



Welcome to

National H-1B Ready to Work Grantee Convening

Advancing the Impact of the Ready to Work Grants

DAY 2- March 15th

Plenary Session:

Customer Centered Design Overview

Day 2: March 15th

Time: 9:00 am- 9:45am

Moderator: **Monica A. Evans, Ph.D.**, Workforce Analyst, U.S. Department of Labor,
Employment and Training Administration, Office of Workforce
Investment, Division of Strategic Investments

Speaker(s): **Virginia Hamilton**, Senior Consultant, Workforce Development and
Human Capital Solutions, American Institutes for Research

HUMAN RESOURCES

CUSTOMER-CENTERED DESIGN

Ready to
Work
National
Grantee
Convening

Virginia
Hamilton

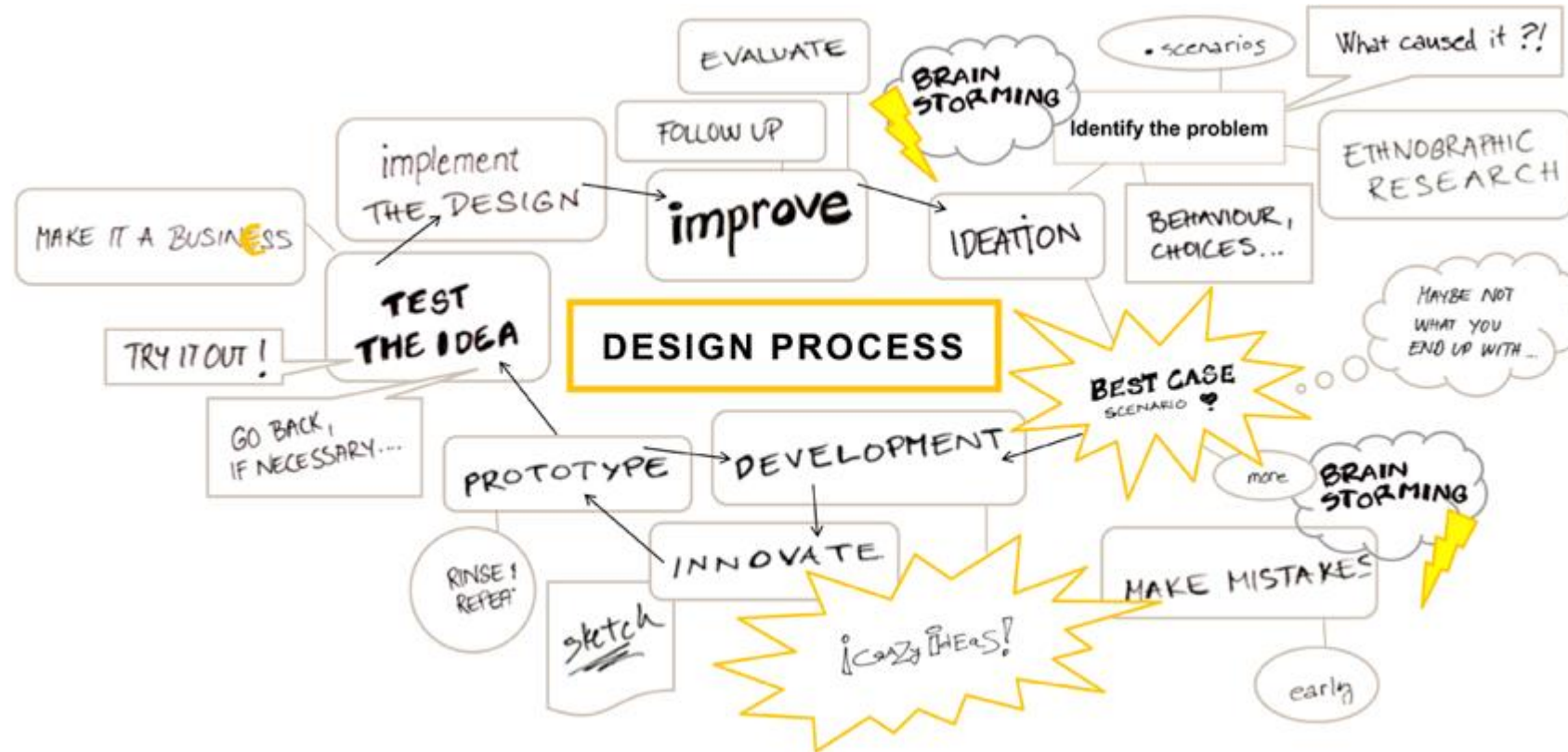




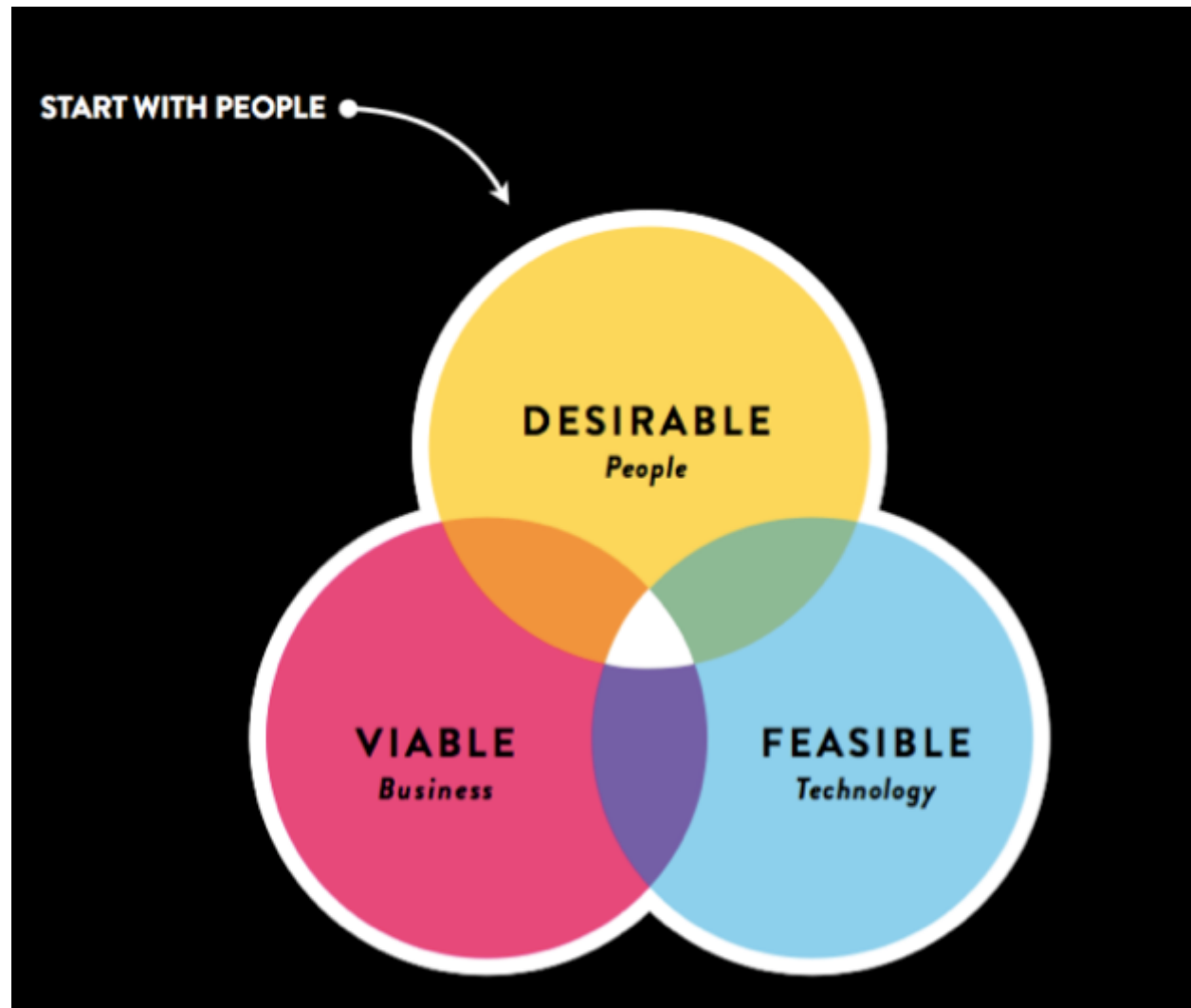
“A stunning 33% of job seekers ages 55 and older are long-term unemployed, according to the AARP Public Policy Institute. The average length of unemployment for the roughly 1.2 million people 55+ who are out of work: seven to nine months.”

