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
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

UNDERSTAND THE PROBLEM

DEVELOP POSSIBLE SOLUTIONS

PROTOTYPE, TEST, & REFINE

IMPLEMENT
how might we ... assume solutions exist
how might we … reduce commitment
how might we ... do it together
Look beyond what people say,
to understand what they believe.

What is human-centered design?
HOW WE EMPATHIZE

OBSERVE

ENGAGE

IMMERSE
1. Who do we want to influence?
   Name
   Age
   Occupation
   Intrests
   Other

2. What is _______________ for the person?

3. Wishes to change in the persons practices/opinion/feelings

4. Why isn't it happening today?
Goal: I want to own my own business

Why Do I Want to Do This? Why Do I Want to Do This?

It will allow me to have greater control over how I spend my time.

I can have more flexibility in my life.

I will be able to work from home.

I will be able to spend more time with my son or daughter.

Supporting my family is the most important thing to me.

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.

**environment**

Payment is important for the quality of the internship.

A poor environment - a high turnover rate.

One-on-one mentorship is essential.

**needs**

Supervising skills.

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

Growth potential.

**job seeker perceptions**

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

**structure**

Compensation/process or procedure.

Clear expectations.

Distinct interest on IWT could lead to exclusion.
“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

<table>
<thead>
<tr>
<th>Emotional State</th>
<th>Core Need</th>
<th>Nudges &amp; Interventions</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Inspiration</strong></td>
<td>Find ways to keep hope and optimism. <strong>Motivation</strong></td>
<td>Communicate the monetary cost of a disability on the job Search job sites for support groups. Employers may be more interested in your job history. Use support groups to learn from others. Share your stories and experiences.</td>
</tr>
<tr>
<td><strong>Emotional Support</strong></td>
<td>Create plans and check back in. <strong>Compassion</strong></td>
<td>Establish volunteering; help through volunteer programs. Provide a sense of hope. <strong>Communication</strong></td>
</tr>
<tr>
<td><strong>Discouraged</strong></td>
<td>Find ways to keep hope and optimism. <strong>Motivation</strong></td>
<td>Provide a sense of hope. <strong>Communication</strong></td>
</tr>
<tr>
<td><strong>Panic</strong></td>
<td>Create plans and check back in. <strong>Compassion</strong></td>
<td>Establish volunteering; help through volunteer programs. Provide a sense of hope. <strong>Communication</strong></td>
</tr>
<tr>
<td><strong>Elated</strong></td>
<td>Create plans and check back in. <strong>Compassion</strong></td>
<td>Establish volunteering; help through volunteer programs. Provide a sense of hope. <strong>Communication</strong></td>
</tr>
</tbody>
</table>

### Core Need

- **Inspiration**
  - Find ways to keep hope and optimism.
  - Communicate the monetary cost of a disability on the job.
  - Search job sites for support groups.
  - Employers may be more interested in your job history.
  - Use support groups to learn from others.
  - Share your stories and experiences.

- **Emotional Support**
  - Establish volunteering; help through volunteer programs.
  - Provide a sense of hope.
  - **Communication**

- **Discouraged**
  - Find ways to keep hope and optimism.

- **Panic**
  - Create plans and check back in.

- **Elated**
  - Create plans and check back in.

### Nudges & Interventions

- **Communication**
- **Compassion**
- **Motivation**
- **Volunteerism**

Other emotional states: Clueless, Anxious, Severed mental health problems.
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. Quit job at non-profit
   - Find a studio space/apartment in NYC
   - Paint full-time

## 2. Take some painting classes
   - Find a part-time job as a waitress

## 3. Start exhibiting at galleries
   - Sell first expensive painting
   - Rent a bigger studio

## 4. Get married
   - Trip to Costa Rica

## 5. Start teaching painting classes at community centers
   - Buy a studio space in Brooklyn

## Alternative Plan #3

<table>
<thead>
<tr>
<th>Resources</th>
<th>I Like It</th>
<th>Confidence</th>
<th>Coherence</th>
</tr>
</thead>
<tbody>
<tr>
<td>0-100</td>
<td>COLD</td>
<td>FULL</td>
<td>0-100</td>
</tr>
</tbody>
</table>

## 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"
Designers don’t think their way forward. Designers build their way forward.

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?
  1. 
  2. 
  3. 

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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?
create a small business,
a hybrid resume that ditches clunky objective
statements and, instead, includes an upfront
summary of the job you're seeking
_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 cite) 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 Interacorp (owner of 30 of Peru’s well known companies). Together we built a team of 15 people, creating a rich pipeline of work, and started to build human centered design capabilities among the companies (over 50,000 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 choice to have such a strong impact wherever he goes.

- Herman Carranza, Chief Innovation Officer @ Interacorp

There’s really no shortage of praise I can give Sina. Frankly, if I could have him on every project, I wouldn’t 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
**Awareness**
1. Understand how different the world outside is and what it means to get ready.

