



District of Columbia

# INFRASTRUCTURE ACADEMY



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# 18 MONTH REPORT

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## DISTRICT OF COLUMBIA INFRASTRUCTURE ACADEMY

The District of Columbia Infrastructure Academy (DCIA) is a key initiative of Mayor Muriel Bowser's administration, led by the Department of Employment Services.

Infrastructure is one of the fastest-growing industries in the country. DOES opened DCIA to meet the need for skilled infrastructure professionals in Washington, DC.

DCIA coordinates, trains, screens and recruits residents to fulfill the hiring needs of leading companies within the infrastructure industry. DCIA is located in the Fort Stanton neighborhood, in Ward 8.

### PROGRAMS AND SERVICES INCLUDE:

- Commercial Driver's License (CDL)
- Energy & Utilities
- Auto Mechanic Training
- OSHA 10, 30 and Flagger
- Solar Panel Installation
- Interview Skills
- Job Fairs
- Job Referrals and more

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*City Administrator Rashad Young addressing participants attending DCIA's 2019 Infrastructure Week*





2019 1st Pepco Cohort Graduates

***“Who would have ever thought it.... me an aerial line mechanic with Pepco? I guess the wonderful people at Pepco and the motivating staff at the DC Infrastructure Academy. They say ‘it takes a village,’ well I certainly used mine... and for that opportunity alone, I am continuously grateful!”***

***- Verona Hemphill, DCIA’s first Pepco cohort***

## MESSAGE FROM THE DIRECTOR

In my first 100 days as the Director of the Department of Employment Services (DOES), I shared a set of goals for the agency that will help shape how we assist in improving the lives of District residents across all eight wards. Aligning with Mayor Muriel Bower's Fairshot initiative, DOES' Vision Forward reaffirms the agency's mission in ensuring residents are connected to high-quality workforce. training and employment opportunities.

I am proud of the work being done at DOES, especially at the District of Columbia Infrastructure Academy (DCIA). Not only is DCIA upholding Mayor Bowser's vision of preparing District residents for in-demand and competitive jobs in the infrastructure industry, it is also aligning workforce with education and bringing an equity and access approach to serving residents. The work being done at DCIA and throughout the agency reflects my vision for an effective agency that addresses the needs of its constituents.

Through its four targeted trainings - Quick Path to Information Technology, Quick Path to Energy, Quick Path to Transportation and Quick Path to Health Safety - DCIA has performed outreach, specific to Wards 7 and 8, directing District residents to a pathway to the middle class.

DCIA does not stop at providing District residents with trainings through its Quick Path programming. From facilitating the Comprehensive Adult Student Assessment System (CASAS) exam to Work Readiness courses, DCIA aligns Mayor Bowser's Fairshot with DOES's Vision Forward and connects District residents to career pathways from education to workforce.

DOES is committed to shaping the workforce for District residents to provide for themselves, for their families and support them through services, trainings and apprenticeships to reach their goals. As the Director, I have the pleasure of seeing, the overall mission and vision of DOES implemented in a very thoughtful and innovative way.

DCIA is one of many programs offered at DOES that makes an impact in the District. As we move forward in ensuring each District resident is given a chance and the ability to excel, I am deeply moved by the energy, effort and unwavering support the DCIA staff has shown in bringing to life a vision meant to enrich, empower and uplift the residents of the District of Columbia.

**Dr. Unique Morris-Hughes**  
Director, DC Department of Employment Services







2019 Solar Works Participants

*“This was 100% a productive and positive experience for me. The teaching, the instructors—they were just magnificent! I left the program motivated and inspired. In fact, I have a nephew who just came home from prison and I told him to go down to DCIA and sign up because it will really change your life.*

*I’m working now! I had two job offers when I left. I’m an Energy Consultant at Truly Solar and [also] at Vivid Solar. The president of Truly was at my graduation.*

*I will say this: Don’t change a thing about the program! You all were wonderful. The [DCIA] staff—the encouragement you all gave me, the smiles and positive energy—was magnificent.”*

**- Andre Nettles, DCIA Solar Works 2019 graduate**

## PROGRAM OFFERINGS

### Quick Path to Information Technology

**Help Desk Training Program:** Prepares participants for careers in the information technology industry with a focus on CompTIA A+ certifications.

