This initiative aligns with the WIOA State Plan’s goal of improving accessibility to services, particularly for vulnerable populations. The modernization effort focused on upgrading the technological infrastructure for unemployment insurance services, ensuring residents could access benefits more efficiently and with greater transparency. Enhanced online tools and streamlined processes allowed for faster claims resolution and improved communication between DOES and claimants.

The activities undertaken in PY2023 represent meaningful progress toward achieving the District of Columbia’s WIOA State Plan goals. By fostering collaboration, promoting innovative practices, and expanding access to workforce services, the District has strengthened its workforce system to better serve residents and meet the needs of businesses. These initiatives underscore the District’s commitment to creating an inclusive and resilient economy, ensuring all residents have the opportunity to thrive in high-growth, sustainable careers.

III. SECTOR STRATEGIES/CAREER PATHWAYS

In Program Year 2023, the District of Columbia continued to advance its sector strategies and career pathways initiatives. These efforts were designed to align workforce development with the needs of high-demand industries, create clear pathways to sustainable careers, and address barriers to employment. By leveraging partnerships, data, and innovative practices, the District demonstrated meaningful progress in its efforts to strengthen workforce development.

Expansion of Career Pathway Maps

One of the significant accomplishments in PY2023 was the DC Workforce Investment Council's (DC WIC) update and expansion of Career Pathway Maps. These maps, initially covering 13 high-demand sectors, were expanded to include 18 sectors, reflecting updated labor market data and employer feedback. They provide critical information on entry-level opportunities, required credentials, expected wage ranges, and advancement pathways within each sector.

The new maps were informed by labor market data collected through the DC WIC's ongoing collaboration with employers, training providers, and industry associations. These tools help job seekers, workforce staff, and educators understand the qualifications and skills required to transition into and advance within high-growth industries like healthcare, IT, and renewable energy.

The expanded maps also supported public workforce investments by identifying skill gaps in the District's labor market and directing funding to training programs designed to address those gaps. By equipping residents with the tools and resources to pursue meaningful careers, this initiative aligns directly with the WIOA State Plan's emphasis on enhancing workforce accessibility and fostering economic equity.

Implementation of the Talent Development Technical Assistance Initiative

In September 2023, the DC WIC launched the Talent Development Technical Assistance Initiative, a cornerstone of its strategy to build a more inclusive and resilient workforce. The initiative introduced tools and resources aimed at encouraging employers to adopt skills-based hiring practices, which prioritize demonstrated competencies and skills over traditional qualifications like formal degrees.

Through this initiative, the District engaged more than 150 employers across multiple sectors, offering guidance on how to redesign job descriptions, restructure hiring processes, and broaden candidate pools to attract more diverse talent. Workshops and technical assistance sessions were conducted to help businesses integrate inclusive hiring practices, ensuring that residents from historically underserved communities had equitable access to employment opportunities.

By addressing systemic barriers in hiring and expanding access to high-quality jobs, this initiative directly supports the WIOA State Plan's goals of fostering economic equity, reducing disparities, and building a workforce that reflects the diversity of the District.

Participation in the Building Pathways to Infrastructure Jobs Grant Program

As part of a nationwide effort to prepare workers for careers in infrastructure, the District participated in the U.S. Department of Labor's Building Pathways to Infrastructure Jobs Grant Program. This program provided funding to design and develop training initiatives aligned with the demands of infrastructure-related sectors, such as construction, transportation, and utilities.

In PY2023, the District leveraged this funding to establish local and regional partnerships with employers, community colleges, and training providers. These partnerships were instrumental in creating worker-centered sector strategies that addressed skills gaps while ensuring that training programs were accessible to underrepresented populations, including women and people of color.

Additionally, the grant program supported the development of customized curricula and credentialing opportunities that align with the District’s long-term infrastructure needs. This initiative highlights the District’s commitment to fostering sustainable career pathways in sectors critical to economic growth and stability.

Collaboration with the Capital Workforce Innovation Consortium

Through its work with the Capital Workforce Innovation Consortium, the District further enhanced its sector strategies by addressing workforce challenges collaboratively with regional partners. The Consortium provided technical assistance, capacity building, and strategic support to training providers, ensuring that workforce development programs aligned with employer demands and high-growth industries.

A key outcome of this partnership was the introduction of Skills Nation DC, a digital hub that connects residents to training opportunities and career pathways in technology, innovation, and other high-demand fields. The platform simplifies the navigation of available programs and resources, enabling residents to identify and pursue career pathways aligned with their skills and interests.

This effort aligns with the WIOA State Plan’s focus on improving service integration and expanding access to career pathways, particularly for underserved populations. By fostering collaboration and leveraging digital tools, the District is creating a more inclusive and responsive workforce development system.

Promotion of Green Jobs and Sustainable Career Pathways

In alignment with national efforts to transition to a clean energy economy, the District continued to invest in green jobs and sustainable career pathways. Through partnerships with community colleges and workforce training providers, DOES supported the development of programs that equip residents with the skills needed for careers in renewable energy, energy efficiency, and sustainable construction.

The District also engaged employers in the green energy sector to identify emerging workforce needs and ensure that training programs were tailored to meet those demands. By promoting opportunities in this growing field, the District is creating pathways to high-wage, sustainable careers while supporting the transition to an environmentally sustainable economy.

The progress made in PY2023 reflects the District’s commitment to advancing sector strategies and career pathways that are equitable, inclusive, and aligned with industry needs. By expanding resources, fostering collaboration, and promoting innovative practices, the District continues to strengthen its workforce development system in alignment with the goals outlined in the WIOA State Plan. These efforts ensure that all residents, regardless of their background, have access to meaningful career opportunities in high-demand, high-growth sectors.

IV. CUSTOMER SATISFACTION

In Program Year 2023, the District of Columbia remained committed to improving customer satisfaction by

enhancing service delivery, engaging stakeholders, and utilizing feedback to drive improvements. Through the DOES and the WIC, the District implemented several initiatives to ensure a positive customer experience and strengthen relationships with both job seekers and employers.

