DC Data Vault Training
for
WIOA Providers & Partners
Fiscal Year 2020-21

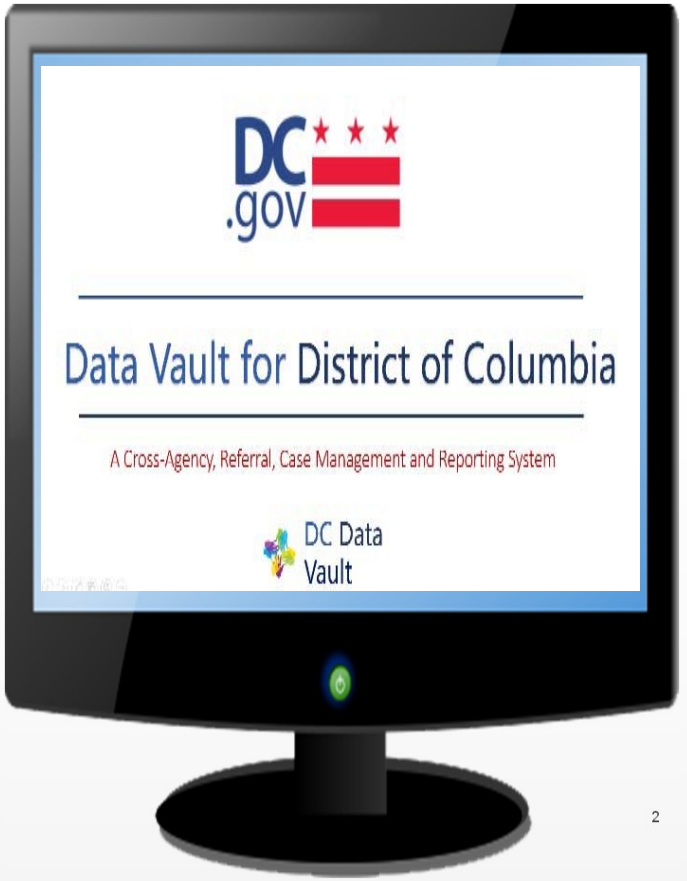
J. Michelle Johnson, State Director
OSSE Adult and Family Education

Beth Lehrer, Product Director, PAIRIN

v. 1.3

WIOA Unified State Plan & DC Data Vault

Why the mandate to use the DC Data Vault?



OSSE

District WIOA Unified State Plan

Emphasizes expanding economic opportunity to District residents across the city so that more residents are able to access a career pathway to the middle class.

Goals:

1. **Enhance System Alignment**,
2. **Improve Community Access to Workforce and Education Services**,
3. Expand the Talent Pool for Businesses,
4. **Improve Youth Services**, and
5. Increase Performance and Accountability.

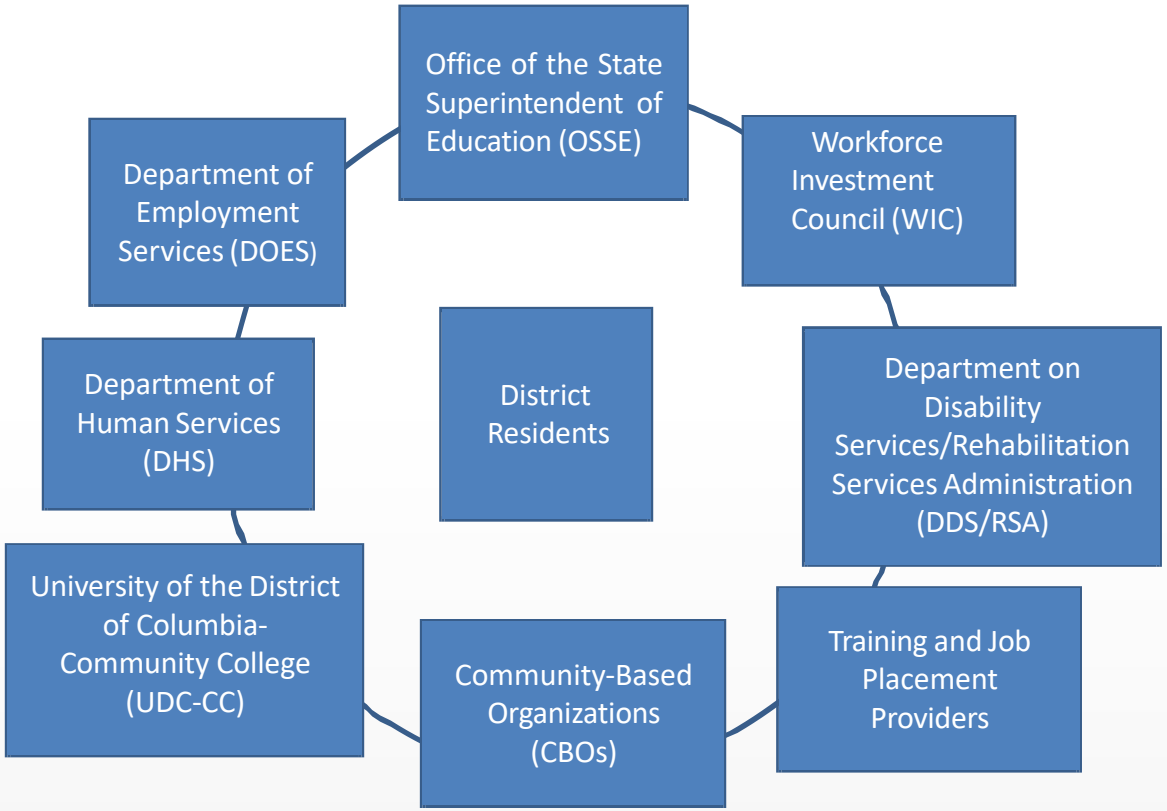
The DC WIOA Unified State Plan is posted at: https://dcworks.dc.gov

DC Data Vault - Conceptual Framework (Cont.)

DC Data Vault

Community-Focused / Customer-Centric

District residents are commonly served by ***multiple DC agencies.***



Every DC agency has a ***unique*** role to serve District residents.

The DC Data Vault helps the District to focus on better serving customers by **dramatically improving interagency collaboration.**

DC Data Vault - Conceptual Framework

The DC Data Vault is a transactional data system designed to:

- Facilitate and track the referral of customers to and from agency partners for assessment, education, training, and other related services;
- Provide access to customer information and notifications to key staff at each relevant partner agency;
- Allow participating staff to upload and maintain customer eligibility documents so that they can be accessed by each partner agency;
- Link District residents to needed services (e.g. DC Networks to register in the Virtual One Stop, DDS/RSA for vocational rehabilitation and other supportive services, DHS for public benefits, OSSE for education and training services, UDC for workforce training and postsecondary education);
- Track customer participation, performance, progress and outcomes across partners; and
- Facilitate cross agency communication, case management and collaboration of services for DC residents.

District WIOA Unified State Plan (Cont.)

Goal 1: Enhance System Alignment: District workforce development, education and social services providers will collaborate to deliver coordinated and effective services.

- Strategy 1.1- The District's workforce development, education and social services system providers (including community-based organizations (CBOs)) will develop a process and necessary tools to assess, refer, and serve individuals based on their own goals, readiness, and needs.
  - **DC Data Vault can be used to schedule and/or administer assessments and refer customers for education, training, supportive and other related services.**
  - **According to the AJC Infrastructure Memorandum of Agreement, WIOA core partner agencies must use the Data Vault to refer and document the status of referrals of District residents to programs for services.**
- Strategy 1.2- The District's providers will foster an environment of collaboration by cross-training staff from organizations throughout the system.
  - **Data Vault partner agency staff participate in CASAS training in order to assess and/or share assessment data for customers and Data Vault training in order to refer and connect customers to needed services. Furthermore, a shared orientation and program booklet has been developed for use by all Data Vault partners that highlights the programs offered by partners utilizing the Data Vault.**

District WIOA Unified State Plan (Cont.)

Goal 2: Improve Community Access to Workforce and Education Services: All District residents—including people with disabilities, individuals with multiple barriers to employment and those who are underemployed—will have improved access to jobs, education, training, career information and support services necessary to advance in their career pathway.