**Cisco Training Program:** Prepares residents for careers in the information technology industry with a focus on Cisco certifications.

### Quick Path to Energy

**Solar Works:** Residents enrolled into this cohort receive hands-on training for careers in the solar industry, including: customer outreach and construction workshops and Alternative GRIDS's Installation Basics Training (IBT).

**Pepco:** Under this cohort, residents interested in the utility industry are prepared for careers in energy with a focus on mechanical skills, overhead line work, electrical theory, essential math, work readiness, and occupation-specific skills.

### Quick Path to Transportation

**Commercial Drivers License Training Program: (Class-B CDL):** Residents are trained for careers in the transportation industry with a focus on industry-recognized passenger endorsement, CDL Learner's Permit training, road test, driving experience, Medical DOT card, and final licensing preparation.

**Automotive Technology Training Program:** Participants are trained for careers in the transportation industry with a focus on Industry-recognized certifications from the National Institute for Automotive Service Excellence (ASE).

### Quick Path to Health Safety

**OSHA-10 and Flagger Training Program:**

This training program focuses on industry-demanded American Traffic Safety Services Association (ATSSA) Flagger and the Occupational Safety and Health Administration (OSHA-10) certification preparation.

The **OSHA-10 Certification** focuses on abatement, avoidance and prevention of work site safety and health hazards training.

The **OSHA-30 Certification** is a comprehensive safety program specifically designed for safety directors, foremen, and field supervisors. The program provides complete information on OSHA compliance issues.

**First Aid and Cardiopulmonary Resuscitation (CPR):**

Training focuses on a group of problem-solving medical procedures and techniques designed to provide urgent treatment of life threatening cardiac emergencies such as cardiac arrest or stroke.

### Level Up

A Community College Preparatory Academy program that aids residents who have taken their CASAS exams, yet seek to increase their scores to qualify for DCIA Quick Path programming enrollment.

# 96%

## Training Program Completion Rates

## BY THE NUMBERS

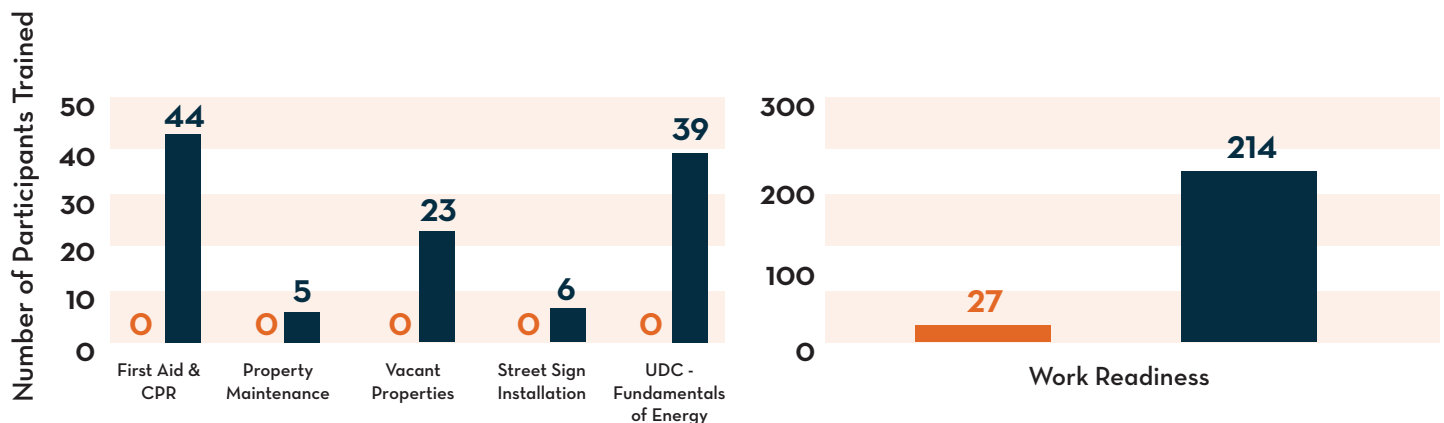
Since its opening in March 2018, DCIA has served more than 2,700 applicants. The break down between fiscal years (FY) shows an increase in applicants in FY 2019. The increase of applicants reflects DCIA's effective outreach to District residents, specifically residents in Wards 7 and 8.