Enhanced Services at American Job Centers (AJCs)

DOES continued to prioritize customer service improvements at its AJCs. In PY2023, additional staff training sessions were conducted to standardize and enhance service delivery across all locations. These trainings focused on customer interaction, cultural competency, and process improvements, ensuring that all customers—particularly those from underserved populations—received equitable and high-quality assistance. Customer feedback surveys, collected regularly at AJCs, informed these improvements, resulting in higher satisfaction rates.

Digital Enhancements to "My Journey DC" Platform

To improve accessibility and user experience, DOES made updates to the "My Journey DC" platform in PY2023. These updates included streamlined navigation and the integration of new features such as personalized career exploration tools and job-matching algorithms. These enhancements empowered users to independently explore career pathways, access training opportunities, and connect with employers, contributing to a more efficient and customer-focused system.

Skills-Based Hiring and Employer Engagement

Through the Skills DC Business Summit and related initiatives, DOES and the DC WIC strengthened employer engagement and promoted skills-based hiring practices. This approach encouraged businesses to prioritize competencies and skills over traditional credentials, broadening opportunities for diverse talent pools. By aligning workforce development with employer needs, this initiative enhanced satisfaction among businesses partnering with DOES for recruitment and training services.

Customer Feedback Mechanisms

In PY2023, DOES expanded its customer feedback mechanisms by incorporating digital tools to gather real-time insights. These tools included post-service surveys and online feedback forms available through DOES websites and platforms. The data collected was analyzed to identify service delivery gaps and implement targeted improvements. These enhancements contributed to a more transparent and responsive system, ensuring customers felt heard and valued.

Workforce Summit Engagement

The DC Workforce Summit in June 2024 served as a vital forum for stakeholders to provide feedback and exchange ideas on improving workforce development services. Sessions during the summit highlighted customer success stories, while breakout discussions allowed for direct engagement with employers and community organizations. Insights from the summit were used to refine strategies for customer engagement and program delivery.

Workforce on Wheels (WOW) Program Expansion

DOES expanded its Workforce on Wheels (WOW) program to reach underserved communities in PY2023. By bringing career and training resources directly to neighborhoods, WOW addressed accessibility challenges and improved satisfaction among residents who might otherwise face barriers to accessing workforce services. Feedback collected during WOW engagements was used to tailor future outreach efforts and service offerings.

V: PERFORMANCE ACCOUNTABILITY

The District's performance goals for PY2023 were established in cooperation with the USDOL Employment and Training Administration (ETA). This section covers performance and activities for Adults, Dislocated Workers, Youth, and Wagner-Peyser participants receiving WIOA services. The performance data in the tables below look at the employment outcomes of program participants who exited federally funded District workforce programs. The performance indicators measure employment rates during the 2nd and 4th quarters after exiting the programs, median earnings, credential attainment rates, and measurable skills gains. DOES utilizes the Virtual One-Stop System (VOS), locally known as DC Networks, as its workforce development management information system to document and meet the accountability and reporting requirements of the USDOL under WIOA.

DC Networks is an integrated web-based system that facilitates the connection between employers and jobseekers. It provides jobseekers, training providers, employers, and UI applicants with 24-hour access to the District's workforce development resources, and labor market information that allows customers to compare information, such as industry growth, wage rates, current opportunities, and education requirements. Additionally, DC Networks provides employers with viable solutions for online recruiting with advanced candidate search options, automated correspondence, and applicant tracking. The system also offers easy access to key reporting features that provide valuable information used for continuous program improvement and performance tracking.

WIOA Adult Program

The District's WIOA Adult Program provides quality employment and training services to assist eligible customers in obtaining the goals identified in their Individual Employment Plan. The Program serves the broadest range of individuals, including unemployment insurance claimants, returning citizens, those with disabilities, public assistance recipients, veterans, and those with limited work history.

One of the primary objectives has been to enhance system alignment to ensure seamless coordination among various workforce and education programs. By fostering strong partnerships and collaboration among key stakeholders, including government agencies, educational institutions, community-based organizations, and employers, DOES has created a cohesive and integrated system that effectively addresses the needs of jobseekers and businesses. Through streamlined processes and shared resources, redundancies are eliminated, and the efficiency and effectiveness of the workforce development efforts are improved.

Improving community access to workforce and education services has been another crucial focus area. We recognize that access to quality services is essential for individuals to succeed in the job market. To achieve this, DOES has worked tirelessly to expand reach, particularly in underserved communities. Through the establishment of AJCs throughout the District, and the utilization of Workforce on Wheels (WOW) mobile career center, DOES has made accessibility a reality and brought services into the communities that need

them the most. Additionally, the agency expanded WOW outreach utilizing it as a strategy for partnerships to bring services into neighborhoods by partnering with community-based organizations through hosted events that raise awareness about available resources and ensure that all individuals have equal access to the support they need to thrive.

Expanding the talent pool for businesses has been a key priority for DOES. A skilled and diverse workforce is vital for economic growth and sustainability. To bridge the skills gap and meet the evolving demands of businesses, DOES has have invested in comprehensive job training programs and partnerships with employers and educational institutions to ensure that jobseekers have access to relevant and quality training opportunities. By aligning training programs with industry needs and leveraging apprenticeship and internship initiatives, DOES has successfully expanded the talent pool and provided businesses with a pipeline of qualified candidates.

Performance targets and outcomes for the WIOA Adult Program in PY2023 are presented below in Table 1. In PY2023, the District’s negotiated performance standard was 68 percent for Employment Rate - 2nd Quarter After Exit, 71.5 percent for Employment Rate - 4th Quarter After Exit, \$7,700 for Median Earnings, 61 percent for Credential Attainment Rate, and 66 percent for Measurable Skills Gain. The actual Adult Employment Rate - 2nd Quarter After Exit of 71 percent exceeded the negotiated target. The 65 percent Employment Rate - 4th Quarter After Exit was 90.91 percent of the target. The Adult Median Earnings of \$12,866 exceeded the target of \$7,700. The Credential Attainment Rate of 47.6 percent did not meet the negotiated target of 61 percent. The 76.4 percent Measurable Skills Gain exceeded the target of 66 percent. In PY2023, DOES served 930 WIOA Adult participants, and 404 WIOA Adult participants exited during the April 1, 2023 through March 31, 2024 reporting period.