- Strategy 2.1- The District will develop business-driven career pathway maps for high-demand occupations and industry sectors within and around the local area to provide jobseekers information on the knowledge, skills, competencies, and credentials required to secure initial employment and progress in their selected careers, as well as provide information on how to access relevant career, education, training, and support services.
  - ➢ **DC Data Vault includes a Community Catalog with information about and direct access to programs and services available to District residents.**
    - Strategy 2.2- The District will provide access to programs and services through traditional and non-traditional means, including AJCs, satellite locations and virtual platforms.
  - ➢ **DC Data Vault provides access to program and services through a virtual platform.**
- Strategy 2.3- District providers will ensure residents receive appropriate case management, career navigation, and support services to remediate barriers and ensure movement along their career pathway.
  - ➢ **DC Data Vault can be used to facilitate cross agency communication to serve customers, identify customer barriers, and refer customers to providers for barrier remediation.**

District WIOA Unified State Plan (Cont.)

Goal 4: Improve Youth Services: Youth will have increased access to a coordinated education and workforce system that provides the services and support needed to prepare them for postsecondary educational success, employment and long-term career advancement.

- Strategy 4.1-The District will provide K-12 youth with career development activities and paid work-based training opportunities (e.g. apprenticeships, internships, work experience) so they become familiar with a wide range of occupational opportunities and related educational and skill requirements. The District will connect these activities to year-round services and supports.
- Strategy 4.2-The District will develop services that promote postsecondary education (e.g., scholarships, dual credit courses) so youth can easily transition from K-12 to higher education.
  - **DC Data Vault can be used to link opportunity youth to postsecondary education and training programs.**
- Strategy 4.3-The District will focus attention and resources on engaging opportunity youth (those 16 to 24 who are neither in-school nor employed).
  - **DC Data Vault can be used to link opportunity youth to programs and services.**

Practical Implications

- In a practical sense, the Data Vault allows all DC's workforce partner agencies to coordinate intake and referrals to create a no-wrong door approach allowing District residents to learn about and access partner agency programs and services through the Data Vault regardless of which door they enter the system.
- For example, a resident could go to one of DOES's American Job Centers and through the intake and assessment process within the Data Vault s/he could be directly referred to:
  - one of OSSE's Integrated Education & Training (IE&T) providers for adult education and training in a specific industry;
  - DHS for TANF and SNAP benefits; and/or
  - DDS/RSA for vocational rehabilitation services.
- **Reminder:** Effective July 1, 2020, CASAS assessments remain valid for a period of 15 months after the date of test administration, enabling partner agencies to continue to serve and/or refer District residents for education and training services in FY 2020-21.

Practical Implications (Cont.)

- Agency partner staff can make and receive referrals through the DC Data Vault, including intake information, assessment results and eligibility documentation collected from the customer, eliminating redundancy in requests for information and/or documentation. Each partner may accept, put-on hold, or reject a referral in the Data Vault.
- The referral status information is available to each agency that is providing services to the customer through the Data Vault which helps streamline the provision of services to customers through cross agency collaboration.
- The DC Data Vault serves as a repository of programs and services District-wide and the inclusion of additional programs and services from partner agencies in the Community Catalog enables us to expand service delivery options for District residents.

ACCESS DC!

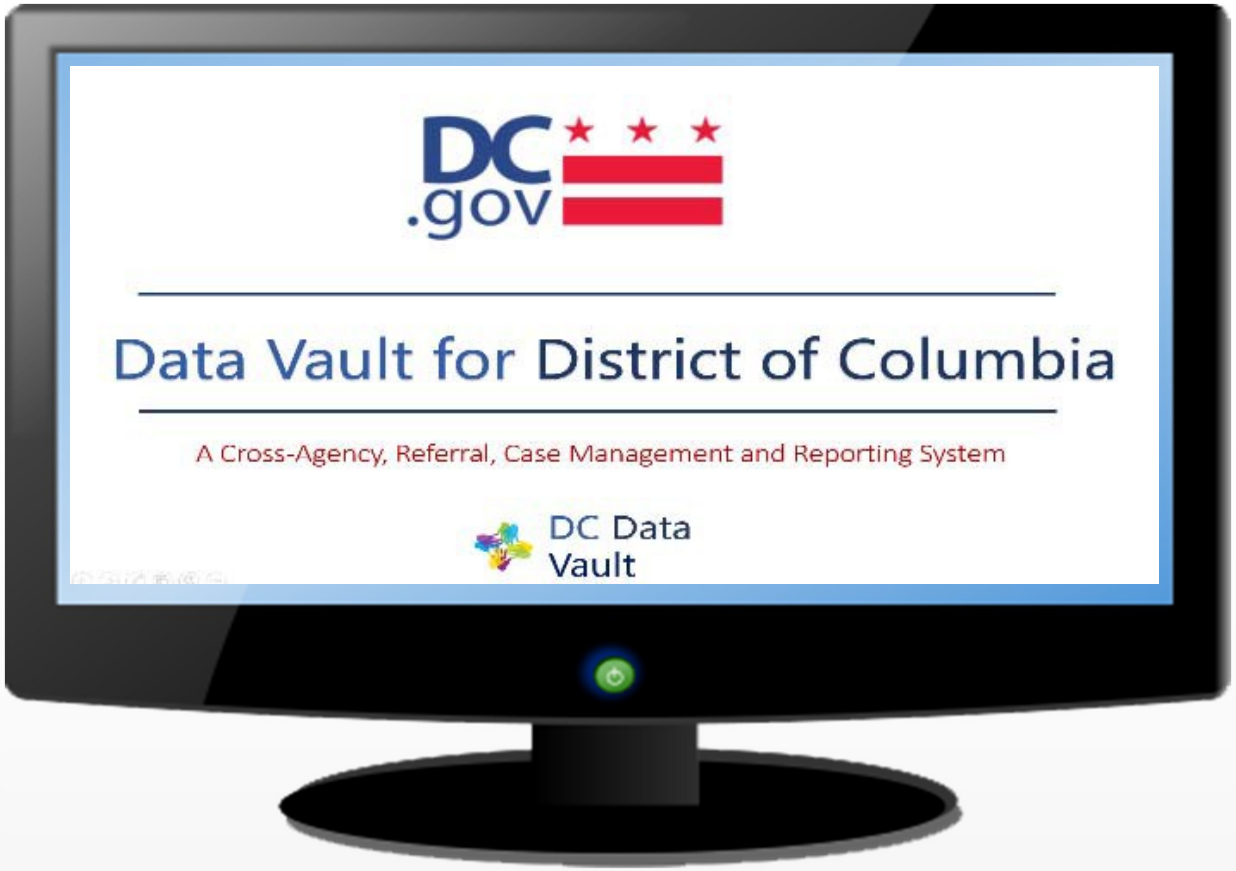
The District's workforce development partners have developed ACCESS DC! to better coordinate services across multiple public agencies. The ACCESS DC! orientation provides high-level information regarding the programs, services, and benefits available to eligible District residents. These services include education, training, and support services provided by:

- Office of the State Superintendent of Education;
- University of the District of Columbia;
- Department of Employment Services;
- Department on Disability Services/Rehabilitation Services Administration; and
- Department of Human Services.

