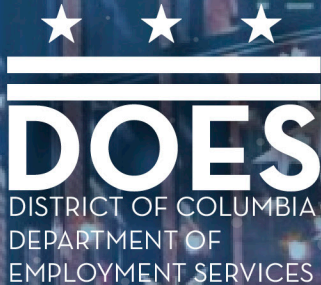


PEARL STREET



TALENT FORWARD DC:

ANNUAL ECONOMIC AND WORKFORCE REPORT FY2022



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



During Fiscal Year 2022 (FY2022), our District economy continued to resurge from the impacts of the COVID-19 pandemic. The District's workforce remained resilient as the nation underwent a process of economic recovery. At the District of Columbia Department of Employment Services (DOES), we focused on getting residents back to work. DOES made important strategic investments to support an inclusive job recovery to get residents

into stable careers, to respond to the immediate needs of residents, and to align education, training, and access with employer demand. Our targeted efforts aimed at supporting mature workers, returning citizens, transitioning service members, opportunity youth, and many other residents facing barriers to employment. DOES continued to help residents find sustainable, high-paying jobs in high-growth sectors as we pursue to innovate and deliver best-in-class customer service to our participants.

In particular, our Federal Workforce Programs (FWP) formalized its Registered Youth Apprenticeship Initiative that served 100+ high school seniors and Out-of-School youth ages 16-24. Through this initiative, participants received pre-apprenticeship training in the traditional and non-traditional fields that will provide them with direct entry into registered apprenticeship programs and employment with registered sponsors and employer partners. The DC Infrastructure Academy (DCIA) completed 18 cohorts and served 373 individuals in FY2022 between their Commercial Driver's License (CDL), Information Technology (IT), Pepco, Solar Works, and Energy, Construction and Utilities (formerly the Washington Gas program) training programs.

There is no greater testament to those efforts than the recorded 34-year historic low unemployment rate in the District in 2022. The District achieved a major milestone in 2022 when unemployment rates in Wards 7 and 8 came down to single digits despite the harsh effect of the recent pandemic on the labor market. This Annual Economic Report highlights the efforts and accomplishments of the agency in FY2022. Going forward, as part of Mayor Bowser's Comeback Plan for the District, DOES will focus on equity and creating pathways for residents to help them get into high-growth sectors by providing training and credentialing.

A stylized, handwritten signature in black ink, appearing to read 'U. Morris-Hughes'.

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

- Achieve Organizational Excellence
- Serve as a World-Class Labor and Workforce Agency
- Promote the District's Human Capital
- Create Diversity, Equity, Inclusion, and Access

KEY HIGHLIGHTS



The Department of Employment Services provided staff-assisted career services to a total of **20,724** unique individuals in **FY2022** through various local and federal programs



Services were provided in **8 languages** to meet participants' needs.



The District witnessed a **historic 34-year low unemployment rate in 2022**



The total number of **private sector** establishments **increased from 42,838 in 2021Q1 to 46,778 in 2022Q1.**



The **Government sector** accounted for more than **31% of all jobs in the District in 2022.**



DOES programs provided over **55,000** services to program participants.



Of the participants served during **FY2022**, about **7,307** participants secured employment during the same fiscal year.

2.2%↓

The annual average **unemployment rate decreased from 6.8% in 2021 to 4.6% in 2022** (by 1.2 percentage points).



Private sector companies **paid their employees more than \$14 Billion in wages in the first quarter of 2022.**



Top 5 occupations that had highest number of jobs in 2022 were
Business and Financial Operations - **129,634 jobs**
Management Occupations - **107,662 jobs**
Office and Administrative Support Occupations - **74,012 jobs**
Computer and Mathematical Occupations - **54,365 jobs**
Food preparation and serving related occupations - **44,431 jobs**

4,459

Individuals accessed self-service tools and resources.



Program participants have generated more than **\$120 million in wages during FY2022** itself.

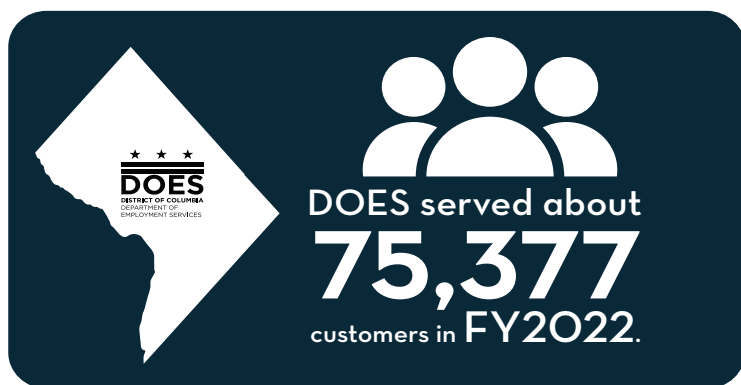


From **2021 to 2022, unemployment rate decreased** across all Wards.

70%

Government, Professional and Business Services, and Education and Health Services Industries together these three industries had **70% of all jobs in the District in 2022.**

1. DOES CUSTOMER SERVICE IN FY2022



This section presents the overall number of individuals that received different services from the Department of Employment Services and its workforce system. Services include: staff-assisted, support, self 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 performance measures, and involves significant staff

involvement. This includes several types of services ranging from occupational skills training, job readiness training, mentoring, internships, apprenticeships, pre-apprenticeship training, career counseling and planning, pre-employment assistance, professional development services, and others.

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.

Unemployment Insurance (UI) claim intake and 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.

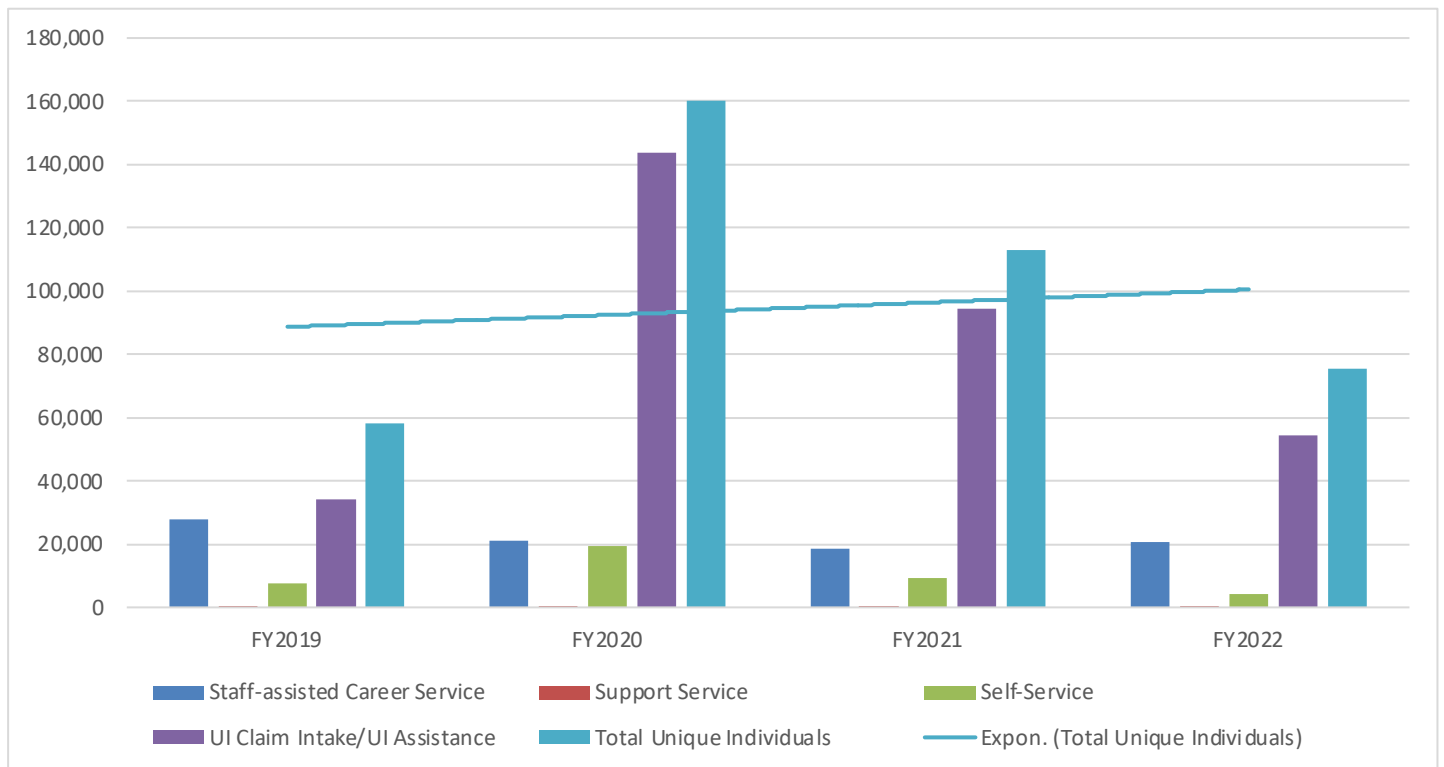
Support service: Support services include, but are not limited to: assistance with or providing referrals for transportation, childcare, dependent care, housing and referral to services that enable participation in programs that provide career and training services.

Table 1: Number of Unique Individuals by Service

Service	FY2019	FY2020	FY2021	FY2022
Staff-assisted Career Service	28,087	21,136	18,763	20,724
Support Service	339	195	119	131
Self-Service	7,634	19,640	9,247	4,459
UI Claim Intake and UI Assistance	34,423	143,584	94,660	54,600
Total Unique Individuals	58,388	160,211	112,881	75,377

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

- In FY2022, the DC Department of Employment Services served 75,377 unique customers who received various services.
- A total of 20,724 individuals received staff-assisted services.
- More than 4,400 individuals used DOES' self-service tools and resources such as job search and resume preparation using the agency's workforce information system.
- About 54,600 individuals received UI related services in FY2022.

Figure 1: Number of Unique Individuals by Service

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 2022 (FY2022). Outcomes include the number of individual participants who received staff-assisted career services through various programs, number and types of services provided, number and share of participants that secured employment, average quarterly wages, etc. during FY2022. The outcomes are defined as follows:

- **Program Participant** - 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 resource room utilization, Individual Training Account (ITA) training, job readiness workshops, 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	FY2019	FY2020	FY2021	FY2022
Total Individuals Served	28,087	21,136	18,763	20,724
Total Services Provided	100,938	63,098	52,453	55,345
Average Services Provided	4	3	3	3
Employed during the Fiscal Year	12,646	9,213	6,459	7,307
Average Quarterly Wages	\$8,465	\$6,516	\$6,149	\$6,516
Total Wages	\$228,066,280	\$148,839,552	\$102,357,977	\$120,540,068
Employment Rate ¹	45%	44%	34%	35%

Source: DOES; Office of Labor Market Research and Performance

- In FY2022, federal and local workforce development programs implemented by the DC Department of Employment Services served 20,724 unique individuals by providing staff-assisted career services.
- Program participants received more than 55,000 services through programs. Services 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 FY2022) 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)

Occupational Skills Training (ITA)	Career Counseling / Planning
On-The-Job Training	Staff-Assisted Job Search
Entrepreneurial Training	Job Finding Club
Distance Learning	Resume Preparation Assistance
Apprenticeship Training	Job Fairs
Pre-Apprenticeship Training	Employer Pre-Screening
Job Readiness Training	Job referral
Work Experience	Interviewing Techniques
Internships	Reemployment Services for Unemployment Claimants
Mentoring	Rapid Response Services
GED Preparation	Provision of Labor Market Research
Reading and/or Math Testing	One-Stop Resource Room
Basic Education/ Literacy Skills	Referrals
Youth Post-Secondary Preparatory Services	Unemployment Insurance Assistance
Veteran workshops	Behavioral Health Service
Professional Development Services	Financial Literacy

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

- On average, about 22,178 individual participants were served during the last four fiscal years and each participant received, on average, 3 different types of services.
- The total number of people served increased by approximately 10.5% from FY2021 to FY2022.
- About 7,307 participants secured employment in the District in the same fiscal year. They account for about 35%² 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 FY2022 might have secured employment in the post- FY2022 period.
- Program participants earned more than \$120M in wages in FY2022 with average quarterly wages of \$6,516. Average quarterly wages increased from FY2021 by \$367.
- DOES program participants have earned approximately \$600M in wages in the last four fiscal years.

² This employment data does not include participants who obtained employment in other states.

2.2. Total Program Expenditures

This section outlines overall program expenditure and average costs. Total expenditures are the sum of expenditures for local programs, federal workforce development programs, and programs funded through the American Rescue Plan Act (ARPA) in FY2022. Cost per service is defined as the ratio of total expenditures to the total services provided in FY2022. Similarly, cost per individual served is defined as the ratio of total expenditures to the total unique individuals served in FY2022.