What The Older, Long-Term Unemployed Need

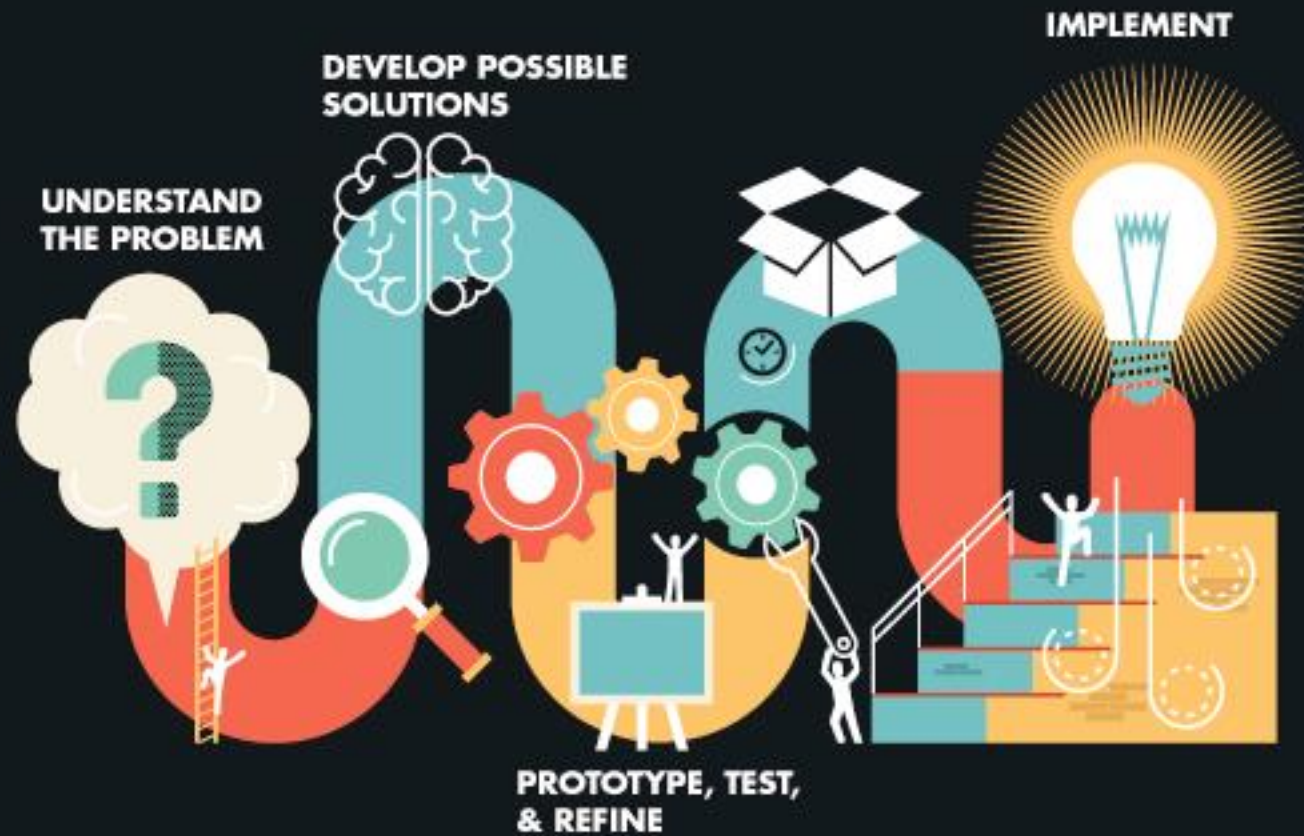
DESIGN THINKING



USING HUMAN CENTERED DESIGN



THE 4 STEPS OF DESIGN THINKING



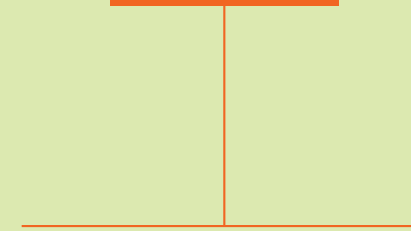
how might we ...

assume solutions exist

how might we ...

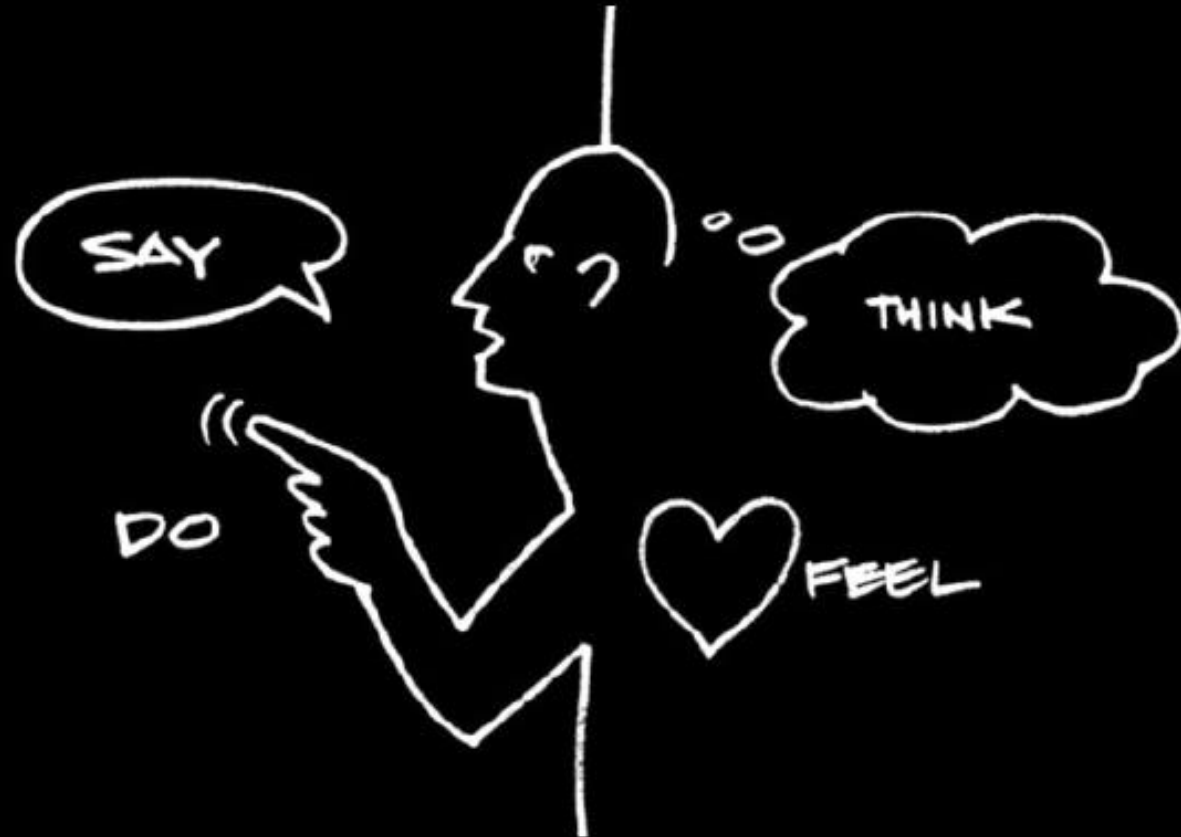
reduce commitment

how might we ...



