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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.
## 2024 Objectives

<table>
<thead>
<tr>
<th>Strategic Objective</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Business Engagement:</strong> Increase business engagement to help align workforce training programs with employer needs</td>
</tr>
<tr>
<td><strong>Policy Guidance:</strong> 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.</td>
</tr>
<tr>
<td><strong>Occupational Skills Training:</strong> 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.</td>
</tr>
<tr>
<td><strong>Career Pathways:</strong> Increasing the knowledge of career pathways in the context of sectoral partnerships informed by business to assist with mapping career pathways in the District</td>
</tr>
<tr>
<td><strong>Create and maintain a highly efficient, transparent, and responsive District government.</strong></td>
</tr>
</tbody>
</table>
## 2024 OPERATIONS

<table>
<thead>
<tr>
<th>Operation Title</th>
<th>Operation Description</th>
<th>Type of Operation</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Business Engagement: Increase business engagement to help align workforce training programs with employer needs</strong></td>
<td>Increase the use of labor market information and anecdotal information to shape training programs that train in the skills employers need</td>
<td>Daily Service</td>
</tr>
<tr>
<td><strong>Labor Market Awareness</strong></td>
<td>Increase the use of labor market information and anecdotal information to shape training programs that train in the skills employers need</td>
<td>Daily Service</td>
</tr>
<tr>
<td><strong>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.</strong></td>
<td>Provide technical assistance to impact greater awareness and knowledge of workforce partners by facilitating technical assistance webinars, in-person meetings and teleconferences.</td>
<td>Daily Service</td>
</tr>
<tr>
<td><strong>Policy Development</strong></td>
<td>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.</td>
<td>Daily Service</td>
</tr>
<tr>
<td><strong>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.</strong></td>
<td>Conduct outreach to bring awareness.</td>
<td>Daily Service</td>
</tr>
<tr>
<td><strong>Technical Assistance</strong></td>
<td>Conduct outreach to bring awareness.</td>
<td>Daily Service</td>
</tr>
<tr>
<td><strong>Conduct outreach to bring awareness.</strong></td>
<td>Conduct outreach to bring awareness.</td>
<td>Daily Service</td>
</tr>
<tr>
<td><strong>Workforce Training Providers</strong></td>
<td>Review, monitor and research industry standards, curriculum, and past performance of prospective eligible training providers</td>
<td>Daily Service</td>
</tr>
<tr>
<td><strong>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</strong></td>
<td>Offer high-quality professional development training to education and workforce providers under a career pathways framework.</td>
<td>Daily Service</td>
</tr>
<tr>
<td><strong>Research and Analysis</strong></td>
<td>Conduct in-depth research on DC landscape to identify where gaps may exist in education, training, and support services.</td>
<td>Key Project</td>
</tr>
</tbody>
</table>
## 2024 Strategic Initiatives

<table>
<thead>
<tr>
<th>Title</th>
<th>Description</th>
<th>Proposed Completion Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>WIOA State Plan</td>
<td>Develop the District’s 2024-2028 Workforce Innovation and Opportunity Act (WIOA) State Plan and an accompanying strategic implementation plan.</td>
<td>6/1/2024</td>
</tr>
</tbody>
</table>
# 2024 Key Performance Indicators and Workload Measures

## Key Performance Indicators

<table>
<thead>
<tr>
<th>Measure</th>
<th>Directionality</th>
<th>FY 2021</th>
<th>FY 2022</th>
<th>FY 2023</th>
<th>FY 2024 Target</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Business Engagement:</strong> Increase business engagement to help align workforce training programs with employer needs</td>
<td>Up is Better</td>
<td>403</td>
<td>707</td>
<td>80</td>
<td>100</td>
</tr>
<tr>
<td>Number of business leaders actively engaged</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Policy Guidance:</strong> 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.</td>
<td>Up is Better</td>
<td>1,376</td>
<td>1,730</td>
<td>588</td>
<td>250</td>
</tr>
<tr>
<td>Number of workforce system partners participating in technical assistance activities</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Career Pathways:</strong> Increasing the knowledge of career pathways in the context of sectoral partnerships informed by business to assist with mapping career pathways in the District</td>
<td>Up is Better</td>
<td>206</td>
<td>957</td>
<td>192</td>
<td>25</td>
</tr>
<tr>
<td>Number of workforce providers who participate in sectoral partnerships meetings to enhance communication on demand sector needs</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Measure</td>
<td>FY 2021</td>
<td>FY 2022</td>
<td>FY 2023</td>
<td></td>
<td></td>
</tr>
<tr>
<td>-------------------------------</td>
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<td></td>
</tr>
<tr>
<td><strong>Labor Market Awareness</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Number of business engagement activities</td>
<td>127</td>
<td>190</td>
<td>44</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Provide technical assistance</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Number of technical assistance activities</td>
<td>394</td>
<td>296</td>
<td>132</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Workforce Training Providers</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Number of eligible training providers</td>
<td>17</td>
<td>20</td>
<td>0</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>