Table 4: Total Program Expenditures

EXPENDITURE CATEGORY	FY2019	FY2020	FY2021	FY2022
Total expenditures for Workforce Development Programs	\$74,523,000	\$59,047,000	\$59,774,000	82,896,000
Cost Per Services	\$738	\$936	\$1,139	\$1,498
Cost Per Individual Served	\$2,653	\$2,794	\$3,186	\$4,000

Source: DOES; Office of Labor Market Research and Performance

- The total amount of program expenditures was approximately \$82,896,000 in FY2022.
- Total program expenditures increased by approximately \$23m from FY2021. DOES was able to invest more in FY2022 with funds from the American Rescue Plan Act.
- The average cost of services provided has increased from \$1,139 in FY2021 to \$1,498 in FY2022.
- Similarly, the average cost per individual served increased from \$3,186 in FY2021 to \$4,000 in FY2022.

2.3. Outcomes Distribution by Demographics for FY2022 Participants

2.3.1. Program Participation and Employment by Ward

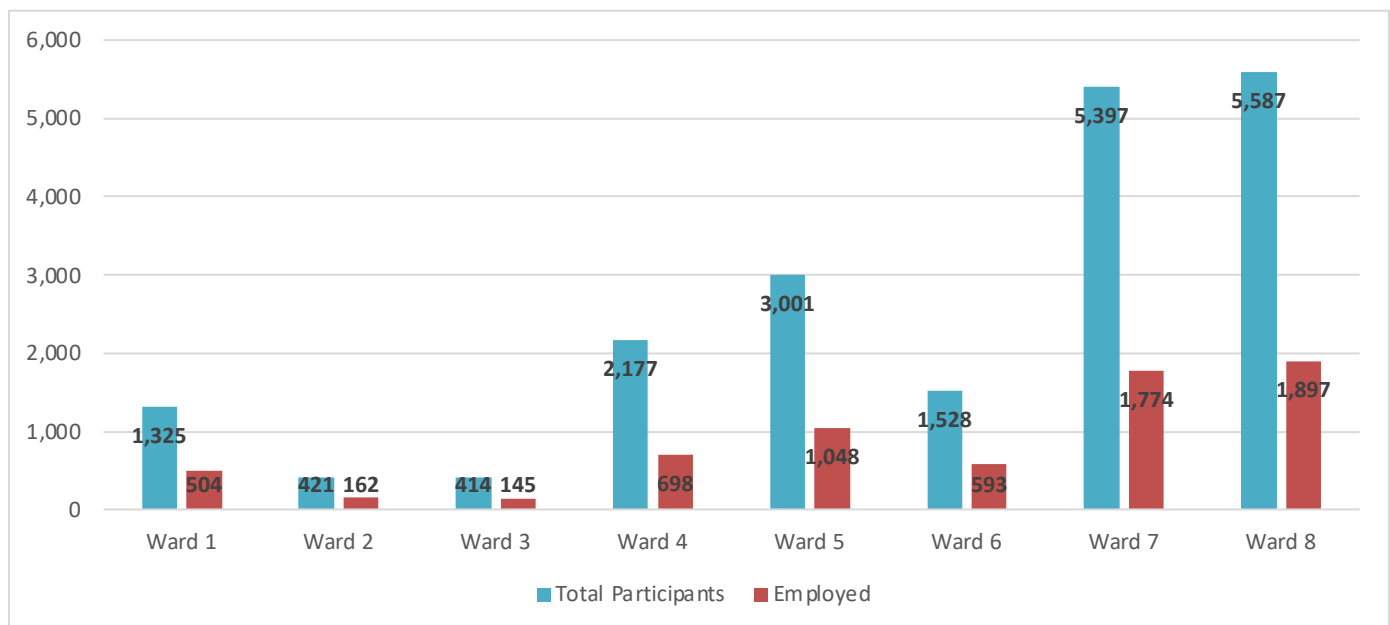
Table 5: Program Participation and Employment by Ward

WARD	TOTAL PARTICIPANTS	% OF TOTAL PARTICIPANTS	EMPLOYED IN FY2022	EMPLOYMENT RATE
Ward 1	1,325	6.4%	504	38.0%
Ward 2	421	Less than 5%	162	38.5%
Ward 3	414	Less than 5%	145	35.0%
Ward 4	2,177	10.5%	698	32.1%
Ward 5	3,001	14.5%	1,048	34.9%
Ward 6	1,528	7.4%	593	38.8%
Ward 7	5,397	26.0%	1,774	32.9%
Ward 8	5,587	27.0%	1,897	34.0%
Information Not Available	874	Less than 5%	486	55.6%
Total	20,724	100.0%	7,307	35.3%

Source: DOES; Office of Labor Market Research and Performance

- Programs served more participants from Wards 5, 7, and 8, where the unemployment rate is higher, compared to other wards.
- Ward 7 and Ward 8 participants accounted for more than half (53%) of the total participants.
- Participants' employment rate was highest in Ward 6 (38.8%), followed by Ward 2 (38.5%) and Ward 1 (38.0%) in FY2022.

Figure 2: Program Participation and Employment by Ward FY22



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 IN FY2022	EMPLOYMENT RATE
African American/ Black	10,807	52.1%	5,324	49.3%
American Indian/ Alaskan Native	131	Less than 5%	66	50.4%
Asian	85	Less than 5%	42	49.4%
Caucasian/ White	304	Less than 5%	172	56.6%
Hawaiian/ Pacific Islander	18	Less than 5%	Less than 10	50.0%
Hispanic/ Latino	117	Less than 5%	62	53.0%
Other	7,953	38.4%	810	10.2%
Information Not Available	1,309	6.3%	822	62.8%
TOTAL	20,724	100.0%	7,307	35.3%

Source: DOES; Office of Labor Market Research and Performance

- Approximately, 52% of individuals served through workforce development programs were African American/Black, which also has the highest unemployment rate among all races. Among the African American participants, 49.3% were employed in FY2022.
- The employment rate was highest for Caucasian/White participants. Over 56% of Caucasian/White participants were employed in FY2022, followed by Hispanic/Latino participants (53%).

Table 7: Languages used to meet participants needs

LANGUAGES	
American Sign Language	English
Amharic	Spanish
Arabic	Tagalog
French	Other

Source: DOES; Office of Labor Market Research and Performance

2.3.3. Program Participation and Employment by Gender

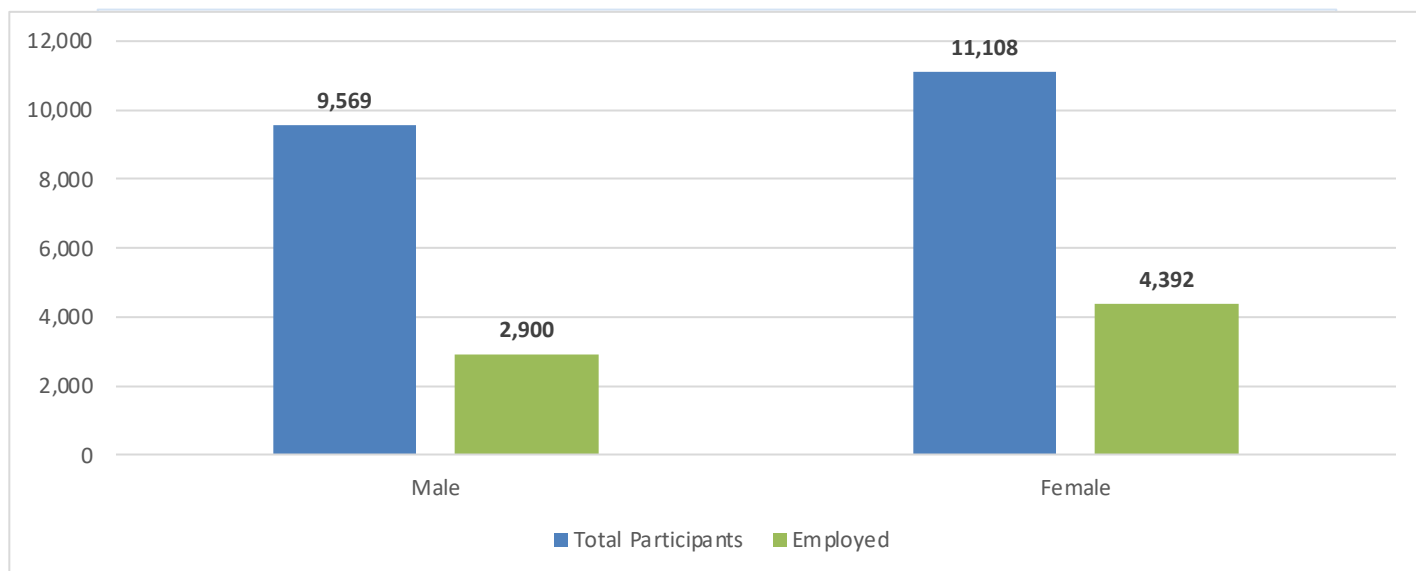
Table 8: Program Participation & Employment by Gender

GENDER	TOTAL PARTICIPANTS	% OF TOTAL PARTICIPANTS	EMPLOYED IN FY2022	EMPLOYMENT RATE
Male	9,569	46.2%	2,900	30.3%
Female	11,108	53.6%	4,392	39.5%
Information Not Available	47	Less than 5%	15	31.9%
TOTAL	20,724	100.0%	7,307	35.3%

Source: DOES; Office of Labor Market Research and Performance

- Female participation rate was higher compared to males in FY2022.
- Approximately 54% of participants served were females, while males represented 46% of all program participants.
- The employment rate for females was also higher (39.5%) compared to their male counterparts (30.3%).

Figure 3: Program Participation and Employment by Gender



2.3.4. Program Participation and Employment by Educational Attainment

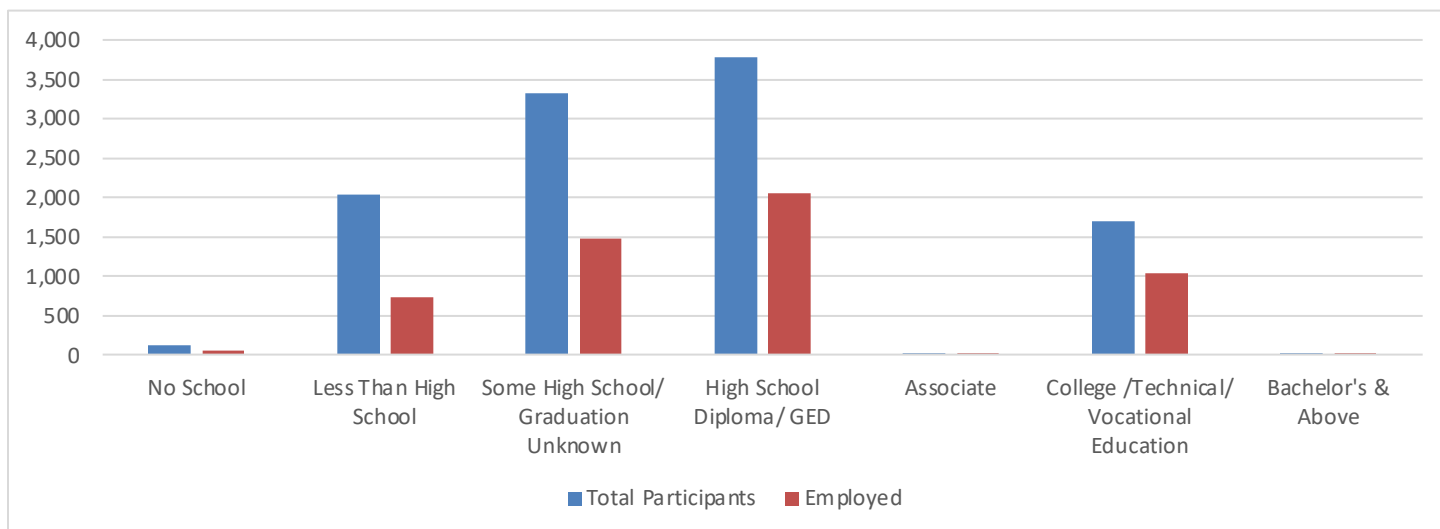
Table9: Program Participation and Employment by Educational Attainment

EDUCATION	TOTAL PARTICIPANTS	% OF TOTAL PARTICIPANTS	EMPLOYED IN FY2022	EMPLOYMENT RATE
No School Grades Completed	119	Less than 5%	64	53.8%
Less Than High School	2,039	9.8%	736	36.1%
Some High School/ Graduation Unknown	3,328	16.1%	1,483	44.6%
High School Diploma/ GED	3,772	18.2%	2,051	54.4%
Associate	Less than 10	Less than 5%	Less than 10	33.3%
College /Technical/ Vocational Education	1,706	8.2%	1,041	61.0%
Bachelor's & Above	Less than 10	Less than 5%	Less than 10	75.0%
Certificate of Attendance/ Completion	Less than 10	Less than 5%	0	0.0%
Information Not Available	9,752	47.1%	1,928	19.8%
TOTAL	20,724	100.0%	7,307	35.3%

Source: DOES; Office of Labor Market Research and Performance

- Approximately, 45% of all participants served through workforce development programs had a High School Diploma or less.
- Participants with a high school diploma or GED were most likely to secure employment compared to those with less than a high school diploma. Residents with less than a high school diploma also have the highest unemployment rate in the District compared to residents with higher education.
- Participants with a bachelor's degree or higher education were more likely to be employed compared to participants with lower educational qualifications. About 75% of the participants who had a bachelor's degree or higher educational qualification secured employment in FY2022.
- About 61% of the participants with some college and/or technical education were employed in FY2022 followed by participants with a high school diploma/GED with an employment rate of 54.4%.