Table 1: WIOA Adult Program Performance - PY2023

WIOA ADULT PERFORMANCE- PY2023			
Performance Indicator	Negotiated Target	Actual	Percent of Target Achieved
Employment Rate - 2nd Qtr. after exit	68%	71%	100%
Employment Rate - 4th Qtr. after exit	71.5%	65%	90.9%
Median Earnings	\$7,700	\$12,866	167%
Credential Attainment Rate	61%	47.6%	78%
Measurable Skills Gain	66%	76.4%	116%

WIOA Dislocated Worker Program

The WIOA Dislocated Worker Program is designed to transition laid-off workers back into the labor force, as quickly as possible, in sustainable unsubsidized employment. The program aims to increase the retention and earnings of Dislocated Workers by strengthening their work readiness, educational attainment, occupational skills, and connecting them to careers in high-demand industries. The District delivered basic and individualized career training and follow up services to Dislocated Workers, virtually and in-person at the AJCs.

Performance results for the WIOA Dislocated Worker Program for PY2023 are presented below in Table 2. In PY2023, the District’s negotiated performance target was 75 percent for Employment Rate- 2nd Quarter After Exit, 71.5 percent for Employment Rate- 4th Quarter After Exit, \$11,000 for Median Earnings, 60.5 percent for Credential Attainment Rate, and 72 percent for Measurable Skills Gain. The District’s actual Employment Rate- 2nd Quarter After Exit of 63.6 percent did not meet the negotiated

target. The 72.3 percent Employment Rate- 4th Quarter After Exit exceeded the negotiated target; the Median Earnings of \$13,354 also exceeded the target of \$11,000, the Credential Attainment Rate was 35.6 percent and below the target. A total of 165 WIOA Dislocated Worker participants and a total of 73 WIOA Dislocated Worker participants exited during the April 1, 2023 through March 31, 2024, reporting period.

Table 2: WIOA Dislocated Worker Program Performance – PY2023

WIOA DISLOCATED WORKER PERFORMANCE- PY2023			
Performance Indicator	Negotiated Target	Actual	Percent of Target Achieved
Employment Rate- 2nd Qtr. after exit	75%	63.6%	85%
Employment Rate- 4th Qtr. after exit	71.5%	72.3%	101%
Median Earnings	\$11,000	\$13,354	120.7%
Credential Attainment Rate	60.5%	35.6%	58.8%
Measurable Skills Gain	72%	66.7%	92.64%

WIOA Out-of-School Youth Program

The WIOA Out of School Youth Program is a federally funded program serving District youth ages 16-24, who are no longer attending secondary or post-secondary school and experiencing barriers to employment. DOES’ Out-of-School Youth Program addresses these challenges by providing occupational skills training, career awareness counseling, work readiness modules, basic education, supported internship experiences, as well as vocational skills training that leads to a nationally recognized credential that will prepare youth for the workforce. Youth who need additional employment support are provided with the necessary assistance to obtain employment and benefit from job readiness and employment training.

In PY2023 WIOA enrolled youth were given the opportunity to participate in one of three paths offered by DOES’ Out-of-School Youth Programs. Programs included: Pathways for Young Adults Program (PYAP), Youth Earn and Learn Program (YEALP), and Youth Innovation Grant (YIG). Of the youth who entered one of the three programs, 56.5% of them received at least one of these credentials:

- CDL- Class B License
- Information Technology Certification
- Adobe Certified Professional
- Emergency Medical Technician Certified
- SERV Safe Certification
- Business License
- Customer Service for retail sales and Hospitality Certification
- Cosmetology- Hair Braiding Certified
- Green Infrastructure
- Scrum Agile Project Management Credential

Performance results for the WIOA Youth Program in PY2023 are found below in Table 3. In PY2023, the District’s negotiated performance target was 61 percent for Employment Rate - 2nd Quarter After Exit, 58.5 percent for Employment Rate - 4th Quarter After Exit, \$4,600 for the Median Earnings, 54 percent for the Credential Attainment Rate, and 32 percent for Measurable Skills Gain. The actual Youth Employment Rate - 2nd Quarter After Exit was 70.1 percent, exceeding the negotiated target. The Employment Rate - 4th Quarter After Exit was 80.3 percent, exceeding the negotiated goal. The Median

income of \$5,667 surpassed the negotiated goal. The actual rate for Credential Attainment was 56.5 percent. The 42.9 percent Measurable Skills Gain surpassed the negotiated goal. In PY2023, DOES served 135 WIOA Youth participants and 246 WIOA Youth participants exited during the April 1, 2023 through March 31, 2024 reporting period.

Table 3: WIOA Youth Program Performance – PY2023

WIOA YOUTH PERFORMANCE- PY2023			
Performance Indicator	Negotiated Target	Actual	Percent of Target Achieved
Employment Rate- 2nd Qtr. after exit	61%	70.1%	114.9%
Employment Rate- 4th Qtr. after exit	58.5%	80.3%	137.3%
Median Earnings	\$4,600	\$5,667	121.6%
Credential Attainment Rate	54%	56.5%	104.6%
Measurable Skills Gain	32.5%	42.9%	132%

Wagner-Peyser

The Wagner-Peyser (WP) Program helps thousands of adult workers connect with employment opportunities and services to develop job skills. The program also assists employers with finding skilled workers to fill vacancies. The WP program serves the fullest range of individuals, including returning citizens, Unemployment Insurance claimants, individuals with disabilities, public assistance recipients, veterans, homeless individuals, and individuals with little or no work history.

Throughout the past year, the program has made significant progress in fulfilling the agency’s mission of connecting jobseekers with employment opportunities and supporting businesses in their recruitment efforts. DOES implemented various initiatives and strategies to ensure both jobseekers and businesses receive the necessary support and resources. One of the key highlights of the program is the establishment of a robust labor exchange system. This system serves as a centralized hub where jobseekers can access a wide range of employment opportunities, job training programs, and career development resources. By leveraging advanced technology and partnerships with local employers, DOES has streamlined the job search process to ensure jobseekers are matched with suitable employment opportunities.

