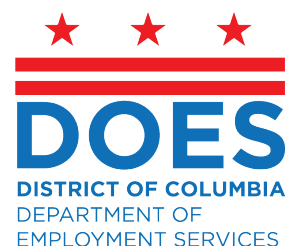




TALENT FORWARD DC:

# Annual Economic & Workforce Report

FY2023





# ACKNOWLEDGEMENT

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# LETTER FROM THE DIRECTOR:



In Fiscal Year 2023 (FY2023), our District's economy demonstrated strength and resilience with job growth, heightened labor force participation, and an unemployment rate significantly lower than pre-pandemic levels. Notably, the average annual employment of District residents in 2023 reached its highest point in the past decade.

The District of Columbia Department of Employment Services (DOES) achieved significant milestones, serving 49,522 unique individuals and facilitating a 28% increase in employment placements. Participants generated over \$169 million in wages, underscoring the effectiveness of our workforce programs. Additionally, the number of private sector establishments grew by 17% over the past five years, with private sector wages exceeding \$15.6 billion in Q1 2023.

Our main objectives included enabling residents to re-enter the workforce, fostering career advancement opportunities for incumbent workers, and facilitating businesses' access to the District's talent pool. DOES strategically invested in promoting an inclusive job recovery by aiding residents in securing stable careers, addressing immediate needs, and aligning education, training, and access with employer requirements. Our unwavering commitment to equity, diversity, and inclusion was evident in our targeted investments aimed at supporting mature workers, returning citizens, transitioning service members, opportunity youth, and other residents facing employment barriers.

Our team's dedication, along with the support of partners and stakeholders, has propelled us forward, advancing economic prosperity and creating opportunities for all District residents. Moving ahead, we are committed to building on these successes, empowering individuals, and strengthening communities through workforce development initiatives and investments.

A handwritten signature in black ink, appearing to read "U. Manu". The signature is stylized with a large "U" and a long, sweeping horizontal stroke.

# HELPING OTHERS PERSEVERE EQUITABLY

## H.O.P.E. Strategic Work Plan

### 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.

### KEY FOCUS AREAS

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

### VALUES

Accountability • Autonomy • Collaboration • Innovation

### WE BELIEVE...

It is our role to serve all residents of the District from all economic, social, and cultural backgrounds.

We are responsible for providing excellent service to all of our customers and partners.

We are the partner of choice for all DC employers to find skilled and talented employees in the District.

We must increase equitable opportunities for all DC residents so they may secure jobs that provide livable wages and the opportunity for economic advancement.

In providing training that is responsive to the needs of employees and innovative to meet the needs of employers in our growing city.

The key to our success is to leverage cutting-edge technology to support residents seeking meaningful employment.





# KEY HIGHLIGHTS



49,522 unique individuals served.



The Department of Employment Services (DOES) provided staff-assisted career services to a total of 23,634 unique individuals in Fiscal Year (FY) 2023 through its Workforce Development programs, a 14% increase from FY2022.



DOES programs provided over 65,733 services to program participants.



27,422 individuals accessed self-service tools and resources.



Over 14 languages, other than English, were identified by participants as their primary languages.



Of the participants served, about 9,336 participants secured employment during FY2023, 28% increase from FY2022.



Program participants have generated more than \$169 million in wages during FY2023.



After reaching a historic 34-year low in 2022, the unemployment rate slightly increased during 2023 with an annual average rate of 4.9%.



Ward 8's annual average unemployment rate has stayed in single digits for a second consecutive year.



Over the last 5 years, the number of private sector establishments increased from 39,678 in Q1 of 2019 to 46,475 in Q1 of 2023.



Private sector companies paid their employees more than \$15.6 billion in wages in Q1 of 2023.



Key Industry Sectors: Government, Professional and Business Services, and Education and Health Services Industries together had over 2/3 of all jobs in the District in 2023. The Government sector accounted for more than 30% of all jobs in the District in 2023.



Top 5 occupations with the highest number of jobs in 2023: Business and Financial Operations (125,882); Management Occupations (195,595); Office and Administrative Support Occupations (70,982); Food Preparation and Serving-related occupations (53,126); and Computer and Mathematical Occupations (52,921).



# 1. DOES CUSTOMER SERVICE IN FY2023

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

**Staff-Assisted Career Service:** Staff-assisted services involve active staff participation to facilitate various types of support, such as skills training, job readiness, mentoring, internships, apprenticeships, career counseling, pre-employment assistance, professional development, and more. These services trigger program participation and are subject to performance evaluation measures.

**Self-Service:** empowers individuals to independently access and utilize resources in the public workforce development system, including job searching and career development activities, both in-person at service centers or remotely via electronic platforms like DOES' virtual one-stop system or DC-Networks.