Figure 4: Program Participation and Employment by Educational Attainment



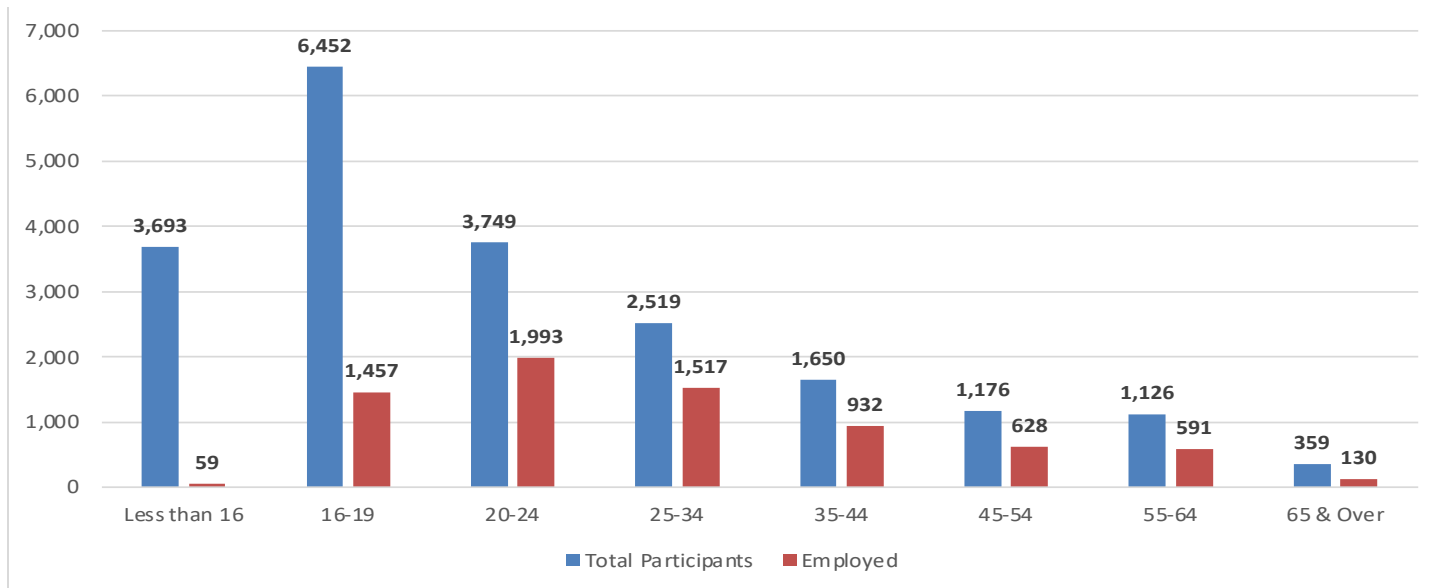
2.3.5. Program Participation and Employment by Age

Table 10: Program Participation and Employment by Age

AGE	TOTAL PARTICIPANTS	% OF TOTAL PARTICIPANTS	EMPLOYED IN FY2022	EMPLOYMENT RATE
Less than 16	3,693	17.8%	59	Less than 5%
16-19	6,452	31.1%	1,457	22.6%
20-24	3,749	18.1%	1,993	53.2%
25-34	2,519	12.2%	1,517	60.2%
35-44	1,650	8.0%	932	56.5%
45-54	1,176	5.7%	628	53.4%
55-64	1,126	5.4%	591	52.5%
65 & Over	359	Less than 5%	130	36.2%
TOTAL	20,724	100.0%	7,307	35.3%

- The majority of the participants in FY2022 were between the ages 16-24. These participants made up over 49% of all program participants. DC residents of this age group also have the highest unemployment rate compared to 25 and older residents.
- Participants between ages 25-34 made up 12.2% of all participants and had the highest employment rate (60.2%) followed by participants between the ages of 35-44 (56.5%) and 45-54 (53.4%).
- Data suggests that participants between ages 20-64 had a higher employment rate compared to participants ages 19 and below and participants ages 65 and older.

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 2021 (PY2021). The report reflects the U.S. Department of Labor Employment and Training Administration (ETA) Negotiated Standards, DOES actual performance, and the share of the negotiated standard DOES achieved in PY2021.

Table 11: PY2021 WIOA Annual Performance (July 2021 to June 2022)

PERFORMANCE MEASURE	PROGRAM	ETA NEGOTIATED STANDARD	PY2021 ANNUAL PERFORMANCE	% OF STANDARD ACHIEVED ANNUAL
Participants Served (7/1/2020 - 6/30/2021)	Adult	N/A	834	N/A
	Dislocated Worker	N/A	265	N/A
	Youth	N/A	148	N/A
	WP	N/A	4,934	N/A
Employment Rate- 2nd Quarter after exit (7/1/2019 - 6/30/2020)	Adult	67.0%	73.6%	110%
	Dislocated Worker	74.0%	80.4%	109%
	Youth	60.0%	70.6%	118%
	WP	56.0%	58.4%	104.3%

Employment Rate- 4th Quarter after exit (1/1/2019 - 12/31/2019)	Adult	70.0%	70.4%	100.6%
	Dislocated Worker	70.0%	76.7%	109.6%
	Youth	58.0%	77.5%	133.6%
	WP	75.0%	57.5%	76.7%
Median Earnings (7/1/2019 - 6/30/2020)	Adult	\$6,400	\$11,417	178.4%
	Dislocated Worker	\$8,000	\$14,313	178.9%
	Youth	\$3,200	\$4,478	139.9%
	WP	\$5,400	\$8,090	149.8%
Credential Attainment Rate- (1/1/2019 - 12/31/2019)	Adult	60.0%	64.6%	108%
	Dislocated Worker	60.0%	71.4%	119%
	Youth	53.0%	57.5%	108%
Measurable Skills Gain- (7/1/2020 - 6/30/2021)	Adult	34.0%	66.0%	194%
	Dislocated Worker	56.0%	70.8%	126%
	Youth	20.0%	86.7%	434%

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

- Most of the WIOA performance measures exceeded the ETA negotiated standards.
- More than 80% of the Dislocated Worker Program participants were employed in the 2nd quarter after exiting the program.
- More than 70% of the Youth and Wagner-Peyser Program participants were employed in the 2nd quarter after exiting the program.
- More than 70% of the Adult, Dislocated Worker, and Youth Program participants respectively were employed during the 4th quarter after exiting the program.
- For participants under the Youth Program, the employment rate increased by about 7 percentage points from 2nd quarter to 4th quarter after exit.
- Median earnings for employed participants exceeded the negotiated standards for all four programs.

Figure 6: Targeted Vs. Actual Median Quarterly Earnings of Employed Participants (PY 2021)



- On average, employed participants under the Dislocated Worker Program earned \$6,313 more than the expected quarterly median earnings for this group. Similarly, employed participants under the adult program earned \$5,017 more than the expected median earnings for this group.
- Adult, Dislocated Worker, and Youth Program training participants exceeded the negotiated standards to achieve their industry-recognized training credentials and certifications under the credential attainment metric.
- In terms of measurable skills gain, all four programs under WIOA highly exceeded the standards.

3. LABOR MARKET DYNAMICS

This section highlights the labor market dynamics in the District in Calendar Year 2022. It includes labor force participation, employment, unemployment, and labor market indicators based on the District's residents' demographic characteristics. Main data sources include the Bureau of Labor Statistics estimates based on the Current Population Survey (CPS) and the Local Area Unemployment Statistics (LAUS).

3.1. Labor Force Participation

According to the Current Population survey (CPS), in 2022, the District's civilian non-institutional population size (16 years and over) was 529,500, of which 70.1% were in the labor force. Younger population between ages 16 and 19 had a lower labor force participation rate than the population ages 20 and over. Female labor force participation was 66.5% as compared to 74.3% male labor force participation rate. The labor force participation rates for the White and Hispanic populations were higher than the Black population. Similarly, the population with less than a high school degree had a lower labor force participation rate than those with high school and college degrees. The population with a bachelor's degree and higher educational qualifications had the highest labor force participation rate.

Table 12: Labor Force Participation (January 2022-December 2022)

DEMOGRAPHICS	LABOR FORCE PARTICIPATION RATE
AGE	
16+	70.1%
16-19	19.7%
20+	72.2%
GENDER	
Male	74.3%
Female	66.5%
RACE	
White	79.5%
Black	59.9%
Hispanic	75.3%
EDUCATION	
Less than a High school diploma	33.9%
High School graduates, no college	53.0%
Some college or associate degree	58.6%
Bachelor's degree and higher	82.0%

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

3.2. Labor Force and Employment

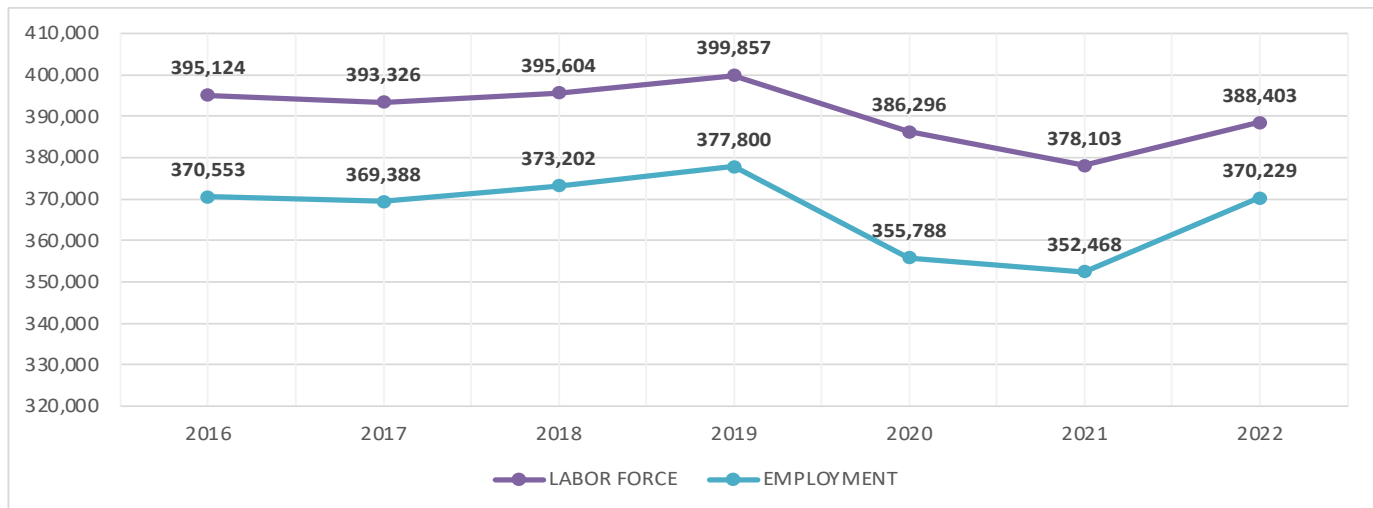
Table 13: Labor Force and Employment

YEAR	LABOR FORCE	EMPLOYMENT
2016	395,124	370,553
2017	393,326	369,388
2018	395,604	373,202
2019	399,857	377,800
2020	386,296	355,788
2021	378,103	352,468
2022	388,403	370,229

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 388,403 individuals in the labor force in 2022 of which 370,229 were employed.
- The annual average labor force increased by 10,300 from 2021 to 2022.
- Similarly, the number of employed residents increased by 17,761 from 2021 to 2022.