do it together

1



HOW WE EMPATHIZE

OBSERVE



ENGAGE



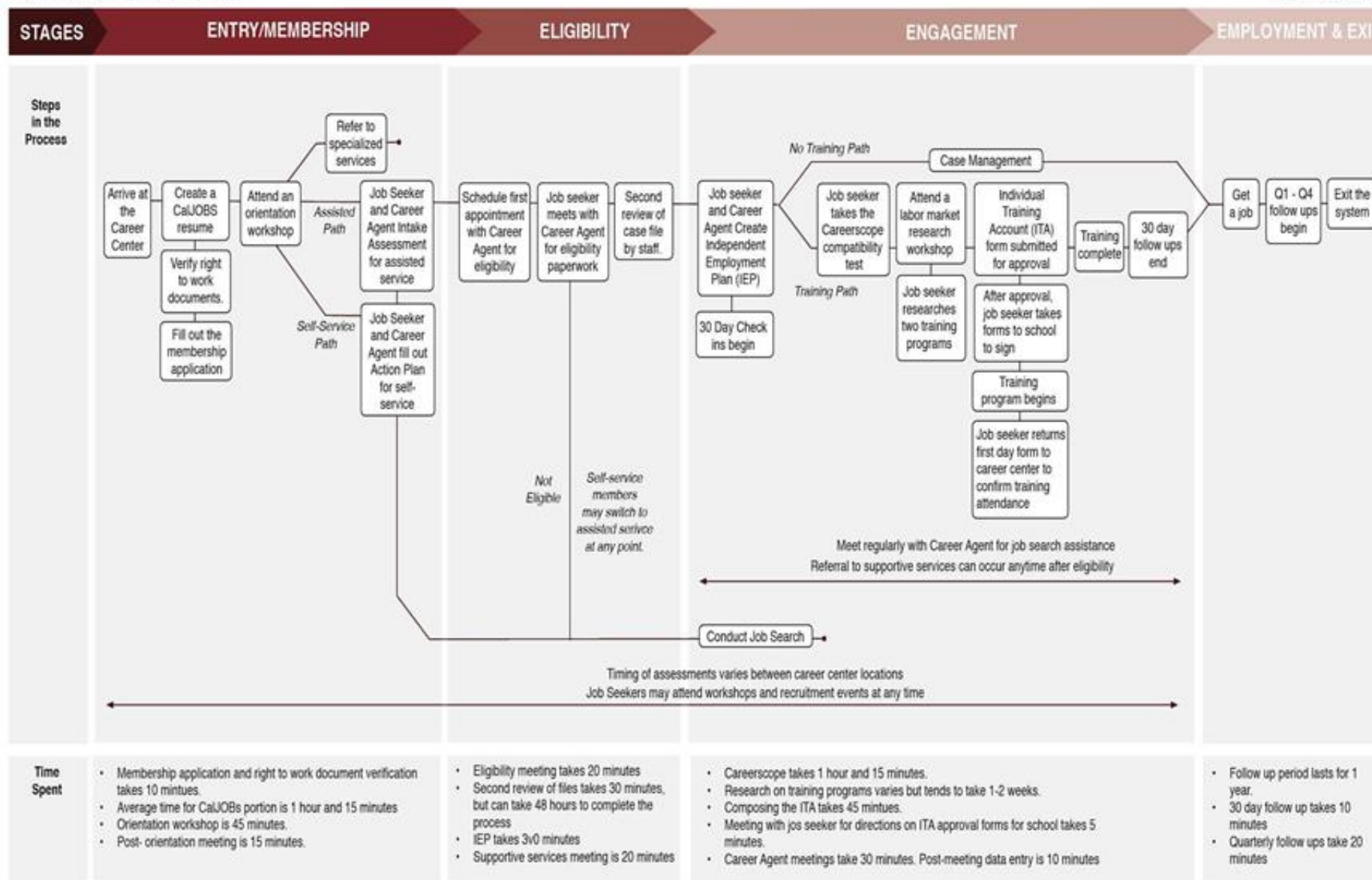
IMMERSE



JOB SEEKER JOURNEY

Experiencing the Workforce System

SAN DIEGO
WORKFORCE
PARTNERSHIP



1. Who do we want to influence?

Name _____

Age _____

Occupation _____

Interests _____

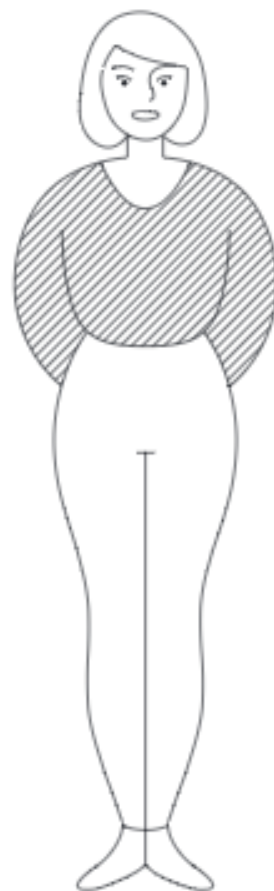
Other _____

”

”

2. What is

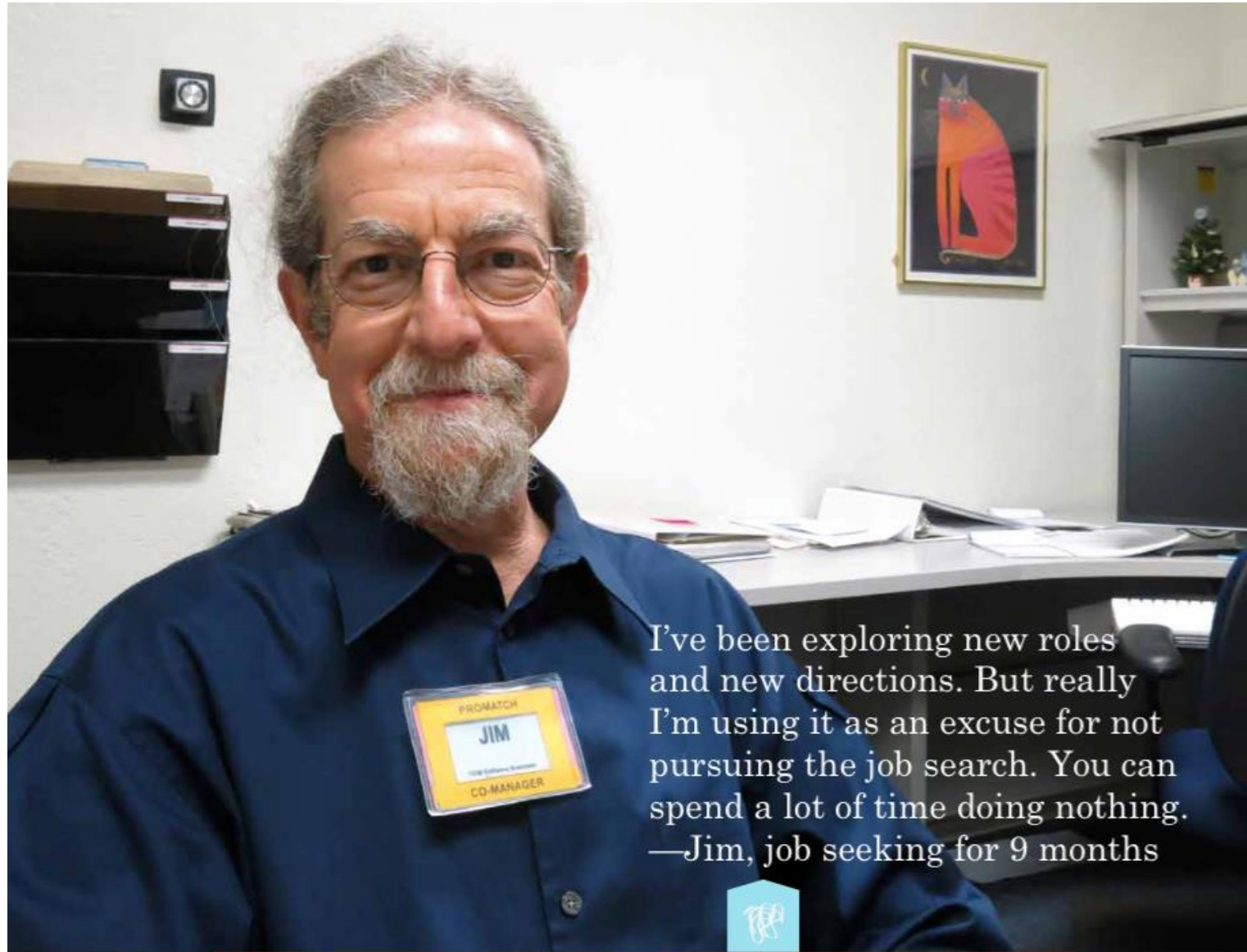
for the person?

3. Wishes to change in the
person's practices/opinion/
feelings4. Why isn't it happening
today?

Goal: I want to own my own business



Root Cause of Motivation



I've been exploring new roles and new directions. But really I'm using it as an excuse for not pursuing the job search. You can spend a lot of time doing nothing.
—Jim, job seeking for 9 months





3| THEMES + INSIGHTS

definitions

We found there are/is:

Inconsistent definitions of internships in the community

Negative perceptions of internships

Need for common measures and tools

job seeker perceptions

Job seekers are willing to participate in an internship if it will lead to a higher paying job

environment

Payment is important for the quality of the internship

A poor environment = a high turnover rate

One-on-one mentorship is essential

structure

Compensation/process or procedure

Clear expectations

Distinct interest on IWT could lead to exclusion

needs

Supervising skills

Existing needs are not currently being met (not a personnel problem, but a training problem)

Growth potential

“

We shared laughs and stories and realized we aren't as hip as we thought we were. This insight is important to ensure our programs are relevant to youth.

RESEARCH THEMES

TRANSLATION HAPPENS EVERY
STEP OF THE WAY.






EXPLORING CAREER
PATHWAYS IS COSTLY.


“PACKAGING” IS A HIGH IMPACT,
HIGH TOUCH SERVICE.

THE COMPLEXITY OF NAVIGATING THE
SEA OF GOODWILL KEEPS SERVICEMEMBERS
FROM KNOWING WHAT THEY NEED.

SUCCESSFUL TRANSITIONS REQUIRE
SERVICEMEMBERS TO BOOST THEIR
AUTONOMY AND SENSE OF AGENCY.

USING EMPATHY AND EMOTION

{EMOTIONAL STATE}	{CORE NEED}	{NUDGES & INTERVENTIONS}		
 STALLED Behaviors: take a break, deny, procrastinate, feel overconfident	<i>Inspiration</i>	Force engagement Create plan A/B/C Prioritize approach: skill building vs. job searching Provide achievable tasks Create milestones and concrete deadlines	Initiate contact—and check back later Provide relatable examples of similar situations. Story night. Communicate the value of acting now Provide work assignments—even if unpaid—for focus.	Communicate the monetary value of a college education Create alumni corps Create options to assist others in the job search Give a reality check
 DISCOURAGED Behaviors: withdraw, turn to vices, lie to friends & family	<i>Emotional Support</i>	Find new ways to reach these people—they don't come into the job centers! Connect people to cohorts and support systems. Connect with like associations—e.g. veterans, unions, blue collar Provide mental health referrals	Share relatable success stories Get people to articulate goals Guard against vices Structure small successes to build confidence Volunteer internship to re-engage in the 'working world'	Establish volunteerism: heal through helping others Provide a sense of 'agency' in the search. Provide a place to go, dressed like you're going to work Build an incubator experience
 PANICKED Behaviors: file for bankruptcy, accept lower job, sell things	<i>Address emergencies</i>	Provide emotional support. Build support networks. Provide onsite mental health services Reduce job search demands... but remind folks about maintaining unemployment insurance requirements	Connect to social services (rent assistance, homelessness prevention, bankruptcy advisors, car sales programs) Provide 3-1-1 type support in the moment Switch out the service providers for a fresh approach.	Ask people to rate their situation on a pain scale Physical activity: partner with a gym or YMCA
 ELATED Behaviors: relax, rest on false hopes	<i>Channel momentum</i>	Channel energy to next steps forward Expand network Create short/long term plan Test assumptions positively Build self-awareness through coaching	Identify potential roadblocks and preemptively problem solve them Ensure time sensitive check-ins Build employer job clubs	
 EXPLORING Behaviors: aimlessly apply, explore many directions, do busy work, get pregnant	<i>Structure and guidance</i>	Create plan A/B/C Prioritize approach: skill building vs. job searching Create milestones and concrete deadlines Give responsibility Match job seekers with mentors Coach on dreams and realities	Ensure that offerings are truly intensive and robust Create affinity groups and cohort activities that resonate Help people explore desires and learn about options Provide work experience Look at application to response	ratio, and discuss how to improve it Ask what an ideal job would be Host a self-discovery workshop Provide mentorship, mentor office hours, 'someone like me' mentor volunteers Give industry-specific support
Other emotional states: Clueless, Angry, Severe mental health problems				

