

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.

Summary of Services

2021 Accomplishments

Accomplishment	Impact on Agency	Impact on Residents
Launch of the Healthcare Workforce Partnership and delivery of the first healthcare sector annual report.	Launching this intermediary has positioned the WIC and other public workforce agencies as critical partners of employers seeking to meet their talent needs—we have built trust and demonstrated that the public workforce system can add value to their organizations. The work of the Healthcare Workforce Partnership has also informed how the WIC will expand our efforts in the coming year as we look to build a similar structure and investment in the IT sector.	The Healthcare Workforce Partnership launched an industry-focused intermediary for one of the most in-demand industries in the District, establishing a structure through which healthcare employers are able to inform, advise, and drive innovation in developing the critical workforce their organizations need, now and in the future. The annual report, delivered in July 2021, will inform grantmaking and investments made in the public and private sector, to expand training and workforce development opportunities for DC residents.
Data Modernization work—developing a multi-year plan for investment and progress in strengthening the public workforce system's ability to coordinate, report, and continuously improve services across multiple agencies.	The WIC is uniquely positioned to facilitate coordination and alignment of programs and services across multiple agencies in and beyond the education cluster. Access to meaningful, reliable, and timely data about customers, programs, and outcomes, is important and valuable to all our partners. Taking on this work strengthens the WIC's ability to serve and support our agency partners, and provides insights into where and how we can continue to support them and DC residents in the future.	In 2021, the WIC began the process of transitioning the Data Vault contract from OSSE to the WIC, and as part of this effort expanded training and the use of this referral tool across the 8 partner agencies and organizations that provide services through the American Job Center. Increased use of Data Vault, and the other data modernization efforts that will begin and continue in FY22, ensure DC residents have access to all the services they may need to connect to training or employment, regardless of which door they enter into the system. Additionally, DC residents will benefit as workforce agencies have access to outcomes data that can support continuous improvement of service delivery to clients.

2021 Key Performance Indicators

Measure	Frequency	FY 2019 Actual	FY 2020 Actual	FY 2021 Target	FY 2021 Quarter 1	FY 2021 Quarter 2	FY 2021 Quarter 3	FY 2021 Quarter 4	FY 2021 Actual	Was 2021 KPI Met?	Explanation For Unmet KPI
1 - Business Engagement: Increase business engagement to help align workforce training programs with employer needs (1 Measure)											
Number of business leaders actively engaged	Quarterly	52	457	50	90	23	125	165	403	Met	
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)											
Number of workforce system partners participating in technical assistance activities per quarter	Quarterly	289	372	50	273	360	369	374	1376	Met	
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)											
Number of workforce providers who participate in sectoral partnerships meetings to enhance communication on demand sector needs	Quarterly	34	124	10	10	40	83	73	206	Met	

2021 Workload Measures

Measure	FY 2019 Actual	FY 2020 Actual	FY 2021 Quarter 1	FY 2021 Quarter 2	FY 2021 Quarter 3	FY 2021 Quarter 4	FY 2021 Actual
1 - Labor Market Awareness (1 Measure)							

Measure	FY 2019 Actual	FY 2020 Actual	FY 2021 Quarter 1	FY 2021 Quarter 2	FY 2021 Quarter 3	FY 2021 Quarter 4	FY 2021 Actual
Number of business engagement activities	18	69	12	56	25	34	127
2 - Provide technical assistance (1 Measure)							
Number of technical assistance activities	11	64	133	92	75	94	394
3 - Workforce Training Providers (1 Measure)							
Number of eligible training providers	34	16	13	14	15	17	17

2021 Operations

Operations Title	Operations Description	Type of Operations
1 - Business Engagement: Increase business engagement to help align workforce training programs with employer needs (1 Activity)		
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
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)		
Provide technical assistance	Provide technical assistance to impact greater awareness and knowledge of workforce partners by facilitating technical assistance webinars, in-person meetings and teleconferences.	Daily Service
Policy Development	Provide high level policy development through the dissemination of a WIC WIOA Policy Manual, WIC Unified State Plan Modification; the issuance of important implementation information and updates through Workforce Implementation Guidance Letters (WIGLS), and by facilitating technical assistance webinars and teleconferences. Partner agencies to establish corresponding Standard Operating Procedures that follow the policies and guidance put in place by the WIC.	Daily Service
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)		
Technical Assistance	Provide technical assistance for continuous improvement of performance	Daily Service
Conduct outreach to bring awareness.	Conduct outreach to bring awareness.	Daily Service
Workforce Training Providers	Review, monitor and research industry standards, curriculum, and past performance of prospective eligible training providers	Daily Service
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)		
Career Pathways	Offer high-quality professional development training to education and workforce providers under a career pathways framework.	Daily Service
Research and Analysis	Conduct in-depth research on DC landscape to identify where gaps may exist in education, training, and support services.	Key Project

2021 Strategic Initiatives

Strategic Initiative Title	Strategic Initiative Description	Completion to Date	Status Update	Explanation for Incomplete Initiative
Career Pathways (1 Strategic Initiative)				

Strategic Initiative Title	Strategic Initiative Description	Completion to Date	Status Update	Explanation for Incomplete Initiative
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.	Complete	The WIC continues to work with the DC Hospital Association to focus on our Action Team work, made up of partners and focusing on areas such as Curricula Design and Training, Career Pathway System for Industry, and Healthcare as a Career Destination. We also worked to design a website that will be used to showcase the work of the Healthcare Sector Partnership, future and current Healthcare Occupations Report, LMI data, blog postings on the future of Healthcare work in the region and nationally. The WIC continues to support our Healthcare Training partner in their facilitation of Certified Medical Assistant Training. Trainees from this initial cohort will graduate in FY22. As we expand into FY22- we are having conversations with partners on MOU development for the fiscal year and preparing to stand up additional trainings in the Healthcare space, based on findings on the Healthcare Occupations Report.	
Labor Market Awareness (1 Strategic Initiative)				
Establish a Business Engagement and Sector Strategies Team within the WIC	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: <ul style="list-style-type: none"> • 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; • Development and dissemination of the maps and associated resources to public and private sector partners, to inform their work; and • Hosting at least 3 convenings with employers to inform and support the WIC's work in FY21 and beyond. 	Complete	The WIC Business Engagement (BE) team continues to refine and update our inventory of District training providers, organized by sector target population and type of credential and is conducting one on one and group training provider outreach. The BE team has also continued to meet individually and convened core agency partners to assess the current state of business engagement and services, conducted 9 employers and workforce system partner focus groups.	