Figure 7: Labor Force and Employment



3.3. Unemployment and Unemployment Rate

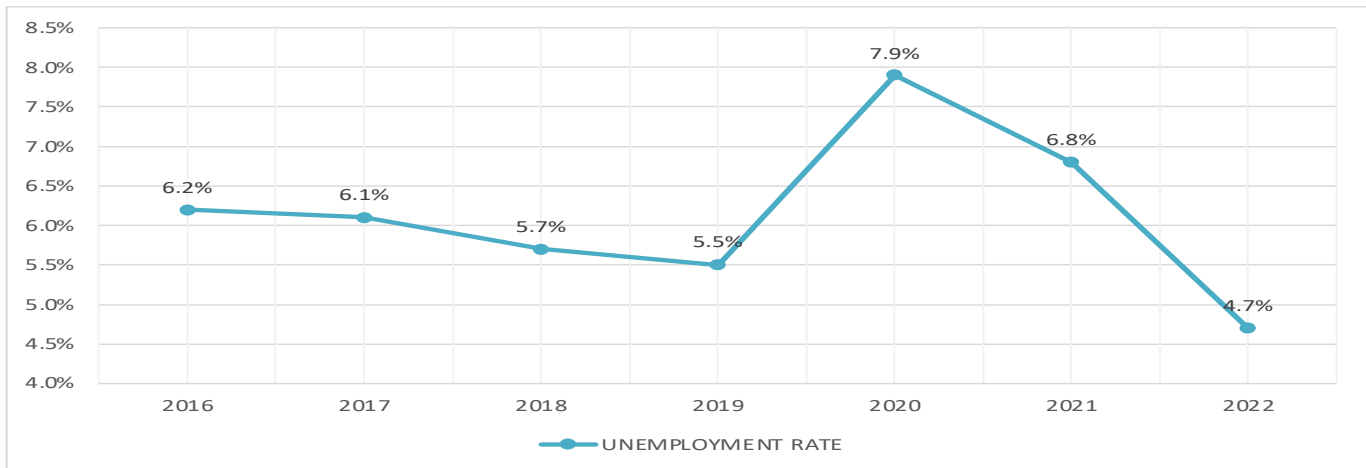
Table 14: Unemployed Residents and Unemployment Rate

YEAR	UNEMPLOYMENT	UNEMPLOYMENT RATE
2016	24,571	6.2%
2017	23,938	6.1%
2018	22,402	5.7%
2019	22,057	5.5%
2020	30,508	7.9%
2021	25,635	6.8%
2022	18,174	4.7%

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

- The District saw a 34-year historic low unemployment rate in 2022 despite the harsh effects of the pandemic in 2020 and 2022. This indicates a speedy recovery from the post-pandemic economic slowdown.
- Since the peak in 2020, the monthly unemployment rate in the district has consistently decreased over time.
- The annual average unemployed rate decreased from 7.9% in 2020 to 4.7% in 2022 (by 3.2 percentage points).
- The labor market remained tight in 2022.

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
2016	4.5%	4.4%	4.1%	5.6%	7.7%	5.1%	10.9%	13.4%
2017	4.5%	4.2%	4.0%	5.4%	7.2%	5.5%	10.3%	13.1%
2018	4.1%	3.8%	3.7%	5.0%	6.9%	4.9%	9.8%	12.7%
2019	4.1%	3.8%	3.8%	5.0%	6.7%	4.9%	9.1%	11.9%
2020	6.2%	4.8%	4.2%	9.1%	10.2%	5.5%	13.7%	17.3%
2021	4.9%	3.9%	3.4%	7.3%	8.8%	4.8%	12.6%	16.1%
2022	3.5%	3.4%	3.3%	4.3%	5.9%	3.7%	8.1%	9.6%

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

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

- In 2022, unemployment rates in Wards 7 and 8 came down to single digit rates.
- All the Wards, especially Wards 4, Ward 5, Ward 7, and Ward saw a sharp increase in unemployment rate in 2020 from the previous year due to the pandemic. From 2020 to 2022, the unemployment rate decreased across all the Wards.

- From 2020 to 2022, the unemployment rate decreased by 7.7 percentage points (from 17.3% to 9.6%) in Ward 8. Similarly, the unemployment rate decreased by 5.6 percentage points (from 13.7% to 8.1%) in Ward 7.
- From 2016 to 2022, the annual average unemployment rate in Ward 5, Ward 7 and Ward 8 decreased by 1.8 percentage points, 2.8 percentage points, and 3.8 percentage points respectively.

Figure 9: Monthly Unemployment Rate in the District by Ward (2022)

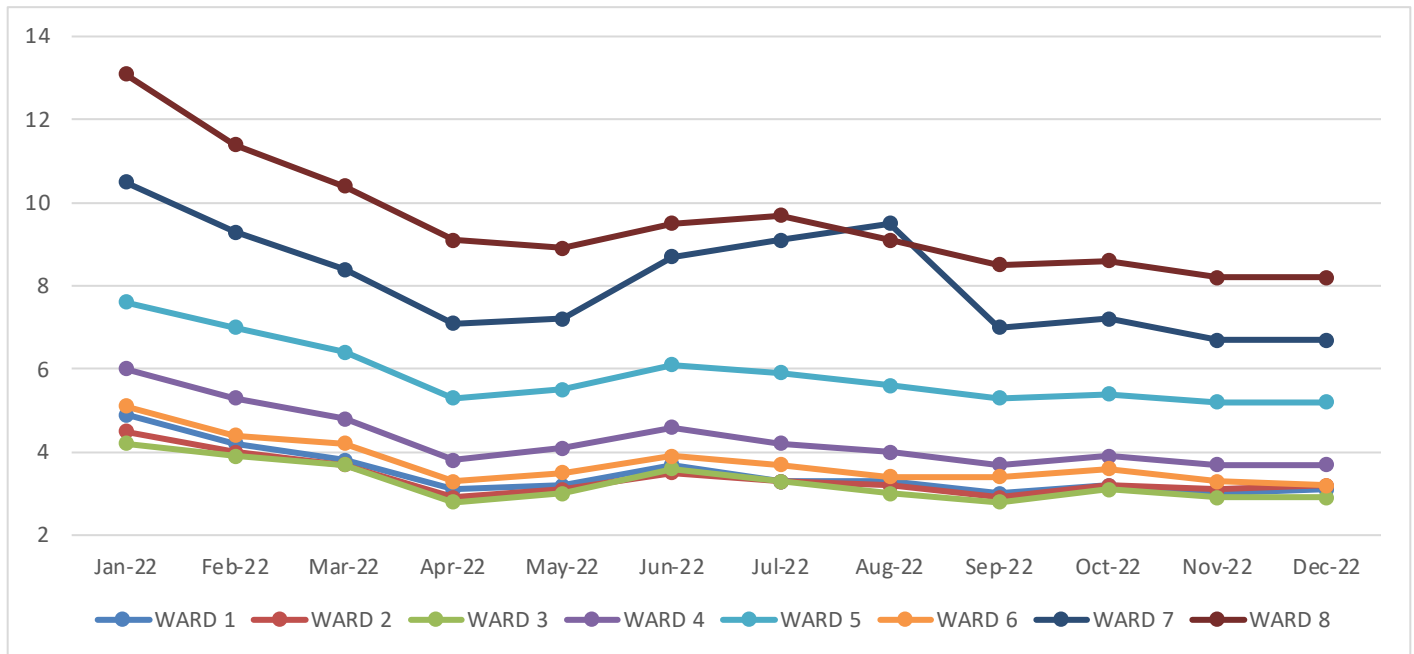
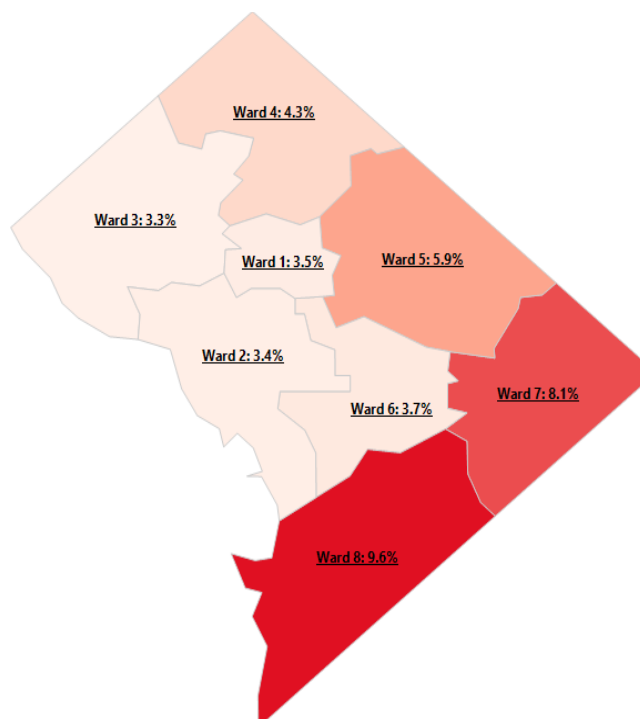


Figure 10: 2022 Annual Average Unemployment Rate in the District by Ward



- In 2022, the lowest unemployment rate in the District was in Ward 3 (3.3%), followed by Ward 2 (3.4%), and Ward 1 (3.5%).
- Ward 8 had the highest unemployment rate (9.6%), followed by Ward 7 (8.1%), and ward 5 (5.9%).

3.4.2. Unemployment Rate by Gender

Table 16: Unemployment Rate in the District by Gender

GENDER	UNEMPLOYMENT RATE
Male	4.3%
Female	4.9%

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

- In 2022, females' unemployment rate was slightly higher than males'.

3.4.3. Unemployment Rate by Race/Ethnicity

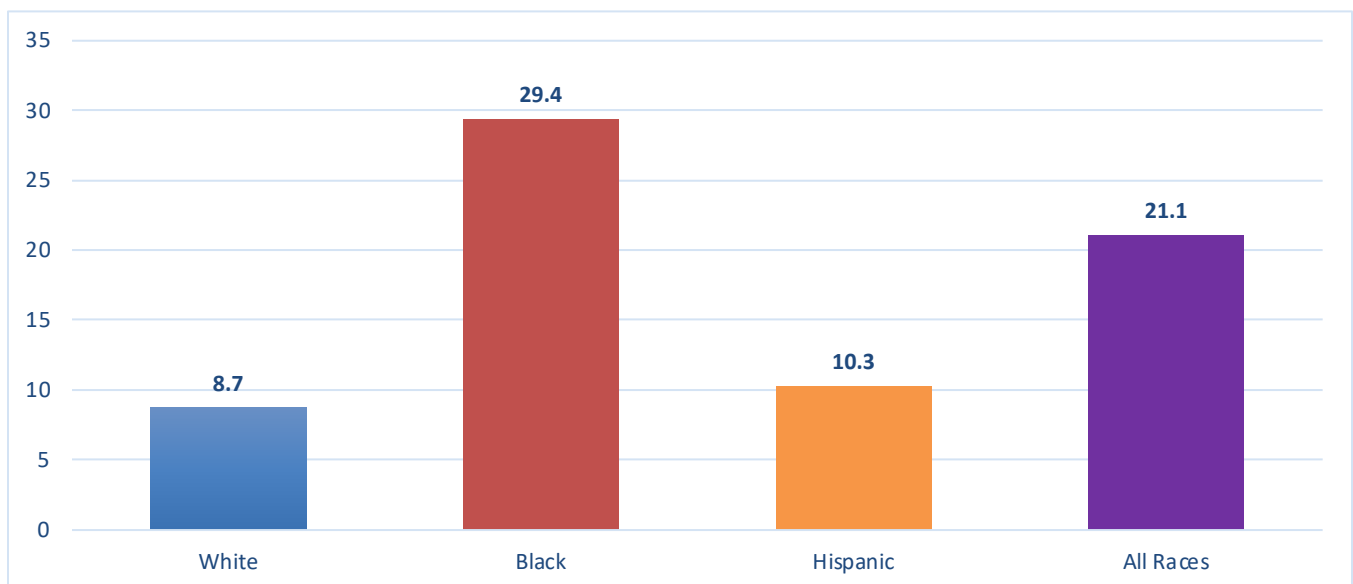
Table 17: Unemployment Rate in the District by Race and Ethnicity

RACE	UNEMPLOYMENT RATE
White	1.6%
Black	9.4%
Hispanics	2.7%

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

- In 2022, the unemployment rate for African American/Black residents was 9.4% whereas Hispanic residents had an unemployment rate of 2.7%. The unemployment rate for White residents was 1.6%.
- The weekly median duration of unemployment was 29.4 weeks for African American/Black residents, 10.3 weeks for Hispanic residents, and 8.7 weeks for White residents. Overall, the weekly median duration of unemployment remained at 21.1 weeks in 2022.

Figure 11: Median Duration of Unemployment in the District in 2022 (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	22.5%
20-24	7.7%
25-34	4.5%
35-44	3.8%
45-54	3.8%
55-64	5.0%
65 & above	2.9%

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

- Residents between the ages 16 and 19 had the highest unemployment rate (22.5%) in the District in 2022.
- Residents between the ages 20 and 24 had an unemployment rate of 7.7%.
- Data suggests that the younger population (ages between 16-24) had higher unemployment rates compared to the 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	22.7%
High School graduates, no college	10.8%
Some college or associate degree	11.3%
Bachelor's degree and higher	1.8%

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

- Residents with a bachelor's and higher degree had the lowest unemployment rate (1.8%) in 2022.
- The unemployment rate was higher for residents with a less than High School Diploma (22.7%) as compared to residents with some college or associate degree (11.3%) and High School Graduates with no college degree (10.8%).

4. JOB MARKET ANALYSIS

This section highlights industry employment and wages, establishment number and size class; occupational wages and employment; and top in-demand occupations in the calendar year 2022. Main data sources include Current Employment Statistics (CES), Quarterly Census of Employment and Wages (QCEW), and Occupational Employment and Wage Statistics (OEWS) from the Bureau of Labor Statistics (BLS).