**Exploration**
2. Reflect on what is driving your career choices, and explore potential pathways.

**Preparation**
3. Learn and build your chops through training and certification programs.
4. Reframe your skills and experiences for targeted audiences and specific jobs.

**Packaging**
5. Evaluate fit and pitch yourself through applications and interviews.

**Employers**
1. Understand what service members have to offer.
2. Identify and spread the word about opportunities for hiring.
3. Get potential employees ready for action through training, apprenticeships, fellowships and other programs.
4. Articulate and communicate what you are looking for in a candidate.
5. Find great candidates that match the business needs.
"Failure is an opportunity to grow"

**GROWTH MINDSET**

- "I can learn to do anything I want"
- "Challenges help me to grow"
- "My effort and attitude determine my abilities"
- "Feedback is constructive"
- "I am inspired by the success of others"
- "I like to try new things"

"Failure is the limit of my abilities"

**FIXED MINDSET**

- "I'm either good at it or I'm not"
- "My abilities are unchanging"
- "I don't like to be challenged"
- "I can either do it, or I can't"
- "My potential is predetermined"
- "When I'm frustrated, I give up"
- "Feedback and criticism are personal"
- "I stick to what I know"
**INTERNAL IMMERSIVE INTERNSHIP PROTOTYPE**

Tuire 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 immersive learning experience
3. The Immersion Team works together over a short period of time, iterating through the leadership role

**KEY CONCEPTS**

- Complete BUYIN: 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
- Inverse 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:**

**Skill:**

**Supervisor:**
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
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 - 11:30 am

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
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.
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
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

<table>
<thead>
<tr>
<th>8. Project/Grant Period</th>
<th>9. Reporting Period End Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>From: 07/01/2012</td>
<td>To: 08/30/2013</td>
</tr>
</tbody>
</table>

### Transactions

- **Federal Cash:**
  - (DOL records reflect quarter and cumulative drawdown of $1,022,835.71)
  - a. Cash Receipts: 708,937.08
  - b. Cash Disbursements: 708,937.08
  - c. Cash on Hand (line a minus b): 0.00

- **Federal Expenditures and Unobligated Balance:**
  - d. Total Federal funds authorized: 1,310,503.00
  - e. Federal share of expenditures: 1,017,854.28
  - f. Total administrative expenditures: 112,295.29
  - g. Federal share of unobligated obligations: 0.00
  - h. Total Federal obligations (sum of lines e and f): 1,245,153.14
  - i. Unobligated balance of Federal funds (line d minus h): 65,449.86

- **Recipient Share:**
  - j. Total recipient share required: 145,622.56
  - k. Recipient share of expenditures: 182,134.29
  - l. Recipient share of unobligated obligations: 30,082.16
  - m. Total recipient obligations (sum of lines k and l): 212,216.45
  - n. Remaining recipient share to be provided (line i minus m): 0.00
# CLOSEOUT FINANCIAL REPORT (CLOSEOUT 9130)

<table>
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<tr>
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<tbody>
<tr>
<td>127347115</td>
<td>915001088</td>
<td>E5811 H35A3/B3/AD</td>
<td>Yes</td>
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8. Project/Grant Period
From: 07/01/2012 To: 06/30/2013

| 9. Reporting Period End Date | 06/30/2013 |

## 10. Transactions:

<table>
<thead>
<tr>
<th>Description</th>
<th>Cumulative ETA 9130</th>
<th>Cumulative Closeout</th>
<th>Cumulative Closeout Adjustment</th>
</tr>
</thead>
</table>

### Federal Cash:
- a. Cash Receipts
- b. Cash Disbursements
- c. Cash on hand (line a minus b)

### Federal Expenditures and Unobligated Balance:
- d. Total Federal funds authorized
- e. Federal share of expenditures
- f. Total administrative expenditures
- g. Federal share of unliquidated obligations
- h. Total Federal obligations (sum of lines e and g)
- i. Unobligated balance of Federal funds (line d minus h)

### Recipient Share:
- j. Total recipient share required
- k. Recipient share of expenditures
- l. Recipient share of unliquidated obligations
- m. Total recipient obligations (sum of lines j and l)
- n. Remaining recipient share to be provided (line j minus m)
## FINAL QUARTERLY 9130/CLOSEOUT 9130

### Table 1: Federal Cash

<table>
<thead>
<tr>
<th>Description</th>
<th>Previous Period</th>
<th>This Period</th>
<th>Cumulative</th>
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<tbody>
<tr>
<td>Total Federal Funds Authorized</td>
<td>1,340,000.00</td>
<td>1,340,000.00</td>
<td>1,340,000.00</td>
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<tr>
<td>Federal Cash</td>
<td>1,340,000.00</td>
<td>1,340,000.00</td>
<td>1,340,000.00</td>
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</table>

