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DOES
DISTRICT OF COLUMBIA
DEPARTMENT OF
EMPLOYMENT SERVICES

TALENT FORWARD DC: ANNUAL ECONOMIC AND WORKFORCE REPORT FY2021

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DOES

DISTRICT OF COLUMBIA
DEPARTMENT OF
EMPLOYMENT SERVICES



GOVERNMENT OF THE
DISTRICT OF COLUMBIA
MURIEL BOWSER, MAYOR

ACKNOWLEDGEMENT

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DC Department of Employment Services

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LETTER FROM THE DIRECTOR



Despite the continued impact of the COVID-19 pandemic, the District of Columbia Department of Employment Services (DOES) remained highly committed to meet the needs of our customers from all fronts. During the pandemic, many DOES staff continued to work in-person and provided District residents, job seekers access to various federal and state-level support and services. All DOES staff returned to office in-person in July 2021 and adopted a hybrid model to continue to assist customers both in-person and virtually.

In Fiscal Year 2021 (FY2021), DOES provided cutting-edge, transformative, and impactful workforce development services to help residents find sustainable high-paying jobs in high-growth sectors such as manufacturing, construction, utilities, and many more. Participants gained credentials and certifications to enhance their credibility and employability. Digital literacy was one of the key trainings provided to residents through several programs in order to enable them to be competitive for the region's high demand employment opportunities, especially during the pandemic.

DOES served over 112,000 customers in FY2021. Over 18,700 unique individuals received staff-assisted career services through several federal and local workforce development programs. Programs provided more than 100 types of employment related services and training including career counseling and planning, resume and interviewing assistance, occupational training, on-the-job-trainings/subsidized work experience, information about local and national labor markets, unemployment compensation, work-readiness workshops, referrals to partner services and much more. Services were provided in more than 15 languages to meet customers' needs from diverse backgrounds.

In addition to workforce development programs, DOES' unemployment compensation benefits program provided hundreds of millions in financial support to eligible unemployed District workers and its Paid Family Leave benefits program provided the needed benefits to eligible workers for taking care of self and family members. The Labor market continued to perform better in 2021 than the previous year. The total number of private sector establishments increased from 2020 to 2021, indicating recovery and growth for businesses after being hit by the pandemic. This Annual Report highlights the efforts and accomplishments of the agency in FY2021.

As the DC's labor administrator, I am committed to an inclusive jobs recovery to ensure sustainable employment for District workers going forward. DOES' recovery efforts include, but are not limited to, strengthening job-seeker-employer connections; driving a surge in credentialing in high-demand, high-wage industries; expanding paid opportunities to learn at work; prioritizing employer-driven trainings, and re-imagining youth pathways to life-long success.

Dr. Unique Morris-Hughes
Director

DEPARTMENT OF EMPLOYMENTS SERVICES' MISSION, VISION, AND GOALS



MISSION

Our mission is to connect District residents, job seekers, and employers to opportunities and resources that empower fair, safe, and effective working communities.



VISION

We provide comprehensive employment services to ensure a competitive workforce, full employment, life-long learning, economic stability, and the highest quality of life for all.



GOALS

- Promote the District's Human Capital
- Align Workforce with Education
- Create Equity and Access
- Achieve Excellence in Service Delivery
- Operate Smart and Effective Systems
- Provide Best-in-Class Customer Service

KEY HIGHLIGHTS



The Department of Employment Services provided staff-assisted career services to a total of **18,763** unique individuals in **FY2021** through various local and federal programs.



Services were provided in more than **15 languages** to meet participants' needs.



Unemployment situation in the District **has been consistently improving** since the labor market was hit by COVID-19.



The total number of **private sector** establishments **increased from 41,514 in 2020Q1 to 43,207 in 2021Q1**.



The **Government sector** accounted for more than **30% of all jobs in the District in 2021**.



DOES programs provided over **52,000** services to program participants.



Of the participants served during **FY2021**, about **6,659** participants secured employment during the same fiscal year.

1.2%↓

The annual average **unemployment rate decreased from 7.9% in 2020 to 6.7% in 2021** (by 1.2 percentage points).



Private sector companies **paid their employees more than \$13 Billion in wages in the first quarter of 2021**.

More than
100

types of services were provided to program participants.



Program participants have generated more than **\$102 million in wages during FY2021** itself.



From **2020 to 2021, unemployment rate decreased** across all Wards.

67%

Government, Professional and Business Services, and Education and Health Services Industries together these three industries had **67% of all jobs in the District in 2021**.



Top occupations that had highest number of jobs in 2021 were

Business and Financial Operations - **114,670 jobs**

Management Occupations - **96,600 jobs**

Office and Administrative Support Occupations - **61,660 jobs**

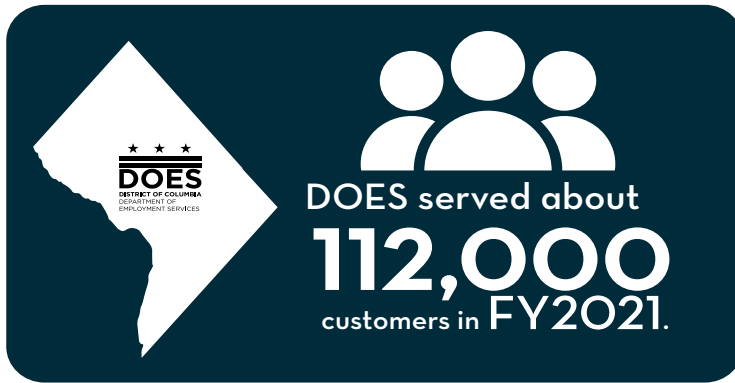
Computer and Mathematical Occupations - **49,000 jobs**

Legal Occupations - **38,110 jobs**



DOES CUSTOMER SERVICE

1. DOES CUSTOMER SERVICE IN FY2021



This section presents the overall number of individuals that received different services from the Department of Services and its workforce system. Services include all staff-assisted service, support service, self-service and facilitated self-service, and unemployment insurance related services. The different services are defined as follows:

Staff-assisted career service: Staff-assisted service is defined as a service that creates participation, extends common measures, and

involves significant staff involvement. This includes several types of services ranging from occupational skills training, job readiness training, mentoring, internships, career counseling/planning, pre-employment assistance, professional development services, etc.

Self-service: Self-service occurs when individuals access, without staff assistance, any workforce development system program's information and activities in either a physical location, such as a one-stop center resource room or partner agency, or remotely via the use of electronic technologies. This includes workforce information and information only self-service or facilitated self-service.

UI claim intake/ UI assistance: UI claimants are individuals who have filed a UI Claim via the state UI System. DOES provides meaningful assistance in filing a UI Claim as needed by customers.

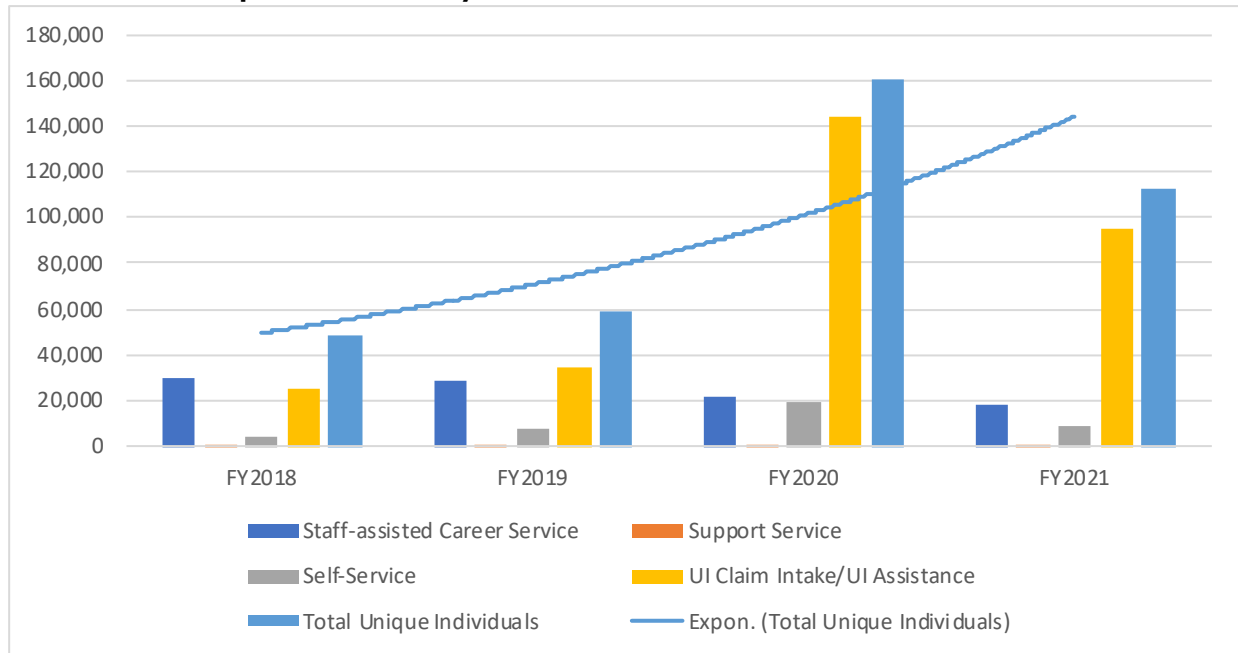
Support service: Support services include, but are not limited to, assistance with transportation, child care, dependent care, and housing and/or referral to such services that are necessary to enable the participant to participate in programs which provide career and training services.

Table 1: Number of Unique Individuals by Service

Service	FY2018	FY2019	FY2020	FY2021
Staff-assisted Career Service	29,435	28,087	21,136	18,763
Support Service	678	339	195	119
Self-Service	4,047	7,634	19,640	9,247
UI Claim Intake/UI Assistance	24,670	34,423	143,584	94,660
Total Unique Individuals	48,282	58,388	160,211	112,881

Note: Individual subtotals by service group may not add to the total because some individuals may have received multiple services.

- During the pandemic, the number of customers served by DOES went up exponentially. For instance, the total number of unique customers served increased from 58,388 in FY2019 to 160,211 (174% increase) in FY2020 and to 112,881 (93% increase) in FY2021.
- In FY2021, about 112,881 unique individuals received various services from the DC Department of Employment Services.
- DOES provided staff-assisted services to 18,763 individuals.
- More than 9,000 individuals used self service such as job search and resume preparation using the agency's workforce information system.
- About 94,660 individuals received UI related services in FY2021.

Figure 1: Number of Unique Individuals by Service



WORKFORCE DEVELOPMENT PROGRAM OUTCOMES

2. WORKFORCE DEVELOPMENT PROGRAM OUTCOMES

2.1. Overall Outcomes of Workforce Development Programs

This section highlights the overall outcomes of local and federal workforce development programs implemented by the Department of Employment Services in Fiscal Year 2021 (FY2021). Outcomes include the number of individual participants received staff-assisted career services through various programs, number and types of services provided, number/share of participants secured employment, average quarterly wages, etc. The outcomes are defined as follows:

- **Program Participant** - For the Workforce Innovation and Opportunity Act (WIOA) Title I Adult, Title I Dislocated Worker, Title I Youth, and Title III programs, a participant is a reportable individual who has received services, after satisfying all applicable programmatic requirements for the provision of services, such as eligibility determination.
- **Services** - All services or training received by participants such as career counseling, One-Stop resources room utilization, Individual Training Account (ITA) training, job readiness workshops, Reemployment Services and Eligibility Assessment (RESEA) workshop, etc.
- **Employment** - When an individual or participant is working in a paid, unsubsidized job, therefore has wages reported during the fiscal year.
- **Average Quarterly Wages** - The average quarterly wage earned by employed customers that have exited DOES programs during the fiscal year.

Table 2: Overall Outcomes of Workforce Development Programs

Outcomes	FY2018	FY2019	FY2020	FY2021
Total Individuals Served	29,435	28,087	21,136	18,763
Total Services Provided	111,789	100,938	63,098	52,453
Average Services Provided	4	4	3	3
Employed	14,520	12,646	9,213	6,459
Average Quarterly Wages	\$6,486	\$8,465	\$6,516	\$6,149
Total Wages	\$223,075,441	\$228,066,280	\$148,839,552	\$102,357,977
Employment Rate ¹	49%	45%	44%	34%

Source: DOES; Office of Labor Market Research and Performance

- In FY2021, federal and local workforce development programs implemented by the DC Department of Employment Services served 18,763 individuals by providing staff-assisted career services.
- Program participants received more than 52,000 services through programs. Services included more than 100 types, which ranged from occupational skills training, job readiness training, apprenticeship/pre-apprenticeship training, mentoring, internships, career counseling/planning, pre-employment assistance, professional development services, among others.

¹ Employment Rate is calculated as a percentage of program participants with reported wages (for at least one quarter during FY2021) to total number of participants. The state wage database is used to determine employment; the database covers only those who are employed in the District.

Table 3: Types of Training and Services Provided (Selected)

Staff-Assisted Provision Of Information On Training Providers, Performance Outcomes	Reading and/or Math Testing
Workshops	Training Support Services
Job Finding Club	Professional Development Services
Staff-Assisted Provision Of Labor Market Research	Occupational Skills Training (ITA)
Rapid Response Services	On-The-Job Training
Resume Preparation Assistance	Entrepreneurial Training
Job Fair Participant	Distance Learning (Non-ITA)
Job Development Contacts (working with Employer and Job Seeker)	State And Local Training
Staff-Assisted Job Search	Apprenticeship Training
Employer Pre-Screening	Pre-Apprenticeship Training
Pre-Employment Assistance (Police Clearances, Reference Checks, etc.)	Occupational Skills Training (Non-ITA)
Career Counseling	Adult Mentoring
Referrals	Develop Service Strategies
Career Guidance / Planning	Basic Skills Training
Development of Individual Employment Plan	Financial Literacy
GED Preparation	Unsubsidized Employment
Job Readiness Training	Work Experience

Source: *DOES; Office of Labor Market Research and Performance*

- On average, more than 19,600 individual participants were served during the last four fiscal years and each participant received, on average, 3.5 different types of services.
- The total number of people served decreased by 11% from FY2020 to FY2021. However, the percentage decrease in number of program participants is less than the percentage decrease from FY2019 to FY2020. The number of program participants declined by 25% from FY2019 to FY2020 due to the impact of the pandemic.
- Of the participants in FY2021, 6,459 participants were employed in the District in the same fiscal year. They account for about 34% of the total number of participants. It is to be noted that some participants who exited from the program in the last quarter or later half of the FY2021 might have secured employment in the post FY2021 period.
- Program participants earned more than \$100M in wages in FY2021 with average quarterly wages of \$6,149. Overall, DOES program participants have earned more than \$700M in wages in the last four fiscal years.