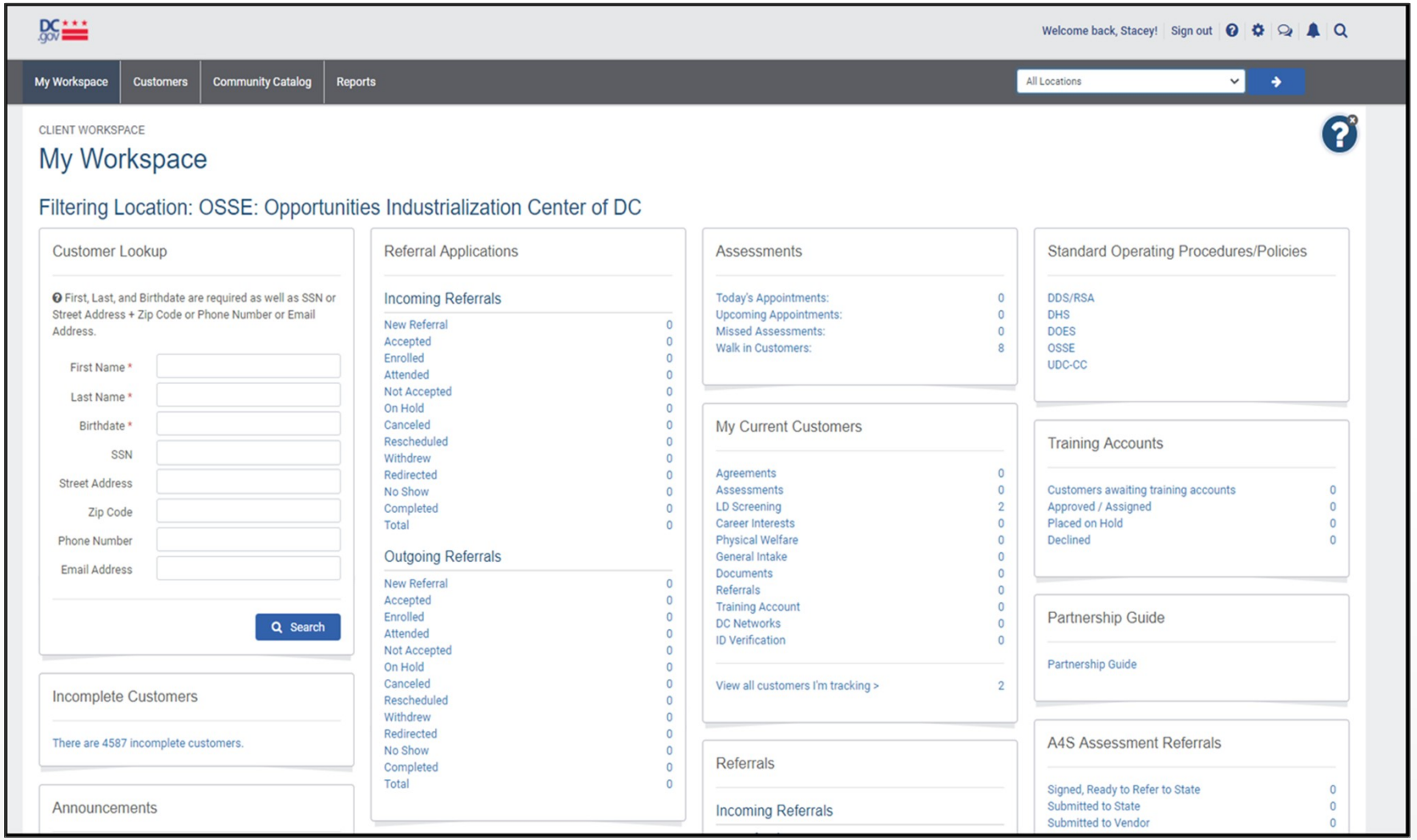
The first step to accessing the services offered by these partners is to view the orientation and participate in a general intake at any one of the partner locations.

- ACCESS DC! Guide to Navigating Programs and Services in the District of Columbia
- ACCESS DC! Programs and Services for DC Residents 2020

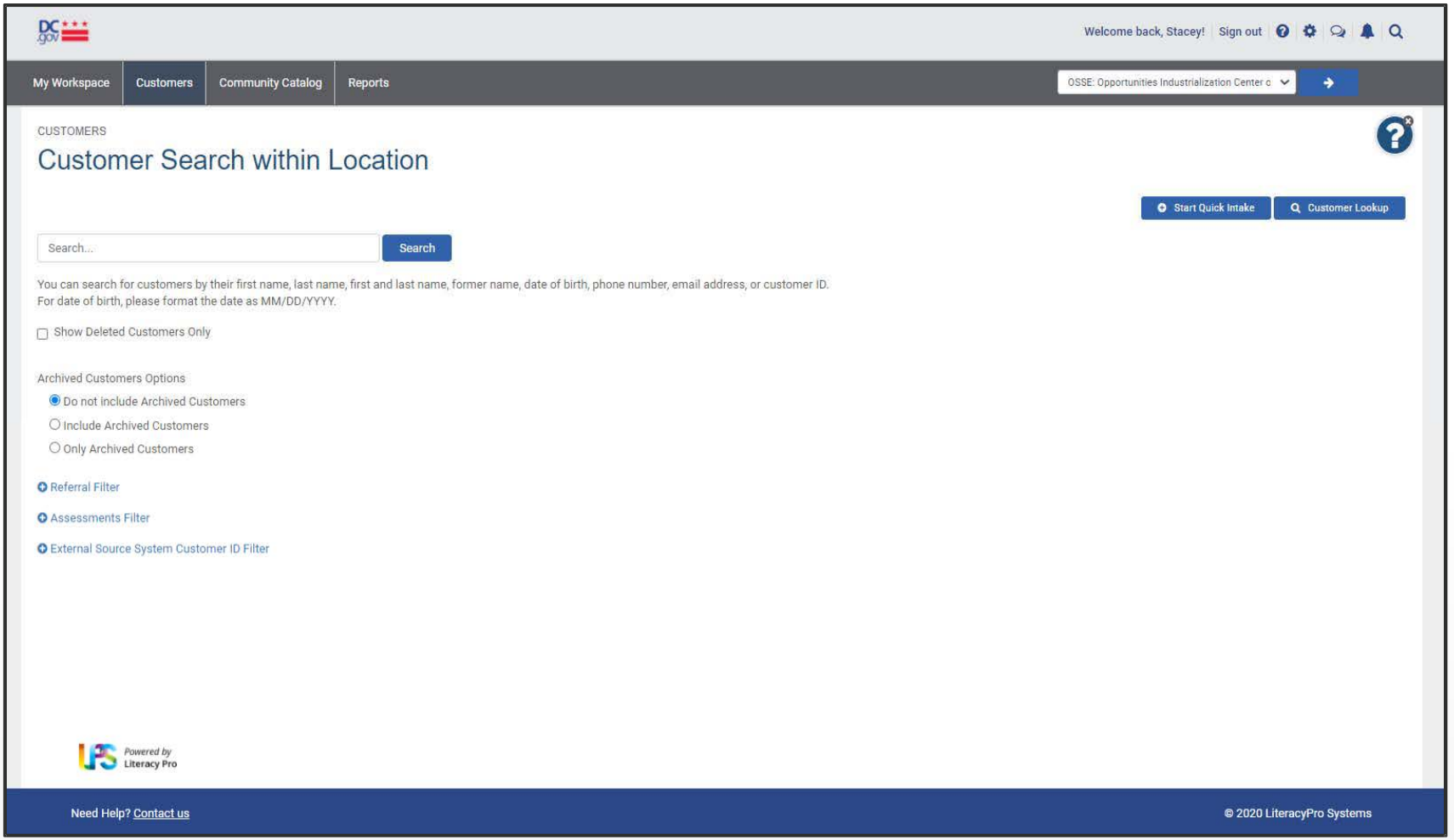
What is the DC Data Vault?