Looking ahead, DOES remains committed to enhancing services and addressing the evolving needs of the community. The District will continue fostering a thriving workforce ecosystem where jobseekers are empowered to secure gainful employment and businesses have access to a talented pool of candidates. DOES will strive to expand our partnerships, leverage innovative technologies, and stay abreast of industry trends to ensure the success of the program.

Performance results for the WP program in PY2023 are found below in Table 4. In PY2023, the District’s negotiated performance target was 57 percent for Employment Rate - 2nd Quarter After Exit, 60 percent for Employment Rate - 4th Quarter After Exit, and \$6,700 for Median Earnings. The actual Wagner-Peyser Employment Rate - 2nd Quarter After Exit was 52.8 percent, which accounted for 92.6 percent of the negotiated target. The 57.9 percent Employment Rate - 4th Quarter After Exit accounted for 96.5 percent of the negotiated target. The \$8,431 WP Median Earnings exceeded the target of \$6,700. In PY2023, DOES served 4582 WP participants and 4,265 participants were exited from the April 1, 2023 through March 31, 2024 reporting period.

Table 4: Wagner-Peyser Program Performance – PY2023

WAGNER-PEYSER PERFORMANCE- PY2023			
Performance Indicator	Negotiated Target	Actual	Percent of Target Achieved
Employment Rate- 2nd Qtr. after exit	57%	52.8%	92.6%
Employment Rate- 4th Qtr. after exit	60%	57.9%	96.5%
Median Earnings	\$6,700	\$8,431	125.8%

Effectiveness in Serving Employers

WIOA section 116(b)(2)(A)(i)(VI) requires the USDOL and US Department of Education (ED) to establish a primary indicator of performance for effectiveness in serving employers. This indicator is measured as a shared outcome across all six workforce development core programs within the District of Columbia to ensure a holistic approach to serving employers. This indicator is reported on an annual basis; therefore, the reporting period for the effectiveness in serving employers indicator is the program year (July 1 – June 30).

The USDOL and ED developed three approaches for measuring the effectiveness in serving employers and states had to select two approaches to pilot. The District chose the Repeat Business Customers and Employer Penetration Rate approaches. The Repeat Business Customers approach is useful in determining whether employers who receive services from the core programs are satisfied with those services and become repeat customers. This approach assesses the workforce system’s ability to develop and maintain strong relationships with employers over extended periods of time.

Common Exit Policy

Common exit occurs when a participant, enrolled in multiple partner programs, has not received services from any DOL-administered program, in which the participant is enrolled, for at least 90 days, and no future services are planned. The District currently operates under a common exit policy that includes the WIOA Title I Adult, Dislocated Worker, Youth and Title III Wagner-Peyser Employment Service programs.

Data Validation

Data validation is a series of internal controls or quality assurance procedures established to evaluate data accuracy, validity, and reliability. The District requires that the WIOA programs use the DC Networks system to upload or scan participant documents for data validation purposes upon receipt. The District has a process to ensure that all eligibility documentation and performance outcomes are entered in DC Networks prior to the end of the applicable program year. Moving to an electronic process eliminated the need to maintain paper documents while allowing the validation process to be conducted remotely, accurately, and if necessary, more frequently than in previous program years.

The annual data validation process is used primarily for ensuring the data used in performance calculations are accurate, reliable, and comparable across programs. A sample of participant data contained in the WIOA performance measures is pulled. The District performs annual data validation following the guidelines specified in TEGL 7-18, TEGL 23-19 change 1, and TEGL 23-19 change 2. At the conclusion of each year, the District assesses the data validation process to ensure it is working as intended and makes revisions as needed.

VI: MONITORING ACTIVITIES

In support of the District’s workforce programs, provider monitoring is conducted to ensure contracted providers procured through grant and human care agreement (HCA) awards, as well as Memoranda of Understanding (MOU), are executed in accordance with their governing executed agreement, WIOA requirements, and all required federal and local laws.

The DOES monitoring plan encompasses a risk-based model and includes comprehensive and administrative program and fiscal reviews. Comprehensive reviews evaluate programs and providers based on desk reviews and in-person or virtual site visits; administrative reviews are based on desk reviews and interviews, if applicable, to discuss submitted documentation and organizational functions and processes. In PY2023, DOES monitoring included:

- Comprehensive program and fiscal reviews of WIOA-funded provider grants and HCAs;
- Comprehensive program review of the Jobs for Veterans State Grants Program;
- Administrative program and fiscal reviews of WIOA-funded provider grants and HCAs, elements of the District’s WIOA youth program, and WIOA funds disbursed to the DCWIC; and
- Administrative program review of the AJCs.

The post-COVID-19 climate met the agency with an unforeseeable influx of federally- and locally funded provider contract awards to support the large volume of District residents seeking work-based training opportunities. In response, the team modified their monitoring and risk assessment policies to effectively manage the surge in provider agreements and programs. During PY2023, provider risk assessment activities ran concurrently with scheduled provider reviews and included an evaluation of program compliance, staffing and payroll, performance outcomes, financial reports, and organizational documents, which included programmatic and fiscal policies and procedures.

The DOES monitoring plan administers provider monitoring and tracks program progress in accordance with each provider’s assigned risk designation per the risk rubric shown below in Table 5. There are two provider-based assessments: New Provider Risk Assessment and WIOA Sub-Recipient Risk Assessment. The revised Risk Assessment plan is as follows:

New Provider Risk Assessments

New Provider Risk Assessments are completed by an authorized provider stakeholder to establish and document their level of risk for factoring in provider reviews. New Provider Risk Assessments include the following assessment areas:

- **Staffing and Operations** – provision of the following details for the entity: current staffing levels, lines of authority, and governing board of Directors;
- **Values and Ethics** – description of entity code of conduct principles and its dissemination;
- **Policies and Procedures** – description of the process by which documents governing day-to-day operations are produced, updated, and disseminated to the program team;
- **Personally Identifiable Information (PII)** – description of how staff are trained to maintain and

safeguard programmatic proprietary information;

- **Contract Administration** – description of contractual details, such as contracting vehicle, scope of services, period of performance, award amount, expenditures to date, mandatory provider deliverables, and credential attainment;
- **Program Compliance** – description of compliance activities, such as monitoring of program sub- recipients;
- **Fiscal and Administrative Operations** – description of accounting and administrative policies and processes surrounding cash disbursements, prepaid program purchases, fixed assets and inventory, payables and disbursements, procurement and contracting, payroll and human resources, and fiscal sub-recipient monitoring;
- **Information Technology (IT)** – description of policies and assigned levels of authority as it pertains to IT systems, backing up data, and disaster recovery; and
- **Previous Risk Areas** – disclosure of internal and external programmatic reviews, such as DOL monitoring, previous monitoring, and District of Columbia City Administrator Audit reports.