**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.



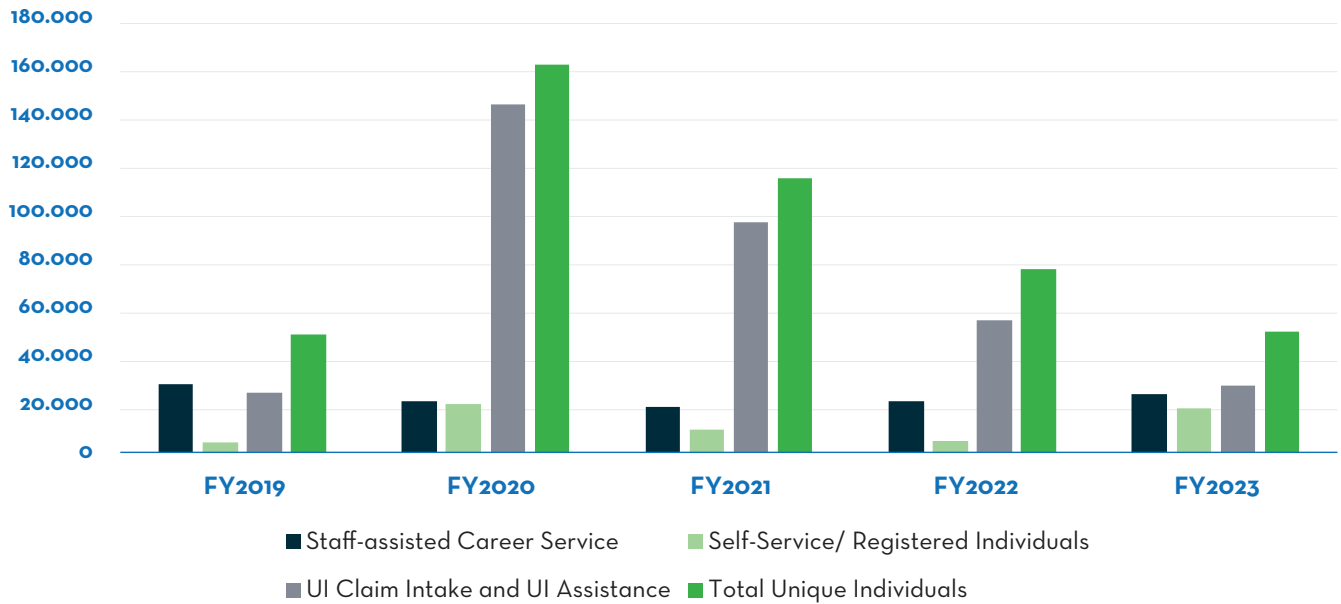
**DOES served**  
**49,522**  
**customers in FY2023**

**Table 1: Number of Unique Individuals by Service**

Service	FY2020	FY2021	FY2022	FY2023
<b>Staff-Assisted Career Service</b>	21,136	18,763	20,724	23,634
<b>Self-Service/ Registered Individuals</b>	128,174	60,632	43,139	18,212
<b>UI Claim Intake and UI Assistance</b>	143,584	94,660	54,600	27,128
<b>Total Unique Individuals</b>	160,211	112,881	75,377	49,522



**Figure 1: Number of Unique Individuals by Service**



### In FY2023:

- 49,522 unique customers were served.
- 23,634 individuals received staff-assisted services, indicating an increased demand for one-on-one assistance compared to previous years.
- 18,212 individuals independently engaged in self-service by using DOES' online virtual one-stop system's career tools and resources.
- About 27,128 individuals received UI-related services.
- The number of unique customers was higher during the pandemic period, reflecting the increase in demand for UI services experienced at that time.





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## 2. WORKFORCE DEVELOPMENT PROGRAM OUTCOMES

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### 2.1 Overall Outcomes of Workforce Development Programs

This section highlights the overall outcomes of local and federal workforce development programs implemented by DOES in FY2023. 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 FY2023. 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	FY2020	FY2021	FY2022	FY2023	FY2020-FY2023 Difference
<b>Total Individuals Served</b>	21,136	18,763	20,724	23,634	12%
<b>Total Services Provided</b>	63,098	52,453	55,345	65,733	4%
<b>Average Services Provided</b>	3	3	3	3	0%
<b>Employed During the Fiscal Year</b>	9,213	6,459	7,307	9,336	1%
<b>Average Quarterly Wages</b>	\$6,516	\$6,149	\$6,516	\$8,334	28%
<b>Total Wages*</b>	\$148,839,552	\$102,357,977	\$120,540,068	\$169,256,675	14%
<b>Employment Rate<sup>1</sup></b>	44%	34%	35%	40%	-4%

Source: DOES; Office of Labor Market Research and Performance

\*Total Wages do not include wages earned by Apprenticeship participants.