4.1. Non-farm Payroll Employment

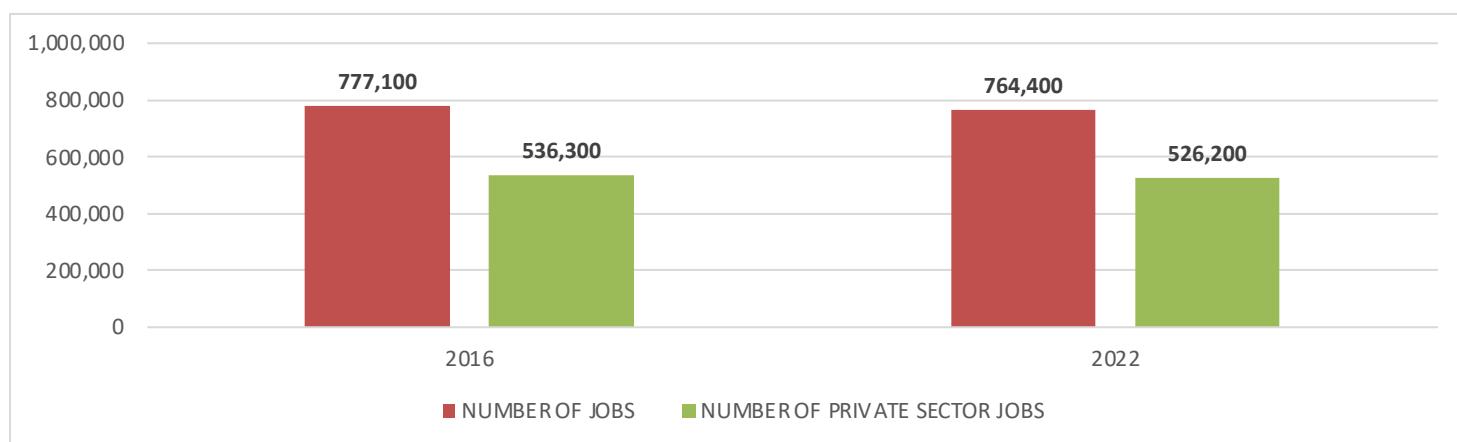
Table 20: Total Number of Jobs and Private Sector Jobs in the District

YEAR	NUMBER OF JOBS	NUMBER OF PRIVATE SECTOR JOBS	NUMBER OF GOVERNMENT JOBS
2016	777,100	536,300	240,800
2017	784,500	544,000	240,500
2018	792,800	554,400	238,400
2019	797,200	559,400	237,800
2020	743,800	503,900	239,900
2021	737,200	495,700	241,500
2022	764,400	526,200	238,200

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 2016 and 68.8% in 2022.
- From 2021 to 2022, total non-farm jobs³ increased by 27,200, i.e., from 737,200 in 2021 to 764,400 in 2022.
- Similarly, the private sector added 30,500 jobs between 2021 and 2022. This is approximately 6.2% growth in a year.

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



³ Total Nonfarm Payroll is a measure of the number of U.S. workers that exclude proprietors, the unincorporated self-employed, unpaid volunteer or family employees, farm employees, and domestic employees.

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	2022Q1
	All sizes	39,013	39,678	41,514	42,838	46,778
0 or 1	Fewer than 5	26,865	27,375	29,131	31,292	34,562
2	5 to 9	4,382	4,376	4,348	4,353	4,472
3	10 to 19	3,178	3,252	3,309	3,184	3,263
4	20 to 49	2,690	2,748	2,785	2,431	2,699
5	50 to 99	974	1,008	1,005	810	937
6	100 to 249	648	639	659	551	615
7	250 to 499	188	191	191	141	151
8	500 to 999	58	57	58	47	51
9	1000 or more	30	32	28	29	28

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

- The total number of private sector establishments continues to increase over time. From 2021Q1 to 2022Q1, the total number of private sector establishments increased by 3,940, i.e., from 42,838 to 46,778.
- Most of the private sector businesses in DC are small businesses. In 2022Q1, approximately 74% of the private sector businesses had fewer than 5 employees.
- About 90.4% of all private sector businesses had less than 20 employees.
- About 9.1% of businesses had between 20 to 249 employees and less than 1% of businesses had 250 or more employees.

Figure 13: : Number of Private Sector Establishments, 2022Q1

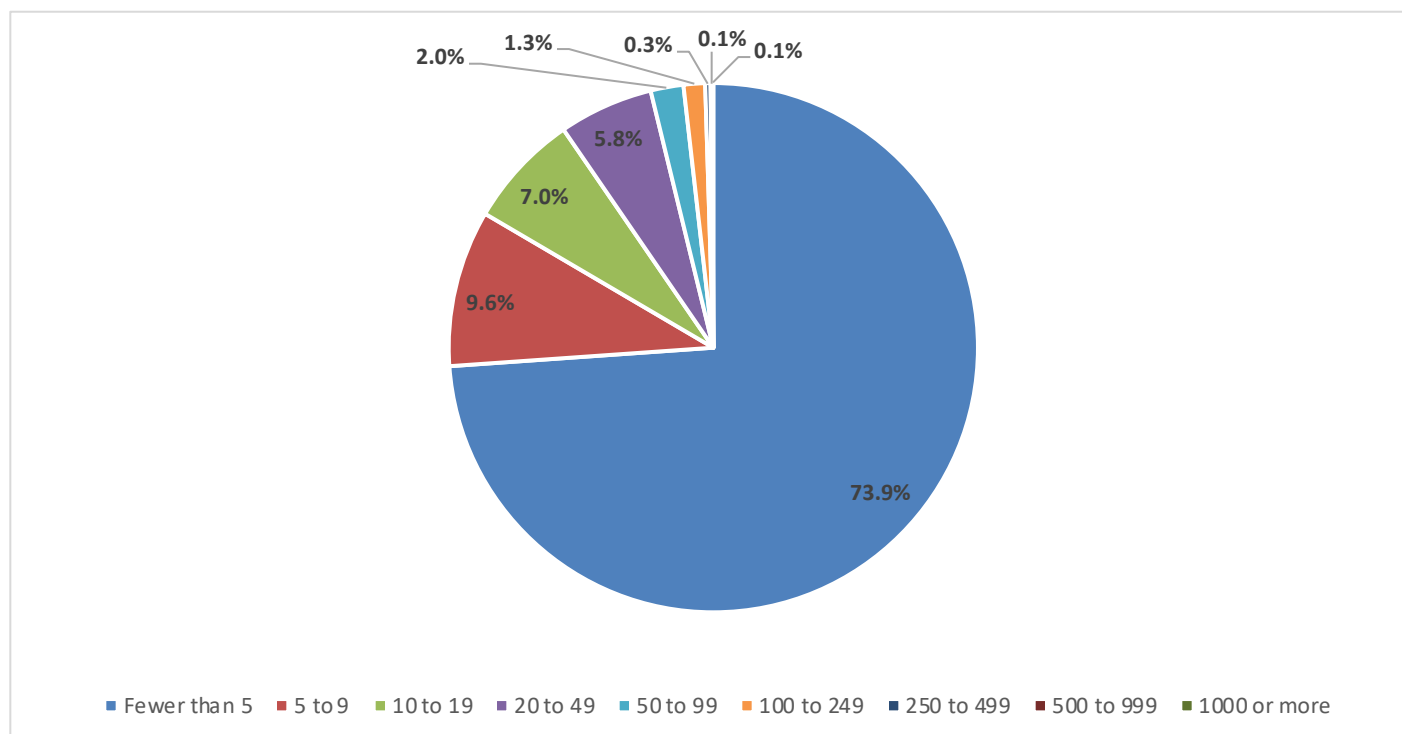


Table 22: Average Employment by Size Class for Private Sector

SIZE CLASS	NUMBER OF EMPLOYEES	2018Q1	2019Q1	2020Q1	2021Q1	2022Q1
	All sizes	528,089	532,617	540,854	465,602	503,025
0 or 1	Fewer than 5	31,154	31,445	33,266	34,149	36,361
2	5 to 9	28,536	28,544	28,569	28,294	29,213
3	10 to 19	42,976	44,035	45,261	42,403	43,967
4	20 to 49	81,184	82,611	84,867	72,558	80,803
5	50 to 99	66,552	68,719	68,985	55,719	63,951
6	100 to 249	98,388	95,809	99,508	80,243	91,017
7	250 to 499	63,267	64,562	65,282	48,414	50,277
8	500 to 999	39,411	38,050	39,656	31,192	34,022
9	1000 or more	76,621	78,843	75,461	72,629	73,414

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

- Businesses with 100 to 249 employees had the highest number of employees compared to other size classes.
- Businesses with fewer than 5 employees employ about 7% of all private sector employees. Similarly, businesses with less than 20 employees represent about 21.8% of the private sector workforce.
- About 47% of private sector employees were employed by businesses with 20 to 249 employees, whereas businesses with more than 250 employees employ 31.4% 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	2022Q1
	All sizes	\$12,263,484,733	\$12,804,572,142	\$13,579,278,278	\$13,093,625,854	\$14,594,177,532
0 or 1	Fewer than 5	\$740,884,688	\$750,951,600	\$811,057,509	\$876,275,554	\$1,072,317,374
2	5 to 9	\$660,414,652	\$689,534,404	\$716,854,255	\$753,183,919	\$826,476,016
3	10 to 19	\$1,006,350,541	\$1,038,598,273	\$1,084,811,661	\$1,089,202,779	\$1,225,884,790
4	20 to 49	\$1,802,877,614	\$1,903,723,218	\$2,052,223,705	\$2,001,264,823	\$2,251,627,047
5	50 to 99	\$1,504,480,905	\$1,594,402,956	\$1,607,398,733	\$1,546,674,602	\$1,822,891,307
6	100 to 249	\$2,365,625,722	\$2,449,202,276	\$2,683,658,914	\$2,429,880,029	\$2,668,475,344
7	250 to 499	\$1,569,222,999	\$1,569,996,088	\$1,638,852,298	\$1,584,448,308	\$1,518,487,455
8	500 to 999	\$939,777,304	\$1,032,559,914	\$1,250,071,375	\$1,094,390,817	\$1,396,504,945
9	1000 or more	\$1,673,850,308	\$1,775,603,413	\$1,734,349,828	\$1,718,305,023	\$1,811,513,254

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

- Private sector companies paid more than \$14.5 billion in wages in the first quarter of 2022.
- Small businesses with less than 20 employees paid more than \$3.1 billion in wages in the first quarter of 2022.
- Businesses that have 20 to 249 employees paid more than \$6.7 billion and businesses with 250 employees and above paid more than \$4.7 billion in wages in the first quarter of 2022.

4.3. Major Industries for Employment

4.3.1. Top Industries with Highest Employment

Table 24: Top Industries with Highest Employment in 2022

INDUSTRY	JOBS	SHARE
Government	238,200	31.2%
Professional and Business Services	174,000	22.8%
Education and Health Services	122,100	16.0%
Leisure and Hospitality	68,000	8.9%
Other Services	67,000	8.8%
Trade, Transportation, and Utilities	30,400	4.0%
Financial Activities	27,600	3.6%
Information	20,800	2.7%
Mining, Logging, and Construction	15,300	2.0%
Manufacturing	1,000	0.1%
Total	764,400	100.0%

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

- The top industries that had the highest number of jobs in 2022 are Government, Professional and Business Services, and Education and Health Services Industries. Together, these three industries had more than two-thirds (70%) of all jobs in the District.
- The Government sector alone accounted for more than 31% of all jobs in the District in 2022.
- The Leisure and Hospitality industry held 8.9% of all jobs in 2022.
- Manufacturing had less than 1% of all jobs in 2022.

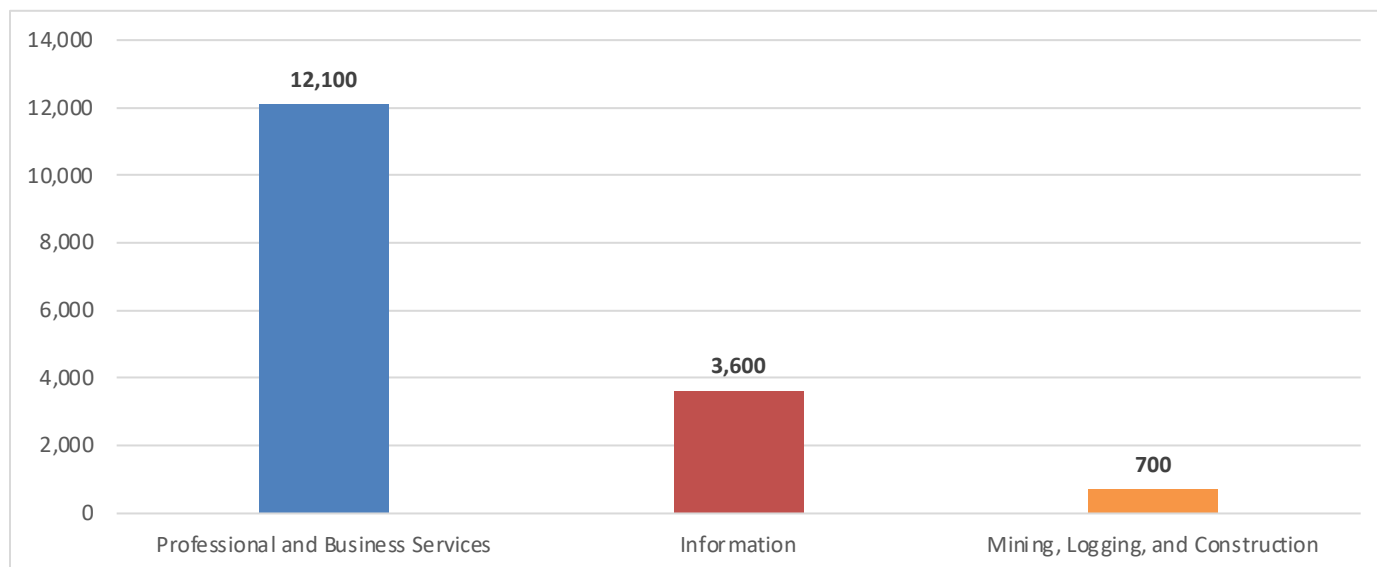
4.3.2. Top Industries with Highest Employment Increase from 2015

Table 25: Top 3 Industries with the Highest Employment Increase in the District from 2015 to 2022

INDUSTRY	2015	2022	VARIATION
Professional and Business Services	161,900	174,000	12,100
Information	17,200	20,800	3,600
Mining, Logging, and Construction	14,600	15,300	700

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 2022 as compared to 2015.
- From 2015 to 2022, employment in the Professional and Business Services industry increased by 12,100 followed by 3,600 increase in Information and 700 in the Mining, Logging & Construction industries.