**READY FOR FOCUSED ACTION**

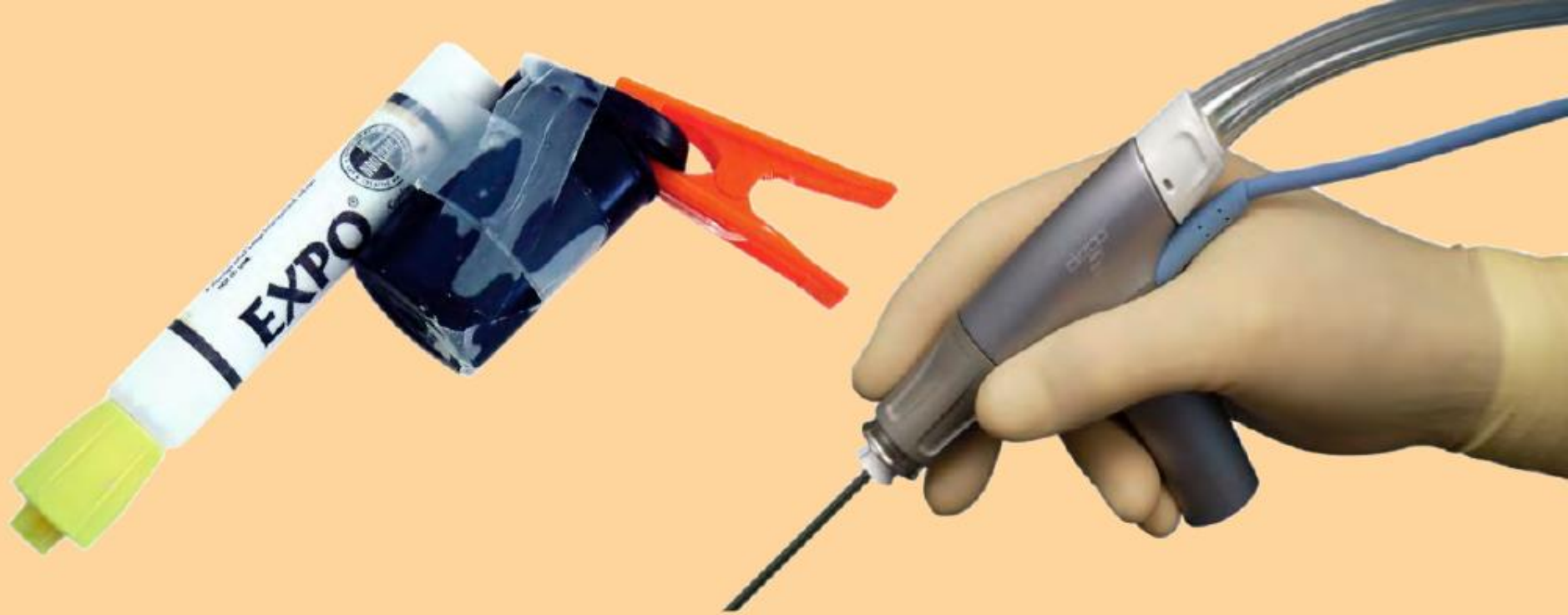
Be self-aware
Get access to information
Clarify priorities
Get a reality check
Upgrade skills
Know how to tell your story
Prepare materials
Make connections
Submit focused applications
Be ready to receive call-backs
Follow up on leads
Track real progress

BRAINSTORMING





SIMPLIFY INVOICE
PROCESS SO
GLORIA CAN
TAKE A VACATION

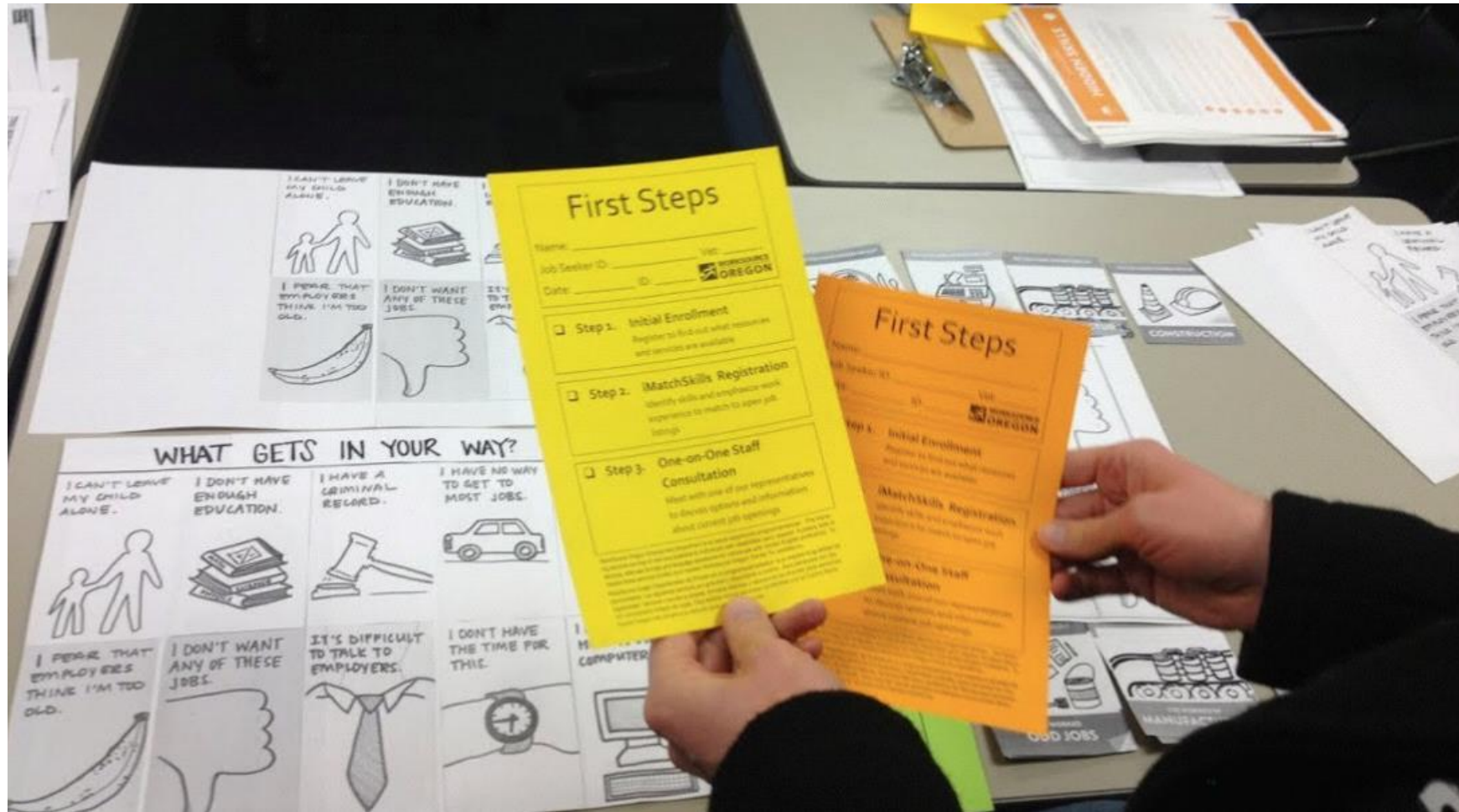


WHEN IT'S ROUGH, WE SEE POTENTIAL.
WHEN IT'S POLISHED, WE SEE FLAWS.



*Individual Partner Agencies Fighting
Over the Same Employer Pool*





IDEAS BEING TRIED FOR
LONG TERM UNEMPLOYED

RISKING IT ALL: THE STARVING ARTIST

1	2	3	4	5
Quit job at non-profit	Take some painting classes	Start exhibiting at galleries	Get married	Start teaching painting classes at community centers
Find a studio space/apartment in NYC	Find a part-time job as a waitress	Sell first expensive painting	Trip to Costa Rica	Buy a studio space in Brooklyn
Paint full-time		Rent a bigger studio		

Alternative Plan #3



Resources



I Like It



Confidence



Coherence

6 Word Title: Risking it all: the starving artist

Questions this plan addresses:

1. Will I really be able to sell my work?
2. Will I find the work frustrating?
3. Is Brooklyn too "hip" for me?

SOURCE: Bill Burnett and Dave Evans, "Designing Your Life"

BUSINESS INSIDER

DESIGNING YOUR LIFE

ENERGY - ENGAGEMENT MAP WORKSHEET

- List your top energy giving or draining regular activities/engagements:

1. _____
2. _____
3. _____
4. _____
5. _____
6. _____
7. _____
8. _____
9. _____
10. _____

- Draw a bar of each one's (+) or (-) energy effect.
- What do you notice about your energy patterns?

- What relatively accessible changes can you make to improve your energy flows?