2.2. Total Program Expenditures

This section outlines overall program expenditure and average costs. Total expenditures are the sum of expenditures for local and federal workforce development programs in FY2021. Cost per services is defined as the ratio of total expenditures by the total services provided in FY2021. Similarly, cost per individual served is defined as the ratio of total expenditures by the total unique individuals served in FY2021.

Table 4: Total Program Expenditures

EXPENDITURE CATEGORY	FY2018	FY2019	FY2020	FY2021
Total expenditures for Workforce Development Programs	\$72,361,000	\$74,523,000	\$59,047,000	\$59,774,000
Cost Per Services	\$647	\$738	\$936	\$1,139
Cost Per Individual Served	\$2,458	\$2,653	\$2,794	\$3,186

Source: DOES; Office of Labor Market Research and Performance

- The total amount of program expenditures were approximately \$59,774,000 in FY2021. Total program expenditures slightly increased from FY2020.
- The average cost of services provided has increased from \$936 in FY2020 to \$1,139 in FY2021.
- Similarly, the average cost per individual served increased from \$2,796 in FY2020 to \$3,186 in FY2021.

2.3. Outcomes Distribution by Demographics for FY2021 Participants

2.3.1. Program Participation and Employment by Ward

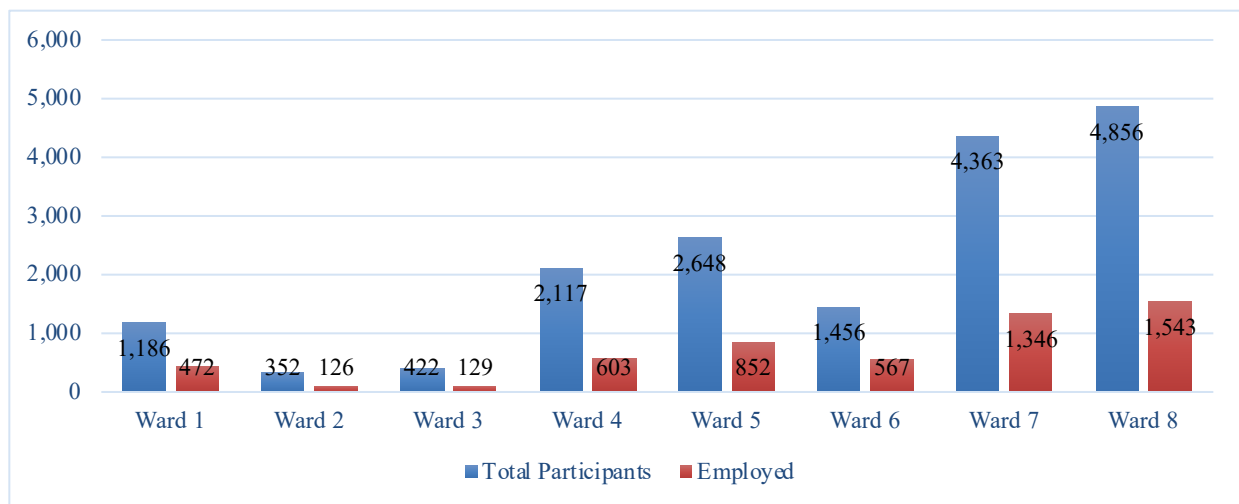
Table 5: Program Participation and Employment by Ward

WARD	TOTAL PARTICIPANTS	% OF TOTAL PARTICIPANTS	EMPLOYED	EMPLOYMENT RATE
Ward 1	1,186	6.3%	472	39.8%
Ward 2	352	1.9%	126	35.8%
Ward 3	422	2.2%	129	30.6%
Ward 4	2,117	11.3%	603	28.5%
Ward 5	2,648	14.1%	852	32.2%
Ward 6	1,456	7.8%	567	38.9%
Ward 7	4,363	23.3%	1,346	30.9%
Ward 8	4,856	25.9%	1,543	31.8%
Information Not Available	1,363	7.3%	821	60.2%
Total	18,763	100.0%	6,459	34.4%

Source: DOES; Office of Labor Market Research and Performance

- Approximately, two-thirds (63%) of participants served through DOES workforce development programs were from Wards 5, 7, and 8. Ward 7 and Ward 8 participants account for about half of the total participants. Programs served more participants from Wards 5, 7, and 8, where the unemployment rate is higher, compared to other wards.
- Employment rate is highest in Ward 1 (39.8%) followed by Ward 6 (38.9%) and Ward 2 (35.8%).
- Of the 1,363 participants, who did not have information on which Ward they belong, had an employment rate of 60.2%.

Figure 2: Program Participation and Employment by Ward FY21



2.3.2. Program Participation and Employment by Race & Ethnicity

Table 6: Program Participation and Employment by Race and Ethnicity

RACE/ETHNICITY	TOTAL PARTICIPANTS	% OF TOTAL PARTICIPANTS	EMPLOYED	EMPLOYMENT RATE
African American/ Black	10,768	57.4%	4,626	43.0%
American Indian/ Alaskan Native	99	0.5%	50	50.5%
Asian	162	0.9%	84	51.9%
Caucasian/ White	599	3.2%	337	56.3%
Hawaiian/ Pacific Islander	16	0.1%	7	43.8%
Hispanic/ Latino	164	0.9%	62	37.8%
Other	5,592	29.8%	813	14.5%
Information Not Available	1,363	7.3%	480	35.2%
TOTAL	18,763	100.0%	6,459	34.4%

Source: DOES; Office of Labor Market Research and Performance

- In FY2021, 57.4% of individuals served through workforce development programs were African American/Black, which also has the highest unemployment rate among all races.
- However, employment rate is highest for Caucasian/White participants. About 56% of Caucasian/White participants were employed in FY2021, followed by 52% Asian participants. Among the African-American participants, 43% were employed in FY2021.
- In addition, services were provided to customers through more than 15 languages as shown in Table 7 below.

Table 7: Languages used to meet participants needs

MULTI-LANGUAGES		
American Sign Language	French	Portuguese
Amharic	Haitian Creole	Russian
Arabic	Italian	Spanish
Chinese	Japanese	Tagalog
English	Persian	Vietnamese
		Other

Source: DOES; Office of Labor Market Research and Performance

2.3.3. Program Participation and Employment by Gender

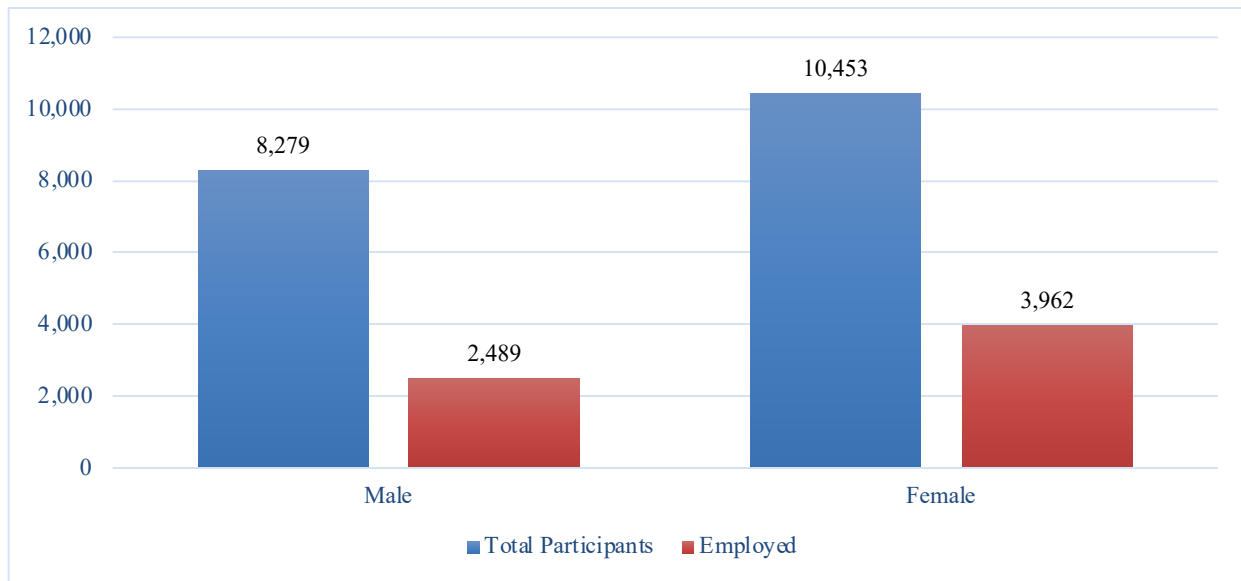
Table 8: Program Participation & Employment by Gender

GENDER	TOTAL PARTICIPANTS	% OF TOTAL PARTICIPANTS	EMPLOYED	EMPLOYMENT RATE
Male	8,279	44.1%	2,489	30.1%
Female	10,453	55.7%	3,962	37.9%
Information Not Available	31	0.2%	8	25.8%
TOTAL	18,763	100.0%	6,459	34.4%

Source: DOES; Office of Labor Market Research and Performance

- Female participation was higher compared to males. Females represented more than 55% of participants served in FY2021 through workforce development programs while males represented 44% of all program participants.
- Employment rate for females was also higher compared to their counterpart. Approximately, 38% female participants and 30% male participants were employed in FY2021.

Figure 3: Program Participation and Employment by Gender



2.3.4. Program Participation and Employment by Educational Attainment

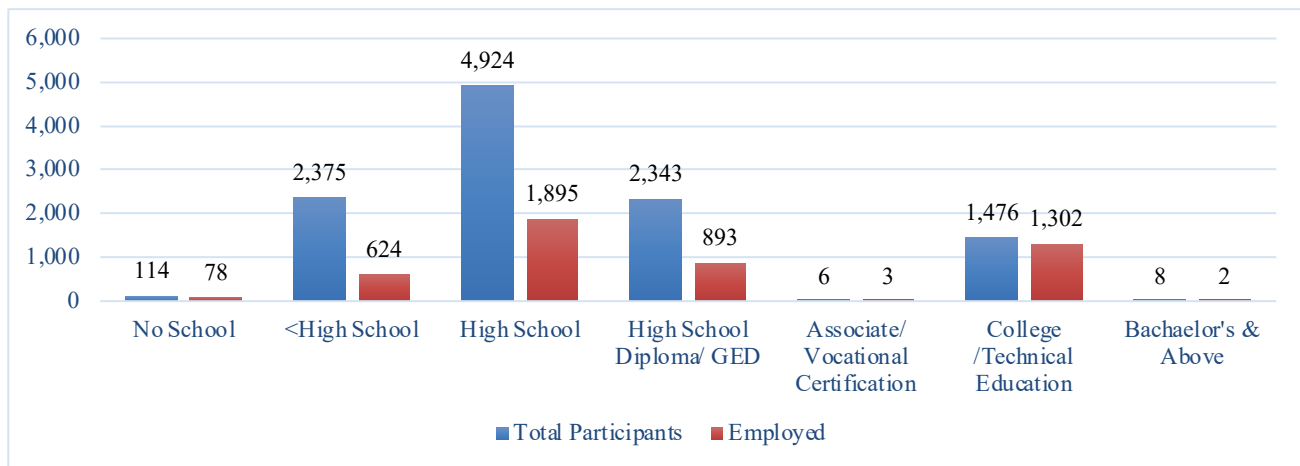
Table9: Program Participation and Employment by Educational Attainment

EDUCATION	TOTAL PARTICIPANTS	% OF TOTAL PARTICIPANTS	EMPLOYED	EMPLOYMENT RATE
No School	114	0.6%	78	68.4%
Less than High School	2,375	12.7%	624	26.3%
Some High School	4,924	26.2%	1,895	38.5%
High School Diploma/ GED	2,343	12.5%	893	38.1%
Associate/ Vocational Certification	6	0.0%	3	50.0%
Some College /Technical Education	1,476	7.9%	1,302	88.2%
Bachelor's & above	8	0.0%	2	25.0%
Information Not Available	7,517	40.1%	1,662	22.1%
TOTAL	18,763	100.0%	6,459	34.4%

Source: DOES; Office of Labor Market Research and Performance

- About 52% of all participants served through workforce development programs had a High School Diploma or less. This group of residents also has the highest unemployment rate in the District compared to residents with higher education.
- Participants with some college and/or technical education were more likely employed compared to participants with other educational qualifications. About 88% of those with some education and/or technical education were employed in FY2021. Half of those participants with an associate degree or vocational certification were employed.

Figure 4: Program Participation and Employment by Educational Attainment

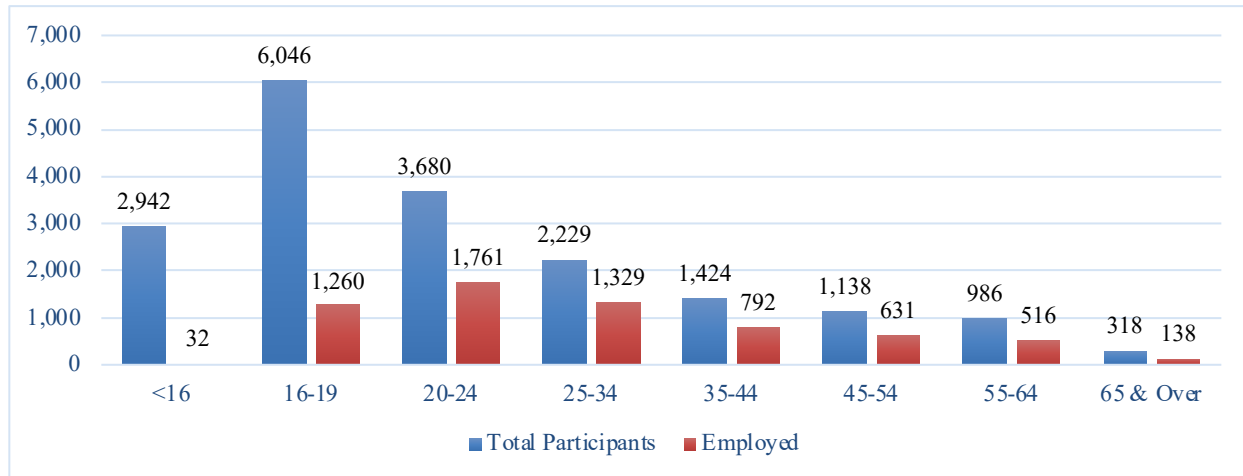


2.3.5. Program Participation and Employment by Age

Table 10: Program Participation and Employment by Age

AGE	TOTAL PARTICIPANTS	% OF TOTAL PARTICIPANTS	EMPLOYED	EMPLOYMENT RATE
Less than 16	2,942	15.7%	32	1.1%
16-19	6,046	32.2%	1,260	20.8%
20-24	3,680	19.6%	1,761	47.9%
25-34	2,229	11.9%	1,329	59.6%
35-44	1,424	7.6%	792	55.6%
45-54	1,138	6.1%	631	55.4%
55-64	986	5.3%	516	52.3%
65 & Over	318	1.7%	138	43.4%
TOTAL	18,763	100.0%	6,459	34.4%

- About 52% of the program participants were between the ages of 16-24. DC residents of this age group also has the highest unemployment rate compared to 25 and older residents.
- Participants between ages 25-34 had the highest employment rate (59.6%) followed by participants between the ages of 35-44 (55.6%) and 45-54 (55.4%). Findings suggest that 25 and older participants had higher employment rate compared to participants ages 24 and below.