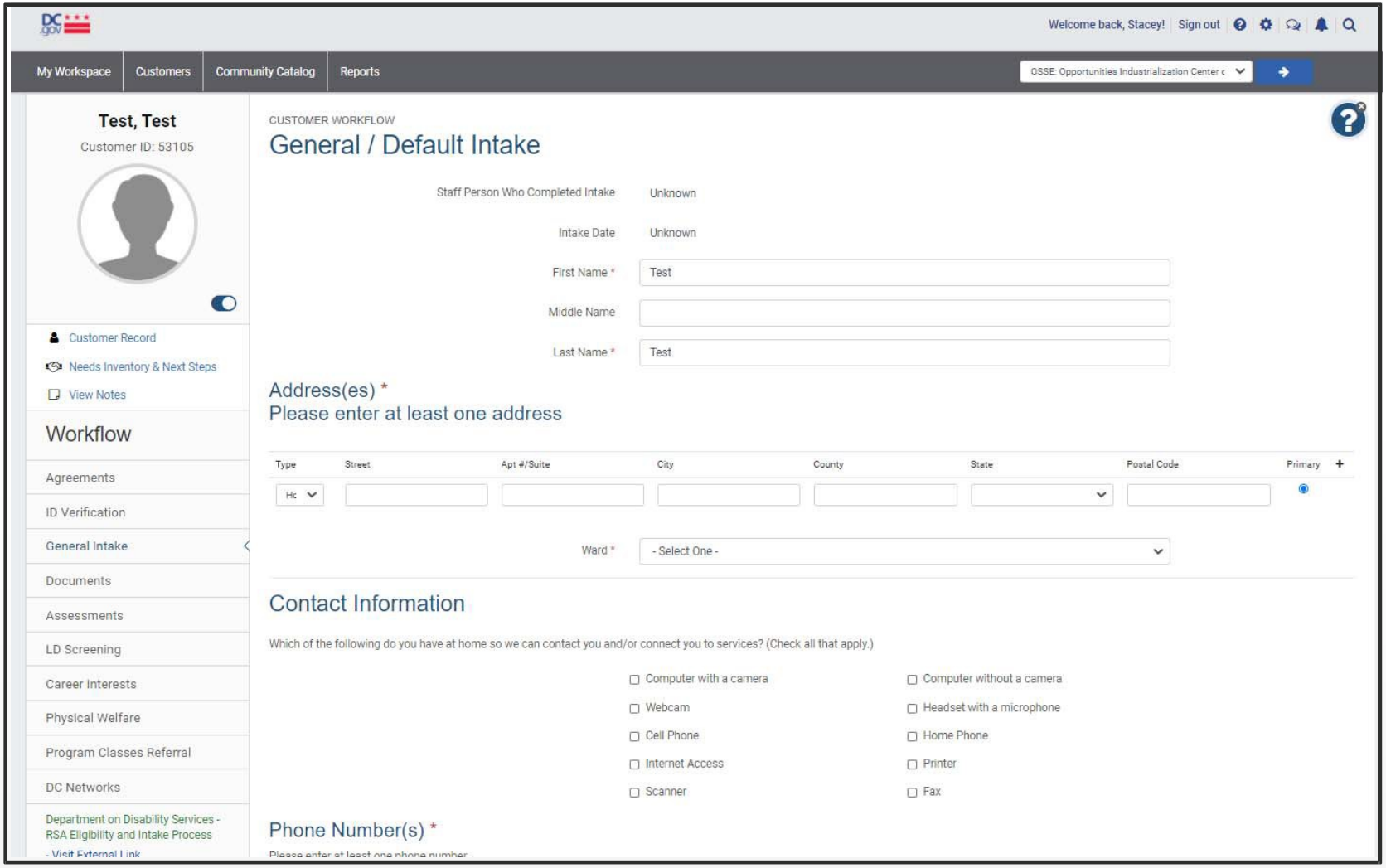
DC Data Vault - My Workspace Screen



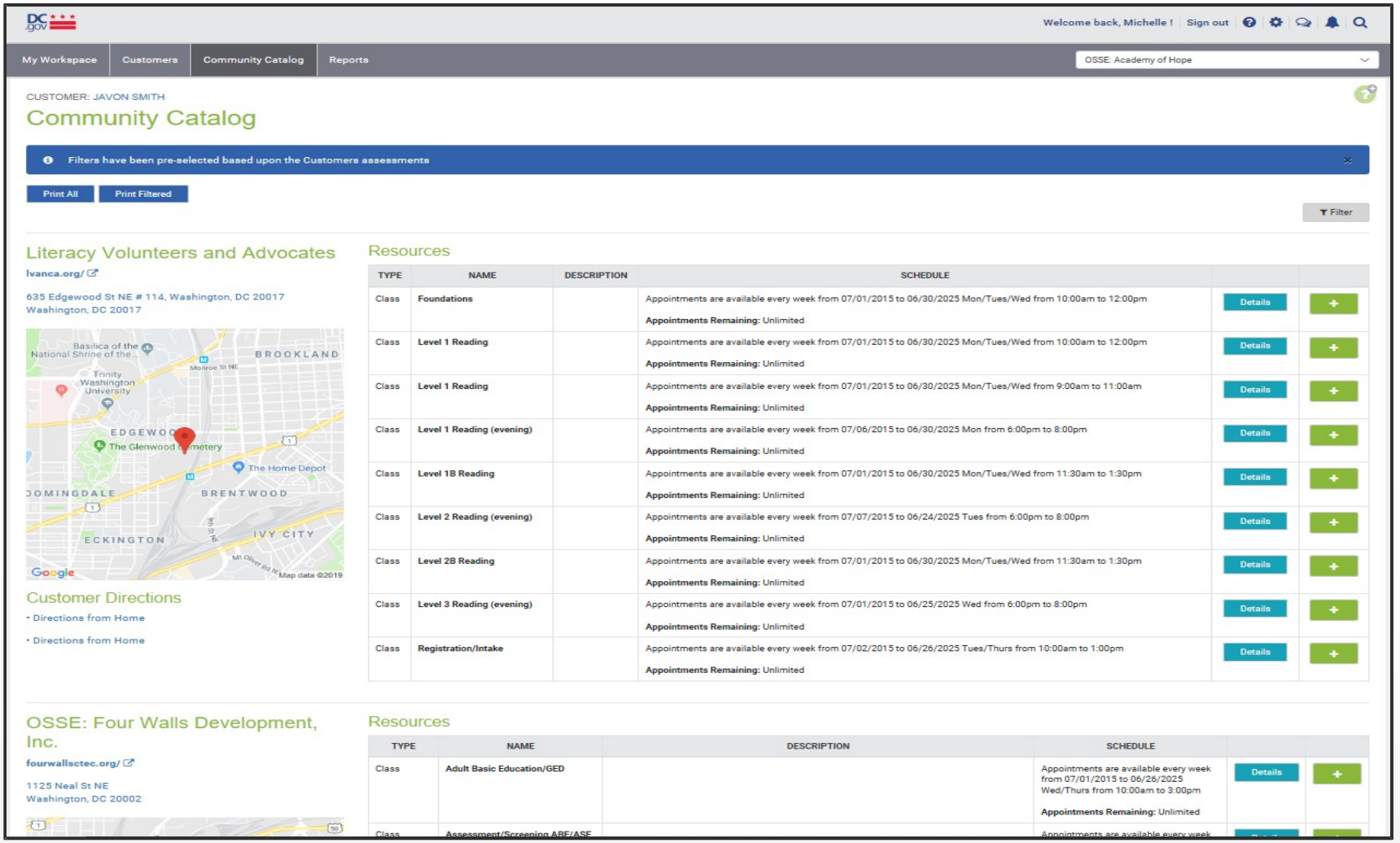
DC Data Vault - Customers Screen



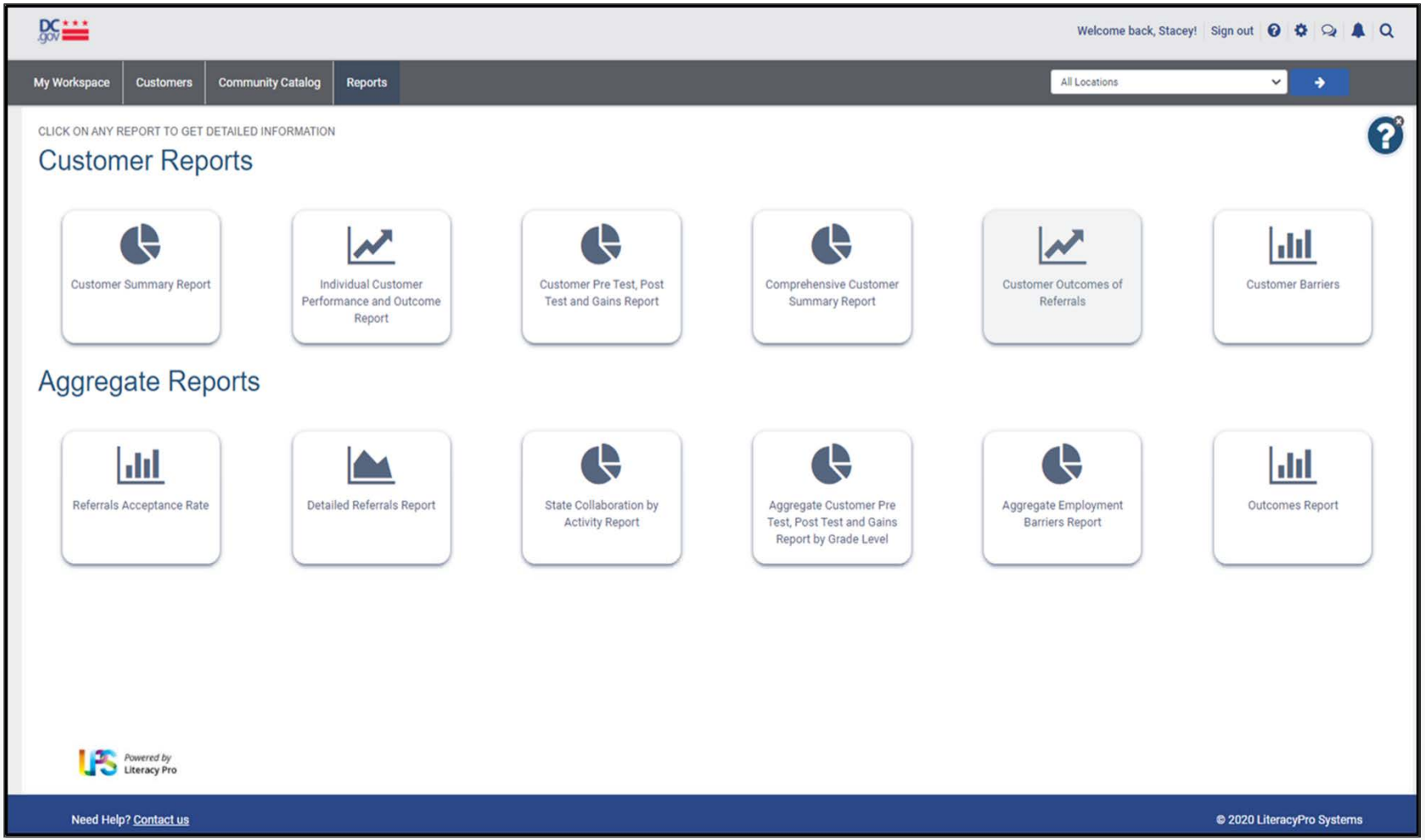
DC Data Vault - Customers Screen (Cont.)