- In Fiscal Year 2023, the agency's local and federal workforce development programs experienced significant growth, serving 23,634 individuals through career services provided by dedicated staff members. This achievement marks a commendable 12% increase in the number of individuals served since FY2020, and a 14% increase compared to FY2022, highlighting the agency's ongoing commitment to expanding its outreach and impact on the community's workforce development initiatives.
- Through these programs, participants received over 65,500 services in FY2023, marking a notable increase of 10,388 in services delivered compared to FY2022.
- These services included a diverse range of offerings such as occupational skills training, job readiness training, apprenticeship and pre-apprenticeship training, mentorship and leadership development opportunities, internships, career counseling and planning sessions, pre-employment assistance, on-the-job training and various professional development services.
- On average, about 21,064 individual participants were served during the last four fiscal years and each participant received, on average, three different types of services.

<sup>1</sup>Employment Rate is calculated as a percentage of program participants with reported wages (for at least one quarter during FY2023) 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 and Job Referrals
Entrepreneurial Training	Financial Literacy
Job Readiness Training	Resume Preparation Assistance
Work Experience	Job Fairs
Pre-Apprenticeship Training	Employer Pre-Screening
Rapid Response Services	Interviewing Techniques
Internships and Mentoring	Reemployment Services for Unemployment Claimants
GED Preparation	Provision of Labor Market Research
Reading and/or Math Testing	One-Stop Resource Room
Basic Education/ Literacy Skills	Referrals to Other Services
Youth Post-Secondary Preparatory Services	Unemployment Insurance Assistance
Veteran workshops	Behavioral Health Service

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

- About 9,336 of the participants secured employment during FY2023, accounting for approximately 40% of the total number of participants. This represents a notable increase of 5% in the employment rate compared to the previous year.
- It is important to note that the actual employment rate will most likely be higher than what is reported here. This is because some participants who completed their programs in the last two quarters of FY2023 may have secured employment after the fiscal year-end (September 30, 2023), which falls outside of the FY2023 reporting period.
- Participants earned over \$169 million in wages in FY2023, which is approximately \$48 million more than what was earned in FY2022. This substantial increase underscores the significant contribution of the agency's programs to the district's economy, reflecting enhanced employment opportunities and economic empowerment for program participants.
- The average quarterly wage saw a significant rise since FY2020, increasing by \$1,818 or 28%.
- Over the past four years, participants have collectively earned approximately \$541 million in wages.



## 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 FY2023. Cost per service is defined as the ratio of total expenditures to the total services provided in FY2023. Similarly, cost per individual served is defined as the ratio of total expenditures to the total unique individuals served in FY2023.

**Table 4: Total Program Expenditures**

Expenditure Category	FY2020	FY2021	FY2022	FY2023
<b>Total Expenditures for Workforce Development Programs</b>	\$59,047,000	\$59,774,000	\$82,896,000	\$88,474,224
<b>Cost Per Service</b>	\$936	\$1,139	\$1,498	\$1,346
<b>Cost Per Individual Served</b>	\$2,794	\$3,186	\$4,000	\$3,694

Source: DOES; Office of Labor Market Research and Performance

- The total amount of program expenditures was approximately \$82,896,000 in FY2023.
- Total program expenditures increased by approximately \$5.5 million from FY2022. DOES was able to invest more in FY2023 with funds from ARPA.
- Similarly, the average cost per individual served decreased by \$306.04 in FY2023 compared to the prior year. This reduction, combined with higher participant outcomes such as increased wages and employment rates, demonstrates improved efficiency in the agency's programs.