DESIGNING YOUR LIFE

LOVE-PLAY-WORK-HEALTH BALANCE WORKSHEET

- Mark your dashboard as it currently exists.

- What do you observe (and are you being fair)?

- If you could make one incremental adjustment, what would it be? Redraw your improved dashboard.

- What would you get if you could attain this revised level of balance? How would life (really) change for you?

- What incremental change could you attempt to move in this direction? What would it take for you to live this way for two weeks?

CURRENT

DASHBOARD

Love	0	<div></div>	FULL
Play	0	<div></div>	FULL
Work	0	<div></div>	FULL
Health	0	<div></div>	FULL

REVISED

DASHBOARD

Love	0	<div></div>	FULL
Play	0	<div></div>	FULL
Work	0	<div></div>	FULL
Health	0	<div></div>	FULL

DESIGNING YOUR LIFE

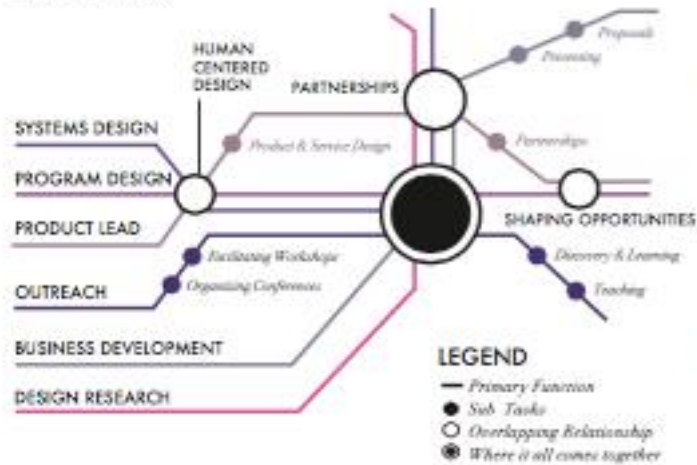
Failure	Screwup	Weakness	Growth Opportunity	Insight

SINA MOSSAYEB

_ A SNAPSHOT

a hybrid resume that
statements and, inst
summary of the job

SKILLS MAP



SYSTEMS DESIGN

Looking at the bigger picture and casting smaller frames to design for impact and desire outcomes using systems thinking and accounting for the ecosystem.

PROGRAM DESIGN

Conceiving, building, and launching products and services as part of a coherent whole—from customer facing to B2B.

PRODUCT DESIGN LEAD

Leading and guiding content and team (several projects at a time), ensuring on time, within budget, and high standard of quality.

DESIGN RESEARCH

Conducting observations, qualitative research through creative methods, prototyping products and services, evaluating usability and user experience using a human centered design approach.

WORK

- 2011- IDEO Portfolio Director & Systems Designer
- 2010 NAVANTI GROUP Director of Innovation
- 2010 INTL. MEDICAL CORPS Communication Strategist
- USAID Consultant
- 2006 COLUMBIA UNIVERSITY Teaching Fellow and Lecturer

EDUCATION

- COLUMBIA UNIVERSITY - 2010
Ph.D. - Sociology & Comparative Education
- UCLA - 2001
B.A. - History
- IN THE FIELD, IN ACTION
Rogue research tactics & street smarts
- GROWING UP IN L.A.
Some good, some bad, all useful

_ WORK

PORTFOLIO DIRECTOR + BEHAVIOR & SYSTEMS DESIGNER

IDEO, San Francisco

Brought in to bring a systems design lens to our work, spanning products, services, strategy, organizations, and programs. Led projects and programs, set up and co-led an innovation lab in Peru, and currently act as a portfolio director role, shaping and guiding projects around touching on strategy, product, and services.

EXAMPLES OF IMPACT:

Designed a program for scaling innovation and design capabilities in large organizations, including founding a design studio in Peru called La Victoria Lab

Created a digital platform for a professional sports association to help players transition out of the league.

Envisioned what the future of "online search" would look like and how to bring new services to market

Helped a leading tech company reimagine "the search engine" and to meet future customer behaviors and demands

Reimagined the future of shopping malls, as community destination, and integrated digital experiences throughout

Improved the employment experience, to increase retention and improve customer service

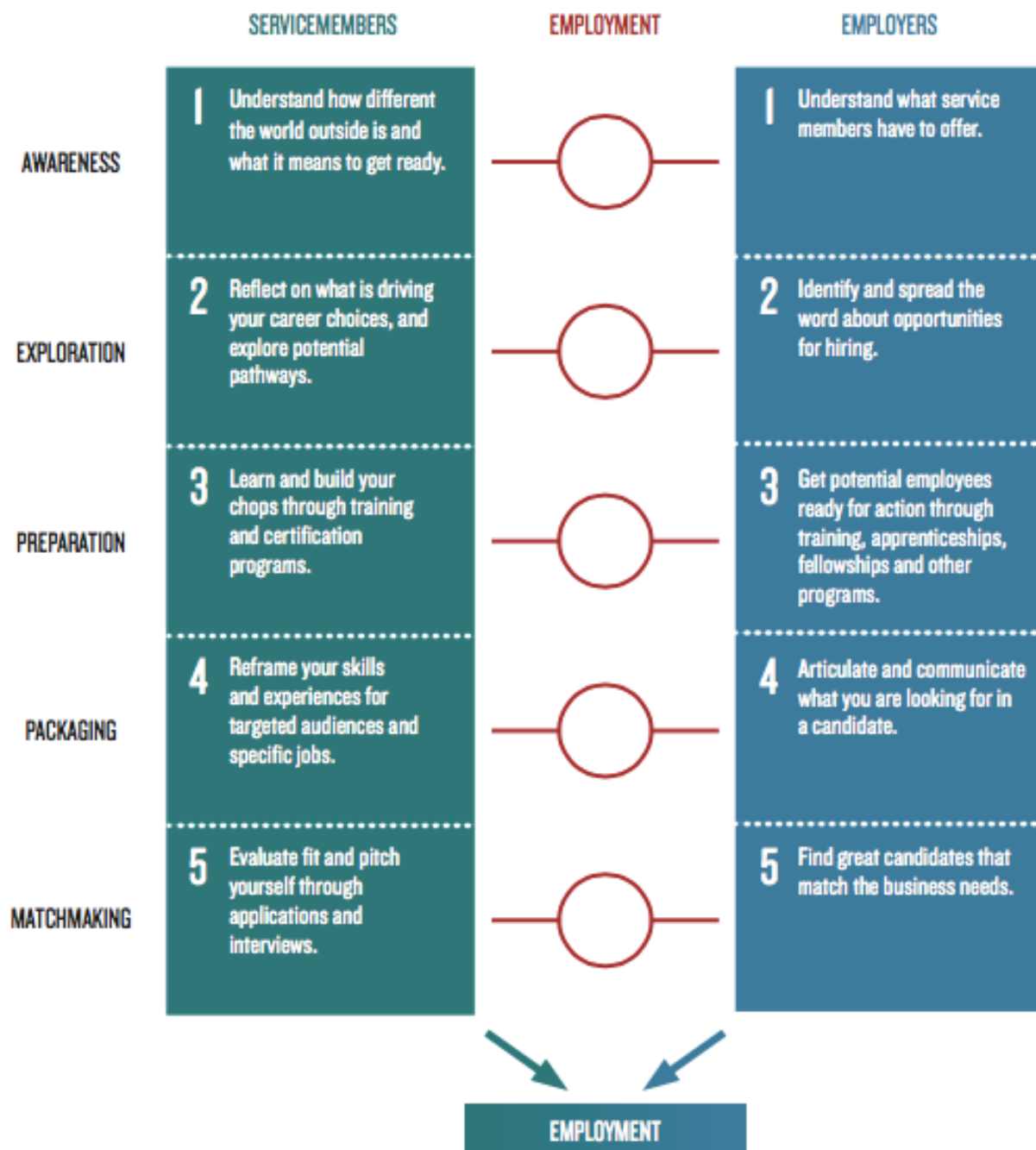
Designed a digital platform for sustaining a social movement to improve education in the United States

Create a blueprint for a unique leadership experience for a tech company to enhance executive performance

Sina's content and cultural contributions to the project were stellar in every regard. From the tactical to cultural to content (too many examples to site) were absolutely superlative. Sina's contribution from the content perspective has been beyond reproach. He's a deep and profound asset to the IDEO community.
- Jonah Houston, Director @ IDEO

I had the opportunity to co-found La Victoria Lab with Sina, an IDEO initiated studio for Intercorp (owner of 30 of Peru's well known companies). Together we built a team up of 15 people, creating a rich pipeline of work, and started to build human centered design capabilities among the companies (over 56,000 employees). Sina's ability to quickly adapt to an entirely new cultural setting (both in the country and the company), as well as set the foundations for our culture—that continues to thrive 3 years out, is indicative of his optimistic, high energy, and notable chops to have such a strong impact wherever he goes.
- Hernan Carranza, Chief Innovation Officer @ Intercorp

There's really no shortage of praise I can give Sina. Frankly, if I could have him on every project, I would—I say this without hyperbole. He is one of the greatest colleagues I've had the opportunity to work with in my career. — Gabe Kleinman, Co-Leads Business Engagement & Relationships @ IDEO's Systems Design Practice







i³ INTEREST FORM



INTERNAL IMMERSIVE INTERNSHIP PROTOTYPE

Tulare County industrial businesses face the challenge of identifying suitable candidates for supervisor positions.