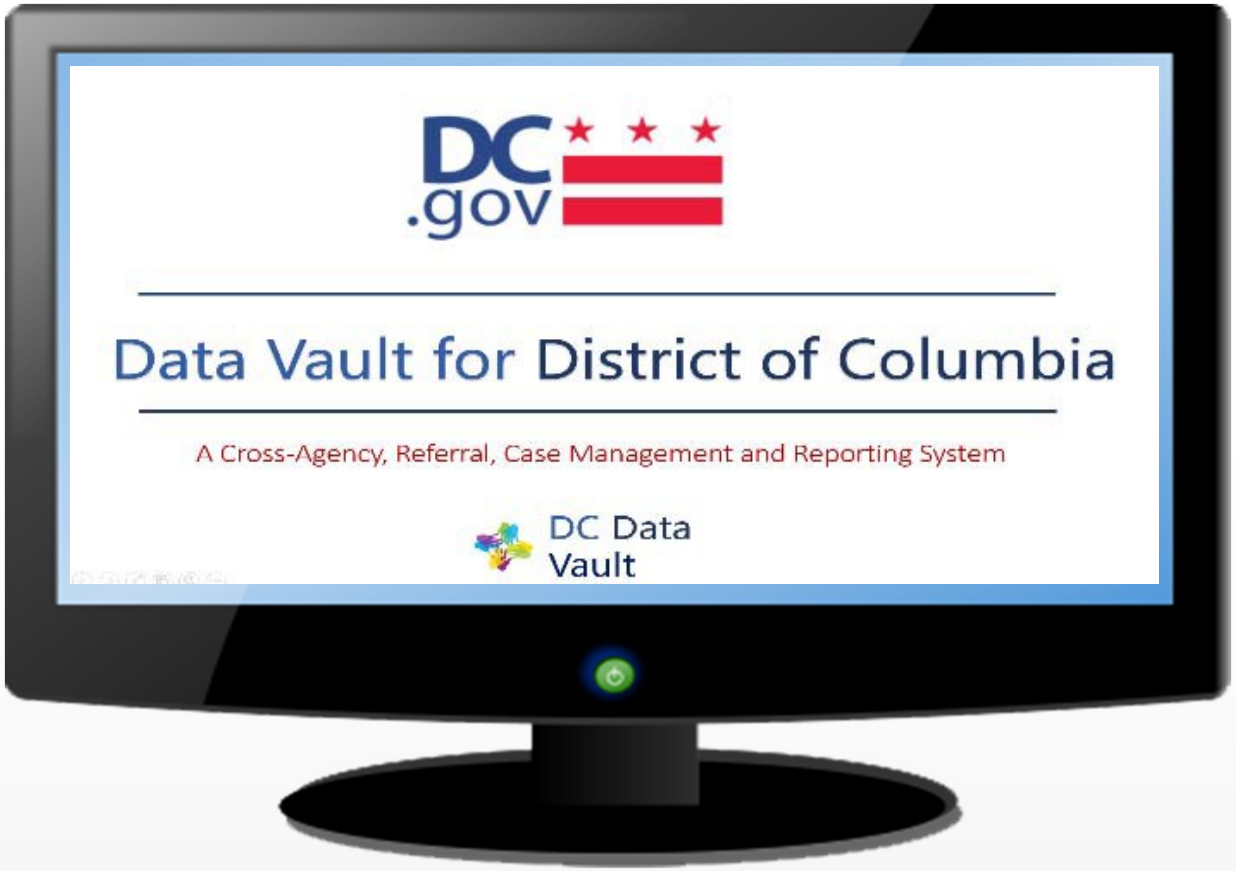
DC Data Vault – Community Catalog



DC Data Vault – Reports Screen



What is the role of the DC Data Vault Workgroup?



DC Data Vault Workgroup

Goals:

- To help bring to fruition the relevant goals and strategies in the WIOA Unified State Plan.
- To more effectively identify and respond to the needs of the District residents seeking services from District agencies so that they can secure sustainable employment.

DC Data Vault Workgroup (Cont.)

Members include representatives from the following agencies:

- Workforce Investment Council (WIC)
- Office of the State Superintendent of Education (OSSE)
- Department of Employment Services (DOES)
- Department of Human Services, Economic Security Administration (DHS ESA)
- Department on Disability Services/Rehabilitation Services Administration (DDS/RSA)
- DC Housing Authority (DCHA)
- University of the District of Columbia (Flagship University, Community College and Workforce Development and Lifelong Learning)
- One Stop Operator

See Agency Data Vault Staff Leads Listing for the names and contact information for DV workgroup members and agency data representatives.

Agency Data Vault Staff Leads

Agency DC Data Vault Staff Leads

For additional information regarding DC Data Vault implementation, contact your agency's contact person(s) as indicated below.