Figure 14: Top 5 Industries with the Highest Employment Increase in the District (2015 to 2022)

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 2022. Several universities and hospitals made it to the largest private sector employers list.

Table 26: Top Private Sector Employers in DC in 2022Q1

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

20	THE WASHINGTON POST
21	WHOLE FOODS MARKET GROUP INC
22	SAFEWAY GROCERY STORES
23	KIPP DC/KEY ACADEMY
24	TRINET HR CORP
25	ARCHDIOCESE OF WASHINGTON

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 2022.

Table 27: Top Occupations and Median Wages in 2022

#	OCCUPATION TITLE	TOTAL EMPLOYMENT	HOURLY MEDIAN WAGES	ANNUAL MEDIAN WAGES
1	Business and Financial Operations Occupations	129,634	\$47.68	\$99,175
2	Management Occupations	107,662	\$72.38	\$150,560
3	Office and Administrative Support Occupations	74,012	\$25.62	\$53,291
4	Computer and Mathematical Occupations	54,365	\$55.54	\$115,517
5	Food Preparation and Serving Related Occupations	44,431	\$17.14	\$35,645
6	Legal Occupations	42,183	\$78.57	\$163,420
7	Arts, Design, Entertainment, Sports, and Media Occupations	41,933	\$39.76	\$82,695
8	Educational Instruction and Library Occupations	39,223	\$34.27	\$71,281
9	Healthcare Practitioners and Technical Occupations	33,597	\$43.33	\$90,124
10	Protective Service Occupations	32,284	\$30.93	\$64,324
11	Sales and Related Occupations	26,016	\$18.29	\$38,040
12	Life, Physical, and Social Science Occupations	23,739	\$51.95	\$108,061
13	Building and Grounds Cleaning and Maintenance Occupations	21,905	\$17.70	\$36,826
14	Healthcare Support Occupations	21,648	\$17.21	\$35,805
15	Transportation and Material Moving Occupations	20,301	\$21.58	\$44,883
16	Construction and Extraction Occupations	14,719	\$28.81	\$59,918
17	Architecture and Engineering Occupations	14,010	\$52.20	\$108,581
18	Installation, Maintenance, and Repair Occupations	13,704	\$28.51	\$59,296
19	Community and Social Service Occupations	12,868	\$31.25	\$65,002
20	Personal Care and Service Occupations	12,602	\$17.13	\$35,627
21	Production Occupations	6,728	\$27.56	\$57,316
22	Farming, Fishing, and Forestry Occupations	395	\$18.02	\$37,479

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

- The top occupations that had highest number of jobs in 2022 were Business and Financial Operations with an annual median wage of \$99,175.

- Other top occupations were Management Occupations, Office and Administrative Support Occupations, Computer and Mathematical Occupations, Food Preparation and Serving Related Occupations, and Legal Occupations.
- Legal occupations had an annual median wage of \$163,420 and Management Occupations had an annual median wage of \$150,560 in 2022.

4.6. In-demand Occupations

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

OCCUPATION	AVG. UNIQUE JOB POSTINGS (JAN 2022 - DEC 2022)	ANNUAL MEDIAN WAGES
Software Developers	1,252	\$129,010
Managers, All Other	1,028	\$150,890
Computer Occupations, All Other	864	\$126,610
Registered Nurses	793	\$95,220
Management Analysts	742	\$107,140
Secretaries and Administrative Assistants, Except Legal, Medical, and Executive	481	\$47,880
Sales Representatives, Wholesale and Manufacturing, Except Technical and Scientific Products	478	\$61,380
Computer User Support Specialists	445	\$77,240
Information Security Analysts	419	\$124,550
Accountants and Auditors	400	\$101,280
General and Operations Managers	374	\$153,730
Data Scientists	370	\$102,700
Human Resources Specialists	366	\$99,050
Lawyers	362	\$172,490
Marketing Managers	341	\$162,660
Project Management Specialists	335	\$100,630
Medical and Health Services Managers	332	\$133,640
Financial Managers	326	\$163,340
Sales Managers	322	\$129,770
Public Relations Managers	308	\$164,120
Computer Systems Analysts	284	\$120,300
Financial and Investment Analysts	271	\$99,710
Waiters and Waitresses	261	\$34,880
Public Relations Specialists	255	\$90,110
Operations Research Analysts	250	\$79,050

Source: *DOES - Office of Labor Market Research and Performance; Lightcast - Job Postings*

- The top in-demand occupations in 2022 were Software Developers with an average monthly job postings of 1,252 jobs and a median wage of \$129,010.
- Managers, All Other were the second top in-demand occupation with an average monthly job postings of 1,028 jobs and a median wage of \$150,890.
- Several computer and information technology occupations were on the list of top in-demand occupations in 2022.

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

OCCUPATION	AVG. UNIQUE JOB POSTINGS (JAN 2022 - DEC 2022)	ANNUAL MEDIAN WAGES
Secretaries and Administrative Assistants, Except Legal, Medical, and Executive	481	\$47,880
Sales Representatives, Wholesale and Manufacturing, Except Technical and Scientific Products	478	\$61,380
Computer User Support Specialists	445	\$77,240
Waiters and Waitresses	261	\$34,880
Customer Service Representatives	207	\$47,260
Security Guards	202	\$50,110
Executive Secretaries and Executive Administrative Assistants	201	\$78,190
Retail Salespersons	196	\$31,440
Fast Food and Counter Workers	192	\$33,100
Food Service Managers	191	\$76,130
Paralegals and Legal Assistants	185	\$77,840
Maintenance and Repair Workers, General	184	\$48,090
First-Line Supervisors of Office and Administrative Support Workers	165	\$78,190
Bookkeeping, Accounting, and Auditing Clerks	146	\$60,030
First-Line Supervisors of Retail Sales Workers	143	\$47,550
Bartenders	121	\$33,250
First-Line Supervisors of Food Preparation and Serving Workers	120	\$46,550
Cooks, Restaurant	120	\$36,750
Hotel, Motel, and Resort Desk Clerks	116	\$46,080
Chefs and Head Cooks	104	\$60,340
Janitors and Cleaners, Except Maids and Housekeeping Cleaners	102	\$36,300
Office Clerks, General	101	\$47,260
Health Technologists and Technicians, All Other	100	\$56,240
Hosts and Hostesses, Restaurant, Lounge, and Coffee Shop	100	\$35,910
Maids and Housekeeping Cleaners	96	\$37,810

Source: DOES - Office of Labor Market Research and Performance; Lightcast - Job Postings

- The highest in-demand occupation requiring less than a Bachelor's degree in 2022 is Secretaries and Administrative Assistants, Except Legal, Medical, and Executive, with an average monthly opening of 481 jobs and a median wage of \$47,880.
- In addition, Sales Representatives, Wholesale and Manufacturing, Except Technical and Scientific Products; Computer User Support Specialists; Waiters and Waitresses; Customer Service Representatives; were among the top 5 occupations requiring less than a Bachelor's degree in 2022.

4.7. Hot Jobs 2020-2030

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 2030

#	HIGH DEMAND OCCUPATIONS	NUMERIC JOB GROWTH (2020-2030)	ANNUAL MEDIAN WAGE	EDUCATION & TRAINING NEEDED
1	General and Operations Managers	2,399	\$153,730	Bachelor's degree
2	Financial Managers	582	\$163,340	Bachelor's degree
3	Lawyers	1,269	\$172,490	Doctoral or professional degree
4	Marketing Managers	296	\$162,660	Bachelor's degree
5	Medical and Health Services Managers	453	\$133,640	Bachelor's degree
6	Management Analysts	3,839	\$107,140	Bachelor's degree
7	Accountants and Auditors	786	\$101,280	Bachelor's degree
8	Information Security Analysts	629	\$124,550	Bachelor's degree
9	Computer Occupations, All Other	2,450	\$126,610	Bachelor's degree
10	Computer Systems Analysts	149	\$120,300	Bachelor's degree
11	Sales Managers	208	\$129,770	Bachelor's degree
12	Public Relations Specialists	2,052	\$90,110	Bachelor's degree
13	Computer and Information Systems Managers	153	\$168,150	Bachelor's degree
14	Economists	503	\$134,760	Master's degree

#	HIGH DEMAND OCCUPATIONS	NUMERIC JOB GROWTH (2020-2030)	ANNUAL MEDIAN WAGE	EDUCATION & TRAINING NEEDED
15	Human Resources Managers	97	\$162,040	Bachelor's degree
16	Food Service Managers	1,015	\$76,130	High school diploma or equivalent
17	Human Resources Specialists	302	\$99,050	Bachelor's degree
18	Market Research Analysts and Marketing Specialists	1,646	\$78,870	Bachelor's degree
19	Paralegals and Legal Assistants	513	\$77,840	Associate's degree
20	Registered Nurses	570	\$95,220	Bachelor's degree
21	Computer User Support Specialists	377	\$77,240	Some college, no degree
22	Computer Network Architects	78	\$129,150	Bachelor's degree
23	Network and Computer Systems Administrators	95	\$101,460	Bachelor's degree
24	Producers and Directors	375	\$80,790	Bachelor's degree
25	Construction Managers	370	\$99,640	Bachelor's degree
26	Education Administrators, Kindergarten through Secondary	219	\$125,430	Master's degree
27	Statisticians	478	\$103,750	Master's degree
28	Elementary School Teachers, Except Special Education	708	\$77,490	Bachelor's degree
29	Instructional Coordinators	203	\$107,140	Master's degree
30	Training and Development Specialists	304	\$79,930	Bachelor's degree
31	Architects, Except Landscape and Naval	122	\$100,490	Bachelor's degree
32	Compliance Officers	150	\$96,570	Bachelor's degree
33	Logisticians	212	\$106,600	Bachelor's degree
34	Operations Research Analysts	291	\$79,050	Bachelor's degree
35	Environmental Scientists and Specialists, Including Health	185	\$127,880	Bachelor's degree

#	HIGH DEMAND OCCUPATIONS	NUMERIC JOB GROWTH (2020-2030)	ANNUAL MEDIAN WAGE	EDUCATION & TRAINING NEEDED
36	Secondary School Teachers, Except Special and Career/Technical Education	575	\$77,570	Bachelor's degree
37	Nurse Practitioners	364	\$121,470	Master's degree
38	Chefs and Head Cooks	751	\$60,340	High school diploma or equivalent
39	Sales Representatives of Services, Except Advertising, Insurance, Financial Services, and Travel	643	\$62,300	High school diploma or equivalent
40	Meeting, Convention, and Event Planners	433	\$62,110	Bachelor's degree
41	Fundraisers	420	\$62,880	Bachelor's degree
42	Interpreters and Translators	332	\$122,710	Bachelor's degree
43	First-Line Supervisors of Office and Administrative Support Workers	70	\$78,190	High school diploma or equivalent
44	Civil Engineers	174	\$95,580	Bachelor's degree
45	Educational, Guidance, and Career Counselors and Advisors	263	\$63,340	Master's degree
46	News Analysts, Reporters, and Journalists	185	\$80,090	Bachelor's degree
47	Audio and Video Technicians	218	\$76,240	Postsecondary nondegree award
48	Security Guards	2,671	\$50,110	High school diploma or equivalent
49	Exercise Trainers and Group Fitness Instructors	589	\$61,540	High school diploma or equivalent
50	Maintenance and Repair Workers, General	667	\$48,090	High school diploma or equivalent

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

5. DOES PROGRAMS AND SUCCESS STORIES

5.1. DOES Programs and Services

BUREAU OF EDUCATION AND WORKFORCE INNOVATION:

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.
- School Year Internship Program
- Marion Barry Summer Youth Employment Program
- East of the River Career Pathways Program
- Marion Barry 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

School Year Internship Program (SYIP)

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

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 and the 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

BUREAU OF WORKFORCE & FEDERAL PROGRAMS:**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

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

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

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

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

workforcebureau.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

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.