Figure 5: Program Participation and Employment by Age

2.4. WIOA Performance Outcomes

Table 11 shows the WIOA Annual Performance results for the Adult, Dislocated Worker, Youth, and Wagner-Peyser (WP) programs in Program Year 2020 (PY2020). The report reflects the Employment and Training Administration (ETA) Negotiated Standards, DOES actual performance, and the percent of the negotiated standard DOES achieved.

Table 11: PY2020 WIOA Annual Performance (July 2020 to June 2021)

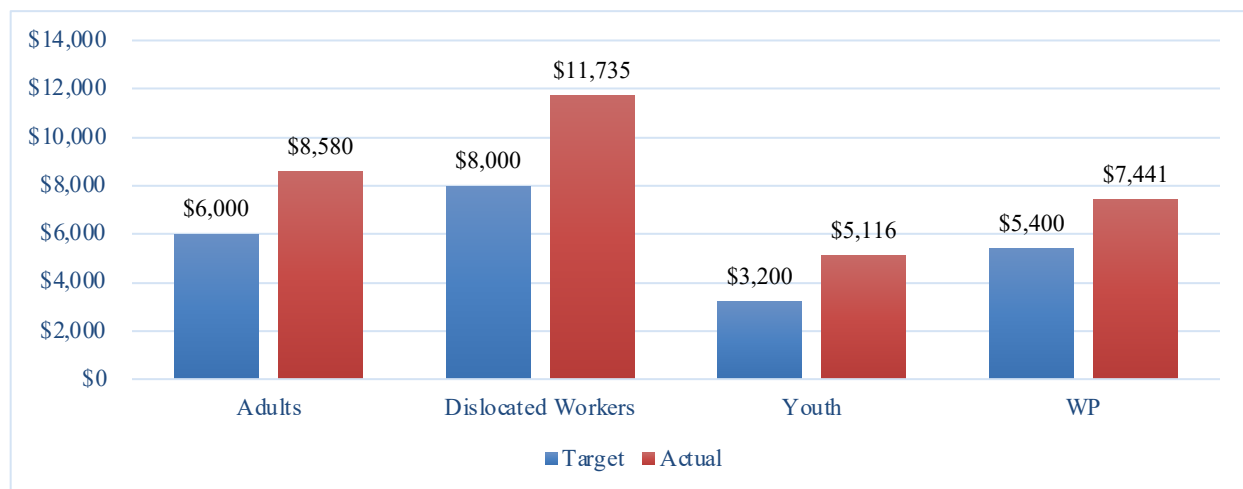
PERFORMANCE MEASURE	PROGRAM	ETA NEGOTIATED STANDARD	PY2020 ANNUAL PERFORMANCE	% OF STANDARD ACHIEVED ANNUAL
Participants Served (7/1/2020 - 6/30/2021)	Adult	N/A	880	N/A
	Dislocated Worker	N/A	282	N/A
	Youth	N/A	207	N/A
	WP	N/A	4,275	N/A
Employment Rate- 2nd Quarter after exit (7/1/2019 - 6/30/2020)	Adult	67.0%	70.3%	100.0%
	Dislocated Worker	71.0%	69.7%	98.2%
	Youth	58.0%	65.3%	100.0%
	WP	56.0%	53.1%	94.8%
Employment Rate- 4th Quarter after exit (1/1/2019 - 12/31/2019)	Adult	70.0%	68.2%	97.4%
	Dislocated Worker	70.0%	70.9%	100.0%
	Youth	56.0%	45.1%	80.5%
	WP	75.0%	58.1%	77.5%
Median Earnings (7/1/2019 - 6/30/2020)	Adult	\$6,000	\$8,580	100.0%
	Dislocated Worker	\$8,000	\$11,735	100.0%
	Youth	\$3,200	\$5,116	100.0%
	WP	\$5,400	\$7,441	100.0%
Credential Attainment Rate- (1/1/2019 - 12/31/2019)	Adult	60.0%	56.2%	94%
	Dislocated Worker	60.0%	41.0%	68.3%
	Youth	53.0%	47.9%	90.4%

Measurable Skills Gain- (7/1/2020 - 6/30/2021)	Adult	34.0%	76.0%	100.0%
	Dislocated Worker	56.0%	84.4%	100.0%
	Youth	20.0%	49.0%	100.0%

	Exceeded the Standard
	Met 90% of Standard
	Did not meet 90% of Standard

- Most of the performance measures either exceeded or met 90% of the ETA negotiation standards.
- More than 70% of the adult program participants and more than 65% of the youth program participants were employed in the 2nd quarter after exit.
- For participants under Dislocated Workers and Wagner-Peyser program, employment rate increased from 2nd quarter to 4th quarter after exit.
- Median earnings for employed participants exceeded the standards for all four programs.

Figure 6: Targeted Vs. Actual Median Quarterly Earnings of Employed Participants (PY 2020)



- On an average, employed participants under the Dislocated Workers program earned \$3,735 more than the expected median earnings. Similarly, employed participants under the adults program earned \$2,580 more than the expected median earning.
- Adult and youth programs met 90% of the standards to achieve credential attainment. Credential attainment rate for participants under the Dislocated Worker program was lower than the expected rate.
- In terms of measurable skills gain, all four programs under WIOA highly exceeded the standards.



LABOR MARKET DYNAMICS

3. LABOR MARKET DYNAMICS

This section highlights the labor market dynamics in the District in Calendar Year 2021. It includes labor force participation, employment, unemployment, and labor market indicators based on District's residents' demographic characteristics. Main data sources include the Bureau of Labor Statistics estimates based on Current Population Survey (CPS) and the Local Area Unemployment Statistics (LAUS).

3.1. Labor Force Participation

According to the Current Population survey (CPS), the District's civilian non-institutional population size (16 years and over) was 585,000 in 2021, of which 405,100 were in the labor force. Hence, the overall labor force participation rate in 2021 was 69.2%. Younger population between ages 18 and 19 had lower labor force participation rate than the population ages 20 and over. Female labor force participation was 65.8% as compared to 73.3% male labor force participation rate. The labor force participation rate for White population was higher than Black and Hispanic populations. Similarly, population with high school or less than high school degree had a lower labor force participation rate than those with college degrees.

Table 12: Labor Force Participation (January 2021-December 2021)

DEMOGRAPHICS	LABOR FORCE PARTICIPATION RATE
AGE	
16+	69.2%
16-19	24.6%
20+	71.0%
GENDER	
Male	73.3%
Female	65.8%
RACE	
White	80.5%
Black	56.2%
Hispanic	71.1%
EDUCATION	
Less than a High school diploma	31.6%
High school graduates, no college	46.9%
Some college or associate degree	53.4%
Bachelor's degree and higher	82.9%

Source: Bureau of Labor Statistics (based on Current Population Survey)

3.2. Labor Force and Employment

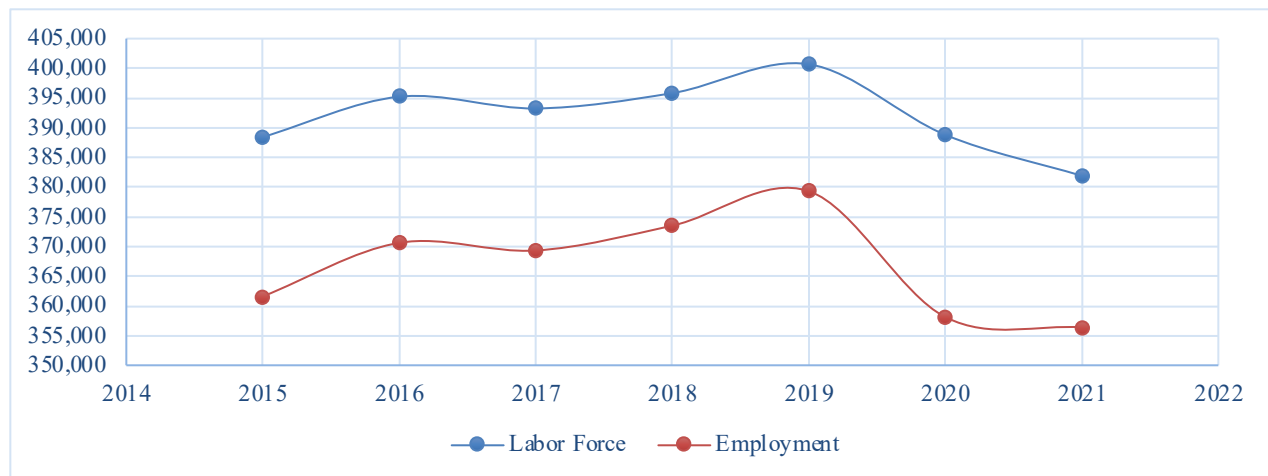
Table 13: Labor Force and Employment

YEAR	LABOR FORCE	EMPLOYMENT
2015	388,407	361,556
2016	395,269	370,616
2017	393,279	369,329
2018	395,878	373,525
2019	400,775	379,330
2020	388,780	358,070
2021	381,829	356,349

Source: DOES Office of Labor Market Research and Performance; Bureau of Labor Statistics - Local Area Unemployment Statistics

- According to the Local Area Unemployment Statistics, there were 381,829 individuals in the labor force in 2021 of which 356,349 were employed.
- Annual average labor force decreased by about 3% from 2019 to 2020 and by 1.8% from 2020 to 2021. This can be partly explained by people voluntarily leaving the labor force as a result of the pandemic.

Figure 7: Labor Force and Employment



3.3. Unemployment and Unemployment Rate

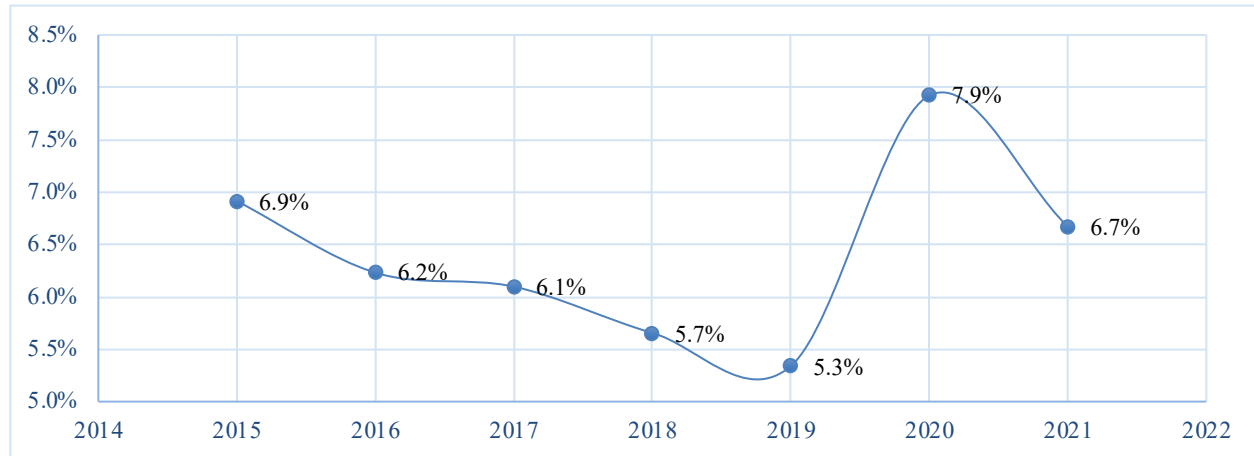
Table 14: Unemployed Residents and Unemployment Rate

YEAR	UNEMPLOYMENT	UNEMPLOYMENT RATE
2015	26,851	6.9%
2016	24,653	6.2%
2017	23,950	6.1%
2018	22,353	5.7%
2019	21,446	5.3%
2020	30,710	7.9%
2021	25,480	6.7%

Source: DOES Office of Labor Market Research and Performance; Bureau of Labor Statistics - Local Area Unemployment Statistics

- Annual average unemployment rate in the District was steadily decreasing since 2015 until COVID 19 hit the labor market in 2020. Year 2019 recorded the lowest unemployment rate of 5.3% before it reached 7.9% in 2020 due to the impact of the pandemic.
- Unemployment rate in the District decreased from 6.9% in 2015 to 5.3% in 2019. Due to the impact of the pandemic, unemployment rate in the District increased by 2.6 percentage points from 2019 to 2020.
- Since the peak in 2020, monthly unemployment rate in the district consistently decreased over time. From 2020 to 2021, the annual average unemployed rate decreased from 7.9% to 6.7% (by 1.2 percentage points).