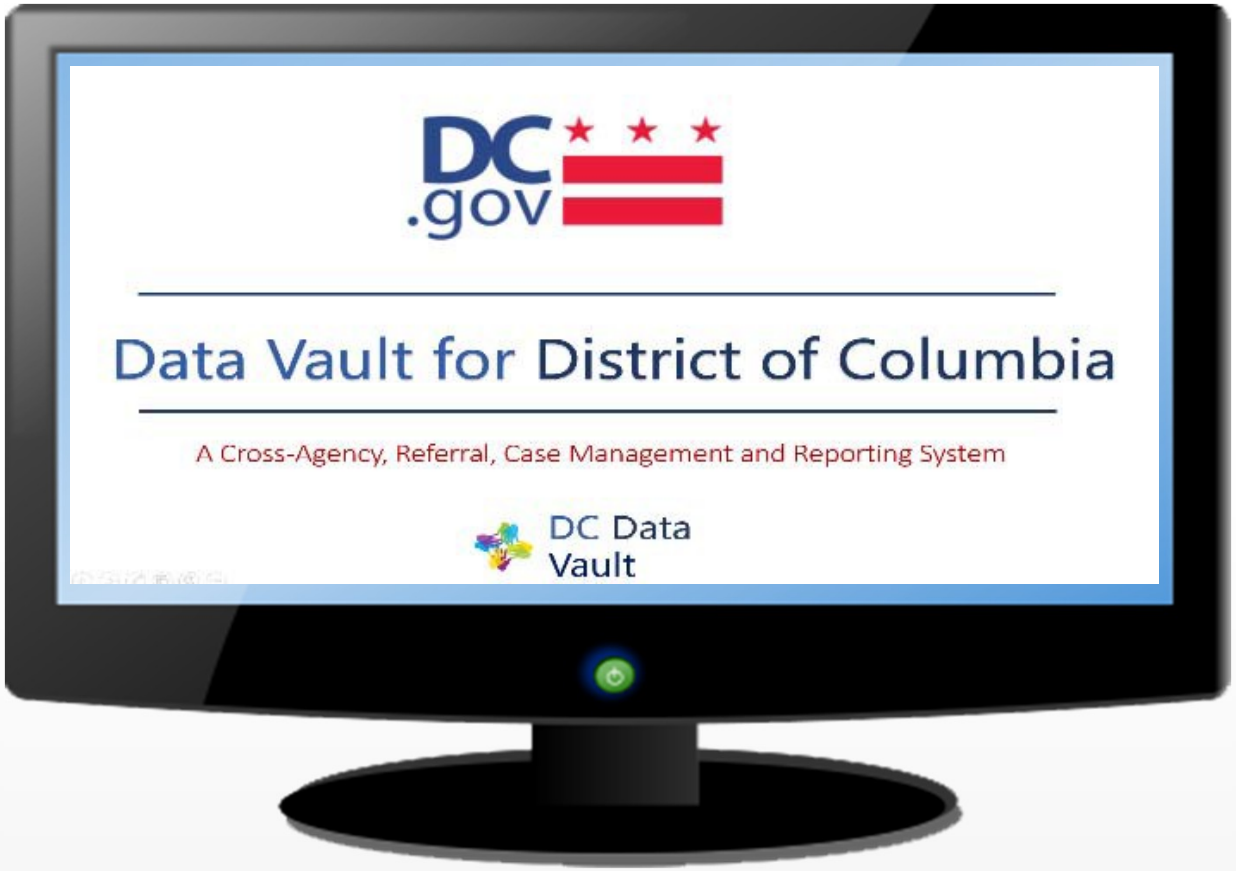
Name of Agency	Agency Director	DC Data Vault Implementation Contact Person		
		Name/Title	Email Address	Phone Number
Department of Employment Services				
Department of Employment Services (DOES) Workforce & Federal Programs [Senior Community Services Employment Program (SCSEP)]	Unique MorrisHughes	Vanessa Weatherington, MPA, Deputy Director, Workforce & Federal Programs	Vanessa.weatherington@dc.gov	(202) 698-5135
		Pablo Venturino Associate Director, American Job Center & One Stop Operations	Pablo.venturino@dc.gov	(202) 298-6288
		Sheree Finley, CBA, CWDPM, American Job Centers, Sr. Program & Operations Manager	Sheree.finley2@dc.gov	(202) 671-2762
		Regina Robinson, Program Manager	Regina.Robinson3@dc.gov	(202) 698-5778
		Leslie Green, Program Analyst	Leslie.Green@dc.gov	(202) 698-5819
Office of Apprenticeships, Information and Training (OAIT)		Ashley Williams, Associate of Director	Ashley.williams@dc.gov	(202) 671-2768
		Metta-alem Sinishaw, Project Analyst	Metta-alem.sinishaw@dc.gov	(202) 390-8141
Office of State Initiatives [Project Empowerment/ Transitional Employment Program (TEP), Career Connections (CC)]		Ayesha Upshur, Program Manager	Ayesha.Upshur@dc.gov	(202) 698-4201
DC Infrastructure Academy (DCIA)		Arlen Herrell, Associate Director	Arlen.herrell2@dc.gov	(202) 899-6051
		Aaron Sisko, Program Manager	Aaron.sisko@dc.gov	(202) 899-6057
		Zevlin Staten, Program Analyst	Zevlin.staten@dc.gov	(202) 899-6040
Office of Youth Programs (OYP) and Summer Youth Employment Programs (SYEP)		Thennie Freeman, Associate Director, Office of Youth Programs	Thennie.Freeman2@dc.gov	(202) 741-5871
		Phillip Walker/Stephanie Campbell	Phillip.walker@dc.gov Stephanie.campbell2@dc.gov	
Office of Labor Market Information and Performance		Heather McGowan, Performance Manager **DV Point of Contact**	Heather.McGowan@dc.gov	(202) 698-3544
		Darrell Ashton, Data Architect	Darrell.Ashton@dc.gov	443-370-7193
		*Jonathan Toye, Program Analysis Officer	jonathan.toye@dc.gov	(202) 671-1124
Department of Human Services				
Department of Human Services, Temporary Assistance to Needy Families (DHS TANF)	Laura Zeilinger	David Ross, Deputy Administrator, ESA, Division of Customer Workforce Employment and Training	David.Ross@dc.gov	(202) 535-1386
		Daijuan Wade, Supervisor, Operations and Training	Daijuan.wade@dc.gov	(202) 727-8103
		Tenesha Williams, Analyst, Operations and Training	Tenesha.williams@dc.gov	(202) 688-1383
		Sheryl La Grange Chief of the Office of Performance Monitoring (OPM)	Sheryl.lagrange@dc.gov	(202) 262-3791
Department on Disability Services				
Department on Disability Services/Rehabilitation Services Administration (DDS/RSA)	Andrew Reese	Ricky Wright Vocational Program Manager, Vocational Rehabilitation Services	Ricky.Wright@dc.gov	(202) 442-8756

DC Data Vault Key Roles and Responsibilities

Key roles and responsibilities:

- Develop/update common/shared intake, assessment and program referral processes.
- Develop/update the Data Vault workflows and Standard Operating Procedures (SOPs) for partner agencies.
- Develop/update the Access DC PowerPoint Presentation and booklet that serves as the multi-partner agency programs/services General Customer Orientation.
- Develop multi-partner agency programs/services Staff Cross-Training PowerPoint Presentations.
- Integrate relevant programs/services and partner providers into the Data Vault Community Catalog to allow them to make and receive referrals.
- Determine which agency data elements, outside the intake information, should be shared with partners through the Data Vault.
- Develop and execute a multi-partner agency programmatic and data sharing Memorandum of Agreement (MOA).

How do I get started using the DC Data Vault?



DC Data Vault Implementation – Agency Staff Leads

Step(s) for the Agency Data Vault Staff Leads:

- Complete and submit the DC Data Vault User Provisioning Form:
  - User Role(s) for agency staff.
  - User Contact Information for agency staff.
  - User Location(s) for agency staff.
- Notify and remind agency staff of Data Vault trainings and Specialized DC Data Vault Implementation Check-in Sessions by User Role, as applicable, on the second (Agency Administrators), third (Transition Specialists) and fourth (Admissions Officers) Tuesday of the month from 1-2 p.m.
  - Webinar Link: https://zoom.us/j/5127402567, Meeting ID: 512 740 2567
- Respond to questions or requests for assistance from agency staff regarding Data Vault implementation.
- Visit My Workspace and monitor staff use of the Data Vault to serve District residents.
- Participate in Data Vault Workgroup meetings.
- Provide updates to agency staff regarding Data Vault implementation.

DC Data Vault Implementation – New Users

Steps for the New Data Vault User:

- Respond to the auto-generated email from DC Data Vault to set your password.
- Participate in Data Vault training.
- Log in to the Data Vault and sign the Data Vault Non-Disclosure Statement. (Users will receive a notification to sign this statement on an annual basis.)
- Visit My Workspace and review the Standard Operating Procedures (SOPs).
- Use the Data Vault to serve District Residents.
- Participate in the Specialized DC Data Vault Implementation Check-in Sessions by User Role, as applicable, on the second (Agency Administrators), third (Transition Specialists) and fourth (Admissions Officers) Tuesday of the month from 1-2 p.m.
    - Webinar Link: https://zoom.us/j/5127402567, Meeting ID: 512 740 2567
- Contact your Agency Data Vault Lead if you have questions or need assistance with Data Vault implementation.

