



WORKFORCE INVESTMENT COUNCIL

FY 2023 PERFORMANCE ACCOUNTABILITY REPORT

JANUARY 16, 2024

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1 WORKFORCE INVESTMENT COUNCIL

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

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

2 2023 OBJECTIVES

Strategic Objective

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

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

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

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

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

3 2023 OPERATIONS

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

4 2023 STRATEGIC INITIATIVES

In FY 2023, Workforce Investment Council had 4 Strategic Initiatives and completed 0%.

Title	Description	Update
Nurse Education Enhancement	The Workforce Investment Council (WIC) will work in collaboration with the University of the District of Columbia (including the UDC-Community College and the Division of Workforce Development and Lifelong Learning), the University of the District of Columbia Foundation, Inc., and direct care worker training grantees, the DC Nurse Education Enhancement Program. This program will train District residents to obtain an occupational credential and employment in nursing care occupations. The goal is to serve approximately 200 District residents through these programs.	Completed to date: 50-74% Grantees have been provided with financial and programmatic TA which has been much appreciated and increased communication and accountability. Grantees are getting up to date with their financial submissions and programmatic reporting. All grantees continue to provide training and are working with participants on earning certification/credentials and employment. The WIC is currently working with all grantees to prepare of the grant close out occurring on September 30, 2023.
Employer Partnership Grants	WIC will continue the employer partnership training grant program that will fund partnerships between employers, educational institutions, and training providers to help residents earn skills and credentials and in high-demand occupations and industries. The goal is to serve 750 DC residents through these programs.	Completed to date: 50-74% The WIC continues to monitor and provide technical assistance to four Employer Partner training providers. All grantees continue to provide training and are working with participants on earning certification/credentials and employment. The WIC is currently working with all grantees to prepare for the grant close-out occurring on September 30, 2023.
Information Technology Enhancement	WIC will work in collaboration with the University of the District of Columbia (including the UDC-Community College and the Division of Workforce Development and Lifelong Learning), the University of the District of Columbia Foundation, Inc., and training grantees to implement the Information Technology Investment Program. The program will fund and expand IT training opportunities for District residents. The WIC will continue to support an Information Technology Occupation Advisory Board. The goal is to serve 600 District residents through these programs.	Completed to date: 50-74% Grantees have been provided with financial and programmatic TA which has been much appreciated and increased communication and accountability. All grantees continue to provide training and are working with participants on earning certification/credentials and employment. The WIC is currently working with all grantees to prepare of the grant close out occurring on September 30, 2023.

Career Coaches
DC

Career Coach DC WIC will award one grant of \$3.4 million to a partner that will help hire and train career coaches that will provide assessment, coaching, and assistance to DC residents seeking connection with education, training, or employment, and advancement in their careers.

Completed to date: 25-49%

Career Coach DC has served nearly 2000 residents since its inception. Coaches continue to serve DC residents both virtually and in person. The CCDC Community of Practice launched in February. It consists of three components: a monthly newsletter, monthly hour-long Career Connections opportunities and 2-day bootcamps offering the core competencies of training that CCDC Career Coaches received. Career Connections sessions have ranged from 70 to 150 participants and our first bootcamp reached maximum capacity. Feedback has been robust and it is clear that such offerings are appreciated and in high demand. As the program sunsets, we are seeking opportunities to continue best practices from the Community of Practice has facilitated.

5 2023 KEY PERFORMANCE INDICATORS AND WORKLOAD MEASURES

Key Performance Indicators

Measure	Directionality	FY 2021	FY 2022	FY 2023 Q1	FY 2023 Q2	FY 2023 Q3	FY 2023 Q4	FY 2023	FY 2023 Target	Was 2023 KPI Met?	Explanation of Unmet KPI
Business Engagement: Increase business engagement to help align workforce training programs with employer needs											
Number of business leaders actively engaged	Up is Better	403	707	38	8	15	19	80	100	Unmet	We faced a bit of turnover, which made it hard to engage business leaders. In addition we had Resource limitation for market outreach, there was a shift in priorities based on new initiative. Lastly there were unforeseen challenges with solicitation.
Policy Guidance: To ensure the workforce development system is informed about the provisions in the Workforce Innovation and Opportunity Act (WIOA) through policy and guidance to aid in the District's WIOA implementation.											
Number of workforce system partners participating in technical assistance activities	Up is Better	1,376	1,730	117	91	349	31	588	250	Met	
Career Pathways: Increasing the knowledge of career pathways in the context of sectoral partnerships informed by business to assist with mapping career pathways in the District											
Number of workforce providers who participate in sectoral partnerships meetings to enhance communication on demand sector needs	Up is Better	206	957	50	0	133	9	192	25	Met	

Workload Measures

Measure	FY 2021	FY 2022	FY 2023 Q1	FY 2023 Q2	FY 2023 Q3	FY 2023 Q4	FY 2023
Labor Market Awareness							
Number of business engagement activities	127	190	12	7	25	0	44
Provide technical assistance							
Number of technical assistance activities	394	296	78	24	30	0	132
Workforce Training Providers							
Number of eligible training providers	17	20	21	21	21	0	0