Figure 8: Annual Average Unemployment Rate in the District



Source: DOES - Office of Labor Market Research and Performance; Bureau of Labor Statistics - Local Area Unemployment Statistics

3.4. Unemployment Rate by Demographics

3.4.1. Unemployment Rate by Ward

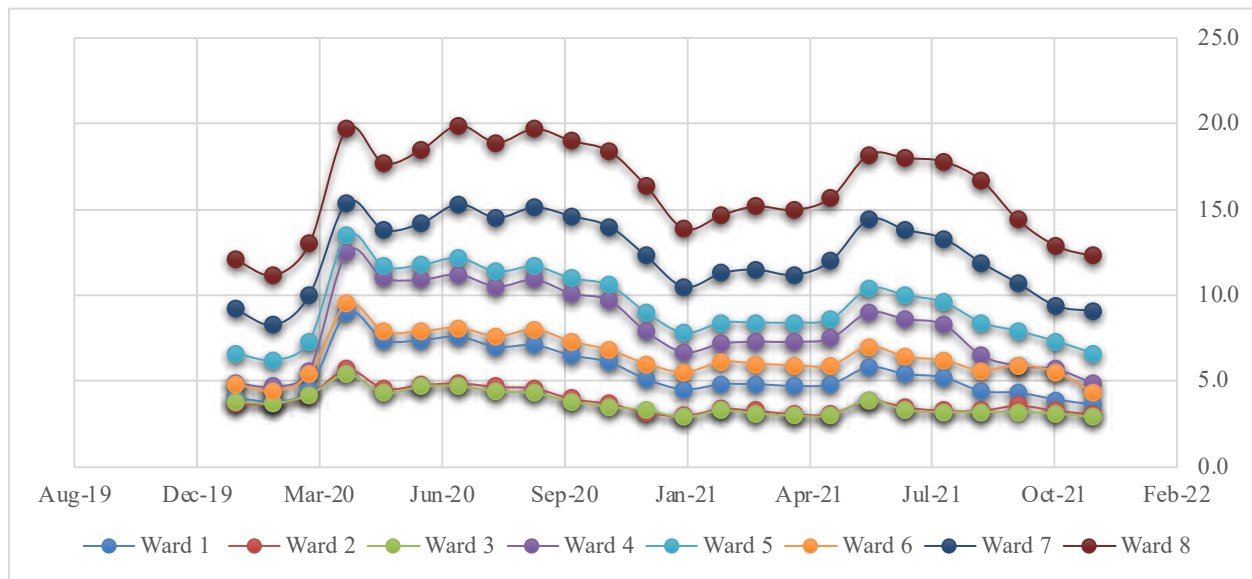
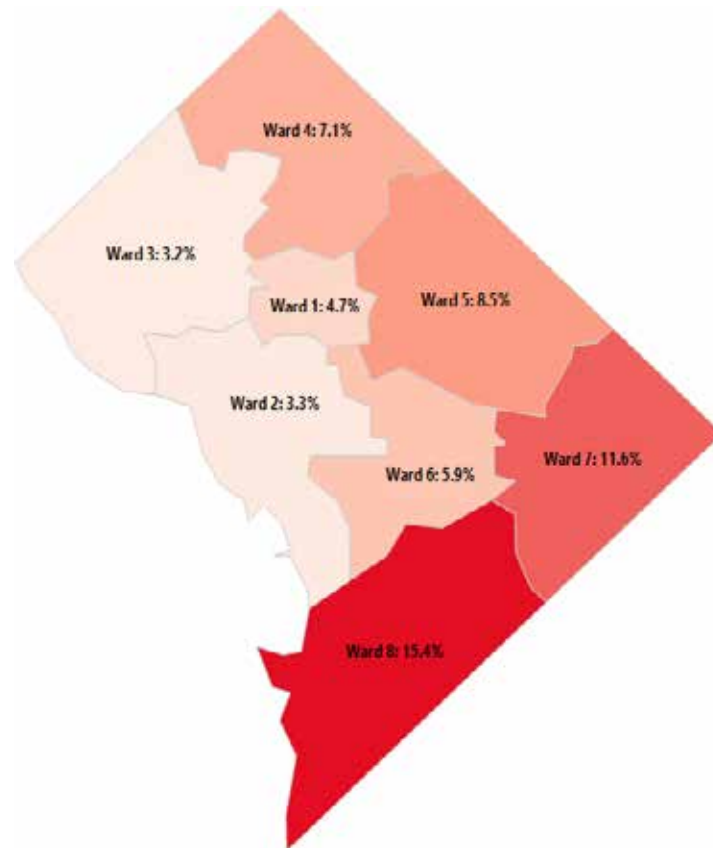
Table 15: Annual Average Unemployment Rate in the District

YEAR	WARD 1	WARD 2	WARD 3	WARD 4	WARD 5	WARD 6	WARD 7	WARD 8
2015	5.0%	4.8%	4.5%	6.4%	8.7%	5.8%	11.9%	14.7%
2020	6.3%	4.3%	4.2%	9.1%	10.2%	6.9%	13.0%	17.0%
2021	4.7%	3.3%	3.2%	7.1%	8.5%	5.9%	11.6%	15.4%

*2020 was an unusual year when COVID19 hit the labor market hard and unemployment rate was at the peak.

Source: DOES - Office of Labor Market Research and Performance; Bureau of Labor Statistics - Local Area Unemployment Statistics

- From 2015 to 2021, the annual average unemployment rate in Ward 5 and Ward 7 decreased by 0.2 percentage points and 0.3 percentage points respectively. Ward 4 and Ward 8 both saw an increase in the annual average unemployment rate by 0.7 percentage points during the same period.
- Despite the impact of COVID-19, annual average unemployment rate in Ward 1, Ward 2, and Ward 3 decreased by 0.3 percentage points, 1.5 percentage points, and 1.3 percentage points, respectively, from 2015 to 2021.
- All the Wards except Ward 2 and Ward 3 saw a sharp increase in unemployment rate in 2020.
- From 2020 to 2021, unemployment rate decreased across all the Wards. Unemployment rate decreased by 2 percentage points in Ward 4, by 1.7 percentage points in Ward 5, and by 1.6 percentage points in Ward 1 and Ward 8.

Figure 9: Monthly Unemployment Rate in the District by Ward (2020-2021)**Figure 10: 2021 Annual Average Unemployment Rate in the District by Ward**

- In 2021, the lowest unemployment rate in the District was in Ward 3 (3.2%), followed by Ward 2 (3.3%), and Ward 1 (4.7%).
- Ward 8 had the highest unemployment rate (15.4%), followed by Ward 7 (11.6%), and ward 5 (8.5%).

3.4.2. Unemployment Rate by Gender

Table 16: Unemployment Rate in the District by Gender

GENDER	UNEMPLOYMENT RATE
Male	5.6%
Female	6.6%

Source: Bureau of Labor Statistics (based on Current Population Survey)

- In 2021, females' unemployment rate was one percentage point higher than males.

3.4.3. Unemployment Rate by Race/Ethnicity

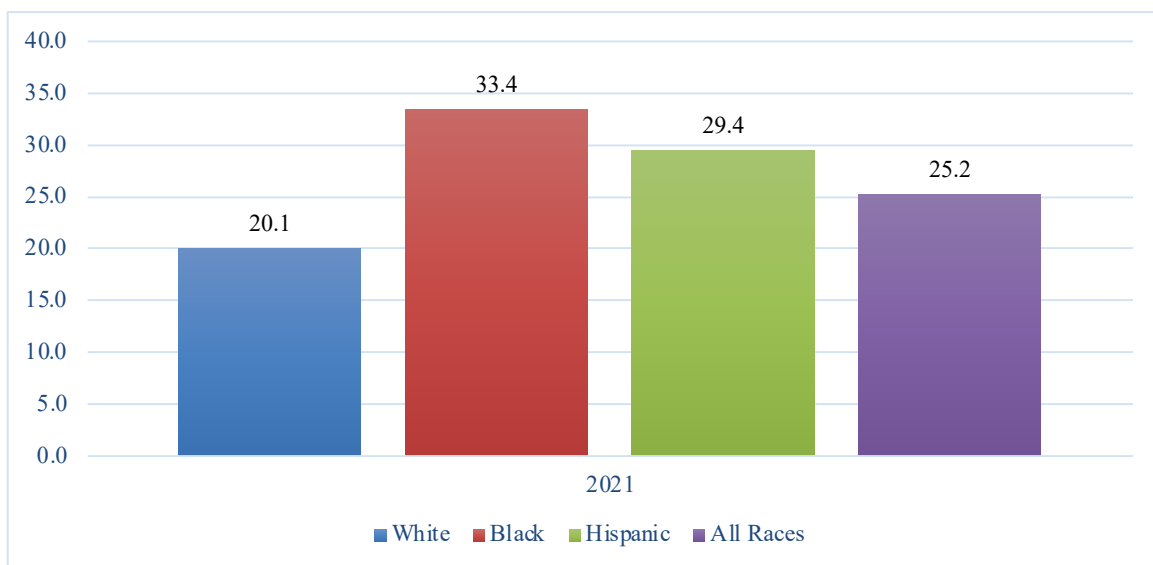
Table 17: Unemployment Rate in the District by Race and Ethnicity

RACE	UNEMPLOYMENT RATE
White	3.1%
Black	11.6%
Hispanic	7.5%

Source: Bureau of Labor Statistics (based on Current Population Survey)

- In 2021, the unemployment rate for African American/Black residents was 11.6% whereas Hispanic residents have an unemployment rate of 7.5%. Unemployment rate for White residents was 3.1%.
- The weekly median duration of unemployment was 33.4 weeks for African American/Black residents, 29.4 weeks for Hispanic residents, and 20.1 weeks for White residents. Overall, the weekly median duration of unemployment remained at 25.2 weeks in 2021.

Figure 11: Median Duration of Unemployment in the District in 2021 (In weeks)



Source: DOES - Office of Labor Market Research and Performance

3.4.4. Unemployment Rate by Age

Table 18: Unemployment Rate in the District by Age

AGE	UNEMPLOYMENT RATE
16-19	20.4%
20-24	10.1%
25-34	5.6%
35-44	4.3%
45-54	5.7%
55-64	7.2%
65 & above	6.0%

Source: Bureau of Labor Statistics (based on Current Population Survey)

- Residents with ages between 16 and 19 had the highest unemployment rate (20.4%) in the District in 2021.
- Residents with ages between 20 and 24 had an unemployment rate of 10.1%.
- Data suggests that younger population (ages between 16-24) had higher unemployment rates compared to older population (ages 25 and above).

3.4.5. Unemployment Rate by Education

Table 19: Unemployment Rate in the District by Education

EDUCATION	UNEMPLOYMENT RATE
Less than a High school diploma	14.4%
High school graduates, no college	18.9%
Some college or associate degree	11.7%
Bachelor's degree and higher	2.8%

Source: Bureau of Labor Statistics (based on Current Population Survey)

- Residents with a Bachelor's and higher degree had the lowest unemployment rate (2.8%) in 2021.
- Unemployment rate was higher for residents with a less than High School Diploma (14.4%) and High School Graduates with no college degree (18.9%).



JOB MARKET ANALYSIS

4. JOB MARKET ANALYSIS

This section highlights industry employment and wages, establishments number and size class, and, occupational wages and employment, and top in-demand occupations in the calendar year 2021. Main data sources include Current Employment Statistics (CES), Quarterly Census of Employment and Wages (QCEW), and Occupational Employment and Wage Statistics (OEWS).

4.1. Non-farm Payroll Employment

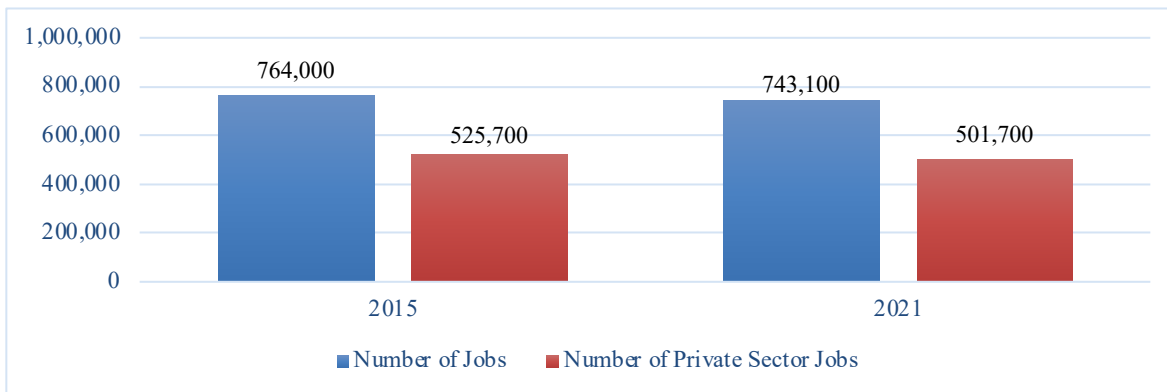
Table 20: Total Number of Jobs and Private Sector Jobs in the District

YEAR	NUMBER OF JOBS	NUMBER OF PRIVATE SECTOR JOBS
2015	764,000	525,700
2016	777,100	536,300
2017	784,500	544,000
2018	792,800	554,400
2019	797,200	559,400
2020	745,700	505,800
2021	743,100	501,700

Source: Bureau of Labor Statistics - Current Employment Statistics; DOES Office of Labor Market Research and Performance

- The share of private sector jobs in the District was 69% in 2015 and 68% in 2021.
- Total non-farm jobs increased from 764,000 in 2015 to 797,200 in 2019. Similarly, the private sector added 33,700 jobs between 2015 and 2019.
- As COVID-19 hit the market in 2020, total non-farm jobs decreased from 797,200 in 2019 to 743,100 in 2020 and private sector jobs decreased from 559,400 in 2019 to 505,800 in 2020.
- Total non-farm jobs as well as private sector jobs were slightly lower in 2021 as compared to 2020.

Figure 12: Total Number of Jobs and Private Sector Jobs in the District



4.2. Establishment Size Class, Employment, and Wages

Table 21: Private Sector Quarterly Establishments, Size Class

SIZE CLASS	NUMBER OF EMPLOYEES	NUMBER OF ESTABLISHMENTS			
		2018Q1	2019Q1	2020Q1	2021Q1
	All sizes	39,013	39,678	41,514	43,207
1	1 to 4	26,865	27,375	29,131	31,651
2	5 to 9	4,382	4,376	4,348	4,355
3	10 to 19	3,178	3,252	3,309	3,189
4	20 to 49	2,690	2,748	2,785	2,432
5	50 to 99	974	1,008	1,005	812
6	100 to 249	648	639	659	551
7	250 to 499	188	191	191	141
8	500 to 999	58	57	58	47
9	1000 or more	30	32	28	29

Source: Bureau of Labor Statistics - Quarterly Census of Employment and Wages

- The total number of private sector establishments continues to increase over time. From 2020Q1 to 2021Q1, the total number of private sector establishments increased from 41,514 to 43,207.
- Most of the private sector businesses in DC are small businesses. In 2021Q1, more than 73% of the private sector businesses had fewer than 5 employees.
- About 90.7% of all private sector businesses had less than 20 employees.
- About 8.8% of the businesses had between 20 to 249 employees and less than 1% businesses had 250 or more employees.