Existing DOES providers are reassessed for risk status during the normal course of provider monitoring. This is achieved through the evaluation of their program compliance, performance outcomes, staffing, financial reports, previous monitoring, and organizational, programmatic, and fiscal policies and procedures. Changes in provider risk status are noted and monitoring methodologies are updated accordingly.

WIOA Sub-Recipient Risk Assessments

Presently, DOES has no WIOA sub-recipients.

Risk Level Designation

Table 5 – Provider and Sub-Recipient Risk Level Designation

	Low Risk	Moderate Risk	High Risk
Program / Entity Risk Indicators	No documented history of: <ul style="list-style-type: none"> • Drastic changes in staffing levels and personnel • Program compliance shortfalls • Disallowed program costs • Instances of fraud or disbarment 	Some documented history of: <ul style="list-style-type: none"> • Drastic changes in staffing levels and personnel • Periodic program compliance shortfalls • Disallowed program costs • No instances of fraud or disbarment 	Documented history of: <ul style="list-style-type: none"> • Drastic changes in staffing levels and personnel • Sustained program compliance shortfalls • Disallowed program costs • Possible instances of fraud or disbarment
In instances where there are fraud convictions and/or debarment is found, the entity will be immediately assessed for contract cancellation and/or appropriate action.			

Monitoring Methodology	Low -level risk designated entities will undergo basic program, fiscal, and operation monitoring efforts with a two percent file sampling size and follow-up activities as needed.	Moderate -level risk designated entities will undergo a more moderate program, fiscal, and operation monitoring efforts with a four percent file sampling size and follow-up activities as needed.	High -level risk designated entities will undergo program, fiscal, and operation reviews tailored specifically to the areas of concern with a six percent file sampling size. DOES program administrators are notified of designated entities' high-risk status.
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Evidence Collection

Provider stakeholders must provide evidence to verify the statements purported on their respective risk assessments. Verification documents must be submitted along with the completed risk assessment form(s). New Provider Risk Assessments must be completed and submitted to DOES monitoring staff, along with corresponding verification documents, within 14 calendar days of distribution.

VII: OTHER PROGRAMS

Rapid Response

Rapid Response (RR) continues to support the needs of District businesses and dislocated workers within the business community parameters of collaboration and cooperation. Authorized under WIOA, Rapid Response (RR) services are implemented in partnership with the American Job Centers in response to layoffs and closures. RR collaborates with employers and employee representatives to maximize public-private partnerships and resources while reducing or eliminating job loss within the District's local economy and workforce development system.

The RR team responds within 48 hours of receiving notices of Reduction in Force (RIFS), mass layoffs, or company closures. The District of Columbia adheres to federal guidelines under the Worker Adjustment and Retraining Notification (WARN) Act to trigger the delivery of services and may assist dislocated workers upon request of the business.

In PY2023, RR received Worker Adjustment and Retraining Notifications. The Employers, listed below in Table 6, were contacted, and immediate assistance was offered to the employers and affected workers.

Table 6: WARN Notifications

WORKER ADJUSTMENT AND RETRAINING NOTIFICATIONS - PY2023				
Notice Date	Organization Name	Number of Employees Affected	Effective Layoff Date	Code Type
May 9, 2023	Cityblock Health, Inc and Cityblock Medical Practice, P.A.	60	July 10, 2023	Layoff
August 1, 2023	Yellow Corporation and Affiliates	Unknown	July 30, 2023	Closure
September 29, 2023	Constellis dba Omniplex World Services Corp	50	November 30, 2023	Layoff
November 8, 2023	McFadden	434	January 25, 2024	Layoff
February 14, 2024	Thomson Facilities Services	190	April 14, 2024	Closure
March 12, 2024	Reach Media, LLC	73	May 17, 2024	Layoff
March 29, 2024	Volta Charging Industries LLC	159	May 31, 2024	Closure

The RR team offered in-person or virtual presentations covering AJC and other support services, as applicable. Upon completing or during an RR event, individuals are assisted in registering through the DC Networks platform so that they may connect with Unemployment Insurance and other programs available in the District.

Dislocated workers within RR parameters are offered referrals to job opportunities of similar occupations to assist with layoff aversion. Affected workers received information and assistance with Unemployment Insurance filings or issues within filing timeframes. The RR team also provided applicable materials on AJC services, including resume improvement and writing, completing applications on DC Networks or Indeed, and career pathways through training or local District programs such as the DC Infrastructure Academy. Additionally, RR accommodated businesses providing information on Shared Work Opportunities through the Unemployment Insurance Tax Office.

Veteran Services Program

DOES has an unwavering commitment to support veterans seeking employment. Leading this work is the Jobs for Veterans State Grants (JVSG) program. All eligible veterans and spouses receive priority of services over non-veterans in many services, including career assessments, job counseling, job referrals, job placement and targeted hiring events. Veterans are also educated on the hiring preferences made available to them when seeking employment in the federal government.

The JVSG program is aimed at assisting veterans who have separated from military service. The JVSG

grant has been instrumental in providing comprehensive support and resources to ensure a successful transition for District veterans. The program is committed to empowering veterans on their journey to civilian employment.

The JVSG grant makes a difference as it supports veterans navigating the complex transition from military to civilian life. Through this grant, the District offers a wide range of specialized services tailored to meet the unique needs of veterans, ensuring they receive the assistance required to secure meaningful employment opportunities.