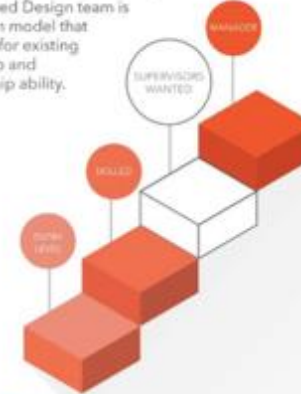
Our Customer Centered Design team is developing a program model that provides opportunity for existing employees to develop and demonstrate leadership ability.

HOW DOES IT WORK?

- 1 Employees apply (or are nominated) to be selected on an immersion team
- 2 Immersion Team is selected and trained for an cooperative learning experience
- 3 The Immersion Team works together over a short period of time, rotating through the leadership role



- 4 Employees return to regular status with newly acquired leadership experience
- 5 Pool of experienced leaders is used to fill supervisor vacancies



KEY CONCEPTS

Complete BUY-IN Team members work together to make sure each member is supported and successful

Group Learning Teams learn from each other's experiences, and from multiple perspectives

Intense Training with a Seat Belt Interns learn to lead in real work situations while backed up by a supervisor

FIND OUT MORE

Complete the form below and submit through your supervisor

☐ **YES!** I want to find out more about i3

Name _____

Phone Number _____

Shift _____ Supervisor _____

Project: Hiring at Happy Hour



A big 'aha' moment for Team Hiring at Happy Hour was that traditional recruitment events at AJCs were not going to meet the needs of laid off ICT workers. They did not visit the AJCs. The customer needed events in a location relevant to their community.



Results of Implementation

Job placements at typical AJC recruitment event:

2-3 job placements per event

After Human-Centered Design...

20-22 job placements per event

DESIGN THINKING



Jeff Bezos:

*“There are many advantages to a customer-centric approach, but here’s the big one: customers are always beautifully, wonderfully dissatisfied, even when they report being happy and business is great. Even when they don’t yet know it, customers want something better, and **your desire to delight customers** will drive you to invent on their behalf.”*

Why is this relevant?

For customers, the experience is the sum of many parts: communication, digital interactions, spaces, and services.

A tangible, design-led process is a powerful way to bring stakeholders together.

Shift from a mindset of compliance to a focus on customer outcomes.

Plenary Session:

Customer Centered Design Workshop

Day 2: March 15th

Time: 10:00 am- 11:00 am

Moderator: **Monica A. Evans, Ph.D.**, Workforce Analyst, U.S. Department of Labor,
Employment and Training Administration, Office of Workforce
Investment, Division of Strategic Investments

Facilitator(s): **Angel Harlins**, H-1B RTW Technical Assistance Project Lead,
Performance Excellence Partners

Erika Humphrey, TA Coach Lead, High Impact Partners

Speaker(s): **Virginia Hamilton**, Senior Consultant, Workforce Development and
Human Capital Solutions, American Institutes for Research

WHAT DOES SHE
THINK AND FEEL?

What really matters to her?
What occupies her thinking?
What worries and aspirations does she have?



WHAT DOES SHE
HEAR?

What are friends, family and other influencers saying to her that impacts her thinking?

WHAT DOES SHE
SEE?

What things her environment influence her?
What competitors is she seeing?
What is she seeing friends do?

WHAT DOES SHE
SAY AND DO?

What is her attitude towards others?
What does she do in public?
How has her behaviour changed?

PAIN

What fears, frustrations or obstacles is she facing?

GAIN

What is she hoping to get? What does success look like?

Grants Management:

Grant Program Close- Out

Day 2: March 15th

Time: 11:00 am- 11:30am

Moderator: **Ayreen Cadwallader**, Workforce Analyst, U.S. Department of Labor,
Employment and Training Administration, Office of Workforce
Investment, Division of Strategic Investments

Speaker(s): **Kevin Brumback**, Audit Resolution Specialist, U.S. Department of Labor,
Employment and Training Administration, Office of Management and
Administrative Services, Office of Grants Management

GRANT CLOSEOUT PROCESS

**DIVISION OF POLICY REVIEW AND RESOLUTION
ETA OFFICE OF GRANTS MANAGEMENT**

WHAT IS GRANT CLOSEOUT?

- The completion of the grant life cycle
- The official end of the government's relationship with the grantee
- 2 CFR 200.343
 - Closeout
- 2 CFR 200.344
 - Post- closeout adjustment
- 2 CFR 200.345
 - Collection of Amounts Due
- 2 CFR 2900, Subpart D

WHO WE ARE

- Office of Grants Management
 - Division of Policy, Review and Resolution (Latonya Torrence)
 - Policy Unit
 - Audit Unit
 - Grant Officer and 5 Resolution Specialists
 - Closeout Unit
 - Grant Officer and 7 Resolution Specialists
 - Close approximately 700 – 1,000 grants a year

PREPARING FOR CLOSEOUT

- We track anticipated workload one year out
- Not less than quarterly, OIST runs a report that identifies grants whose period of performance end date is approaching
- The OIST report is then compared against information identified in the E-Grants Closeout System
- Not Less than 7 days prior to POP end date – Closeout specialist sends out initial closeout notification letter to grantee

CLOSEOUT BEGINS

- Within 45 days after period of performance (PoP) end date - Grantee must submit final 9130 for last quarter. Checks box 6 as “Final.”
- Approx. 70-75 days after PoP end date – Specialist sends follow up reminder to grantee to submit all documents.
- Grantee must submit all remaining closeout documentation - No later than 90 calendar days after the end date of PoP
 - 2 CFR 200.343
 - Grantee may not direct charge staff time to work on closeout of grant after PoP end date.

CLOSEOUT CONTINUES

- 91+ days after POP end – Compliance and reconciliation
- All grants should be closed within 1 year of expiration (DLMS-2 Chapter 800)
- Under new Uniform Guidance (UG), awards must be closed within one year of receipt and acceptance of all required final reports
- Grants Oversight and New Efficiency Act (GONE Act) (Public Law 114-117) requires agencies to report federal grant awards which have not yet been closeout for the period of performance has elapsed for more than two years.

CLOSEOUT DEADLINE

- October 31, 2018 – Grant expires, closeout begins.
- December 14, 2018 – Final quarterly 9130 due.
- January 30, 2019 – Closeout 9130 and remaining closeout documents due. Last day to draw down funds without permission from closeout unit.

NOTIFICATION LETTER

Dear Grantee,

This email is to notify you that your grant number HG222441460A0 with the Employment and Training Administration (ETA) will expire/expired on 10/31/18.

If you agreed with the expiration, as specified at 29 CFR 97.40(b)(1), 97.41(b)(1), 97.50(b), you are required to submit electronically all the closeout forms in your specified closeout package in the Grant Closeout System (GCS) no later than 90 days from the expiration date.

NOTE: After you have completed the final expenditure report(s) Form 9130, you must certify the closeout financial report(s) as well.

The Grant Closeout System (GCS) is accessed via the following URL:

http://www.etareports.doleta.gov/grant_closeout.cfm

Please enter the password assigned to you for your financial reporting to log into your Financial Reporting System home page, and then click on the Grant Closeout System menu on this page to go to the GCS system.

You will receive the Grant Closeout System End User's manual in another email shortly. Please use the End User's Manual and the Closeout Instructions posted in the Grant Closeout System to assist you in doing your closeout reporting.

Inquiries should be directed to the Resolution Specialist

Sincerely

END USER MANUAL

Dear Grantee,

- Please find the Grant Closeout System (GCS) End User's Manual in the attachment and use it to assist you in doing your closeout reporting in the GCS system. the URL for GCS system is:
 - https://www.doleta.gov/grants/grant_closeout.cfm
- Inquiries should be directed to the Resolution Specialist.

ELEMENTS OF THE GRANT CLOSEOUT PACKAGE

- Documents to be submitted:
 - Final Quarter 9130 and Closeout 9130
 - Grantee's Release
 - Government Property Inventory Certification
 - Inventory List (*if applicable*)
 - Grantee's Detail Statement of Costs
 - NICRA & breakdown (*if applicable*)
 - Grantee's Assignment of Refunds, Rebates and Credits
 - Grantee's Close-out Tax Certification

FINAL QUARTERLY 9130

4a. <u>DUNS Number</u> 127347115	4b. <u>EIN</u> 916001088	5. <u>Recipient Account Number or Identifying Number</u> E6811 H35A3/ B3/ AD	6. <u>Final Report</u> Yes	7. <u>Basis of Accounting</u> Accrual
8. <u>Project/Grant Period</u> From: 07/01/2012 To: 06/30/2013			9. <u>Reporting Period End Date</u> 06/30/2013	

10. Transactions:	Previous Period	This Period	Cumulative
Federal Cash: (DOL records reflect quarter end cumulative drawdowns of \$ 1,022,835.71)			
a. <u>Cash Receipts</u>	708,937.08	313,898.63	1,022,835.71
b. <u>Cash Disbursements</u>	708,937.08	313,898.63	1,022,835.71
c. <u>Cash on Hand (line a minus b)</u>	0.00	0.00	0.00
Federal Expenditures and Unobligated Balance:			
d. <u>Total Federal funds authorized</u>			1,310,603.00
e. <u>Federal share of expenditures</u>	1,017,854.26	227,298.88	1,245,153.14
f. <u>Total administrative expenditures</u>	112,205.29	10,228.85	122,434.14
g. <u>Federal share of unliquidated obligations</u>			0.00
h. <u>Total Federal obligations (sum of lines e and g)</u>			1,245,153.14
i. <u>Unobligated balance of Federal funds (line d minus h)</u>			65,449.86
Recipient Share:			
j. <u>Total recipient share required</u>	145,622.56	0.00	145,622.56
k. <u>Recipient share of expenditures</u>	182,134.29	50,922.74	233,057.03
l. <u>Recipient share of unliquidated obligations</u>	30,982.16	-30,982.16	0.00
m. <u>Total recipient obligations (sum of lines k and l)</u>	213,116.45	19,940.58	233,057.03
n. <u>Remaining recipient share to be provided (line i minus m)</u>	0.00	0.00	0.00