Figure 13: Number of Private Sector Establishments, 2021Q1

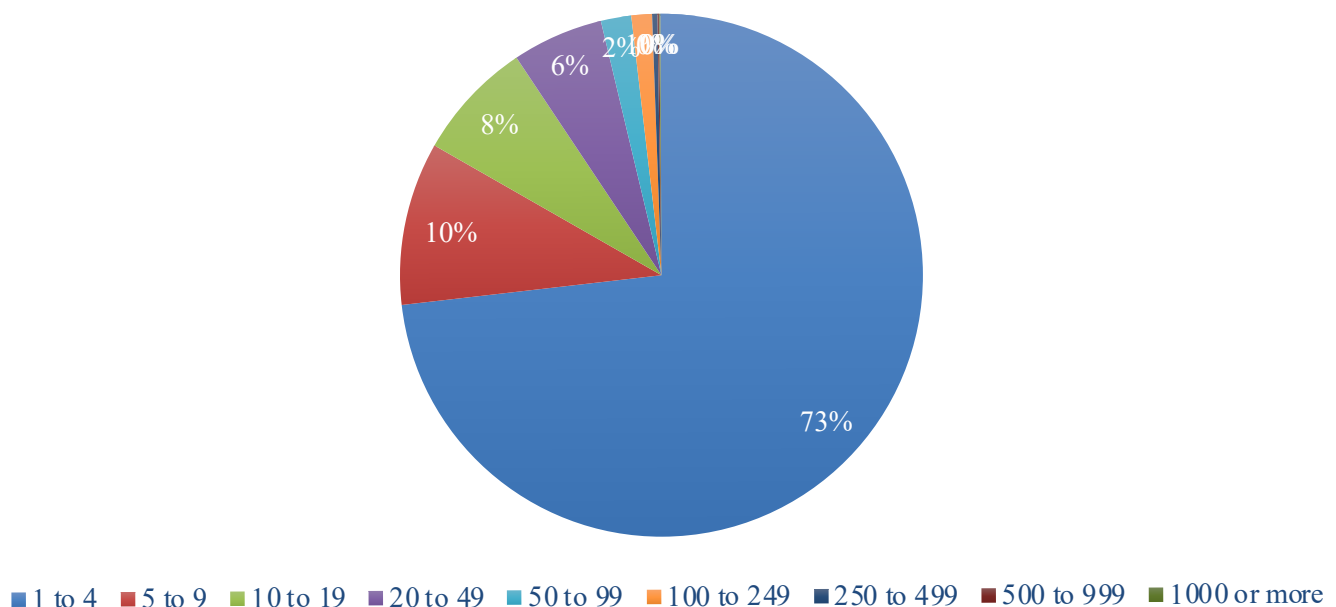


Table 22: Average Employment by Size Class for Private Sector

SIZE CLASS	NUMBER OF EMPLOYEES	2018Q1	2019Q1	2020Q1	2021Q1
	All sizes	528,089	532,617	540,854	466,108
1	1 to 4	31,154	31,445	33,266	34,377
2	5 to 9	28,536	28,544	28,569	28,303
3	10 to 19	42,976	44,035	45,261	42,484
4	20 to 49	81,184	82,611	84,867	72,606
5	50 to 99	66,552	68,719	68,985	55,839
6	100 to 249	98,388	95,809	99,508	80,243
7	250 to 499	63,267	64,562	65,282	48,414
8	500 to 999	39,411	38,050	39,656	31,212
9	1000 or more	76,621	78,843	75,461	72,629

Source: Bureau of Labor Statistics - Quarterly Census of Employment and Wages

- Businesses with 100 to 249 employees has the highest number of employees compared to other size classes.
- Businesses with fewer than 5 employees employ 7% of all private sector employees. Similarly, businesses with less than 20 employees represent about 22.6% of the private sector workforce.
- About 44.8% private sector employees were employed by businesses with 20 to 249 employees whereas businesses with more than 250 employees employ about 32.7% of the total private sector employees.

Table 23: Total Quarterly Wages by Establishment and Size Class for Private Sector

SIZE CLASS	NUMBER OF EMPLOYEES	2018Q1	2019Q1	2020Q1	2021Q1
	All sizes	\$12,263,484,733	\$12,804,572,142	\$13,579,278,278	\$13,101,492,839
1	1 to 4	\$740,884,688	\$750,951,600	\$811,057,509	\$877,917,787
2	5 to 9	\$660,414,652	\$689,534,404	\$716,854,255	\$753,682,468
3	10 to 19	\$1,006,350,541	\$1,038,598,273	\$1,084,811,661	\$1,090,338,383
4	20 to 49	\$1,802,877,614	\$1,903,723,218	\$2,052,223,705	\$2,002,781,706
5	50 to 99	\$1,504,480,905	\$1,594,402,956	\$1,607,398,733	\$1,549,748,318
6	100 to 249	\$2,365,625,722	\$2,449,202,276	\$2,683,658,914	\$2,429,880,029
7	250 to 499	\$1,569,222,999	\$1,569,996,088	\$1,638,852,298	\$1,584,448,308
8	500 to 999	\$939,777,304	\$1,032,559,914	\$1,250,071,375	\$1,094,390,817
9	1000 or more	\$1,673,850,308	\$1,775,603,413	\$1,734,349,828	\$1,718,305,023

Source: Bureau of Labor Statistics - Quarterly Census of Employment and Wages

- Private sector companies paid more than \$13 Billion in wages in the first quarter of 2021.
- Small businesses with less than 20 employees paid more than \$2.7 Billion in wages in the first quarter of 2021.
- Businesses that have 20 to 249 employees paid about \$6 Billion and businesses with more than 250 employees paid about \$4.4 Billion in wages in the first quarter of 2021.

4.3. Major Industries for Employment

4.3.1. Top Industries with Highest Employment

Table 24: Top Industries with Highest Employment in 2021

INDUSTRY	JOBS	SHARE
Government	241,400	32.5%
Professional and Business Services	167,200	22.5%
Education and Health Services	120,300	16.2%
Other Services	71,200	9.6%
Leisure and Hospitality	49,900	6.7%
Trade, Transportation, and Utilities	29,200	3.9%
Financial Activities	28,100	3.8%
Information	19,600	2.6%
Mining, Logging, and Construction	15,000	2.0%
Manufacturing	1,100	0.1%
TOTAL	743,000	100%

Source: DOES Office of Labor Market Research and Performance; Bureau of Labor Statistics - Current Employment Statistics

- Top industries that had highest number of jobs in 2021 are Government, Professional and Business Services, and Education and Health Services Industries. Together, these three industries had approximately two-third (67%) of all jobs in the District.
- The Government sector alone accounted for more than 30% of all jobs in the District in 2021.
- Manufacturing; Transportation, Warehousing, and Utilities; and Wholesale Trade, each had less than 1% of all jobs in 2021.

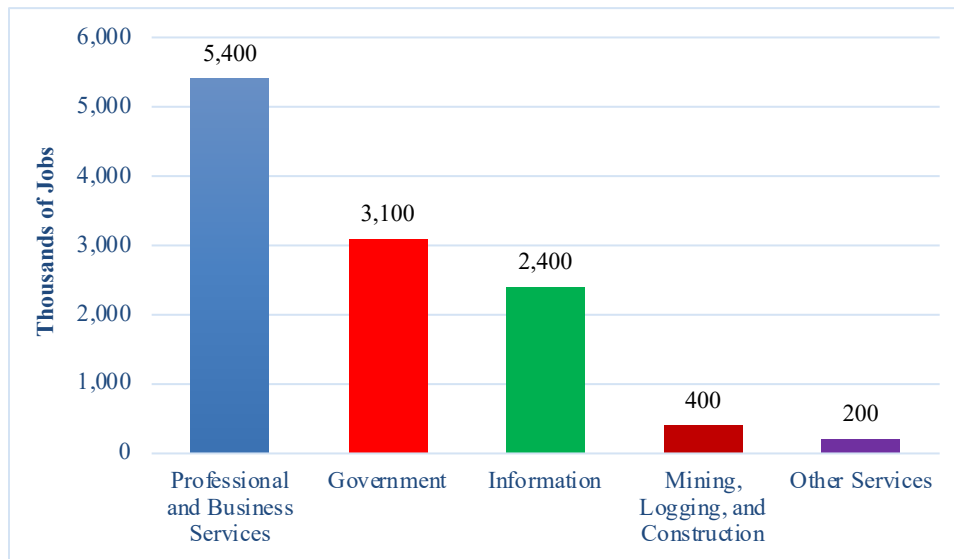
4.3.2. Top Industries with Highest Employment Increase from 2015

Table 25: Top 5 Industries with the Highest Employment Increase in the District from 2015 to 2021

INDUSTRY	2015	2021	VARIATION
Professional and Business Services	161,900	167,200	5,400
Government	238,300	241,400	3,100
Information	17,200	19,600	2,400
Mining, Logging, and Construction	14,600	15,000	400
Other Services	71,000	71,200	200

Source: DOES - Office of Labor Market Research and Performance; Bureau of Labor Statistics - Current Employment Statistics

- Among all industries, Professional and Business Services had the highest employment increase in 2021 as compared to 2015.
- From 2015 to 2021, employment increased by 5,400 in Professional and Business Services industry followed by 3,100 in Government and 2,400 in Information industry.

Figure 14: Top 5 Industries with the Highest Employment Increase in the District (FY2015 to FY2021)

Source: DOES - Office of Labor Market Research and Performance

4.4 Top Private Sector Employers

Table 26 shows the largest private sector employers in the District in the First Quarter of 2021. Several universities and hospitals made it to the largest private sector employers list.

Table 26: Top Private Sector Employers in DC in 2021Q1

RANK	COMPANY NAME
1	GEORGETOWN UNIVERSITY
2	CHILDREN'S NATIONAL MEDICAL CENTER
3	WASHINGTON HOSPITAL CENTER
4	GEORGE WASHINGTON UNIVERSITY
5	GEORGETOWN UNIVERSITY HOSPITAL
6	AMERICAN UNIVERSITY
7	BOOZ ALLEN & HAMILTON INC.
8	HOWARD UNIVERSITY
9	CATHOLIC UNIVERSITY OF AMERICA
10	FANNIE MAE
11	INSPERITY PEO SERVICES LP
12	GEORGE WASHINGTON UNIVERSITY HOSPITAL
13	RED COATS
14	SIBLEY MEMORIAL HOSPITAL
15	JUSTWORKS EMPLOYMENT GROUP LLC
16	HOWARD UNIVERSITY HOSPITAL
17	UNIVERSAL PROTECTION SERVICE LLC
18	DELOITTE CONSULTING LLP
19	THE WASHINGTON POST

20	SAFEWAY GROCERY STORES
21	MGMC LLC
22	TRINET HR CORP
23	ARCHDIOCESE OF WASHINGTON
24	SCIENCE APPLICATIONS INTERNATIONAL
25	THE GW MEDICAL FACULTY ASSOCIATES

Source: DOES Office of Labor Market Research and Performance; Bureau of Labor Statistics-Quarterly Census of Employment and Wages

4.5. Occupational Wages and Employment

Table 27 shows the top occupations that had highest number of jobs in 2021.

Table 27: Top Occupations and Median Wages in 2021

#	OCCUPATION TITLE	TOTAL EMPLOYMENT	HOURLY MEDIAN WAGES	ANNUAL MEDIAN WAGES
1	Business and Financial Operations Occupations	114,670	\$48.4	\$100,620
2	Management Occupations	96,600	\$72.7	\$151,110
3	Office and Administrative Support Occupations	61,660	\$23.7	\$49,190
4	Computer and Mathematical Occupations	49,000	\$53.2	\$110,590
5	Legal Occupations	38,110	\$82.1	\$170,690
6	Arts, Design, Entertainment, Sports, and Media Occupations	36,160	\$38.9	\$80,810
7	Food Preparation and Serving Related Occupations	32,260	\$17.1	\$35,530
8	Educational Instruction and Library Occupations	30,890	\$36.1	\$75,150
9	Protective Service Occupations	28,700	\$29.8	\$62,080
10	Healthcare Practitioners and Technical Occupations	28,580	\$38.4	\$79,810
11	Life, Physical, and Social Science Occupations	20,770	\$51.5	\$107,140
12	Sales and Related Occupations	20,500	\$18.0	\$37,410
13	Healthcare Support Occupations	17,980	\$15.3	\$31,890
14	Building and Grounds Cleaning and Maintenance Occupations	16,100	\$18.2	\$37,770
15	Transportation and Material Moving Occupations	14,720	\$22.8	\$47,480
16	Construction and Extraction Occupations	12,120	\$29.0	\$60,360
17	Architecture and Engineering Occupations	11,580	\$54.8	\$114,050
18	Community and Social Service Occupations	10,060	\$30.0	\$62,420
19	Installation, Maintenance, and Repair Occupations	9,330	\$29.1	\$60,590
20	Personal Care and Service Occupations	7,200	\$17.7	\$36,830
21	Production Occupations	4,670	\$29.8	\$62,020
22	Farming, Fishing, and Forestry Occupations	Not Available	\$24.8	\$51,520

Source: DOES Office of Labor Market Research and Performance; Bureau of Labor Statistics - Occupational Employment and Wage Statistics

- The top occupations that had highest number of jobs in 2021 were Business and Financial Operations with an annual median wage of \$100,620.

- Other top occupations were Management Occupations, Office and Administrative Support Occupations, Computer and Mathematical Occupations, and Legal Occupations.
- Legal occupations had an annual median wage of \$170,690 and Management Occupations had an annual median wage of \$151,110 in 2021.