DCIA enrolled over 1,200 participants in its Work Readiness, Health and Safety, and Quick Path training cohorts in FY 2018 and FY 2019. Enrollments, like applicant numbers, increased from FY 2018 to FY 2019 showing enthusiasm within the District regarding DCIA program offerings.

# 1,234 Total Participants Enrolled

## DCIA Training Completions

COMPLETED FY18  
COMPLETED FY19



## DCIA Training Programs

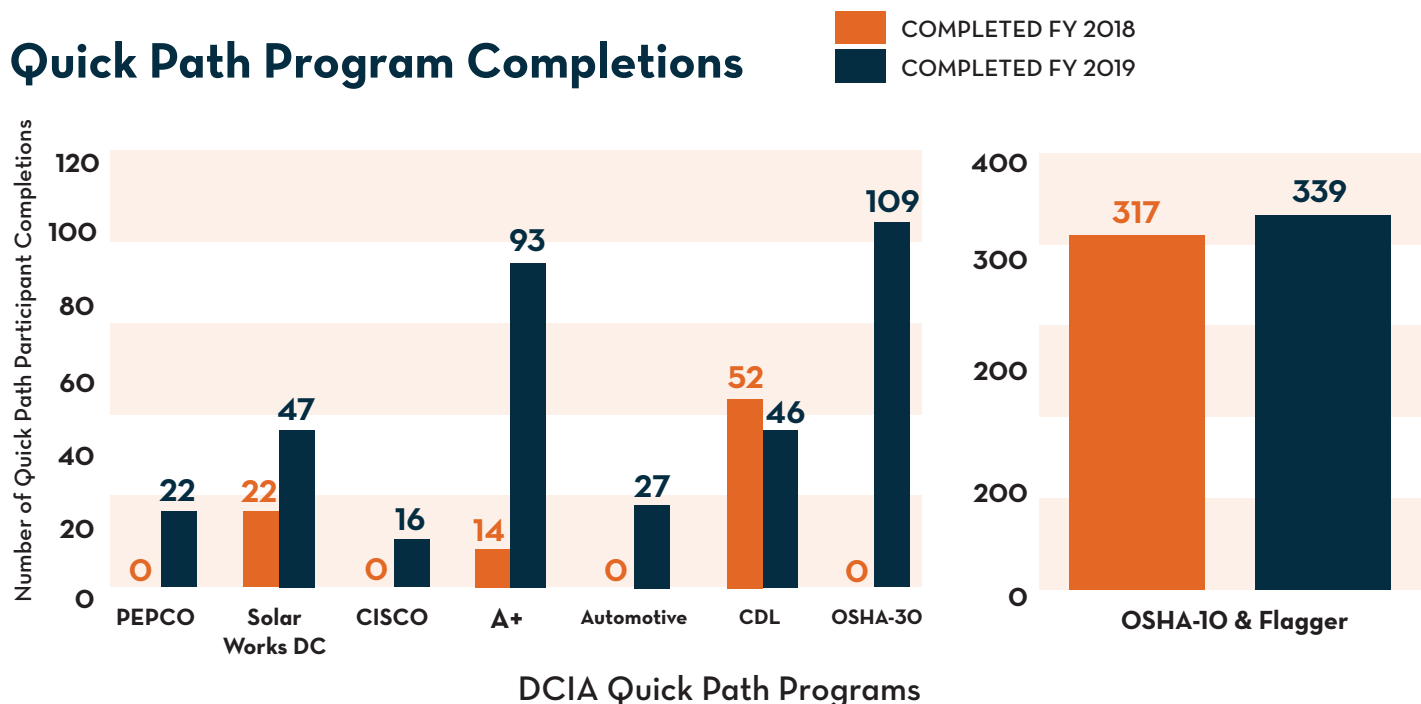
### DCIA Participant Employment

# FY 18 - 48

# FY 19 - 224

## PROGRAM BREAKDOWN

While DCIA has been successful in Quick Path program retention and increased participant program completions, its focus on connecting District residents who participate in its trainings to employment continues to be a major goal. In FY 2019, DCIA partnered with the Office of Talent and Client Services in order to further connect District residents to employment through employer outreach and targeted job fairs.