Recognizing that each veteran's experience and aspirations are distinct, dedicated career counselors provide personalized guidance. By understanding their skills, interests, and goals, staff help veterans identify career paths that align with their abilities and aspirations. This tailored approach ensures that veterans can confidently embark on their civilian career journey.

To bridge any skills gaps and enhance employability, the JVSG Disabled Veteran Outreach program (DVOP) representatives connect vets to a variety of job training opportunities. These programs are designed to equip veterans with the specific skills and certifications necessary to excel in their chosen fields. By partnering with training providers, veterans receive high-quality instruction that prepares them for success in the civilian job market. The Local Veteran's Employer Representative (LVER) leverages an extensive network of employers who value the unique talents and experiences veterans bring to the workforce. Through job fairs, networking events, and connections with employers, veterans are connected to meaningful employment opportunities, helping them transition into civilian careers.

The program reflects the commitment to supporting veterans in their transition from military to civilian life. Through comprehensive career counseling in the AJCs, targeted job training, and employment placement services, veterans are empowered to successfully navigate this critical period and secure employment. As programs continue to expand and be refined, DOES remains dedicated to providing the highest level of support to honor the sacrifices made by veterans. Together, the District is building a future where veterans thrive in their civilian careers and contribute to the growth and prosperity of communities.

Senior Community Service Employment Program (SCSEP)

The SCSEP grant in the District of Columbia, under DOES, has been dedicated to empowering workers aged 55 and older for more than 50 years. SCSEP has been instrumental in providing opportunities and support to older workers.

SCSEP has been a catalyst for change, ensuring that older workers in the District of Columbia can continue to contribute their skills, experience, and wisdom to the workforce. By recognizing the value and potential of older workers, the program has played a pivotal role in empowering them to remain active, engaged, and financially independent.

Through the SCSEP grant, the program offers skills enhancement and training opportunities through work experience tailored to the unique needs of older workers. DOES understands that continuous learning is vital for personal and professional growth. Hence, the program provides access to workshops, seminars, and specialized training programs that enhance the skills and knowledge of participants, enabling them to adapt to evolving job market demands.

The SCSEP program emphasizes the importance of community service as a means of fostering professional fulfillment and social connection. The program offers older workers the chance to engage in meaningful community service projects that address critical needs in the District of Columbia. By leveraging their skills and experience, participants make a positive impact on their communities while gaining a sense of purpose and fulfillment.

Co-located in the AJCs as a specialized partner service, SCSEP goes beyond training by providing comprehensive job placement and support services. A small team of professionals work closely with AJC case managers, partner programs and local employers to identify suitable employment opportunities for participants. By connecting older workers with employers who value their experience and expertise, SCSEP facilitates successful job placements. Ongoing support and guidance are provided to ensure a smooth transition and long-term success in their new roles.

SCSEP remains committed to providing support to older workers, ensuring they continue to thrive, contribute, and find fulfillment in their personal and professional lives. Together, the District is building a future where age is celebrated, and the wisdom and experience of older workers are valued and embraced by communities.

SECTION VIII: PROMISING PRACTICES/SUCCESS STORIES

The District's WIOA Title I and Title III programs rely on many other programs and partners to leverage funding streams and deliver the broad scope of services residents require. Efficiently leveraging resources across the district will help to address the barriers residents face in obtaining employment and allow them to enter and complete education and training programs leading to employment and self-sufficiency. Funded through both federal and local dollars, these programs support residents along career pathways by providing supportive services, education and training, work experiences, and workforce activities. Although not exhaustive, descriptions of the partner programs and the services that support and supplement co-enrolled Title I and Title III participants are listed below.

Promising Practices

Workforce on Wheels (WOW)

Workforce on Wheels is a mobile career center deployed across the District of Columbia with the greatest need for employment services and accessibility. WOW has been instrumental in achieving the District's workforce goals of enhancing system alignment, improving community access to workforce and education services, and increasing performance and accountability.

A primary objective of the WOW outreach and community engagement team is bringing employment services into underserved communities. WOW focuses on the district's youth, hosting events at locations frequented by youth to support their professional growth and development as they matriculate and navigate from high school, youth programs, trade schools and college into careers. WOW effectively bridges the gap between job seekers and resources. WOW collaborates closely with various stakeholders, including sister agencies, community-based organizations, youth programs, senior programs, and other service providers to ensure a seamless integration of services across all demographics. This alignment has resulted in a more coordinated and efficient system, providing a comprehensive suite of employment, education, and training services to individuals in need.

DOES recognizes the barriers that many district residents face in accessing employment opportunities and educational resources. By strategically deploying the WOW mobile career service center, DOES has brought these services to the neighborhoods with the greatest need. WOW provides accessibility and inclusivity, offering a wide range of services and resources such as job search assistance, skills training, resume building, work readiness workshops and career counseling. This approach ensures that all district residents have equal opportunities to access the tools and support they need to secure good jobs with good wages.

The WOW mobile career center also serves as a gateway to the AJCs and all DOES programs, driving traffic and increasing access to employment, education, and training services. Through continuous performance monitoring and data analysis, DOES has seen an increase in impact, and has identified areas for improvement. The commitment to performance and accountability ensures that the efforts translate into tangible results, helping individuals secure meaningful employment opportunities, and improve economic well-being while the agency improves performance outcomes.

As DOES moves forward, WOW will continue to be a key strategy and cornerstone of the effort to build a robust and inclusive workforce in the District of Columbia. DOES will explore innovative approaches, leverage technology, and adapt to the evolving needs of residents.

DC Infrastructure Academy

The District of Columbia Infrastructure Academy (DCIA) is a key initiative of Mayor Muriel Bowser's Administration, administered by DOES. Infrastructure is one of the fastest-growing industries in the country. The training and services offered by DCIA are designed to meet the need for skilled infrastructure professionals in the Washington, DC region. DCIA coordinates, trains, screens, and recruit residents to fulfill the needs of the infrastructure industry and infrastructure jobs with leading companies in this high-demand field. DCIA is in the Anacostia neighborhood in Ward 8. All program participants are Wagner-Peyser enrolled, with some also participating in WIOA programs.

Office of Apprenticeship, Information and Training (OAIT)

The Office of Apprenticeship, Information and Training (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.