4.6. In-demand Occupations

Table 28: Top 25 High-Demand Occupations in the District

OCCUPATION	AVG. UNIQUE JOB POSTINGS (JAN 2021 - DEC 2021)	ANNUAL MEDIAN WAGES
Software Developers and Software Quality Assurance Analysts and Testers	1,384	\$119,960
Personal Service Managers, All Other; Entertainment and Recreation Managers, Except Gambling; and Managers, All Other	946	\$149,620
Computer Occupations, All Other	912	\$123,320
Management Analysts	749	\$109,220
Registered Nurses	708	\$89,440
Sales Representatives, Wholesale and Manufacturing, Except Technical and Scientific Products	536	\$57,830
Project Management Specialists and Business Operations Specialists, All Other	414	\$100,160
Information Security Analysts	413	\$119,330
Secretaries and Administrative Assistants, Except Legal, Medical, and Executive	386	\$48,580
Computer User Support Specialists	382	\$69,090
Lawyers	370	\$170,810
Database Administrators and Architects	363	\$112,730
General and Operations Managers	357	\$149,630
Accountants and Auditors	354	\$103,410
Human Resources Specialists	353	\$101,400
Sales Managers	336	\$127,550
Data Scientists and Mathematical Science Occupations, All Other	329	\$99,240
Medical and Health Services Managers	308	\$140,600
Marketing Managers	305	\$158,450
Financial and Investment Analysts, Financial Risk Specialists, and Financial Specialists, All Other	284	\$103,570
Computer Systems Analysts	280	\$107,350
Financial Managers	273	\$161,720
Public Relations and Fundraising Managers	269	\$118,430
Market Research Analysts and Marketing Specialists	255	\$78,070
Web Developers and Digital Interface Designers	254	\$83,830

Source: DOES - Office of Labor Market Research and Performance; Economic Modeling Specialist International (EMSI)

- The top in-demand occupations in 2021 were Software Developers and Software Quality Assurance Analysts and Testers with an average monthly postings of 1,384 jobs and a median wage of \$119,960.
- Personal Service Managers were the second top in-demand occupation with an average monthly postings of 946 jobs and a median wage of \$149,620.
- Several computer and information technology occupations were in the list of top in-demand occupations in 2021.

Table 29: Top 25 Job Openings Requiring Less Than Bachelor's Degree in the District

OCCUPATION	AVG. UNIQUE JOB POSTINGS (JAN 2021 - DEC 2021)	ANNUAL MEDIAN WAGES
Sales Representatives, Wholesale and Manufacturing Except Technical and Scientific Products	1,384	\$119,960
Secretaries and Administrative Assistants, Except Legal Medical, and Executive	536	\$57,830
Computer User Support Specialists	912	\$123,320
Customer Service Representatives	386	\$48,580
Retail Salespersons	382	\$69,090
Waiters and Waitresses	202	\$44,190
Security Guards	192	\$32,470
Medical Dosimetrists, Medical Records Specialists	186	\$43,840
Health Technologists and Technicians, All Other	177	\$48,720
Paralegals and Legal Assistants	382	\$69,090
First-Line Supervisors of Office and Administrative Support Workers	167	\$57,490
Maintenance and Repair Workers, General	156	\$83,170
Food Service Managers	153	\$77,960
Fast Food and Counter Workers	149	\$49,360
Executive Secretaries and Executive Administrative Assistants	144	\$65,720
Bookkeeping, Accounting, and Auditing Clerks	139	\$32,120
First-Line Supervisors of Retail Sales Workers	136	\$73,260
Heavy and Tractor-Trailer Truck Drivers	127	\$57,240
First-Line Supervisors of Food Preparation and Serving Workers	115	\$48,530
Cooks, Restaurant	108	\$53,450
Detectives and Criminal Investigators	93	\$42,500
Office Clerks, General	88	\$35,200
Janitors and Cleaners, Except Maids and Housekeeping Cleaners	88	#N/A
Bartenders	84	\$44,270
Property, Real Estate, and Community Association Managers	83	\$34,030
Hotel, Motel, and Resort Desk Clerks	82	\$48,880
	81	\$75,110
	81	\$42,860

Source: DOES - Office of Labor Market Research and Performance; Economic Modeling Specialist International (EMSI)

- The highest in-demand occupation requiring less than a Bachelor's degree in 2021 is Sales Representatives, Wholesale and Manufacturing, Except Technical and Scientific Products with an average monthly opening of 536 jobs and a median wage of \$57,830.
- In addition, Secretaries and Administrative Assistants, Except Legal, Medical, and Executive; Computer User Support Specialists; Customer Service Representatives; Retail Salespersons were among the top 5 occupations requiring less than a Bachelor's degree in 2021.

4.7. Hot Jobs 2020-2028

Table 30 shows a list of occupations that show a favorable mix of current hiring demand (job openings and average hires), projected short-term and long-term job growth and median wages.

Table 30: Hot Jobs 2020 through 2028

#	OCCUPATION TITLE	NUMERIC JOB GROWTH 2018-2028	ANNUAL MEDIAN WAGE	EDUCATION & TRAINING NEEDED
1	General & Operations Managers	2,807	\$149,630	Bachelor's degree
2	Lawyers	3,607	\$170,810	Doctoral or prof. deg
3	Public Relations & Fundraising Managers	622	\$183,900	Bachelor's degree
4	Financial Managers	784	\$161,720	Bachelor's degree
5	Computer & Information Systems Managers	417	\$170,790	Bachelor's degree
6	Management Analysts	5,167	\$109,220	Bachelor's degree
7	Marketing Managers	265	\$158,450	Bachelor's degree
8	Accountants & Auditors	1,046	\$103,410	Bachelor's degree
9	Computer Systems Analysts	739	\$107,350	Bachelor's degree
10	Public Relations Specialists	2,139	\$92,240	Bachelor's degree
11	Economists	939	\$133,470	Master's degree
12	Information Security Analysts	816	\$119,330	Bachelor's degree
13	Human Resources Specialists	491	\$101,400	Bachelor's degree
14	Medical & Health Services Managers	174	\$140,600	Bachelor's degree
15	Sales Engineers	154	\$147,440	Bachelor's degree

#	OCCUPATION TITLE	NUMERIC JOB GROWTH 2018-2028	ANNUAL MEDIAN WAGE	EDUCATION & TRAINING NEEDED
16	Sales Managers	134	\$127,550	Bachelor's degree
17	Human Resources Managers	122	\$163,090	Bachelor's degree
18	Construction Managers	287	\$103,370	Bachelor's degree
19	Paralegals & Legal Assistants	1,086	\$83,170	Associate's degree
20	Registered Nurses	1,053	\$89,440	Bachelor's degree
21	Computer Network Architects	192	\$125,940	Bachelor's degree
22	First-Line Supervisors of Construction Trades & Extraction Workers	143	\$91,880	HS or EQ
23	Network & Computer Systems Administrators	309	\$97,060	Bachelor's degree
24	Editors	296	\$85,660	Bachelor's degree
25	Market Research Analysts & Marketing Specialists	2,008	\$78,070	Bachelor's degree
26	Compliance Officers	284	\$94,960	Bachelor's degree
27	Computer User Support Specialists	790	\$69,090	Postsecondary non-degree
28	First-Line Supervisors of Office & Administrative Support Workers	158	\$77,960	HS or EQ
29	Sales Representatives, Services, All Other	503	\$68,490	None
30	Architects, Except Landscape & Naval	287	\$102,080	Bachelor's degree
31	Environmental Scientists & Specialists, Including Health	100	\$117,350	Bachelor's degree
32	Producers & Directors	196	\$89,220	Bachelor's degree
33	Graphic Designers	204	\$79,340	Bachelor's degree
34	Electricians	178	\$84,450	HS or EQ
35	Instructional Coordinators	184	\$98,380	Master's degree
36	Training & Development Specialists	319	\$77,820	Bachelor's degree
37	Operations Research Analysts	222	\$110,780	Bachelor's degree

#	OCCUPATION TITLE	NUMERIC JOB GROWTH 2018-2028	ANNUAL MEDIAN WAGE	EDUCATION & TRAINING NEEDED
38	Statisticians	419	\$116,350	Master's degree
39	Nurse Practitioners	213	\$115,790	Master's degree
40	Technical Writers	151	\$91,190	Bachelor's degree
41	Chief Executives	-90	\$208,001	Bachelor's degree
42	Computer Programmers	22	\$119,980	Bachelor's degree
43	Education Administrators, Elementary & Secondary School	187	\$112,750	Master's degree
44	Architectural & Engineering Managers	25	\$157,710	Bachelor's degree
45	Property, Real Estate, & Community Association Managers	289	\$75,110	HS or EQ
46	Social & Community Service Managers	130	\$100,670	Bachelor's degree
47	Cost Estimators	82	\$111,180	Bachelor's degree
48	Meeting, Convention, & Event Planners	296	\$63,820	Bachelor's degree
49	Fundraisers	362	\$69,800	Bachelor's degree
50	Budget Analysts	84	\$106,090	Bachelor's degree

Source: DOES Office of Labor Market Research and Performance; Bureau of Labor Statistics-Occupational Employment and Wages (OEWS); EMSI

A black and white photograph of a large crowd at an outdoor event. In the foreground, a woman with dark hair, wearing a light-colored t-shirt and dark pants, stands with her back to the camera, her arms raised in the air. She is holding a small object, possibly a phone or a small flag, in her right hand. To her left, a young boy in a striped t-shirt and shorts is also seen from behind, walking away. The crowd extends into the background, and a classical building with columns is visible in the distance. A semi-transparent dark blue rectangle is overlaid on the right side of the image, containing the text "DOES PROGRAMS AND SUCCESS STORIES" in white, bold, sans-serif capital letters.

DOES PROGRAMS AND SUCCESS STORIES

5. DOES PROGRAMS AND SUCCESS STORIES

5.1. DOES Programs and Services

Customer Navigation Center (CNC)

The Department of Employment Services Customer Navigation Center (CNC) is a centralized communication facility that is used for the purpose of receiving and/or transmitting a large volume of customer requests by telephone, e-mail correspondence, and web chat services.

For More Information

DOES.onestop@dc.gov, doescnccampaigns@dc.gov, and CNC.UI@dc.gov

The Office of Youth Programs (OYP)

- The Office of Youth Programs develops and administers subsidized and unsubsidized programs for youth between the ages of 14-24 residing in the District of Columbia. Programs are designed to provide young people with academic enrichment, occupational skills training, life skills training, and to facilitate the development of the necessary work habits and attitudes that are essential for transitioning into the workforce.
- In-School Youth Programs
- Out-of-School Youth Programs
- Marion Barry Summer Youth Employment Program
- East of the River Career Pathways Program
- Mayor's Youth Leadership Institute

For More Information

youthjobs@dc.gov

The Marion S. Barry Summer Youth Employment Program (MBSYEP)

The Marion S. Barry Summer Youth Employment Program (MBSYEP) provides District youth ages 14 to 24 with enriching and constructive summer work experiences through subsidized placements in the private and government sectors. Employers in the Washington, D.C. metropolitan area make this annual program possible by volunteering to serve as Host Employers and providing structured job opportunities for youth during the summer.

For More Information

summerjobs@dc.gov

Marion Barry Youth Leadership Institute (MBYLI):

The Marion Barry Youth Leadership Institute was founded in 1979 as a year-round program to train young Washingtonians in the concepts of leadership and self-development. The program's training model emphasizes practical, hands-on experience and a holistic approach to developing leaders for the 21st century.

For More Information

mbyli@dc.gov

MBSYEP - Mayor's Opportunity Scholarship (MOS)

The Executive Office of the Mayor has partnered with the Department of Employment Services, Office of Youth Programs for the Mayor's Opportunity Scholarship. Through the Mayor's Opportunity Scholarship, DOES seeks to support the post-secondary endeavors of participants in the Marion S. Barry Summer Youth Employment Program (MBSYEP).

For More Information

mos.oyp@dc.gov

The Youth Innovations Grants (YIG):

The Youth Innovations Grants program provides District youth ages 14 to 24 with enriching, non-traditional, fast track work experiences through subsidized placements which explore post-secondary education preparation and entrepreneurial training options.

For More Information

youthjobs@dc.gov

High School Internship Program (HSIP):

The High School Internship Program serves high school seniors in the District who are between the ages of 14 and 21. The program provides participants with structured internships and individualized assistance to successfully obtain a high school diploma and secure full-time, unsubsidized employment, or to enroll in a post-secondary education or an advanced training program upon completion of the program.

For More Information

youthjobs@dc.gov

The Pathways for Young Adults Program (PYAP):

The Pathways for Young Adults Program is designed to assist out-of-school and out-of-work District residents ages 18 to 24 by combining occupational training, life skills development and work readiness instructions to connect them back to the world of work successfully. The three areas of occupational training include: Allied Health, Administrative Services and Basic IT/Admin.

For More Information

outofschoolprograms@dc.gov

Youth Earn & Learn Program (YEALP):

The Youth Earn & Learn Program provides District youth, ages 16 to 24, who are not enrolled in school, unemployed, and facing significant barriers support towards obtaining their secondary school credential or GED and employment.

For More Information

youthjobs@dc.gov

Jobs for Veterans State Grants (JVSG):

The Jobs for Veterans State Grants (JVSG) program provides federal funding, through a formula grant, to 54 State Workforce Agencies (SWAs) to hire dedicated staff to provide individualized career and training-related services to veterans and eligible persons with significant barriers to employment and to assist employers fill their workforce needs with job-seeking veterans.

For More information
does@dc.gov

Reemployment Services and Eligibility Assessment (RESEA):

The Reemployment Services and Eligibility Assessment (RESEA) program addresses the individual reemployment needs of individuals receiving unemployment insurance compensation and works to detect and prevent improper unemployment insurance (UI) payments. RESEA participants are active job seekers and UCX (ex-service members) who are receiving UI benefits. Program services include enrollment in the states' Job Bank, one-on-one coaching for developing an individual reemployment plan that includes work search activities and assessment for UI benefit eligibility.

For More information
does@dc.gov

Out of School Youth (OSY)

The Out-of-School Youth (OSY) programs continues to prepare youth for various training opportunities throughout the Washington DC Area via our Youth Earn and Learn Program (YEALP) and Pathways for Young Adults Program (PYAP). All participants who come through our PYAP and YEALP training, receive work readiness and financial literacy training where career exploration and soft skills are developed. Participants then receive an internship experience where extensive work experience is gained. Most recently a few of our participants who have completed their training program became employed with their internship site. The OSY Program is also offering the Youth Innovation Grant Program, which will connect youth to post-secondary education and entrepreneurship opportunities. We continue to explore our virtual outreach via WebEx, Brandlive, and Career Edge to keep up with the new norm.

Office of Unemployment Insurance (UI)

The Office of Unemployment Compensation provides temporary weekly benefits to workers who become unemployed due to no fault of their own. Workers must be physically able and available for work and must accept suitable work offers. Benefits are financed through a corporate payroll tax collected on a quarterly basis from employers doing business in the District of Columbia.