CLOSEOUT FINANCIAL REPORT (CLOSEOUT 9130)

4a. <u>DUNS Number</u> 127347115	4b. <u>EIN</u> 916001088	5. <u>Recipient Account Number or Identifying Number</u> E6811 H35A3/ B3/ AD	6. <u>Final Report</u> Yes	7. <u>Basis of Accounting</u> <input checked="" type="checkbox"/> Accrual
8. <u>Project/Grant Period</u> From: 07/01/2012 To: 06/30/2013			9. <u>Reporting Period End Date</u> 06/30/2013	
10. Transactions:	Cumulative ETA 9130	Cumulative Closeout	Cumulative Closeout Adjustment	
Federal Cash:				
a. <u>Cash Receipts</u>	1,022,835.71	1,257,461.02	1,257,461.02	
b. <u>Cash Disbursements</u>	1,022,835.71	1,257,461.02	1,257,461.02	
c. <u>Cash on Hand (line a minus b)</u>	0.00	0.00	0.00	
Federal Expenditures and Unobligated Balance:				
d. <u>Total Federal funds authorized</u>	1,310,603.00	1,310,603.00	1,310,603.00	
e. <u>Federal share of expenditures</u>	1,245,153.14	1,257,461.02	1,257,461.02	
f. <u>Total administrative expenditures</u>	122,434.14	114,833.32	114,833.32	
g. <u>Federal share of unliquidated obligations</u>	0.00	0.00	0.00	
h. <u>Total Federal obligations (sum of lines e and g)</u>	1,245,153.14	1,257,461.02	1,257,461.02	
i. <u>Unobligated balance of Federal funds (line d minus h)</u>	65,449.86	53,141.98	53,141.98	
Recipient Share:				
j. <u>Total recipient share required</u>	145,622.56	145,622.56	145,622.56	
k. <u>Recipient share of expenditures</u>	233,057.03	248,173.34	248,173.34	
l. <u>Recipient share of unliquidated obligations</u>	0.00	0.00	0.00	
m. <u>Total recipient obligations (sum of lines k and l)</u>	233,057.03	248,173.34	248,173.34	
n. <u>Remaining recipient share to be provided (line j minus m)</u>	0.00	0.00	0.00	

FINAL QUARTERLY 9130/CLOSEOUT 9130

4a. <u>DUNS Number</u> 127347115	4b. <u>EIN</u> 916001088	5. <u>Recipient Account Number or Identifying Number</u> E6811 H35A3/ B3/ AD	6. <u>Final Report</u> Yes	7. <u>Basis of Accounting</u> Accrual	4a. <u>DUNS Number</u> 127347115	4b. <u>EIN</u> 916001088	5. <u>Recipient Account Number or Identifying Number</u> E6811 H35A3/ B3/ AD	6. <u>Final Report</u> Yes	7. <u>Basis of Accounting</u> <input checked="" type="checkbox"/> Accrual		
8. <u>Project/Grant Period</u> From: 07/01/2012 To: 06/30/2013			9. <u>Reporting Period End Date</u> 06/30/2013		8. <u>Project/Grant Period</u> From: 07/01/2012 To: 06/30/2013			9. <u>Reporting Period End Date</u> 06/30/2013			
10. Transactions:			Previous Period	This Period	Cumulative	10. Transactions:			Cumulative ETA 9130	Cumulative Closeout	Cumulative Closeout Adjustment
Federal Cash:			(DOL records reflect quarter end cumulative drawdowns of \$ 1,022,835.71)			Federal Cash:					
a. <u>Cash Receipts</u>			708,937.08	313,898.63	1,022,835.71	a. <u>Cash Receipts</u>			1,022,835.71	1,257,461.02	1,257,461.02
b. <u>Cash Disbursements</u>			708,937.08	313,898.63	1,022,835.71	b. <u>Cash Disbursements</u>			1,022,835.71	1,257,461.02	1,257,461.02
c. <u>Cash on Hand (line a minus b)</u>			0.00	0.00	0.00	c. <u>Cash on Hand (line a minus b)</u>			0.00	0.00	0.00
Federal Expenditures and Unobligated Balance:						Federal Expenditures and Unobligated Balance:					
d. <u>Total Federal funds authorized</u>					1,310,603.00	d. <u>Total Federal funds authorized</u>			1,310,603.00	1,310,603.00	1,310,603.00
e. <u>Federal share of expenditures</u>			1,017,854.26	227,298.88	1,245,153.14	e. <u>Federal share of expenditures</u>			1,245,153.14	1,257,461.02	1,257,461.02
f. <u>Total administrative expenditures</u>			112,205.29	10,228.85	122,434.14	f. <u>Total administrative expenditures</u>			122,434.14	114,833.32	114,833.32
g. <u>Federal share of unliquidated obligations</u>					0.00	g. <u>Federal share of unliquidated obligations</u>			0.00	0.00	0.00
h. <u>Total Federal obligations (sum of lines e and g)</u>					1,245,153.14	h. <u>Total Federal obligations (sum of lines e and g)</u>			1,245,153.14	1,257,461.02	1,257,461.02
i. <u>Unobligated balance of Federal funds (line d minus h)</u>					65,449.86	i. <u>Unobligated balance of Federal funds (line d minus h)</u>			65,449.86	53,141.98	53,141.98
Recipient Share:						Recipient Share:					
j. <u>Total recipient share required</u>			145,622.56	0.00	145,622.56	j. <u>Total recipient share required</u>			145,622.56	145,622.56	145,622.56
k. <u>Recipient share of expenditures</u>			182,134.29	50,922.74	233,057.03	k. <u>Recipient share of expenditures</u>			233,057.03	248,173.34	248,173.34
l. <u>Recipient share of unliquidated obligations</u>			30,982.16	-30,982.16	0.00	l. <u>Recipient share of unliquidated obligations</u>			0.00	0.00	0.00
m. <u>Total recipient obligations (sum of lines k and l)</u>			213,116.45	19,940.58	233,057.03	m. <u>Total recipient obligations (sum of lines k and l)</u>			233,057.03	248,173.34	248,173.34
n. <u>Remaining recipient share to be provided (line i minus m)</u>			0.00	0.00	0.00	n. <u>Remaining recipient share to be provided (line i minus m)</u>			0.00	0.00	0.00

LIQUIDATION OF OBLIGATION

- In closeout, grantee may only liquidate obligations incurred during PoP – not incur new obligations
- Grantee may not direct charge staff time to work on closeout of grant after PoP end date

COMPLIANCE

- Drawdowns & Administrative Costs

4a. <u>DUNS Number</u> 127347115	4b. <u>EIN</u> 916001088	5. <u>Recipient Account Number or Identifying Number</u> E6811 H35A3/ B3/ AD	6. <u>Final Report</u> Yes	7. <u>Basis of Accounting</u> <input checked="" type="checkbox"/> Accrual
8. <u>Project/Grant Period</u> From: 07/01/2012 To: 06/30/2013			9. <u>Reporting Period End Date</u> 06/30/2013	
10. Transactions:		Cumulative ETA 9130	Cumulative Closeout	Cumulative Closeout Adjustment
Federal Cash:				
a. <u>Cash Receipts</u>	1,022,835.71	1,257,461.02	1,257,461.02	
b. <u>Cash Disbursements</u>	1,022,835.71	1,257,461.02	1,257,461.02	
c. <u>Cash on Hand (line a minus b)</u>	0.00	0.00	0.00	
Federal Expenditures and Unobligated Balance:				
d. <u>Total Federal funds authorized</u>	1,310,603.00	1,310,603.00	1,310,603.00	
e. <u>Federal share of expenditures</u>	1,245,153.14	1,257,461.02	1,257,461.02	
f. <u>Total administrative expenditures</u>	122,434.14	114,833.32	114,833.32	
g. <u>Federal share of unliquidated obligations</u>	0.00	0.00	0.00	
h. <u>Total Federal obligations (sum of lines e and g)</u>	1,245,153.14	1,257,461.02	1,257,461.02	
i. <u>Unobligated balance of Federal funds (line d minus h)</u>	65,449.86	53,141.98	53,141.98	

There is a 10% limitation on administrative costs. 10% of grant award amount.