For More Information

outofschoolprograms@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

outofschoolprograms@dc.gov

BUREAU OF ECONOMIC STABILITY AND BENEFITS:**Office of Unemployment Compensation (OUC)**

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

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 does.opfl@dc.gov.

BUREAU OF INNOVATION AND PARTNERSHIPS:**Office of Talent and Client Services (OTCS)**

The Office of Talent and Client Service's (OTCS) mission is to offer businesses in the Washington, DC region complimentary services to help meet their workforce development needs.

OTCS offers Strategy & Planning services, aiding in developing roadmaps to help businesses navigate the resources needed to achieve their hiring goals. OTCS also offers Concierge Consulting as a part of the roadmap process, where they are a go-to partner, providing tailored services for each stage of business growth. OTCS is a First Source beneficiary, hosting exclusive Recruiting & Hiring events providing access to skilled, talented, and diverse applicants in the district through innovative programs and responsive training.

For More Information

Talent@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 4000 District residents for jobs that have an hourly average wage of over \$50 per hour.

For More Information

DCIA@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

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

OPERATIONS BUREAU:

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

LABOR STANDARDS BUREAU:**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 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

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

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

DIVISION OF STATE INITIATIVES:**Project Empowerment**

The Transitional Employment Program/Project Empowerment specializes in serving adults with barriers to employment (e.g. criminal background, chronically unemployed, etc.) 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

5.2. Success Stories

5.2.1. Bureau of Education and Workforce Innovation:

MAYOR MARION S. BARRY SUMMER YOUTH EMPLOYMENT PROGRAM (MBSYEP)

JP Morgan Grant Recipient

Mayor's Office on Volunteerism and Partnerships, Serve DC, was awarded \$150,000 by JPMorgan Chase as part of their five-year \$30 billion commitment to advance racial equity across the United States. With these additional funds, participating young people received an increased wage of \$20 per hour, over 30% more than minimum wage, as they learn to build and protect resilient communities, create pathways to civic leadership and develop career possibilities, all through service.

Office of the Chief Technology Officer (OCTO)

DC Government's Buyback program is an incentive to agencies to properly dispose of electronic devices, which in turn will receive credits towards wireless carrier bills or to purchase electronic accessories.

MBSYEP interns received training on telecommunication operations, assisted with upgrading employee devices, properly disposed of old electronic devices, and educated partner agencies of new credits received to put towards the purchase electronic of accessories for their personnel.

- An Information Technology position was designated for Eastern High School students to do technology and E-sports. Students performed build out virtual computers for game mode. Interns earned micro certifications and were taught different aspects of e-gaming such as marketing and communications. The weekly job features to learn more information on different IT careers.
- MBSYEP interns worked on several DCNET projects. DC NET provides managed voiced voice, data, and video wire-based and wireless services to all government constituents city-wide over a secure, highly redundant, and high-capacity fiber optic telecommunications platform. DCNET is working on several key Infrastructure upgrade projects focusing on District residents and DC Government agencies. Interns received exposure to in demand and growing industries of networking, automation and software defined Infrastructure. Objectives included oral and written communication skills, working with culturally diverse DCNET Architecture, Engineering and Field team. Interns gained working knowledge of project process, market research on key emerging technologies. Analytical skills using various tools, automation techniques to manage large scale network, data center and campus infrastructure. Scope Participation with key DCNET teams to deliver key Infrastructure upgrade projects. Interns learned how to analyze the requirements, exposure to emerging technologies and developing necessary skills to excel in IT fields.
- MBSYEP interns provided DC One Card (DC1C)/Kids Ride Free (KRF) support at our two DC One Card locations, assisting with outreach events, and answer all incoming OCTO front desk and DC1C calls to maintain daily operations.
- A digital ambassador internship was a new pilot project for the 2022 MBSYEP program. Digital Ambassadors is a community-based tech support group designed for DC residents with basic tech skills to support DC residents who lack technical skills. Digital Ambassadors received comprehensive basic technology training covering smartphone, tablet, social media, and cyber security awareness. Digital Ambassadors worked to support Tech Together DC with reaching and supporting residents in their communities with basic troubleshooting technology tips, internet connectivity solutions, device distribution, as well as attending Tech Together DC events. OCTO partnered with DC Public Libraries to host Tech 101 pop up shops across all 8 wards. After training interns were able to service District resident's tech devices at various library locations.

Metropolitan Police Department (MPD)

The Metropolitan Police Department Junior Police Academy is a summer job designed for persons who are interested in the field of Law Enforcement. The JPA program focused on police tactics and training, scenario-based trainings, the day in the life of police officers and law enforcement, outdoor adventures and more. Participants visited local and national landmarks, police and law enforcement facilities, exciting and fun field trips and more. Program referred several candidates to MPD's prospect day within the Cadet Program.

Department of Insurance, Securities and Banking (DISB)

The Bank on DC Youth Facilitator Initiative is a unique approach to youth education on financial literacy and empowerment for all youth from ages 14-24 years old that enrolled and employed in the Mayor's Annual Summer Youth Employment Program (MBSYEP). The Young Money Managers, also known as youth facilitators, is 9-week opportunity with paid training that aims to improve the financial stability of inner-city youth in the District by conducting a series of educational workshops, breaking down the basics of money management, and allowing a safe space for teens to express their opinions around personal finance. Each workshop is comprised of 2-4 experienced youth facilitators over a 60-minute session. Facilitators use Bank on DC curriculum, which is provided in the 3-week training which entails knowledge leadership and media development.

National Credit Union Administration

The NCUA High School Scholars Internship Program is a six-week paid summer internship experience for students entering their senior year of high school and is designed to provide students with an opportunity to work and explore career paths related to their professional interests. As an intern, a participant will gain practical and professional work experience to increase your knowledge about potential careers in the financial sector and the federal government.

Office of the Comptroller of the Currency

The OCC High School Scholars Internship Program (HSSIP) is a six-week paid summer internship experience for students entering their senior year of high school and is designed to provide students with an opportunity to work and explore career paths related to their professional interests. This year, OYP hosted select recent high school graduate and first year college students. As an OCC HSSIP intern, a participant will gain practical and professional work experience to increase your knowledge about potential careers in the financial sector and the federal government.

Customer Experience

A customer has been a MBSYEP participant since 2013. During the MBSYEP tenure, the customer's has worked at various worksites from the school sector, community-based organization sector (CBO), private sector, and government sector. Last summer, MBSYEP 2022, the customer started as a virtual intern for an MBSYEP CBO host worksite. During that initial position, the customer felt as if it was not aligning with his career industry. So, the customer pivoted, and was able to find a role within MBSYEP as a Support Staff for a D.C. Government Agency. During this period the customer was able to connect with government professionals that aid with job placements post MBSYEP, engaged with dynamic MBSYEP stakeholders within the DMV, and supported District youth that participated in MBSYEP.

MBSYEP provides case management services to MBSYEP youth that are aging out of the program (22-24-year-old participants). During this stage of caseloads, many 22-24-year-old program participants receive access to employment opportunities via email and hiring events. Receiving these employment opportunities, the customer took advantage of applying to numerous employment opportunities, and was

able to eventually land a permanent position at MC Dean as a Tech Specialist I. Some of the customer's day-to-day duties and responsibilities consist of managing and performing pre-installation test and checkouts, in addition to providing surveys of large infrastructures to update auto-CAD (blueprints) designs for various locations on the national mall.

MARION BARRY YOUTH LEADERSHIP INSTITUTE (MBYLI) SCHOOL YEAR PROGRAM

- To move closer to full in-person activities, MBYLI began a hybrid weekly training and monthly general body meeting schedule.
- MBYLI served 116 Youth Leaders.
- MBYLI helped plan and participated in the annual MLK Jr. Holiday DC parade for the 42nd year and for the 6th year assisted in planning and implementing the Annual MLK Holiday DC Student Essay Contest.
- MBYLI participated in the YMCA DC Youth & Government, 20th Annual Legislative Weekend. We had two (2) of our Youth Leaders selected to attend the Conference On National Affairs (CONA), where YMCA Youth Government Chapters from across the nation participated in its discussions about national issues and their legislative sessions.
- MBYLI Youth Government held a town hall on the state of affairs for DC Youth in May 22.
- MBYLI took the lead on hosting several international delegations from Brazil, Poland, Egypt, and Burkina Faso. This was in partnership with the DC Office of the Secretary and the US State Department. Program has met and shared best practices in developing youth and young adults as leaders in workforce and their community. Program hosted a Professional Fellow from Egypt for 4-weeks. Program was able to share best practices on community engagement, building lasting partnerships and leveraging resources through a community of practice. The fellowship included a capstone pitch project. The fellow incorporated our best practices into his pitch and won. As part of the exchange, program will be able to travel to Egypt for 2-weeks to provide technical assistance.

MARION BARRY SUMMER INTENSIVE TRAINING PROGRAM (MBYLI SIT)

Program Success

- OYP completed the 43rd year of SIT for MBYLI, served 463 Youth Leaders, and was 95% in-person at The Catholic University of America.
- The program had the Ambassador for Diversity & Inclusion, Gina Abercrombie-Winstanley of the US Department of State visit along with the Association of Professional Schools of International Affairs (APSIA) of George Washington University, and The Generations Dialogue Project to discuss; "The Young Black Leader's Guide to a Successful Career in International Affairs"
- MBYLI helped plan and organize the 12th Annual "Breaking the Silence on Youth Violence" in conjunction with the DC Community Outreach Unit of the US States Attorney's Office

EAST OF THE RIVER CAREER PATHWAYS PROGRAM (EOTR)

Out-of-School youth ages 18-24 received occupational skills training, financial literacy, work readiness training, and assistance with obtaining unsubsidized employment in the following fields: Information Technology; Construction; HVAC; and Entrepreneurship. Participants received several credentials in IT, Construction, HVAC and Entrepreneurship. As an incentive for completing the Entrepreneurship Cohort, vendors covered the cost of their business licenses costs.

Customer Experience

- District Resident of Ward 7 participated in the EOTR Financial Literacy and Crypto Currency Cohort with Carolina Canyon. The customer has expressed how impactful the EOTR program has benefited her growth both personally and professionally. The customer elaborated on the meaningful skills gained through participation with the EOTR Program that include time management, problem-solving, and interpersonal communication skills and developing financially competent lifestyles. The customer is known for one of EOTR's Shinning Stars and is often recognized for her accomplishments in participating in the Program.
- One participant was able to start a vending machine business she now has vending machines in several hotels in the area.

SCHOOL YEAR INTERNSHIP PROGRAM (SYIP)

A customer lost her mother while on a trip with DPR Roving Leaders. During that time, DPR worked to support the customer's and her siblings with incentives, mental wellness support, aligning her with therapy. As a result, the customer successfully continued the program and came back to DPR for the FY23 SYIP internship

5.2.2 Bureau of Workforce & Federal Programs

WIOA ADULT

Customer Experience

A customer was enrolled in WIOA program for a job search service since October 2019 and was interested in either local or federal government job opportunities. The customer was provided job opportunities within DC Government that he applied for, and some federal jobs. The customer worked with the assigned Workforce Development Specialist (WDS) on searching for employment. The customer was always applying for the positions received from the WDS, and finally was called for an interview with the Department of Interior for an Executive Assistant position. The customer passed the two interviews, background check, and clearance process to perform the job. In June 2022, the customer received an offer letter to start in July 2022 making \$74,950.00 annually.

Customer Experience

A customer was a single mother who faced several barriers that she overcame to obtain employment. The assigned Workforce Development Specialist provided one-on-one individualized services and assistance and the customer became very proactive with her job search.

The WDS referred the participant to the Professional Coaching training in April 2021, which the customer completed. The WDS enrolled the participant into the Lean Six Sigma Yellow Belt training program November 2021, and she obtained her certification. Through TANF Program, the customer was referred to Byte Back for A+ training.

The WDS continued following up with the customer and encouraging her to continue job searching. The customer was advised to focus on searching on employment close to home due to childcare and transportation barriers. The customer was hired in April 2022, in a stable part-time job that also allowed her to fulfill her family responsibilities. She was hired as a GED Spanish Instructor working 20 hours a week

and earning \$30.00 per hour at the Spanish Education Development Center. The customer planned to continue looking for better employment as she worked part-time. The WDS continued following up with the customer and provided leads. During the 2nd quarter after-exit follow up, the participant reported that she obtained full-time employment as a Receptionist & Academic Associate with an annual salary of \$49,000.

Customer Experience

A customer has been engaged in job search with the AJC since November 2021. The customer was referred to Constituent Services Worldwide for a Career Coaching Pro training program. The customer received her Career Pro Coaching certificate in March 2022. The customer needed to refresh her interviewing skills due to not actively being in the workforce. After completion of the Career Pro training program, the customer was job ready. The customer worked with her Workforce Development Specialist to secure job leads and connect with the Office of Talent and Client Services (OTCS) regarding career fairs and hiring events.