For More Information
does@dc.gov

American Job Center (AJC):

The American Job Center offers job-seekers, students, businesses and career professionals access to a comprehensive array of employment-related services and tools in one convenient location. Through the American Job Center, residents can utilize resources such as career counseling, career planning, resume assistance, direct job placement, classroom and on-the-job-training, information about local and national labor markets, unemployment compensation and much more. The Department of Employment Services, supported with resources from the District government and the US Department of Labor, operates centers that are strategically located and accessible throughout the District.

For More Information

does@dc.gov

Office of Apprenticeship, Information and Training (OAIT):

The Office of Apprenticeship, Information, and Training (OAIT), is part of the Department of Employment Services (DOES), and oversight of the apprenticeship system in the District of Columbia. OAIT safeguards the well-being of apprentices, ensures the quality of programs, provides integrated employment and training information to sponsors, employers and trainers. OAIT also staffs the District of Columbia Apprenticeship Council and recruits candidates for referral to traditional and non-traditional apprenticeship programs and employer sponsored non-union pre-apprenticeship programs.

Apprenticeship training combines on-the-job training with classroom instruction, teaching potential workers practical and theoretical aspects of building trade occupations. The training links trainees directly with skilled, experienced journey workers or mentors on a one-on-one instructional level. Local employers, labor groups, and employer associations sponsor apprenticeship programs.

For More Information

apprenticeship@dc.gov

apprenticeship.does.dc.gov

Office of Talent and Client Services (TCS)

The Office of Talent and Client Services (OTCS) administers the following programs and services: OTCS, Business Resource Center, First Source Employment Agreement, Employer Tax Credits, Labor Market Information, and the Virtual One-Stop System. Additionally, it provides a single port of access to all relevant government services that businesses need to operate in the District of Columbia. OTCS also manages the Work Experience (WEX) and On-the-Job Training (OJT) programs. The OTCS accomplishes its work through account executives that are assigned to employers to assist with linkages to wage and hour, unemployment insurance, labor market information, tax credit programs, recruitment and posting of company job openings, and much more.

For More Information

bsg@dc.gov

Workforce Opportunity Tax Credit (WOTC)

The Workforce Opportunity Tax Credit is a federally-funded program that reduces the federal tax liability of private-for-profit employers hiring new employees from selected target groups who have consistently had difficulty obtaining or maintaining employment. Tax credit amounts vary and are based on a percentage of wages paid to, and hours worked by, properly certified employees.

For More Information

talent@dc.gov

Workforce on Wheels (WOW)

Workforce on Wheels is the cutting-edge mobile outreach team of the Department of Employment Services. The Workforce on Wheels team is dispatched to various communities across the District to address the needs of District youth and residents. Commissioned to serve constituents in under-served communities, the Workforce on Wheels team brings the resources and services of the American Job Center to neighborhoods where access is often limited.

For More Information

workforceonwheels.does@dc.gov

Rapid Response

Rapid Response services are performed by state and local workforce development agencies in partnership with local American Job Centers. The Rapid Response team responds to layoffs and plant closings by quickly coordinating services and providing immediate aid to companies and their affected workers.

For More Information

does@dc.gov

Office of Paid Family Leave (OPFL)

The DC Office of Paid Family Leave (OPFL) at the DC Department of Employment Services (DOES) is supporting private sector employers and DC workers through the administration of the District's Paid Family Leave program and the distribution of benefits to eligible individuals. More information is available at dcpaidfamilyleave.dc.gov.

For inquiries regarding the Paid Family Leave program, please contact the Office of Paid Family Leave at.

For More Information

does.opfl@dc.gov

Project Empowerment

The Transitional Employment Program/Project Empowerment specializes in serving ex-offenders and chronically unemployed adults who are living in targeted areas of the District of Columbia. The program provides eligible individuals with structured training to include life skills, occupational skills, subsidized work experience, as well as case management, career planning and counseling, job coaching, employment readiness workshops and job placement assistance.

For More Information

projectempowerment@dc.gov

DC Career Connections

DC Career Connections provides young adults ages 20 to 24 the opportunity to earn as they learn while providing the support they need to be empowered and connected to rewarding career opportunities.

For More Information

dccareerconnections@dc.gov

Senior Community Service Employment Program (SCSEP)

The Senior Community Service Employment Program is a program to help older Americans get back into or remain active in the workforce. It is a part-time community service and work-based training program where participants gain career skills through on the job training in community-based organizations in identified growth industries.

For More Information

workforcebureau.does@dc.gov

Administrative Hearings Division, Office of Hearings and Adjudication

Administrative Hearings Division conducts formal administrative workers' compensation hearings for private- and public-sector employees and employers in the District of Columbia so that rights and responsibilities are determined fairly, promptly and according to due process.

For More Information

does.ahd@dc.gov

Office of Wage-Hour (OWH)

The Office of Wage-Hour conducts compliance audits and may recover back wages for employees who have not been paid under D.C. wage laws, either administratively or through court action. Wage- Hour Compliance involves enforcing the wage laws of the District of Columbia.

For More Information

owh.ask@dc.gov

Office of Occupational Safety and Health (OSH)

The Office of Occupational Safety and Health establishes and maintains a comprehensive safety and health management program that ensures, to the maximum extent possible, a safe and healthy work environment for employees and users of District government facilities. OSH also provides free on-site consultation services to private-sector employers in the District of Columbia.

For More Information

does@dc.gov

Office of Workers' Compensation (OWC)

The Office of Workers' Compensation provides services to employees of the private sector who sustain work-related injuries and/or suffer job-related illnesses/ diseases during the performance of their duty.

For More Information

owc@dc.gov

Compensation Review Board (CRB)

The Compensation Review Board (CRB) provides administrative appellate review of Compensation Orders and other final Orders from the Administrative Hearings Division (AHD) and the Office of Workers' Compensation (OWC) in private-sector workers compensation cases and final orders in public-sector cases from the Office of Administrative Hearings (OAH).

The CRB is comprised of a Chief Administrative Appeals Judge and four Administrative Appeals Judges. A Review Panel, consisting of three members of the CRB provides administrative appellate review of Compensation Orders and other final Orders from AHD, OWC, and OAH. Decisions issued by the CRB are formally published.

For More Information

does.crb@dc.gov

Office of Labor Market Research and Performance

The Office of Labor Market Research and Performance (OLMRP) is responsible for labor market data collection, conducting data analysis, labor market research, and program performance evaluation, and supporting the agency's strategic planning and performance management. The OLMRP produces and disseminates economic information related to employment and unemployment, quarterly census of employment and wages, occupational employment and wages, etc. for the District of Columbia and the Washington Metropolitan Area, in cooperation with the U.S. Department of Labor, Bureau of Labor Statistics. Office of the Deputy Mayor for Planning and Economic Development. The OLMRP analyzes data regularly to identify trends and patterns in the labor market to support policy and decision-making to strengthen D.C.'s labor market. In addition, the OLMRP provides programmatic technical assistance and support for federal and local performance reporting and evaluation, including strategic planning and performance management to both internal and external stakeholders.

For More Information

lmi.does@dc.gov

Office of First Source Compliance

Workforce Intermediary Establishment and Reform of the First Source Amendment Act of 2011, effective February 24, 2012 (D.C. Law 19-84).

The First Source Law requires all beneficiaries of contractual agreements totaling \$300,000 or more to enter into a First Source Employment Agreement with the Department of Employment Services. For more than 30 years, First Source has been one of the driving forces in the District's strategy to reduce unemployment by ensuring that D.C. residents receive priority consideration for new jobs created by local government-assisted projects or contracts.

For More Information

firstsource@dc.gov

On-the-Job Training Program

On-the-Job training is a program in which employers have an opportunity to train, mentor and hire candidates who are not fully proficient in a particular skillset or job function. Through the On-the-Job Training model, candidates receive the hands-on training necessary to increase their skills, knowledge and capacity to perform the designated job function. OJT ensures unemployed and underemployed jobseekers have a chance to enter/re-enter the workforce through an earn while you learn model. This streamlined approach allows employers to be reimbursed up to 75 percent of an established wage rate in exchange for the training provided to participating candidates for up to six months.

For More Information

ojt@dc.gov

District of Columbia Infrastructure Academy (DCIA)

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 and was launched in 2018. To date, DCIA has served over 2300 District residents and has a completion rate of 90% across programs.

For More Information

DCIA@dc.gov



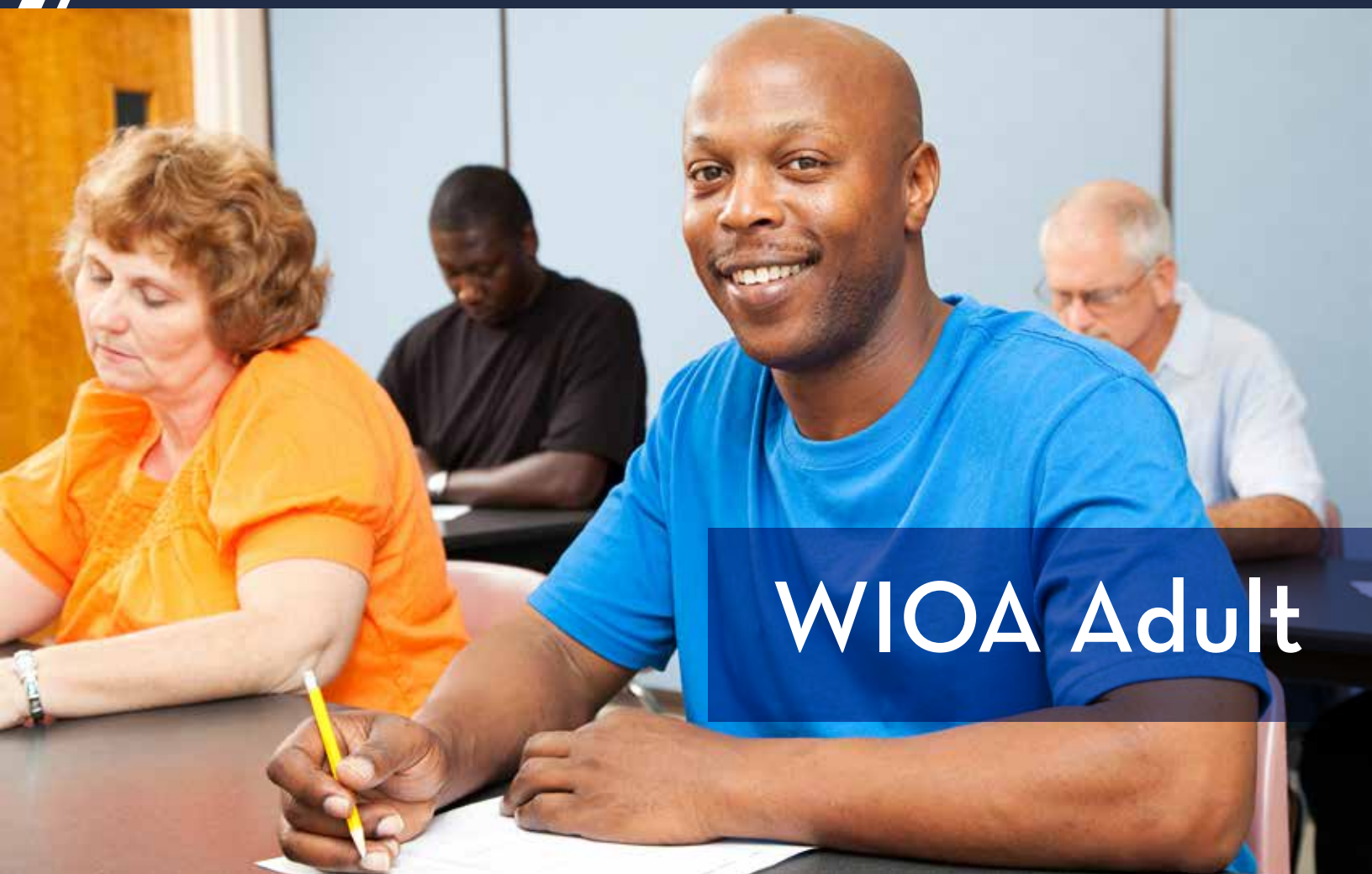
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5.2. Success Stories

5.2.1. Workforce and Federal Programs

A customer's Experience with the American Job Center (AJC)

A customer first came into the AJC Headquarters location in October 2021. The customer was actively seeking employment. The customer had relocated to the District from the Mid-West region and had served in many human service roles including a role as an Employment Specialist. When the AJC HQ Manager first met with the customer in the resource room and was prompted to meet with the customer at the Manager's desk, the customer was on the brink of tears as the customer was attempting to update her resume. During a brief counseling session, AJC HQ Manager advised the customer on the many options and resources available in the AJC. The customer was added to a Case Manager, who would provide the customer with multiple job leads while AJC HQ Manager simultaneously provided resume recommendations according to the description of the open positions. Over time the customer was referred to multiple Career Club positions where the customer's resume was screened for at least five positions. After going through the job referral and resume screening process, the customer acknowledged that the customer had secured employment with Reynolds & Associates as a Case Manager with a salary of \$42,000. The customer was thrilled to share that the customer was thoroughly pleased with career coordination services from AJC staff as all of the staff working on this case were "invested & present" when the customer needed them, stated the customer. The customer is still utilizing AJC services to navigate new employment opportunities and prepare for opportunities in the future. Congrats to the customer for the new opportunity & to our AJC Staff for being present, invested, and preparing the customer for employment.



WIOA Adult

A customer's Experience with the American Job Center (AJC)

A customer came to the American Job Center with the goal of obtaining a CDL Class B license. The customer also came with a barrier that would seemingly make it impossible to enroll in this particular program: No driver's license. At the time, the customer was in pursuit of a learner's permit and subsequent provisional license, and COVID made it very difficult to obtain appointments to schedule tests accordingly. Not letting this deter, the customer notified WDS of successfully obtaining a driver's license and two weeks later, arrived at the office to complete a WIOA application.

After having to change the training provider unexpectedly, the customer was accepted for enrollment and began training beginning December 2021, with a 1st CDL of Northern Virginia. The first week of class didn't go smoothly, but the customer was prepared to do all that was necessary to not only make up missed hours, but to complete training on time, and successfully obtained a CDL Class B license. Working with the training provider, the customer successfully completed training with the required completion hours. Just days after completion, customer was scheduled for his road test and successfully obtained a CDL Class B license.

Upon attainment, customer utilized various resources including DC Networks to perform job search. The customer found it difficult to locate employers willing to take a chance on someone having minimal OTR experience. But in March 2022, the customer shared two offers of employment from Academy Transportation and Vulcan Materials Company. The customer officially accepted the Vulcan opportunity and was scheduled to begin a new career as a CDL Class B Driver in April 2022.