Pre-Apprenticeships

The District of Columbia is one of the few jurisdictions that directly funds pre-apprenticeship programs. OAIT funds several pre-apprenticeship training programs for District residents. One hybrid model gives District residents the advantage of earning wages during their initial training period. This pre-apprenticeship training is a preparatory 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 increased the number of District residents in existing apprenticeship opportunities. These programs are approved, overseen, and funded by the District and are run by labor union entities and companies with existing approved apprenticeship programs recognized by the District of Columbia Apprenticeship Council. For these entities to participate, they must commit to increasing the number of District resident apprentices in their apprenticeship program by accepting all successful completers of the pre-apprenticeship program as apprentices.

During PY 2023, OAIT has enrolled 119 pre-apprentices. Of those, 99 (83 percent) of the participants have successfully completed their enrollment and 80 percent of successful completers (97 participants) have earned at least one certificate.

The District is one of three jurisdictions in the country with a mandatory apprenticeship registration requirement. DOES established the “Step-up Apprentice” classification, giving District residents another avenue to qualify for union apprenticeship programs. Step-up Apprentices have the same requirements as traditional apprentices: however, this classification gives District residents who may have slight deficiencies a year to meet full apprenticeship eligibility requirements while gaining credit towards their program. All pre-apprentices are enrolled in Wagner-Peyser and some who require additional support are enrolled in WIOA.

On-the-Job Training (OJT)

On-the-Job Training (OJT) is a workforce development strategy where employers of all sizes can train, mentor, and hire candidates as they become 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 functions. The OJT strategy ensures unemployed and underemployed jobseekers have a chance to enter and reenter the workforce through an “earn and learn” model. This streamlined approach developed between select employers and DOES allows employers to be reimbursed at an established wage rate in exchange for the training provided to participating OJT candidates.

Pre-screened and job-ready candidates are matched with employers willing to provide skills-based, on-the-job training. DOES provides wage reimbursement from 50 to 75 percent of the candidate’s salary from one to six months (in some cases up to one year) for qualifying District of Columbia residents and employers.

OJT employers maintain complete control over hiring decisions and are assigned a DOES liaison to initiate recruitment efforts and provide support throughout the length of the OJT agreement. OJT agreements detail the individual training outline, objectives, duration of agreement, and reimbursement rate. Wage reimbursements are administered to employers within 30 days upon receipt of invoice.

HBCU Public Service Program

In Program Year 2023 (PY2023), the HBCU Public Service Program continued to make significant strides in connecting students and graduates of Historically Black Colleges and Universities (HBCUs) with meaningful career opportunities in District government. The program is designed to create pathways to public service careers while advancing workforce equity and diversification in alignment with the District's broader commitment to inclusive economic growth.

Throughout the year, the program expanded its reach by increasing the number of participating District government agencies, offering more students and graduates exposure to a variety of public sector career pathways. Targeted outreach efforts included virtual and in-person information sessions held at HBCU campuses, which highlighted the benefits of public service careers and the opportunities available through the program. These outreach activities ensured that a broader pool of HBCU students and graduates were informed about and engaged with the program.

Participants were placed in structured assignments within District government agencies, where they gained valuable experience in areas such as policy implementation, program management, and community engagement. These assignments were tailored to align with participants' academic backgrounds and career goals, providing them with hands-on exposure to the inner workings of government. The program also offered participants access to mentorship from seasoned government professionals, who provided guidance on navigating public sector careers and developing long-term professional strategies. Additionally, professional development workshops focused on leadership, communication, and project management skills, further enhancing participants' competencies and career readiness.

The program's impact was evident in the increased number of participants transitioning to full-time employment within District government agencies, a testament to its success in building a sustainable pipeline to public service careers. Feedback from participants highlighted high levels of satisfaction with the program, particularly its ability to provide meaningful, real-world experience in public service.

The HBCU Public Service Program directly supports several goals outlined in the District's WIOA State Plan, including advancing equity and inclusion by addressing systemic barriers to employment and promoting workforce diversity. By aligning participant training with the needs of District government employers, the program fosters the development of a skilled workforce while enhancing economic mobility for participants through the attainment of sustainable, high-quality jobs.

Looking ahead, the program aims to build on its PY2023 achievements by expanding its reach to additional agencies, refining its mentorship model, and deepening its partnerships with HBCUs. These efforts will ensure the program continues to serve as a vital mechanism for diversifying the District's workforce and providing equitable opportunities for the next generation of public service leaders.

Success Stories

DOES continues to solicit feedback from program participants, past and present, and their respective worksite supervisors. The input allows DOES to enhance service delivery and improve program outcomes continuously. The following success stories highlight program participants who exceeded performance expectations:

SUCCESS STORY 1

A Dunbar Senior High School graduating senior was all set to join the US Armed Services. However, she heard about the DOES OAIT Howard University Faculty Practice Plan (HUFPP) Youth Apprenticeship Program (YAP) and applied. She was accepted and turned out to be an extremely successful YAP participant. Upon completing the 200-hour DOES OAIT HUFPP YAP, she was offered a fulltime Apprenticeship opportunity with HUFPP which she accepted. Today, she has received HIPAA, EMR and Revenue Cycle training and is on course to take the Certified Health Access Associate exam. Thereafter, she may start the journey to take the Certified Professional Coder Exam.

Being employed with the HUFPP affords this individual the opportunity to enrolled in Howard University tuition-free which is her plan on the journey to become a medical assistant and eventually a registered nurse.

SUCCESS STORY 2

The HBCU Public Service Program is transforming lives and launching careers in public service. A PY2023 apprentice, a graduate of the University of the District of Columbia, is a testament to the program's success.

As a Disease Intervention Specialist at the DC Department of Health, the HBCU apprentice plays a crucial role in protecting public health. He credits the HBCU Public Service Program with providing him the foundation for his success. In his own words:

"This apprenticeship program has provided me with new tools and skills that I never knew would be attainable right after graduating. Outside of the professional gain, I have gained some lifelong friendships from the apprenticeship program. Going through the same struggles and challenges and having people to go through them with is a blessing that I will always be thankful for."