# 45% Increase in program enrollments

# 82%

Increase  
in overall program  
completion rates



Mayor Muriel Bowser addresses attendees at DCIA's opening



*“Excel has really benefited me as far as furthering my hands-on knowledge dealing with automobiles. Excel Automotive has improved my diagnostic troubleshooting skills as well. Great teachers, friendly and professional environment. I would definitely refer anyone wanting to gain an automotive certification to Excel Automotive Institute.”*

**- Peter Derry, Excel graduate**

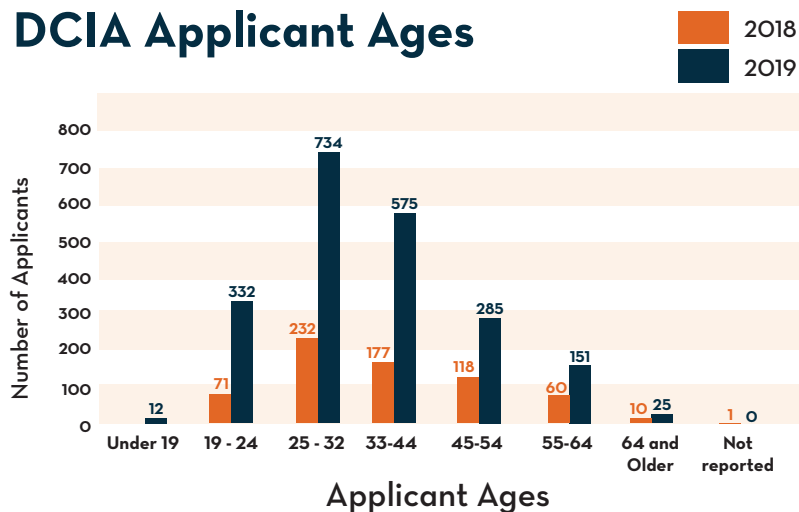


## DEMOGRAPHICS

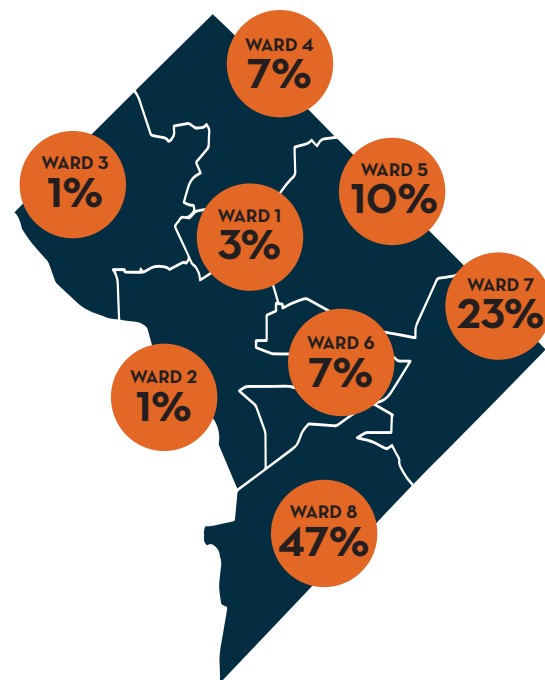
\*Since opening March 2018

District residents come from all eight wards to DCIA for its various trainings. The largest concentration of participants served by DCIA come from Wards 7 and 8.

### DCIA Applicant Ages



### FY 2019 Ward Demographics



In serving District residents across all eight wards, DCIA also serves a wide range of applicants who are referred by the Mayor Marion S. Barry Summer Youth Employment Program. Through this partnership, DCIA is able to extend its reach to youth under the age of 19, connecting them to training opportunities with the Solar Works program. DCIA applicants inquiring about its trainings were between the ages of 19 and 65 in FY 2019, with the majority within the age range of 25 to 32.

