

Workforce Investment Council FY2022

Agency Workforce Investment Council

Agency Code UPO

Fiscal Year 2022

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 (KPIs)

Measure	Directionality	FY 2019 Actual	FY 2020 Actual	FY 2021 Actual	FY 2022 Target
1 - Business Engagement: Increase business engagement to help align workforce training programs with employer needs (1 Measure)					
Number of business leaders actively engaged	Up is Better	52	457	403	100
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	Up is Better	289	372	1376	250
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	Up is Better	34	124	206	25

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

Operations Title	Operations Description	Type of Operations
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

Workload Measures (WMs)

Measure	FY 2019 Actual	FY 2020 Actual	FY 2021 Actual
1 - Labor Market Awareness (1 Measure)			
Number of business engagement activities	18	69	127
2 - Provide technical assistance (1 Measure)			
Number of technical assistance activities	11	64	394
3 - Workforce Training Providers (1 Measure)			
Number of eligible training providers	34	71	17

Strategic Initiatives

Strategic Initiative Title	Strategic Initiative Description	Proposed Completion Date
Career Pathways (4 Strategic initiatives)		

Strategic Initiative Title	Strategic Initiative Description	Proposed Completion Date
Information Technology Enhancement	In FY22, WIC will establish and launch, 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 Information Technology Investment Program. The program will fund and expand IT training opportunities for District residents. The WIC will also establish an Information Technology Occupation Advisory Board. The goal is to serve 200 District residents through these programs.	09-30-2022
Nurse Education Enhancement	In FY22, WIC will establish and launch 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 is a new program that 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.	09-30-2022
Career Coaches DC	In FY22, WIC will establish and launch a grant to support the hiring of 50 Career Coaches. These Career coaches will support residents seeking to connect to career advising, education, training, and employment opportunities in high-demand occupations in the District. Career coaches will conduct assessments and connect job seekers with other supportive services already available to District residents, including but not limited to resources for mental health support, housing, transportation, and childcare. The goal is to serve 5,000 residents that have been impacted by the COVID-19 pandemic, targeting those who are unemployed, underemployed, low-income earners, and those who have not yet completed a Bachelor's degree.	09-30-2022
Workforce System Data Modernization	In FY22, WIC will take over the contract for the workforce system referral tool, Data Vault, and work with the provider to implement system enhancements. The WIC will expand training and support increased usage of Data Vault to refer, track, and support residents seeking jobseeker and supportive services from multiple American Job Center partners. The goal is to increase the total number of customers input into the system.	09-30-2023
Labor Market Awareness (1 Strategic Initiative)		
Employer Partnership Grants	In FY22, WIC will launch an 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.	09-30-2022
Research and Analysis (1 Strategic Initiative)		
Racial Equity	In FY22, WIC will provide 2x year racial justice and equity professional development training to staff and the WIC Board. Additionally, through training provided by the One Stop Operator, WIC will support delivery of racial justice and equity training to frontline staff of partner agencies that provide services through the American Job Center.	09-30-2022