### Table 2: Federal Expenditures and Unobligated Balance

<table>
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<tr>
<th>Description</th>
<th>Previous Period</th>
<th>This Period</th>
<th>Cumulative</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Administrative Expenditures</td>
<td>122,434.14</td>
<td>122,434.14</td>
<td>122,434.14</td>
</tr>
<tr>
<td>Total Unobligated Obligations</td>
<td>1,245,151.14</td>
<td>1,245,151.14</td>
<td>1,245,151.14</td>
</tr>
<tr>
<td>Total Federal Funds Authorized</td>
<td>1,340,000.00</td>
<td>1,340,000.00</td>
<td>1,340,000.00</td>
</tr>
</tbody>
</table>

### Table 3: Recipient Share

<table>
<thead>
<tr>
<th>Description</th>
<th>Previous Period</th>
<th>This Period</th>
<th>Cumulative</th>
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</thead>
<tbody>
<tr>
<td>Total recipient share received</td>
<td>145,023.55</td>
<td>145,023.55</td>
<td>145,023.55</td>
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<tr>
<td>Total recipient share of expenditures</td>
<td>145,023.55</td>
<td>145,023.55</td>
<td>145,023.55</td>
</tr>
<tr>
<td>Total recipient share of unobligated obligations</td>
<td>145,023.55</td>
<td>145,023.55</td>
<td>145,023.55</td>
</tr>
</tbody>
</table>

### Additional Notes
- **Project Period**: From 07/01/2012 to 09/30/2013
- **Reporting Period**: From 07/01/2012 to 09/30/2013
- **Final Report**: Yes
- **Bank of Account**: 9130/CLOSEOUT
- **DU O Number**: 127347115
- **Recipient Account Number or Identification Number**: 013001088
- **Reporting Period End Date**: 09/30/2013
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
There is a 10% limitation on administrative costs. 10% of grant award amount.

<table>
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<tr>
<th>Transactions</th>
<th>Cumulative ETA 9130</th>
<th>Cumulative Closeout</th>
<th>Cumulative Closeout Adjustment</th>
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<tbody>
<tr>
<td><strong>Federal Cash</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>a. Cash Receipts</td>
<td>1,022,835.71</td>
<td>1,257,461.02</td>
<td>1,257,461.02</td>
</tr>
<tr>
<td>b. Cash Disbursements</td>
<td>1,022,835.71</td>
<td>1,257,461.02</td>
<td>1,257,461.02</td>
</tr>
<tr>
<td>c. Cash on Hand (line a minus b)</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
</tr>
<tr>
<td><strong>Federal Expenditures and Unobligated Balance</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>d. Total Federal funds authorized</td>
<td>1,310,603.00</td>
<td>1,310,603.00</td>
<td>1,310,603.00</td>
</tr>
<tr>
<td>e. Federal share of expenditures</td>
<td>1,245,153.14</td>
<td>1,257,461.02</td>
<td>1,257,461.02</td>
</tr>
<tr>
<td>f. Total administrative expenditures</td>
<td>122,434.14</td>
<td>114,833.32</td>
<td>114,833.32</td>
</tr>
<tr>
<td>g. Federal share of unliquidated obligations</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
</tr>
<tr>
<td>h. Total Federal obligations (sum of lines e and g)</td>
<td>1,245,153.14</td>
<td>1,257,461.02</td>
<td>1,257,461.02</td>
</tr>
<tr>
<td>i. Unobligated balance of Federal funds (line d minus h)</td>
<td>65,449.88</td>
<td>53,141.98</td>
<td>53,141.98</td>
</tr>
</tbody>
</table>
# COMPLIANCE – BUDGET AND COSTS

## GRANTEE'S DETAILED STATEMENT OF COSTS

<table>
<thead>
<tr>
<th>Cost Category</th>
<th>Grant Budget (1)</th>
<th>Cumulative Costs (2)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Salaries and Wages</td>
<td>251,069</td>
<td>219,656</td>
</tr>
<tr>
<td>Fringe Benefits</td>
<td>63,042</td>
<td>63,037</td>
</tr>
<tr>
<td><strong>TOTAL PERSONNEL COSTS</strong></td>
<td><strong>320,114</strong></td>
<td><strong>282,693</strong></td>
</tr>
<tr>
<td>Other Expenses: (Specify &amp; list below)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>1. Travel</td>
<td>47,386</td>
<td>19,722</td>
</tr>
<tr>
<td>2. Supplies</td>
<td>9,600</td>
<td>5,982</td>
</tr>
<tr>
<td>3. Other</td>
<td>96,808</td>
<td>112,759</td>
</tr>
<tr>
<td>4. Contractual</td>
<td>5,093,673</td>
<td>5,171,604</td>
</tr>
<tr>
<td>5.</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>6.</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>7.</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>8. Indirect Cost</td>
<td>540,791</td>
<td>511,542</td>
</tr>
<tr>
<td><strong>TOTAL OTHER EXPENSES</strong></td>
<td><strong>5,790,150</strong></td>
<td><strong>5,821,579</strong></td>
</tr>
<tr>
<td><strong>TOTAL GRANT COSTS</strong></td>
<td><strong>8,110,272</strong></td>
<td><strong>8,110,272</strong></td>
</tr>
</tbody>
</table>
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 B, of the Circular.