Through outreach within all eight wards, DCIA attracts applicants of varying ages. DCIA's applicant pool reflects 66% male and 34% female. According to the Bureau of Labor and Statistics' 2017 report, women make up, nationally, about 9% of the labor force in construction, 30% of the labor force in manufacturing and 29% of the labor force in transportation and utilities. DCIA is working hard to increase these numbers with trainings and participant outreach.

**66%** 

**Applicant Gender - Male**

**34%** 

**Applicant Gender - Female**



*“I recommend continued discoveries through roundtable sessions like DCIA’s be maintained. It fosters collaborations and finds ways to engage by adapting and re-aligning DCIA programs to participating employer needs.”*

**- Alie Bangura, CEO of ITC**

Employer who attended DCIA’s November 16, 2019  
Technical Roundtable



Participants attending DCIA’s Infrastructure Week

## HIGHLIGHTS

### Credentialing

Participants who enroll in DCIA facilitated trainings have the ability to obtain more than one credential. The average participant who matriculates through DCIA trainings amasses, on average, **1.3 credentials**. Participants who obtain one or more credentials through DCIA raise their employment profile, making them stronger and more appealing workforce candidates.

### Washington Gas

Washington Gas has been a DCIA stakeholder since its inception. In FY 2019, Washington Gas committed to a DCIA facilitated cohort for the 2020 fiscal year. Both Washington Gas and DCIA look forward to a successful rollout of the new Washington Gas program.

# 1.3

Average credentials  
per participant



# 100%

Graduation  
Rate

### Tech Partnership

DCIA hosted a technology roundtable co-facilitated with the Office of Talent and Client Services, yielding a promising collaboration with V-Tech Solutions, Inc. The partnership allows V-Tech Solutions, Inc. to host an Amazon Web Services certification course for District residents at DCIA. The program would begin in FY 2020 positioning participants to become Amazon Certified Cloud Technicians.

# 100%

Employment  
Rate

### Pepco

As a stakeholder of the academy, Pepco invested in and hosted trainings at DCIA through its Pepco Utility Training School, preparing District residents for employment in utilities as overhead linemen. In August 2019, 22 DCIA participants graduated from the Pepco Utility Training School program's first cohort, marking a 100% graduation rate for DCIA and a 100% employment rate for its participants. Some of the employers who hired the graduates were: Pepco, Anchor Construction, Dynamic Concepts, Inc., Fort Myer Construction Company, CW Wright Construction and UtiliQuest.

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## REMARKS

The importance of the work at DCIA is reflected by a team that is dedicated to ensuring every individual who walks through the doors is given the best service and the ability to transform their lives by preparing them for a career. DCIA is quickly becoming a fixture in Ward 8, where we have seen dozens of District residents come to our facility weekly for trainings, certifications and ultimately job placement. We understand our constituents and we seek to connect them to opportunities that will enable them to have a pathway to the middle class. The vision of the Bowser Administration, coupled with the vision of DOES is what continues to propel DCIA forward.

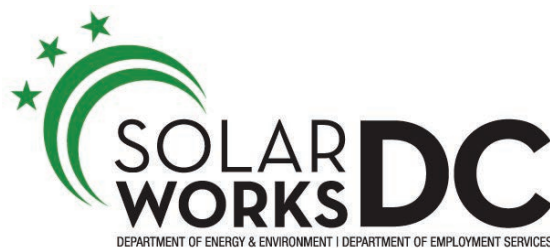
We, at DCIA, are proud of the work we do, and we look forward to continuing to serve the residents of the District of Columbia.



*City Administrator Rashad Young, DOES Director Unique Morris-Hughes, and DCIA Associate Director Arlen Herrell with John O'Brien of Washington Gas*



PARTNERSHIPS





GOVERNMENT OF THE DISTRICT OF COLUMBIA  
**MURIEL BOWSER, MAYOR**

**DEPARTMENT OF EMPLOYMENT SERVICES**  
**Dr. Unique Morris-Hughes**