COMPLIANCE – BUDGET AND COSTS

GRANTEE'S DETAILED STATEMENT OF COSTS			
Grantee's Name and Address		Grant Number	
NATIONAL ASIAN PACIFIC CENTER ON AGING 1511 THRID AVENUESUITE #914 SEATTLE, WASHINGTON, 98101		AD232281255A53	
Cost Category	Grant Budget (1)	Cumulative Costs (2)	
Salaries and Wages	251,069	219,656	
Fringe Benefits	69,045	69,037	
TOTAL PERSONNEL COSTS	320,114	288,693	
Other Expenses: (Specify & list below)			
1. Travel	47,386	19,722	
2. Supplies	9,600	5,952	
3. Other	98,808	112,759	
4. Contractual	5,093,573	5,171,604	
5.	0	0	
6.	0	0	
7.	0	0	
8. Indirect Cost	540,791	511,542	
TOTAL OTHER EXPENSES	5,790,158	5,821,579	
TOTAL GRANT COSTS	6,110,272	6,110,272	

BUDGET REALIGNMENTS IN CLOSEOUT

- Grantee provides written justification to FPO
- FPO determines if appropriate
- FPO sends justification to closeout specialist and documented in file

COMPLIANCE – INDIRECT COSTS

NEGOTIATED INDIRECT COST RATE AGREEMENT NONPROFIT ORGANIZATION

ORGANIZATION:

National Asian Pacific Center on Aging
Seattle, WA

DATE: May 23, 2012

FILE REFERENCE: This
replaces the agreement dated:
August 26, 2011

The rates approved in this agreement are for use on grants, contracts, and other agreements with the Federal Government to which 2 CFR §230 applies (OMB Circular No. A-122), subject to the conditions in Section II, A, below. The rates were negotiated by the National Asian Pacific Center on Aging and the U.S. Department of Labor in accordance with the authority contained in Attachment A, Section E, of the Circular.

SECTION I: RATES

TYPE	EFFECTIVE PERIOD		RATE *	LOCATION	APPLICABLE TO
	FROM	TO			
Final	07/01/10	06/30/11	8.12%	All	All Programs
Provisional	07/01/11	06/30/12	9.18%	All	All Programs
Provisional	07/01/12	06/30/13	9.78%	All	All Programs

* **BASE:** Total direct costs excluding capital expenditures, renovations, and flow-through funds.

TREATMENT OF FRINGE BENEFITS:

Fringe benefits are specifically identified to each employee and are claimed in accordance with the employee's direct or indirect salary charge. The composition of fringe benefits is listed in the Special Remarks Section of this agreement.

DOL Set Aside AD 23228-12-55-A-53

Code	Direct Expense	Indirect Expense	Rate
July	486,428.39	37,954.02	7.80%
August	460,015.79	34,892.52	7.59%
September	394,075.90	43,761.30	11.10%
October	399,079.90	39,619.51	9.93%
November	404,052.79	52,346.21	12.96%
December	383,948.71	13,613.47	3.55%
January	418,371.98	35,506.13	8.49%
February	425,133.46	42,162.83	9.92%
March	484,950.60	44,550.41	9.19%
April	518,489.13	45,074.82	8.69%
May	577,038.90	41,572.09	7.20%
June	647,144.55	80,488.09	12.44%
Total	5,598,730.10	511,541.40	9.14%

PROPERTY CERTIFICATION FORM

GOVERNMENT PROPERTY CLOSE-OUT INVENTORY CERTIFICATION

GRANT NUMBER: AD232321255A36

1. I certify that the attached government property inventory list contains all property having a current per unit fair market value of \$5,000 or more where DOL reserves the right to take title.

--

Authorizing Grant Official
(Signature and Title)

10/29/2013

Date _____

2. I certify that no government property was purchased having a current per unit fair market value of \$5,000 or more. Therefore, we (grantee) have no further obligation to DOL.

PAUL WYCISK

Authorizing Grant Official
(Signature and Title)

10/29/2013

Date _____

SAMPLE

Grantee Equipment Declaration

This is a sample format for listing any equipment purchased using ETA federal funds with a per unit fair market value of \$5,000 or greater.

[illegible]

SUBMISSION CONFIRMATION LETTER

From: etareporting.auto-email@dol.gov
[<mailto:etareporting.auto-email@dol.gov>]
Sent: Thursday, February 04, 2016 9:27 AM
To: Mathew, Joe - ETA

Subject: Submission confirmation of Closeout Report
Please do not respond to this message!!!
Closeout Report
Grant Number: HG222441460A0
Has been successfully submitted on 02/01/19 09:26A.M.
And is now certified

PRELIMINARY SETTLEMENT LETTER

Dear Grantee,

This letter is to notify you that the Department of Labor has closed grant number HG222441460A0 and no further costs may be charged to this agreement. The total amount of allowed Federal cost at the time of close is \$21963109.4. At this time, no action is required by your organization. As specified at 29 CFR 95.72, this closeout does not affect:

- 1) ETA's right to disallow costs and recover funds on the basis of a later audit or other review; or
- 2) Your obligation to return any funds due to the Federal Government as a result of later refunds, corrections, or other transactions; or
- 3) Your responsibilities for retention and access requirements, real property and equipment management, and audit requirements, as specified at 29 CFR 95.53, 95.32, and 95.26 respectively.

Inquires regarding this closeout may be directed to the Resolution Specialist.

Sincerely,

COMMON MISUNDERSTANDINGS

- Expenditure amount higher than drawdown amount.
 - They need to match.
- Completing the equipment form correctly.
- All required forms and documents to be submitted.

COMMON ISSUES WHICH DELAY CLOSEOUT

- Non-responsive grantees
- Refunds
- Equipment disposition
- 9130 issues
- Administrative cost issues
- Indirect cost issues
- Question and disallowed costs/ID's and FD's
- Budget realignments

REFUNDS

- 2 CFR 200.343 (d)
- Grant closeout does not affect recipients obligation to return funds due to DOL as a result of refund.
- Prompt refund of any balances of unobligated funds.
- Refunds may require revising final expenditure report.
- Refunds can be electronically through PMS or via check.

FREQUENTLY ASKED QUESTIONS

- Does marking “Yes” on Box 6 on the ETA 9130 trigger the closeout process?
- Grant ends October 31, 2018, when does the grantee need to submit the final 9130 and the Closeout 9130?
- December 14, 2019/January 30, 2019
- When is the last time I can draw down funds?
- January 30, 2019

Questions?



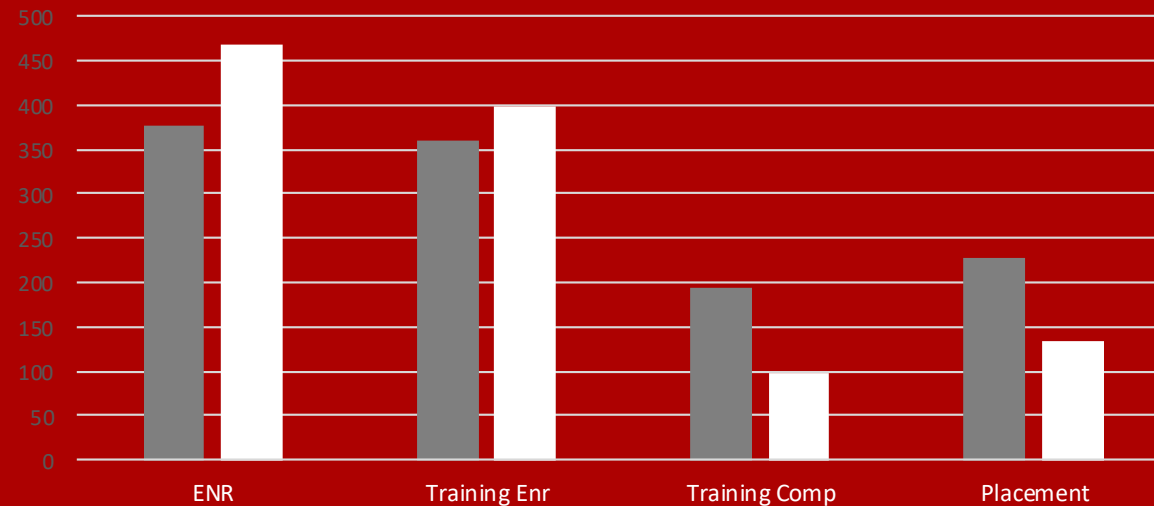
Thank You!

Breakout Workshop:
Peer Consultancies-Brain Games

Day 2: March 15th
Time: 12:45 pm- 1:45 pm

Challenge

Testing Anxiety: How best can the Urban League assist participants to overcome their fear of taking their certification examinations?



National
Urban League

*Empowering Communities.
Changing Lives.*



I am
EMPOWERED
I AM THE NATIONAL URBAN LEAGUE

JOIN THE COMMUNITY!
JOIN THE CONVERSATION!

WHAT HAPPENS WHEN 70% OF YOUR PARTNERS BEGIN TO FAIL?



SONDRA HOWELL
DIRECTOR OF WORKFORCE DEVELOPMENT
MEMPHIS BIOWORKS FOUNDATION



Tecumseh Area Partnership d/b/a Region 4 Workforce Board

Participant Retention in an Advanced Manufacturing Pathway

Brooklyn Burton – America's Promise Grant Project Manager

Lisa Smith – Ready to Work Grant Project Manager



Breakout Workshop:

Technical Assistance Coaching

Day 2: March 15th

Time: 2:00 pm- 3:00 pm

S-4215 B & C

TA Coach Erika Humphrey

TA Coach Lyle Neumann

Great Hall

TA Coach Kisha Toppin

TA Coach Aaron Leson

Plenary Session:

**Closing Plenary: Next Steps Action Planning
and Wrap Up**

Day 2: March 15th

Time: 3:00pm- 3:30pm

Speaker: **Megan Baird**, Program Manager, H-1B Grants, U.S. Department of Labor, Employment and Training Administration, Office of Workforce Investment, Division of Strategic Investments