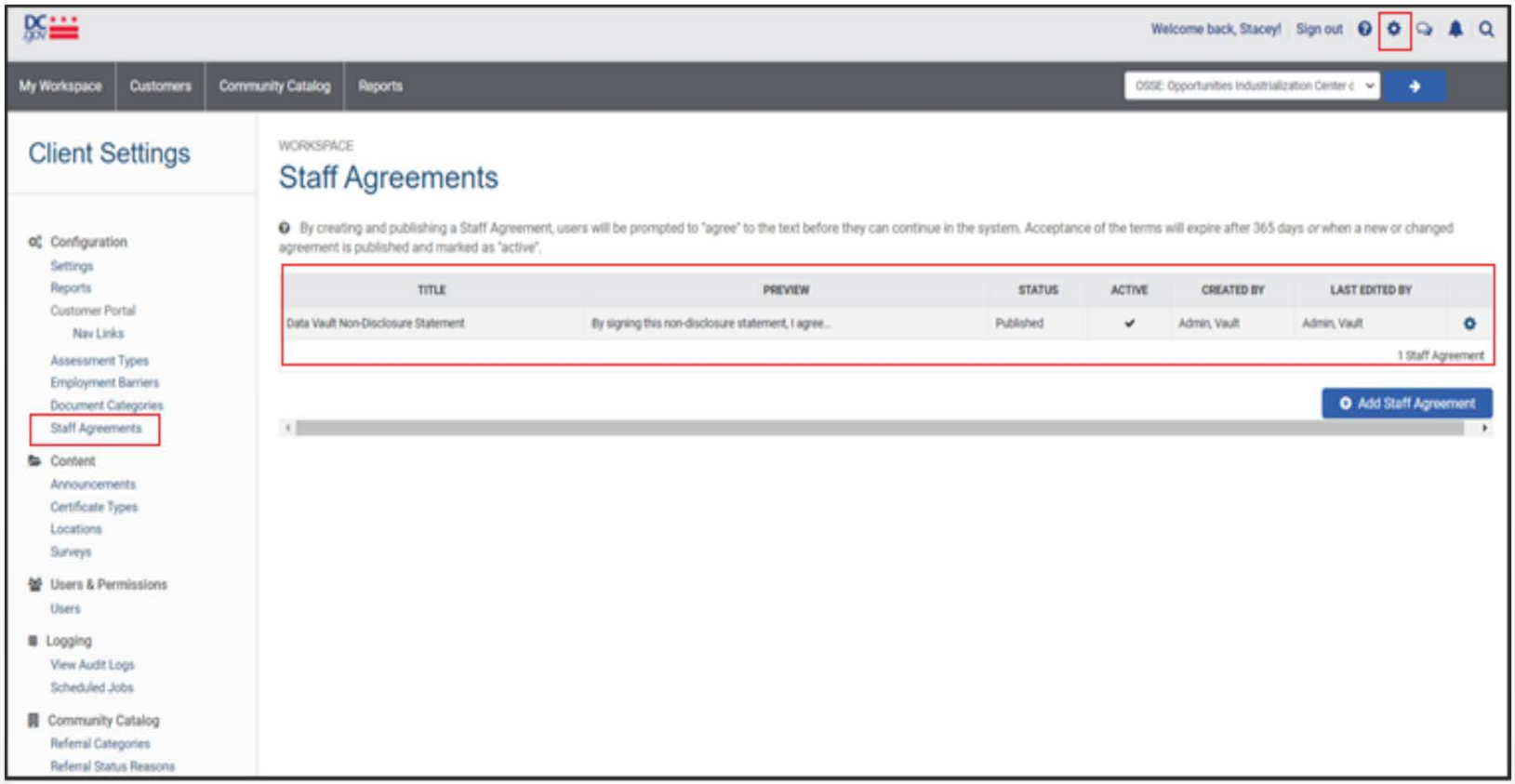
DC Data Vault Implementation – Current Users

Steps for the Current Data Vault User:

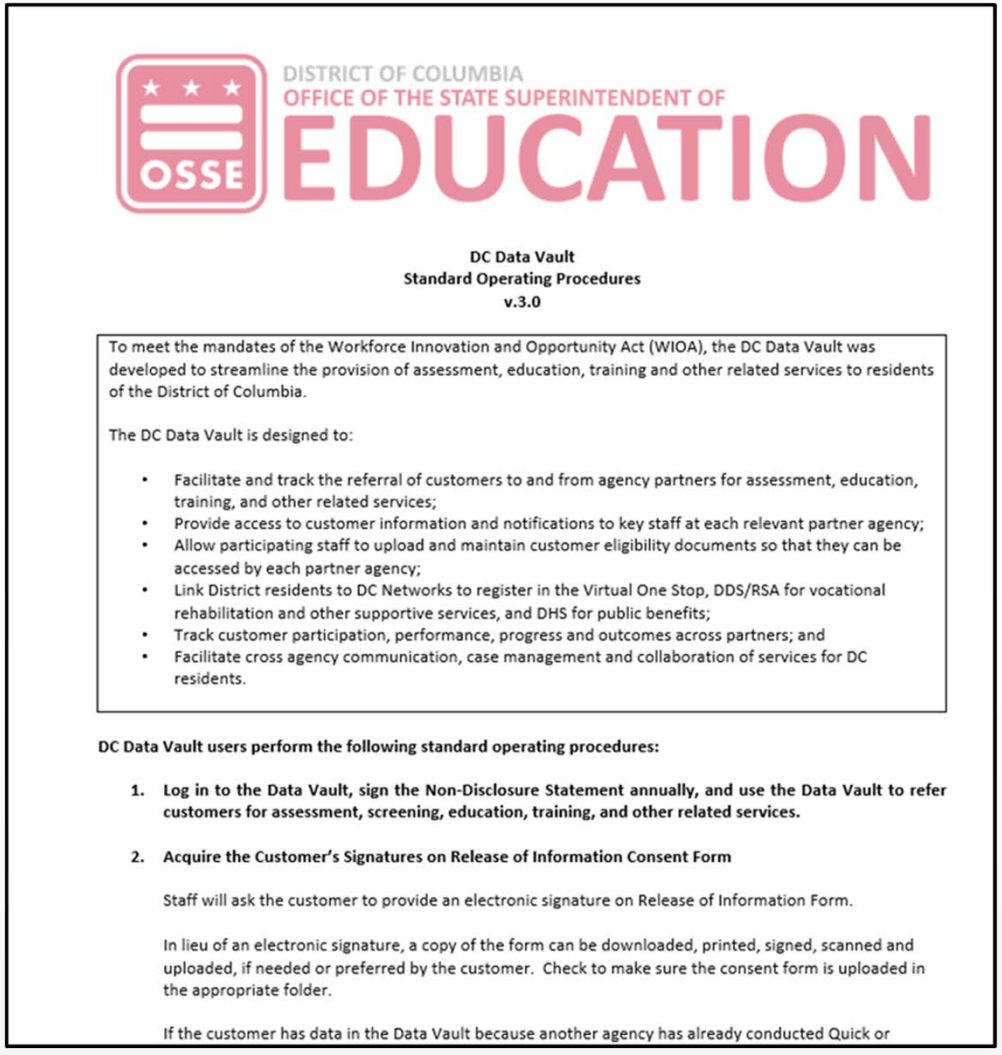
- Participate in Data Vault training.
- Log in to the Data Vault and sign the Data Vault Non-Disclosure Statement, as applicable. (Users will receive a notification to sign this statement on an annual basis.)
- Visit My Workspace and review the Standard Operating Procedures (SOPs).
- Use the Data Vault to serve District Residents.
- Participate in the Specialized DC Data Vault Implementation Check-in Sessions by User Role, as applicable, on the second (Agency Administrators), third (Transition Specialists) and fourth (Admissions Officers) Tuesday of the month from 1-2 p.m.
  - Webinar Link: https://zoom.us/j/5127402567 Meeting ID: 512 740 2567
- Contact your Agency Data Vault Lead if you have questions or need assistance with Data Vault implementation.

DC Data Vault Implementation – Getting Started

- Log in to the Data Vault and sign the Data Vault Non-Disclosure Statement, as applicable. (Users will receive a notification to sign this statement on an annual basis.)



DC Data Vault Implementation - Standard Operating Procedures (SOPs)



DISTRICT OF COLUMBIA
OFFICE OF THE STATE SUPERINTENDENT OF
EDUCATION

DC Data Vault
Standard Operating Procedures
v.3.0

To meet the mandates of the Workforce Innovation and Opportunity Act (WIOA), the DC Data Vault was developed to streamline the provision of assessment, education, training and other related services to residents of the District of Columbia.

The DC Data Vault is designed to:

- Facilitate and track the referral of customers to and from agency partners for assessment, education, training, and other related services;
- Provide access to customer information and notifications to key staff at each relevant partner agency;
- Allow participating staff to upload and maintain customer eligibility documents so that they can be accessed by each partner agency;
- Link District residents to DC Networks to register in the Virtual One Stop, DDS/RSA for vocational rehabilitation and other supportive services, and DHS for public benefits;
- Track customer participation, performance, progress and outcomes across partners; and
- Facilitate cross agency communication, case management and collaboration of services for DC residents.

