

# Workforce Investment Council FY2021

**Agency** Workforce Investment Council

**Agency Code** UPO

**Fiscal Year** 2021

**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.

## Strategic Objectives

Objective Number	Strategic Objective
1	Business Engagement: Increase business engagement to help align workforce training programs with employer needs
2	Policy Guidance: To ensure the workforce development system is informed about the provisions in the Workforce Innovation and Opportunity Act (WIOA) through policy and guidance to aid in the District's WIOA implementation.
3	Occupational Skills Training: To provide WIOA customers focused employment and training opportunities for adults and dislocated workers through Individualized Training Accounts (ITA) within the District's high-demand occupations through the Eligible Training Provider program.
4	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
5	Create and maintain a highly efficient, transparent, and responsive District government.

## Key Performance Indicators

Measure	Directionality	FY 2018 Actual	FY 2019 Actual	FY 2020 Actual	FY 2021 Target
<b>1 - Business Engagement: Increase business engagement to help align workforce training programs with employer needs (1 Measure)</b>					
Number of business leaders actively engaged	Up is Better	New in 2019	52	457	50
<b>2 - Policy Guidance: To ensure the workforce development system is informed about the provisions in the Workforce Innovation and Opportunity Act (WIOA) through policy and guidance to aid in the District's WIOA implementation. (1 Measure)</b>					
Number of workforce system partners participating in technical assistance activities per quarter	Up is Better	New in 2019	289	372	50
<b>4 - Career Pathways: Increasing the knowledge of career pathways in the context of sectoral partnerships informed by business to assist with mapping career pathways in the District (1 Measure)</b>					
Number of workforce providers who participate in sectoral partnerships meetings to enhance communication on demand sector needs	Up is Better	New in 2019	34	124	10

## Operations

Operations Header	Operations Title	Operations Description	Type of Operations
<b>1 - Business Engagement: Increase business engagement to help align workforce training programs with employer needs (1 Activity)</b>			
Labor Market Awareness	Labor Market Awareness	Increase the use of labor market information and anecdotal information to shape training programs that train in the skills employers need	Daily Service

Operations Header	Operations Title	Operations Description	Type of Operations
<b>2 - Policy Guidance: To ensure the workforce development system is informed about the provisions in the Workforce Innovation and Opportunity Act (WIOA) through policy and guidance to aid in the District's WIOA implementation. (2 Activities)</b>			
PROVIDE TECHNICAL ASSISTANCE	Provide technical assistance	Provide technical assistance to impact greater awareness and knowledge of workforce partners by facilitating technical assistance webinars, in-person meetings and teleconferences.	Daily Service
WORKFORCE INVESTMENTS	Policy Development	Provide high level policy development through the dissemination of a WIC WIOA Policy Manual, WIC Unified State Plan Modification; the issuance of important implementation information and updates through Workforce Implementation Guidance Letters (WIGLS), and by facilitating technical assistance webinars and teleconferences. Partner agencies to establish corresponding Standard Operating Procedures that follow the policies and guidance put in place by the WIC.	Daily Service
<b>3 - Occupational Skills Training: To provide WIOA customers focused employment and training opportunities for adults and dislocated workers through Individualized Training Accounts (ITA) within the District's high-demand occupations through the Eligible Training Provider program. (3 Activities)</b>			
TECHNICAL ASSISTANCE	Technical Assistance	Provide technical assistance for continuous improvement of performance	Daily Service
OUTREACH	Conduct outreach to bring awareness.	Conduct outreach to bring awareness.	Daily Service
MONITORING	Workforce Training Providers	Review, monitor and research industry standards, curriculum, and past performance of prospective eligible training providers	Daily Service
<b>4 - Career Pathways: Increasing the knowledge of career pathways in the context of sectoral partnerships informed by business to assist with mapping career pathways in the District (2 Activities)</b>			
WORKFORCE INVESTMENTS	Career Pathways	Offer high-quality professional development training to education and workforce providers under a career pathways framework.	Daily Service
WORKFORCE INVESTMENTS	Research and Analysis	Conduct in-depth research on DC landscape to identify where gaps may exist in education, training, and support services.	Key Project

**Workload Measures**

Measure	FY 2018 Actual	FY 2019 Actual	FY 2020 Actual
<b>1 - Labor Market Awareness (1 Measure)</b>			
Number of business engagement activities	New in 2019	18	69
<b>2 - Provide technical assistance (1 Measure)</b>			
Number of technical assistance activities	New in 2019	11	64
<b>3 - Workforce Training Providers (1 Measure)</b>			
Number of eligible training providers	37	34	71

**Strategic Initiatives**

Strategic Initiative Title	Strategic Initiative Description	Proposed Completion Date
<b>Career Pathways (1 Strategic Initiative)</b>		

Strategic Initiative Title	Strategic Initiative Description	Proposed Completion Date
Establish and Launch a Healthcare Intermediary and Healthcare Training Grants	In FY21, given changes in the sector likely to arise from the COVID-19 public health emergency, as well as added investments in healthcare that will be made in the public and private sector in the next several years, the WIC will establish and launch a healthcare intermediary. This program will establish a body comprised of public and private sector leaders in the healthcare field to inform the development and implementation of sector strategies and career pathway training opportunities. The intermediary will also complete sector analysis that will inform the development of training grants to support training opportunities for District residents seeking credentials and careers in the healthcare sector.	09-30-2021
<b>Labor Market Awareness (1 Strategic Initiative)</b>		
Establish a Business Engagement and Sector Strategies Team within the WIC	<p>In FY21, WIC will hire three new FTE that will be responsible for the development of a business engagement and sector strategy plan. This work will build upon efforts led previously by one FTE with support from outside consultants, and will include:</p> <ul style="list-style-type: none"> <li>• Updating career pathway maps aligned with the District's high-demand sectors and priority occupations, to reflect changes in the labor market resulting from the pandemic and economic shutdown;</li> <li>• Development and dissemination of the maps and associated resources to public and private sector partners, to inform their work; and</li> <li>• Hosting at least 3 convenings with employers to inform and support the WIC's work in FY21 and beyond.</li> </ul>	09-30-2021