But the apprentice's journey wasn't without its challenges. Transitioning from the academic world to the professional sphere presented a steep learning curve. The HBCU Public Service Program provided him with the support and mentorship he needed to navigate this transition. Through professional development, networking events, and on-the-job training, he gained valuable skills in communication, problem-solving, and teamwork.

Today, the apprentice is a confident and capable public health professional, making a real difference in his community. His story is an inspiration to aspiring public servants and a powerful example of the impact of the HBCU Public Service Program.

SUCCESS STORY 3

The customer has been enrolled in the WIOA Dislocated Worker Program for job search services since October 2, 2023. The individual was interested in securing a full-time, permanent position and received assistance from a Workforce Development Specialist (WDS) to apply for opportunities through VOS, private sector roles, and positions within the DC Government. The customer had been actively seeking employment in the fields of Human Resources, specifically roles such as HR Specialist, HR Analyst, or HR Manager.

The WDS provided ongoing encouragement, emphasizing the importance of persistence and confidence in the job search. While unemployed for a few months, the customer secured temporary full-time employment with WMATA as a Project Coordinator. This position, with a pay rate of \$26.00 per hour, lasted from March 26, 2024, to July 29, 2024. During this period, the WDS continued to provide support, referring the customer to additional employment opportunities through VOS, DC Government announcements, and private sector postings, including providing job order numbers for relevant openings.

On September 13, 2024, the WDS followed up with the customer via telephone to discuss updates regarding their employment status. During this conversation, the customer reported beginning a new role on August 26, 2024, as an HR Specialist with a term appointment in the DC Government. The customer expressed excitement and gratitude for this opportunity, highlighting the potential for growth and the goal of transitioning into a permanent position within the DC Government.

This case reflects the effective collaboration between the customer and the WDS, showcasing the impact of personalized support and persistent job search strategies in achieving meaningful employment outcomes.

SUCCESS STORY 4

A customer came to the American Job Center (AJC) in Northeast Washington, DC, seeking career services to transition from a career in education to a role in office administration. The individual's last day of employment in education was March 13, 2020, and they expressed interest in the Senior Community Service Employment Program (SCSEP) as part of their career transition journey.

On January 17, 2023, the customer was enrolled in the WIOA Adult Program and began receiving intensive career services from a Workforce Development Specialist (WDS). These services included a comprehensive resume review to highlight transferable skills, career guidance and counseling, targeted job leads and referrals, and a formal referral to SCSEP. During this period, the customer shared their appreciation for the support, stating, "Thank you. I appreciate everything that you have done for me. Your guidance and instruction is moving me towards building my new life."

The WDS formally referred the customer to SCSEP on January 18, 2023. Following an interview with the SCSEP Coordinator on February 1, 2023, it was determined that an Administrative Assistant assignment would best align with the customer's skills and goals. On March 6, 2023, the customer began a 20-hour-per-week assignment with Seabury Resources for the Aging. Over the course of this assignment, which concluded on June 28, 2024, the customer gained valuable experience and was deemed "job-ready."

Building on this success, Seabury Resources for the Aging recognized the customer's potential and offered a part-time position as a Recreation Manager. The customer began their new role on August 28, 2024, working 20 hours per week at a pay rate of \$21.00 per hour. This transition into a paid role within the organization reflects the customer's determination, the effectiveness of SCSEP, and the tailored support provided by the WDS.

This success story highlights how the SCSEP program and the AJC's comprehensive career services can empower individuals to rebuild their careers, develop new skills, and achieve meaningful employment, even after significant challenges.

SUCCESS STORY 5

Another success story highlights a participant who enrolled in the Toni Thomas CompTIA A+ program on May 1, 2023. As part of the program's second cohort, they excelled in their studies and became the first participant to pass both exams and achieve CompTIA A+ certification. Building on this success, they secured an internship with the Library of Congress, which later led to employment in October 2023 as a Help Desk Support professional with the MIL Corporation, a contractor for the Library of Congress.

The participant credited the Toni Thomas program, DOES, and the internship opportunity for paving the way to full-time employment in a growing IT field. Their story exemplifies how tailored workforce training and internship opportunities can equip individuals with the skills and experience needed to achieve meaningful and sustainable careers.

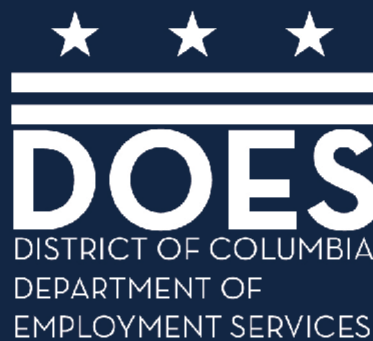
SECTION IX: Evaluation Activities

The District of Columbia has initiated an experimental evaluation of the District's Reemployment Services and Eligibility Assessment (RESEA) program. The evaluation is a mandate by USDOL, in accordance

with the statutory provisions for RESEA contained in the Social Security Act (SSA) Section 306, and the Bipartisan Budget Act of 2018 (PL 115-123) states are expected to begin conducting interventions and service delivery strategies to support building new evidence on effective RESEA interventions that all states can rely on in designing and delivering the RESEA program.

Unemployment Insurance Program Letter (UIPL) 1-20 defines and provides the criteria for assigning evidence-based ratings of the effectiveness of a grantee's interventions and strategies. Specifically, an evidence-based intervention is defined as one that reduces claimants' average duration on Unemployment Insurance (UI) by improving their employment outcomes. The proposed RESEA evaluation plan encompasses the guidelines and processes as outlined in UIPL 1-20.

The evaluation assesses the impact of being selected for RESEA vs. not being selected for RESEA on individuals': (i) UI weeks paid in the first six months of the initial claim, (ii) employment status in the second calendar quarter following the calendar quarter of the initial claim, and (ii) earnings in the second calendar quarter following the calendar quarter of the initial claim. Specifically, the evaluation compares outcomes across claimants randomly assigned to the treatment group (i.e., selected for RESEA) or to the control (i.e., not selected for RESEA) group. The evaluation will then attribute any differences in those outcomes to the treatment group's having been selected for RESEA participation.



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