DC Data Vault users perform the following standard operating procedures:

1. **Log in to the Data Vault, sign the Non-Disclosure Statement annually, and use the Data Vault to refer customers for assessment, screening, education, training, and other related services.**

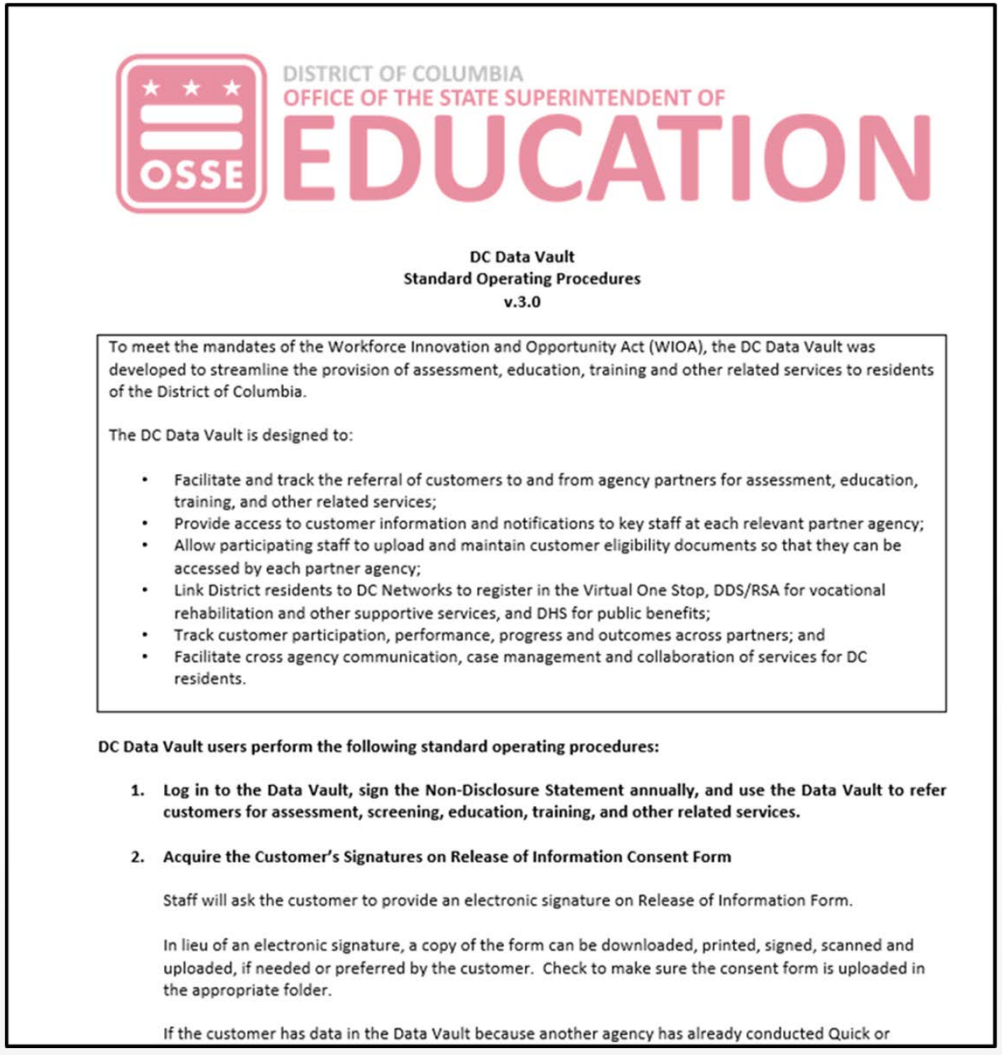
2. **Acquire the Customer's Signatures on Release of Information Consent Form**

   Staff will ask the customer to provide an electronic signature on Release of Information Form.

   In lieu of an electronic signature, a copy of the form can be downloaded, printed, signed, scanned and uploaded, if needed or preferred by the customer. Check to make sure the consent form is uploaded in the appropriate folder.

   If the customer has data in the Data Vault because another agency has already conducted Quick or

DC Data Vault Implementation - Standard Operating Procedures (SOPs)



DISTRICT OF COLUMBIA
OFFICE OF THE STATE SUPERINTENDENT OF
EDUCATION

DC Data Vault
Standard Operating Procedures
v.3.0

To meet the mandates of the Workforce Innovation and Opportunity Act (WIOA), the DC Data Vault was developed to streamline the provision of assessment, education, training and other related services to residents of the District of Columbia.

The DC Data Vault is designed to:

- Facilitate and track the referral of customers to and from agency partners for assessment, education, training, and other related services;
- Provide access to customer information and notifications to key staff at each relevant partner agency;
- Allow participating staff to upload and maintain customer eligibility documents so that they can be accessed by each partner agency;
- Link District residents to DC Networks to register in the Virtual One Stop, DDS/RSA for vocational rehabilitation and other supportive services, and DHS for public benefits;
- Track customer participation, performance, progress and outcomes across partners; and
- Facilitate cross agency communication, case management and collaboration of services for DC residents.

DC Data Vault users perform the following standard operating procedures:

1. **Log in to the Data Vault, sign the Non-Disclosure Statement annually, and use the Data Vault to refer customers for assessment, screening, education, training, and other related services.**

2. **Acquire the Customer's Signatures on Release of Information Consent Form**

   Staff will ask the customer to provide an electronic signature on Release of Information Form.

   In lieu of an electronic signature, a copy of the form can be downloaded, printed, signed, scanned and uploaded, if needed or preferred by the customer. Check to make sure the consent form is uploaded in the appropriate folder.

   If the customer has data in the Data Vault because another agency has already conducted Quick or

DS(1

DC Data Vault Implementation – Monthly Data Vault Check-in Sessions

- Participate in the Specialized DC Data Vault Implementation Check-in Sessions Vault Check-in Sessions by User Role (second, third and fourth Tuesday of each month from 1 – 2 p.m.)

- Webinar Link: https://zoom.us/j/5127402567
- Meeting ID: 512 740 2567

Benefits to DC Data Vault Users

- Pipeline for potential **customers**.
- Access to intake, assessment and other related information for District **residents** seeking services.
- Access to residency verification/eligibility documents for District residents seeking services.
- Access to Individual Training Accounts available from the Department of Employment Services (DOES).
- Access and links to other integrated education and training, postsecondary education, vocational rehabilitation, public benefits and other supportive programs and services for District residents.
- Ability to track and monitor the referral of District residents to programs and receipt of services.
- Access to **customer** performance, progress and outcome data across multiple agencies.

Benefits to District Residents

- Centralized access to integrated education and training, postsecondary education, vocational rehabilitation, public benefits and other supportive programs and services for District residents.
- Access to assistance with barrier remediation.
- Access to assistance to obtain residency verification/eligibility documents.
- Access to resources needed to participate in diversified programming (place-based, virtual and/or hybrid).
- Opportunity to co-enroll in more than one WIOA core program and to receive coordinated services from multiple partner agencies.
- Access to their own performance, progress and outcome data.
- Coordinated intake which will cut down on redundant information and document collections.

Contact Us

For additional information, please contact:

J. Michelle Johnson
State Director, Adult and Family Education, Office of the State Superintendent of Education
Phone: (202) 741-5533 desk (202) 247-6054 cell Email: JMichelle.Johnson@dc.gov
https://osse.dc.gov/page/adult-education-providers-and-partners#vault

Deborah Russell
Associate Director of Performance and Impact, Workforce Investment Council (WIC)
Phone: (202) 746-1009
Email: Deborah.Russell@dc.gov

Kieran Lorenz
Business Engagement Analyst, Workforce Investment Council (WIC)
Phone: (717) 398-1008
Email: Kieran.Lorenz@dc.gov

Nenita Davis
Director, One Stop Operator Phone: (443) 975-1784
Email: Nenita.Davis@dc.gov

Marsha Netus
Vice President and Regional Director, One Stop Operator
Phone: (443) 421-0887
Email: mnetus@americaworks.com

Lillian Speranza
Quality Assurance Analyst, One Stop Operator
Phone: (847) 609-1090
Email: LSperanza@americaworks.com