The WDS referred the customer to the Office of Talent and Client Services (OTCS). The OTCS referred the customer to So Others Might Eat (SOME) for a Housing/Specialist position and the customer was hired full-time. The customer started working in July 2022, as a Housing/Specialist and her salary is \$33.65 per hour.

Customer Experience

A customer was enrolled in the WIOA program for job search assistance in July 2022. The customer was interested in DC Government or a full-time permanent job opportunity. The customer was provided with job opportunities in DC Government that she would apply for and some private sector positions. The customer was a little concerned about her age, the customer thought it could be a barrier for her, but the WDS encouraged her to be confident that she will find full-time employment. WDS continued to provide the customer with job opportunities, and the customer was doing her job very well, searching for job opportunities and contacting her network. Finally in August 2022, the customer was called for an interview with Prince George's County for an Administrative Specialist position. The customer had a very good interview and received an offer letter for employment, and the salary was \$50,000 per year.

Customer Experience

A customer had a virtual appointment at the AJC-NE seeking employment assistance. The customer had been searching for employment since he graduated with a Bachelor of Science in Global Health in 2020. The customer had an internship while at college but had never worked.

WDS enrolled customer into the WIOA Adult program in September 2021, provided intensive career services throughout his stay at the AJC-NE such as resume review, mocking job interview, networking tips, employment referrals, career counseling, career guidance and planning and salary negotiation.

The customer obtained employment a couple of weeks after being enrolled; however, the job was a scam. Since then, customer's motivation dropped, WDS used some coaching to help the customer to overcome this huge disappointment and guided the customer about how to report the scam job with DC Attorney. WDS referred participant to the Office of Talent and Client Services (TCS) for employment assistance, and the customer received a job offer from FEMA, but decided not to take it because he received another job offer from CIRTE. The customer took an internship with CHART Academy during the summer, and couple of months after the internship, the customer decided to apply for a Program Analyst position with CIRTE, using the experience he gained through CHART Academy. Per the customer's request, WDS assisted the customer with resume update, cover letter, and salary negotiation for this job with CIRTE.

The customer reported the following after the job interview.

“Hello XXX,

I wanted to share some news although I don't know if you are still in the office. If not, we can discuss this when you come back tomorrow. I received an offer for a program analyst position for ~\$22-28per hour/40k-50k per year from the people at CIRTE that I worked with before for a job search. They tweaked the job posting to more of a data analysis position, which I am better versed in, and I accepted. They are going to send me an actual written finalized posting tomorrow alongside my formal written acceptance to the position. The meeting just ended, and I wanted to tell you what happened. Like anytime I talk with you, I was hoping for your opinion on this and see if we can talk about this further.

Regards,
Customer”

WIOA DISLOCATED WORKERS

Customer Experience

A customer solicited the services of the American Job Center Headquarters and was counseled by an assigned Workforce Development Specialist (WDS). After assessment, the assigned WDS considered the customer an ideal candidate for CISSP training.

The customer completed formal training at Intellectual Point and in December 2019 passed the CISSP certification exam. During the time between training completion and the certification exam, the customer attended the DC Infrastructure Academy and obtained the Amazon Cloud certification.

The customer met with the assigned WDS to revise her resume and job search strategy. The WDS provided considerable encouragement and guidance. Once fully engaged, the customer succeeded. Esperis US Inc. hired the customer in December 2021 by as a Program Manager for Product Development IT Specialist. Esperis US was an employment agency providing talent to the National Safety Council who offered the customer permanent employment beginning July 2022 with the same job title, hourly pay, and with full benefits. The customer simultaneously obtained employment at Sila Nanotechnologies Inc. in June 2022 working remotely as an Application Developer earning \$67.30 hourly, with full benefits.

Customer Experience

A customer was actively engaged in employment search since October 2019. At that time, the customer was unemployed and interested in training. One barrier that the customer had to overcome was not having a competitive credential in his field, even though the customer had years of work experience.

After the customer learned about the WIOA funded training programs offered through the network of American Job Centers in the District, the customer soon enrolled and submitted a training application for the Project Management Professional (PMP) program. During his participation, the customer received individual counseling, targeted job leads through the virtual recruiter, invites to hiring events, and continuous follow-up during training. The Workforce Development Specialist (WDS) encouraged the customer to explore different local employment opportunities by industry where he could transfer his current skills. WDS also encouraged the customer to network with other students while attending PMP training. WDS continued to support and counsel the participant during the customer's PMP training and was a major contributor to him earning his PMP Certificate of Completion. The customer obtained full-time employment in May 2022.

While conducting quarter follow-up, the customer confirmed that he was still employed with the same company that hired him after he completed his PMP.

WAGNER-PEYSER

Customer Experience

A customer began to engage with the American Job Center in November of 2021 after a sudden loss of employment. The customer was seeking employment as an HVAC Mechanic. From the beginning of his involvement with the American Job Center, the customer was committed to job search and followed an employment plan which detailed that the customer should apply to a minimum of 5 jobs weekly. Often using the job leads sent to him by DOES Workforce Development Specialist (WDS), the customer received several job offers but struggled to find the right fit due to hurdles caused by the pandemic. Ultimately, the customer accepted a position with Al's Twin Air LLC as an HVAC Technician earning \$28.00/hr. The customer started employment in September 2022.

WIOA YOUTH

A customer's Experience

A customer came to the Office of Out of School Youth programs (OSY) at the age of 18, fresh out of high school. When inquiring where the customer sees himself in five years, he was unsure. OSY provided information on careers the training opportunities available. The customer took interest in the Culinary program with Constituent Services Worldwide (CSW).

The customer's math comprehension skill was a barrier for employment along with having no employment history. After enrolling in training with CSW, the customer fell in love with the hands-on experience he was gaining and began showing off his new cooking skills to his classmates. Cooking made it easy for the customer to improve his math comprehension skills by using the food recipes and measurements to ensure the outcome of his meals.

The customer gained work experience from working as a caterer for local community events. Within no time the customer was ready to take his Hotel Certified Restaurant Cook Exam and SERV Safe Food Manager Exam. The customer successfully obtained a Hotel Certified Restaurant Cook and SERV Safe certification. Because of the dedication and hard work, the customer is now employed full-time with Whole Foods Market, prepared Food Service team.

Customer Experience

A customer came to the Office of Out of School Youth Programs at the age of 23. The customer stated that she was a high school graduate but struggled with reading comprehension. The customer requested to be enrolled in the Hospitality Program with Opportunities Industrialization Center (OIC/DC). Knowing that the training would be 100% virtual courses, the customer was determined to master the skills needed to be successful. The customer asked if OIC/DC would work with her over the weekend, as the customer felt she couldn't keep up with the class. WDS also noticed that this affected her self-confidence in being on camera and participating in class discussions.

OIC/DC worked diligently with the customer ensuring that she was successful. Providing daily motivational videos for the first ten minutes of class, WDS saw her confidence increase. The customer completed her Work Readiness certification for Job Seeking, Job Ready, and Job Keeping. In addition, the customer passed the National Retail Federation (NRF) Exam for Customer Service & Sales. As a result, the customer

earned the title Customer Service & Sales Certified Specialist and obtained employment with St. John's Community Service as an Employment Specialist.

5.2.3 Bureau of Innovation and Partnerships

DC INFRASTRUCTURE ACADEMY (DCIA)

Pepco Success Stories

A customer credits the DC Infrastructure Academy for changing his life for the better. The customer came to DCIA after nearly two decades in prison. He was trying to acclimate to a new world and begin his life again. The customer was hesitant to begin programming as a senior citizen who had been away for so long but was encouraged by his Workforce Development Specialist to give it his best. During his time in the Pepco Program, the customer earned the OSHA 10 and First Aid CPR certifications. He successfully passed the CAST exam and was offered employment as a Cable Splicer at Pepco.

Washington Gas Success Stories

1. A customer, a single mother and Ward 8 resident set her sights on a career in the pipeline industry. During her time at DCIA, she juggled work, children and her classes to ensure her success. The customer was able to earn the OSHA 10 and First Aid/CPR certification and tested at the Gold Level in the Work Keys exam. Since graduating from the Washington Gas program, the customer was hired by NPL and works as a driver and laborer.
2. A customer made great strides in the Washington Gas program. The customer came to DCIA with very little experience in the pipeline industry but had a willingness to learn and grow. The customer had near perfect attendance during his time in cohort 2 and was particularly motivated by the visits to Pipetown and the NPL offices. The customer earned the OSHA 10 and First Aid/CPR certifications and tested at the Gold Level in the Work Keys exam. The customer was named valedictorian and graduate speaker. Upon graduation, the customer accepted an apprenticeship at WMATA where he's still employed today.
3. A customer came to DCIA with high energy and high hopes. He had worked various jobs in different industries and was adamant about finding a career that gave him purpose. The customer came to class every day eager to learn and often assisted his classmates with studying and team building. He earned the OSHA 10 and First Aid/CPR certifications while with DCIA and he tested at the Platinum Level in the Work Keys exam. Upon graduation, he was hired as a laborer at NPL and has recently accepted a position at DDOT. He still has hope to become a Washington Gas employee someday.
4. A customer came to DCIA to get into a new industry. The customer stated she was tired of a regular job, and she wanted a career. Since graduating from the Washington Gas program, the customer applied and was accepted into the DC Water apprenticeship program. When the customer completes this program, her apprenticeship could become full time employment with DC Water.
5. A customer came to DCIA to get back to work. The customer shared that he struggled to secure employment on his own. After completing the Washington Gas Program, he said he was not confident in his interviewing abilities. After a few personal coaching sessions, his confidence grew and he shared he was ready to impress employers. He shared that he has secured employment with Flippo Construction and a second offer has been extended after another successful interview.

5.2.4 Division of State Initiatives (DSI)

PROJECT EMPOWERMENT TRANSITIONAL EMPLOYMENT PROGRAM

Customer Experience

A customer completed JRT Training in August 2022. The customer was assigned to Anacostia Tech High School as his WEX Experience. The customer worked and trained as a maintenance technician at Anacostia Tech High School. During the monitoring process/ WEX site visits, the job coach received good feedback regarding the customer's overall work performance consistently. Throughout the monitoring months the customer worked diligently completing all assignments in a timely manner, working above, and beyond his supervisor expectations. The customer's tenacity paid off at his assigned WEX site. The job coach spoke with the front office staff assistant at Anacostia Tech High School, he stated the customer is an excellent worker; DCPS reviewed the budget, and sought to find monies to hire the customer. The customer was offered a permanent position with DCPS in October 2022 and officially started with Anacostia Tech High School as a DCPS employee in January 2023.

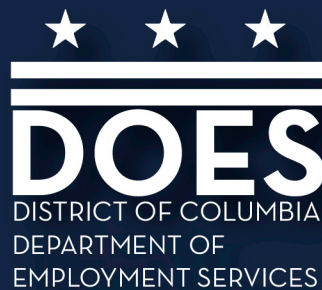
6. CONCLUSION

The District's comeback is well underway, and the Department of Employment Services (DOES) is committed to connecting DC residents across all eight wards to high demand jobs that lead to sustainable careers and economic prosperity. During FY2022, DOES focused on providing District residents and employers with tools and resources, access, and support to connect talent to opportunities in order to promote employment and economic stability. DOES continued to play a key role in the post-pandemic economic recovery scene.

The District's unemployment rate recorded a 34-year low in 2022. The unemployment rates in Ward 7 and Ward 8 came down to single digit rates in 2022. From 2021 to 2022, the unemployment rate decreased across all the Wards. The job outlook in the District looks promising for the coming years with the increasing number of establishments and new job openings. From 2021 to 2022, the total of non-farm jobs increased by 27,200. Private sector companies paid more than \$14 billion in wages in the first quarter of 2022, over \$1.5 billion more than the previous fiscal year.

In FY2022, DOES provided customer service to over 75,000 unique individuals. Over 20,000 unique individuals received staff-assisted services through federal and local workforce development programs implemented by DOES. The MBSYEP program served 13,520 youth participants; of them, 12,487 participants worked at least one hour during the program period. During FY2022, DOES program participants have generated more than \$120 million in wages, an increase of 18% from FY2021. The majority of DOES program participants came from underserved areas or underserved population groups.

The District is resurging from the economic impact of the pandemic. During 2022, many businesses reopened, and many workers joined the labor force or secured employment. The number of establishments as well as employment increased across almost all business sizes. Moving forward, in line with Mayor Bowser's Comeback Plan for the District, DOES will emphasize creating pathways for District residents and connect them to high-growth target sectors. In FY2023-FY2024, DOES will continue to serve more youth and underserved population groups; continue to focus on strengthening connections between job seekers and employers; increasing credentialing in high-growth sectors; expanding paid opportunities to learn at work; prioritizing employer-driven trainings; and re-imagining youth pathways to post-secondary success.



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