

# Workforce Investment Council FY2018

## FY2018 Performance Accountability Report

The Performance Accountability Report (PAR) measures each agency's performance for the fiscal year against the agency's performance plan and includes major accomplishments, updates on initiatives, and key performance indicators (KPIs).

## 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

## FY18 Top Accomplishments

What is the accomplishment that your agency wants to highlight?	How did this accomplishment impact residents of DC?	How did this accomplishment impact your agency?
Renewal of WIOA-required Memorandum of Understanding (MOU)	Creating a customer-focused American Job Center network that aligns service delivery across the board and enhances access to program services, increasing customer access and performance outcomes.	Defining the parameters within which education, workforce, economic development, and other Partner programs and entities operating in the District American Job Centers. These partnerships will reduce administrative burden and costs.

## 2018 Strategic Objectives

Objective Number	Strategic Objective
1	Business Engagement: Expand Workforce Intermediary programming to connect businesses within high-demand sectors to skilled District residents through innovative partnerships
2	Guidance / Oversight (State board functions + local board function as outlined in WIOA): Provide strategic planning and coordination of the workforce system to implement the plans and programs outlined in WIOA State Plan for 2016-2020
3	Credentialing / Access to Training: Provide WIOA participants with high-quality training opportunities that lead to employment within the District's high-demand industries through Eligible Training Provider List (ETPL) program services
4	Career Pathways: Advance the development of the District's high-demand career pathways, ensuring they are informed by business, transparent to all parts of the workforce system, and fully supported by District agencies and partners to allow residents to seamlessly move forward in their chosen pathways

Objective Number	Strategic Objective
5	Create and maintain a highly efficient, transparent and responsive District government.**

## 2018 Key Performance Indicators

Measure	Freq	Target	Q1	Q2	Q3	Q4	FY2018	KPI Status	Explanation
<b>1 - Business Engagement: Expand Workforce Intermediary programming to connect businesses within high-demand sectors to skilled District residents through innovative partnerships (1 Measure)</b>									
Percent of WIC designated business representatives from high-demand sectors attending Demand Industry Council Meetings	Quarterly	90%	75%	75%	0%	0%	37.5%	Unmet	In the first quarter of FY18, the Workforce Intermediary position was vacated and remained open until quarter one FY19. The KPI was not met due to lack of essential staff.
<b>2 - Guidance / Oversight (State board functions + local board function as outlined in WIOA): Provide strategic planning and coordination of the workforce system to implement the plans and programs outlined in WIOA State Plan for 2016-2020 (1 Measure)</b>									
Percent increase in agency participation in technical assistance activities	Quarterly	5%	5%	5%	14%	0%	6%	Met	
<b>3 - Credentialing / Access to Training: Provide WIOA participants with high-quality training opportunities that lead to employment within the District's high-demand industries through Eligible Training Provider List (ETPL) program services (3 Measures)</b>									
Percentage of WIOA-funded customers who completed ETPL training program	Annually	56%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	73%	Met	
Percentage of WIOA-funded customers who completed ETPL training program and entered employment within 6 months of completing training	Annually	52%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	Waiting on Data		
Percentage of WIOA-funded customers who completed ETPL training program and entered employment, who are employed 12 months after completing training	Annually	57%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	Waiting on Data		

Measure	Freq	Target	Q1	Q2	Q3	Q4	FY2018	KPI Status	Explanation
<b>4 - Career Pathways: Advance the development of the District's high-demand career pathways, ensuring they are informed by business, transparent to all parts of the workforce system, and fully supported by District agencies and partners to allow residents to seamlessly move forward in their chosen pathways (1 Measure)</b>									
Percent of workforce providers funded by the WIC who participate in the Career Pathways Community of Practice	Quarterly	90%	90%	90%	77.3%	100%	89.6%	Nearly Met	In FY18, the WIC worked with DOES to establish a coordinated process to collect new and updated contact information for WIOA providers funded by the WIC. While this new process improved communication and increased participation in Career Pathways Community of Practice, the WIC was unable to meet it's KPI. In FY19, the WIC will continue the process with DOES and ensure that workforce provider continue to participate in the Career Pathways Community of Practice.

\*\*We've revisited a project to standardize District wide measures for the Objective "Create and maintain a highly efficient, transparent and responsive District government." New measures will be tracked in FY18 and FY19 and published starting in the FY19 Performance Plan.

## 2018 Workload Measures

Measure	Freq	Q1	Q2	Q3	Q4	FY 2018
<b>1 - Sector Partnerships (2 Measures)</b>						
Number of high demand fields	Quarterly	29	29	6	6	70
Number of business leaders representing high demand sectors	Quarterly	45	45	29	27	146
<b>2 - Policy Development (1 Measure)</b>						
Number of Workforce Implementation Guidance Letters (WIGLS) released	Quarterly	1	0	0	0	1
<b>2 - Working Groups (1 Measure)</b>						
Number of working group meetings	Quarterly	2	5	4	4	15
<b>3 - Workforce Training Providers (2 Measures)</b>						
Number of eligible training providers	Quarterly	25	32	34	37	128
Number of grantees	Quarterly	10	10	10	10	40

2018 Strategic Initiatives

Title	Description	Complete to Date	Status Update	Explanation
<b>WORKFORCE INVESTMENTS (3 Strategic initiatives)</b>				
Increase the number of providers on the Eligible Training Provider List	In FY 2018, the Workforce Investment Council (WIC) aims to enhance the District's capacity to provide quality occupational training to local residents through the Eligible Training Provider List by engaging with local apprenticeship sponsors, establishing agreements with neighboring states (Maryland and Virginia), and partnering with the city's government agencies, colleges and universities.	Complete	In FY18, the WIC increased it's Eligible Training Provider List (ETPL) from 25 providers to 39 providers. The WIC will continue to grow the ETPL to offer more training opportunities for District Residents.	
Improve the Workforce Intermediary Program's performance management	In FY 2018, the WIC will evaluate and redefine measures and standards for all grantees in the Workforce Intermediary Program, and develop a standard operating procedure for the process.	Complete	In FY18, the WIC provided technical assistance and incorporated monthly reporting.	
Increase the number of participants in the Community of Practice	In FY 2018, the WIC will increase community outreach efforts, create a website, and utilize the Community of Practice Task Force to build relationships and expand participation in the Community of Practice.	Complete	The WIC continues to build on the success of the established Community of Practice (CoP) web page by offering training and resources to the CoP. The WIC hosted a Career Pathways Task Force meeting in July and two Community of Practice trainings in FY 18 Q4. Through the Career Pathways Task Force and continued networking efforts, the WIC has expanded CoP outreach and has begun to expand training resources on the CoP portal based on participant feedback.	