SECTION I: RATES

<table>
<thead>
<tr>
<th>TYPE</th>
<th>EFFECTIVE PERIOD</th>
<th>RATE *</th>
<th>LOCATION</th>
<th>APPLICABLE TO</th>
</tr>
</thead>
<tbody>
<tr>
<td>Final</td>
<td>07/01/10 – 06/30/11</td>
<td>8.12%</td>
<td>All</td>
<td>All Programs</td>
</tr>
<tr>
<td>Provisional</td>
<td>06/30/11 – 06/30/12</td>
<td>9.18%</td>
<td>All</td>
<td>All Programs</td>
</tr>
<tr>
<td>Provisional</td>
<td>06/30/12 – 06/30/13</td>
<td>9.78%</td>
<td>All</td>
<td>All Programs</td>
</tr>
</tbody>
</table>

* 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 2322B-12-55-A-53

<table>
<thead>
<tr>
<th>Code</th>
<th>Direct Expense</th>
<th>Indirect Expense</th>
<th>Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>July</td>
<td>486,428.39</td>
<td>37,554.02</td>
<td>7.80%</td>
</tr>
<tr>
<td>August</td>
<td>460,015.79</td>
<td>34,892.52</td>
<td>7.55%</td>
</tr>
<tr>
<td>September</td>
<td>394,075.90</td>
<td>43,761.30</td>
<td>11.10%</td>
</tr>
<tr>
<td>October</td>
<td>399,079.50</td>
<td>39,619.51</td>
<td>9.93%</td>
</tr>
<tr>
<td>November</td>
<td>404,052.79</td>
<td>52,364.21</td>
<td>12.96%</td>
</tr>
<tr>
<td>December</td>
<td>383,946.71</td>
<td>13,133.47</td>
<td>3.55%</td>
</tr>
<tr>
<td>January</td>
<td>418,372.58</td>
<td>35,506.13</td>
<td>8.49%</td>
</tr>
<tr>
<td>February</td>
<td>425,133.46</td>
<td>42,162.83</td>
<td>9.92%</td>
</tr>
<tr>
<td>March</td>
<td>484,950.60</td>
<td>44,550.41</td>
<td>9.19%</td>
</tr>
<tr>
<td>April</td>
<td>518,495.13</td>
<td>45,074.82</td>
<td>8.69%</td>
</tr>
<tr>
<td>May</td>
<td>577,038.30</td>
<td>41,572.09</td>
<td>7.20%</td>
</tr>
<tr>
<td>June</td>
<td>647,144.55</td>
<td>80,488.09</td>
<td>12.44%</td>
</tr>
<tr>
<td>Total</td>
<td>5,598,730.10</td>
<td>511,541.40</td>
<td>9.14%</td>
</tr>
</tbody>
</table>
**PROPERTY CERTIFICATION FORM**

**GOVERNMENT PROPERTY CLOSE OUT INVENTORY CERTIFICATION**

GRANT NUMBER: AD23221255436

1. I certify that the attached government property inventory list contains all property having a current per unit fair market value of $3,000 or more where DOL reserves the right to take title.

   [Signature and Title]

   10/30/2013

   Date

2. I certify that no government property was purchased having a current per unit fair market value of $3,000 or more. Therefore, we (grantee) have no further obligation to DOL.

   [Signature and Title]

   10/39/2013

   Date

**SAMPLE**

Greater 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.

<table>
<thead>
<tr>
<th>No.</th>
<th>Item Description</th>
<th>Serial No.</th>
<th>Acquisition Date</th>
<th>Purchase Price</th>
<th>Current Fair Market Value</th>
<th>Condition</th>
<th>Retain for Current Grant Purpose</th>
<th>Retain for Other Federally Sponsored Purposes</th>
<th>Retain for Non-Federal Use</th>
<th>Sell</th>
<th>Scrap</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td></td>
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<td>5</td>
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</tr>
</tbody>
</table>

Certified by:

[Signature and Title]

Date
SUBMISSION CONFIRMATION LETTER

From: 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
Dear Grantee,

This letter is to notify you that the Department of Labor has closed grant number HG22241460A0 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?
WHAT HAPPENS WHEN 70% OF YOUR PARTNERS BEGIN TO FAIL?
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