A Customer's Experience

A 100% disabled Army veteran with a Bachelor of Arts in Logistics Management, enrolled into JVSG in 2021. The customer was referred to LVER and other employers (Manpower/American jobs/Federal Government) in January and February 2022. The veteran customer applied to 3-5 jobs weekly. The veteran customer informed the DVOP that the customer was offered a job and accepted. The veteran started the new job in April 2022 as a Government Contractor at Fort Belvoir VA. The veteran's position is a Performance Specialist position, full time with full medical benefits.

The veteran customer quoted *"Thank you for assisting me towards new employment quickly."*



SCSEP, WP, WIOA

A Customer's Experience

A SCSEP customer was hired by the UPO to work as an Assistant.

Customer quoted: *"Good afternoon. I thank you and the team for pushing and encouraging me to stay focus and I thank you all for opportunities and doors that were open I didn't even know I could go through until I came in the SCSEP Program and received training at such great worksites. SCSEP is a Program where the money is well spent providing training for seniors to get back in the workforce."*

Seniors especially with all the new technology and with the pandemic we need to work. I had no knowledge of computers or any administrative duties until coming to the program. I will always appreciate program staff and thank GOD for the SCSEP Program."



DC Fire and Emergency Medical Services (FEMS)

5.2.2. Youth Programs

Program Success

In 2020, the District experienced its first-ever fireworks-related death. The cause of this incident was the improper usage of illegal fireworks. DC FEMS and the Office of Youth Programs partnered together to raise awareness of the dangers of illegal fireworks and educate young adults on the proper usage. Over 6,000 MBSYEP participants viewed the DC FEMS's Illegal Fireworks Safety video, took the fireworks safety quiz, and pledged not to use illegal fireworks.

**The
Fireworks
Safety Quiz
closes today
at 5pm!**





2021 MBSYEP CLOSE-OUT EVENT

Program Success

The Office of Youth Programs hosted an in-person close-out event at the DC Gateway Pavilion. The 2021 MBSYEP Close-Out event was the first OYP in-person event since the summer of 2019. We gathered to celebrate our outstanding youth and host partners. DC Health, formerly known as the Department of Health, was also on hand to provide vaccinations to youth, parents, and OYP staff. Over 50 people took their first COVID-19 vaccination shot. **#TakeTheShot!**





Roosevelt High School - National Academies Foundation Academy (NAF)

Program Success

Students at Roosevelt High School's NAF Academy took part in classes this summer. The NAF Academy trained participants on how to prepare and serve a variety of unique cuisines. Senator Bernie Sanders came from Vermont for a bite. In honor of his visit, the youth named their dish the "Bernie Burrito."





DC Student Construction Trades Foundation

Program Success

A Kent State University senior and a McKinley Technology HS senior worked as program assistants in summer in construction and engineering. They were able to gain hands-on experience using power tools, including the DeWalt miter saw. Our Program Monitor dropped in for a brief check-in and was treated to a hands-on demonstration.



Karon Brown Day

Program Success

Members of the Office of Youth Programs outreach team participated in the Annual Karon Brown Day. Karon Brown Day honors victims of gun violence and brings resources to underserved communities. Youth participated in several constructive events, including yoga, meditation, chess tournament, flag football games, and live music. Our outreach team assisted volunteers with setup and event management.



Marion Barry Summer Intensive Training Program (MBYLI SIT)

Program Success

The MBYLI SIT is an 8-week training program designed to provide an immersive leadership training experience for District youth. MBYLI expanded training services to include youth ages 22-24 and now consists of an additional level of training called the Post-Secondary Initiative (PSI).

Youth engaged in training and workshops focused on team building, public speaking, personal development, communication skills, community service to increase employability skills, and college and career preparation. Youth also returned for in-person sessions at The Catholic University.





Mayor's Opportunity Scholarship

Program Success

The Mayor's Opportunity Scholarship (MOS) is open to participating MBSYEP Youth between 18-24 years old. Youth must use funds to either continue their education at the post-secondary level, enroll/attend a trade or vocational school, or the military. The MOS application opened on July 7th and closed on July 23rd. Winners were notified on August 6th. Applicants were judged on the following criteria: overall quality of application, enrollment in a post-secondary education institution, trade or vocational school, additional military-based training, successful participation in the Mayor Marion Barry Summer Youth Employment Program (MBSYEP).

The 2021 Mayor's Opportunity Scholarship provides \$2,000 - \$4,000 in financial aid to youth that has successfully attained a high school diploma or equivalent, participated in MBSYEP, and enrolled in post-secondary education, occupational skills training, or the military.



Project Empowerment Transitional Employment Program

5.2.3. Division of State Initiatives (DSI)

Program Success

#1

A participant returned to DC unsure of his future after being incarcerated for several years. The participant enrolled in the Project Empowerment Transitional Employment Program to receive guidance and support while he transitioned to the workforce. The participant successfully completed Job Readiness Training and was assigned to Stanton Rd Apartments as a porter for the Work Experience (WEX) phase of the program. The participant was diligent in pursuing job leads provided by his Job Coach while doing an outstanding job in his role at the WEX site. The participant's long-term plan is to own a trucking business and plans to obtain a Commercial Driver's License (CDL) soon. In the meantime, the participant was focused on stabilizing himself by obtaining unsubsidized employment. The participant believed that obtaining a non-CDL driving job would be the best for his long-term goals as it would provide invaluable driving experience. The participant followed his plan and secured a position as a driver with UPS. The participant is now on the path to achieving his long-term goals.

#2

A participant reported to Professional Development on January 11, 2022, awaiting reassignment to Living Classrooms/Sibley Hospital due to back injuries sustained during his work experience. The participant was interested in working in a hospital environment in some way to help others and give back. During his stay in Professional Development, the participant applied for multiple opportunities daily. The participant found employment with Ultimate Charities, a youth-centered community-based organization that partners with charitable organizations, to increase awareness of their programs and make an impact in the community.



DC Infrastructure Academy

5.2.4. DC Infrastructure Academy (DCIA)

Program Success

Pepco:

DCIA's Pepco program has continued to maintain 100% graduation and placement rates for all the program's completing participants. Pepco recently celebrated the completion of its 9th Cohort and its 163rd graduate, marking 163 participants who matriculated through the program, graduated, and received job offers with Pepco or one of its subcontractors. Additionally, 90% of Pepco's Cohort 9 enrolled participants represented Wards 7 and 8 and had the highest pass rate for the CAST exam-to-date with 16/20 passing the examination.




IT:

Within 8 weeks of Byte Back's 2nd Cohort, 40% of participants have earned their CompTIA A+ certification - the quickest turnaround on certificates-to-date. 73% of Byte Back's current cohort have passed at least one (1) of the two (2) sections of the CompTIA A+ examination. Moreover, Byte Back has retained 75% of its current cohort.



CDL:

DCIA's CDL Cohort 3 had 15 participants test and pass their CDL exams to obtain their Commercial Class B license. DCIA's CDL Cohort 4, 20 participants successfully completed the Commercial Class B training with eight (8) participants obtaining their licensure. One graduate was hired as a Trainee Bus Operator reporting a salary of \$50,000.00 per year.



WIOA Out-Of-School Youth

5.2.5. Out-of-School Youth (OSY)

Program Success

#1

In July 2021, a customer attended one of the Out-of-School Youth programs (OSY) orientation, hosted for young adults interested in exploring their training and career opportunities here at the DC Department of Employment Services. The customer was referred to a Case Manager, who assisted the customer in enrolling in Unarmed Security Officer training. In January 2022, the customer successfully completed his security training after months of training and interning. Due to licensing delays, it took a little while for the customer to obtain a security license after successfully passing the exam in February 2022. After patiently waiting, and encouragement from the provider and the Department of Employment Services for processing, DC Regulatory Affairs provided the customer with a Security Officer license. The customer is officially an unarmed licensed security officer. The customer has been provisionally hired at Infinity Solutions.

#2

A customer reported to the DC Department of Employment Services (DOES) in December 2021, to receive services and complete the intake process as the customer expressed interest in attending training with OIC/DC. The customer was enrolled and attended training while working eagerly to obtain a National Retail Federation Credential in Customer Service & Sales Certified specialist. The customer obtained credentials in March 2022, after a second attempt. The customer was offered a full-time position shortly following successfully completing the training program. The customer's training provider, OIC/DC reported an increase in customer's confidence as a result of the training and development during participation.

#3

A customer came to participate in DC DOES YEALP program with little to no work experience and was not certain of what the customer wanted to do. DC DOES OSY programs referred the customer to OIC/DC's Customer Service training. The customer has shown significant progress in many areas with support from the new network. The customer is now efficient in basic skill in reading, obtained a National Retail Federation Credential in Customer Service & Sales, Certified specialist, and is working towards getting a driver's license. OIC/DC continues to work with the customer to prepare for job interviews through practice as well as connection to clothing resources.



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CONCLUSION

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6. CONCLUSION

Despite the continuing challenges due to COVID-19, the Department of Employment Services (DOES) continued to provide quality services to DC residents and customers in need. The Department of Employment Services' professionals transitioned to a hybrid environment, with staff both working in the office and teleworking, using technology to assist clients and conduct work activities. Whether assisting customers in person or virtually, DOES has continued to make employment services a top priority.

This has been demonstrated by several of the agency's accomplishments in FY2021. In the Pandemic, the number of customer served by DOES increased exponentially. DOES provided customer services to over 112,000 customers in FY2021. MBSYEP served more than 12,500 youth participants. DOES served over 18,700 unique individuals by providing staff-assisted career services through federal and local workforce development programs. To ensure equity, programs served disadvantaged groups such as: women, African-Americans, residents from Ward 5,7, and 8; high school graduates, and age-groups that have high unemployment rates. Services were provided in more than 15 languages to meet customers' needs. DOES program participants have generated more than \$102 million in wages during the same fiscal year. Overall, DOES program participants have earned more than \$700 million in wages in the last four fiscal years.

The unemployment situation in the District has been steadily and consistently improving since the labor market was hit by the pandemic in March 2020 with the monthly unemployment rate peaking at 11.1% in April 2020. Annual average unemployment increased from 5.3% in 2019 to 7.9% in 2020. From 2020 to 2021, the annual average unemployment rate decreased from 7.9% to 6.7% (by 1.2 percentage points). From 2020 to 2021, the unemployment rate decreased across all the Wards.

The job outlook in the District looks promising for the coming years with increasing number of establishments and new job openings. The total number of private sector establishments increased from 41,514 in 2020Q1 to 43,207 in 2021Q1. Private sector companies paid more than \$13 Billion in wages in the first quarter of 2021. The Government, Professional and Business Services, and Education and Health Services industries had approximately two-third (67%) of all jobs in the District. The Government sector alone accounted for more than 30% of all jobs in the District in 2021. Top occupations that had highest number of jobs in 2021 were Business and Financial Operations, Management Occupations, Office and Administrative Support Occupations, Computer and Mathematical Occupations, and Legal Occupations. In 2021, the number of job postings remained higher than the number of unemployed residents in the District.

The District is still recovering from the economic impact of the pandemic. Many businesses closed and many workers left the labor force or were unemployed for long periods in 2020 and 2021. With the strong leadership and vision of DOES Director Dr. Morris-Hughes, DOES continued to embrace the challenge of connecting residents to sustainable high paying careers.

Looking forward, as part of Mayor Bowser's COVID-19 economic recovery strategy, DOES is focused on getting residents back to work. This includes driving an inclusive jobs recovery that gets residents into stable careers, responds to the immediate needs of residents, and re-imagines workforce development to cater and align education, training, and access with employer demand. Through this work, and with funds from the American Rescue Plan Act, we are strengthening and prioritizing pathways into stable careers in current and future high-demand occupations for residents hardest-hit by the pandemic. In addition to and in coordination with Director Morris-Hughes' Vision Forward goals, we are investing in five key strategies in FY22-24 to drive an inclusive jobs recovery, and working in partnership with agencies across government, non-governmental partners, and the private sector.

Strategy 1: Strengthening job-seeker-employer connections through ongoing hiring fairs throughout our Federal Workforce Programs Bureau, Innovation and Partnerships Bureau, and Division of State Initiatives. Additionally, the Jobs First pilot will enable DOES to serve more people with multiple barriers to employment (e.g., previous incarceration, homelessness, job cycling, mental health challenges, and substance abuse histories), and we are increasing the training wage from \$11.00/hour to \$12.50/hour for Project Empowerment and DC Career Connections. With this, we will better address the daily living needs of participants, facilitate program retention, and better lift residents into the middle class.

Strategy 2: Driving a surge in credentialing in high-demand, high-wage industries through the East of the River Career Pathways Program run by the Office of Youth Programs. With this program, we will look to serve more youth that do not have college credentials, specifically from our most underserved populations in the District, specifically from Wards 7 and 8, and will work to target the following sectors: computer science, construction, and the creative economy.

Strategy 3: Expanding paid opportunities to learn at work through expanded On-The-Job Training, Project Empowerment, and apprenticeships. Specifically, the Project Empowerment partnership with Building Blocks DC (BBDC) is a direct response to marked increases in violent crime relating to the COVID-19 pandemic. Neighborhoods identified via BBDC suffered from pre-pandemic social vulnerability and are among those neighborhoods with the highest positive COVID-19 numbers in the District. Lincoln Heights, Marshall Heights, Twining, Hillcrest, and Historic Anacostia are among the neighborhoods with micro hotspots of gun violence (meaning they include a block that is among the one percent of city blocks responsible for approximately 42 percent of citywide violent offenses with shots fired in 2019). The Division of State Initiatives will take “people of promise” through community referrals, re-entry referrals, and an algorithm applied to those in the BBDC-focused neighborhoods to provide job readiness and life skills training, cognitive behavioral therapy, and placement in subsidized and unsubsidized employment.

Strategy 4: Prioritizing employer-driven trainings at the DC Infrastructure Academy (DCIA). DCIA will continue to subsidize trainings in high-demand fields in the areas of Information Technology, Construction, Energy, and Transportation. With the passage of the Bipartisan Infrastructure Framework (BIF), DOES believes the expanded training offerings at DCIA come at the perfect time to upskill District residents for forthcoming jobs.

Strategy 5: Re-imagining youth pathways to post-secondary success with the expansion of school- year internships and youth apprenticeships, along with the expansion of MBSYEP through the Earning and Learning model.



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