## 2.3 Outcomes Distribution by Demographics for FY2023 Participants

### 2.3.1 Program Participation and Employment by Ward

**Table 5: Program Participation and Employment by Ward**

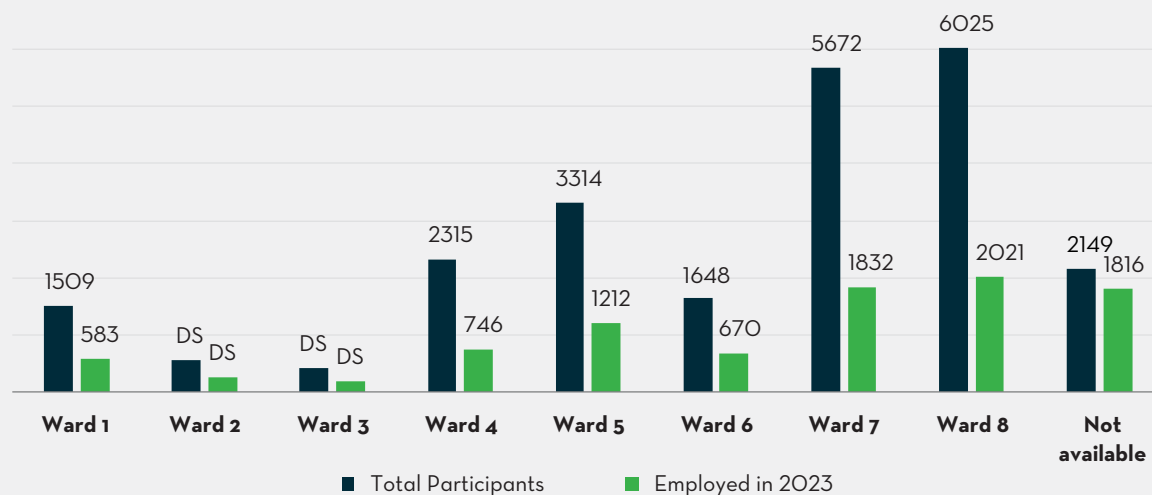
Ward	Total Participants	% of Total Participants	Employed in 2023	Employment Rate	Employment Rate FY'23 vs. FY'22
Ward 1	1,509	6.38%	583	38.6%	0.60%
Ward 2	DS*	Less than 5%	264	46.6%	8.10%
Ward 3	DS*	Less than 5%	192	44.0%	9.00%
Ward 4	2,315	9.80%	746	32.2%	0.10%
Ward 5	3,314	14.02%	1,212	36.6%	1.70%
Ward 6	1,648	6.97%	670	40.7%	1.90%
Ward 7	5,672	24.00%	1,832	32.3%	-0.60%
Ward 8	6,025	25.49%	2,021	33.5%	-0.50%
Information Not Available	2,149	9.09%	1,816	84.5%	28.90%
<b>Total</b>	<b>23,634</b>	<b>100.00%</b>	<b>9,336</b>	<b>40%</b>	<b>4.70%</b>

Source: DOES; Office of Labor Market Research and Performance

\*DS: Data Suppressed

- The majority of the participants were residents of Wards 5, 7, and 8, which historically have higher unemployment rates compared to other wards. This demographic focus demonstrates the agency's commitment to serving areas with the greatest need and addressing historical disparities in employment and economic opportunities in the District.
- Ward 7 and Ward 8 participants accounted for about half (49.5%) of the total participants.
- The employment rate was highest for Ward 2 participants (46.6%), followed by participants from Ward 3 (44%) and Ward 6 (40.7%) in FY2023.

**Figure 2: Program Participation and Employment by Ward FY2023**





## 2.3.2 Program Participation and Employment by Race and Ethnicity

**Table 6: Program Participation and Employment by Race**

Race	Total Participants	% of Total Participants	Employed in FY2023	Employment Rate
<b>African American or Black</b>	10857	45.94%	5851	53.9%
<b>American Indian or Alaska Native</b>	163	Less than 5%	80	49.1%
<b>Asian</b>	123	Less than 5%	83	67.5%
<b>Caucasian or White</b>	1223	5.17%	1049	85.8%
<b>Information Not Provided</b>	1687	7.14%	1269	75.2%
<b>Native Hawaiian and Other Pacific Islander</b>	30	Less than 5%	21	70.0%
<b>Some Other Race</b>	9551	40.41%	983	10.3%
<b>Total</b>	23634	100.00%	9336	39.5%

**Table 7: Program Participation and Employment by Ethnicity**

Ethnicity	Total Participants	% of Total Participants	Employed in FY2023	Employment Rate
<b>Hispanic or Latino</b>	351	Less than 5%	213	60.7%
<b>Not Hispanic or Latino</b>	23283	98.51%	9123	39.2%
<b>Grand Total</b>	23634	100.00%	9336	39.5%

- Approximately, 45% of the program participants were African American or Black. Of them, about 54% obtained employment in FY2023.
- The employment rate was highest among Caucasian/White individuals (85.7%), followed by Asian participants (68.1%), Native Hawaiian and Other Pacific Islander (72.4%), and African American or Black individuals (54%).

**Table 8: Participants' Primary Languages**

Languages		
American Sign Language	Haitian Creole	Russian
Amharic	Hebrew	Spanish
Arabic	Vietnamese	Urdu
English	Persian	Other
French	Portuguese	

Source: DOES; Office of Labor Market Research and Performance

- DOES provided support to program participants through the District's Language Access Program as needed. The Language Access Program, instituted by the DC Office of Human Rights, is dedicated to removing language as a barrier to obtaining information and services from the District government. Translation and interpretation services are provided in Amharic, Chinese, French, Korean, Spanish, Vietnamese, and others.
- As the nation's capital, the District of Columbia is a hub for immigration. The foreign-born population in the DC, Maryland and Virginia region (DMV) is growing and diverse, representing countries from all around the world. Whether or not these individuals can speak English, they are part of our community and entitled to applicable government benefits and services. Removing the language barrier allows the District of Columbia to connect directly with a significant segment of its population, improving public health and safety for all.





### 2.3.3 Program Participation and Employment by Gender

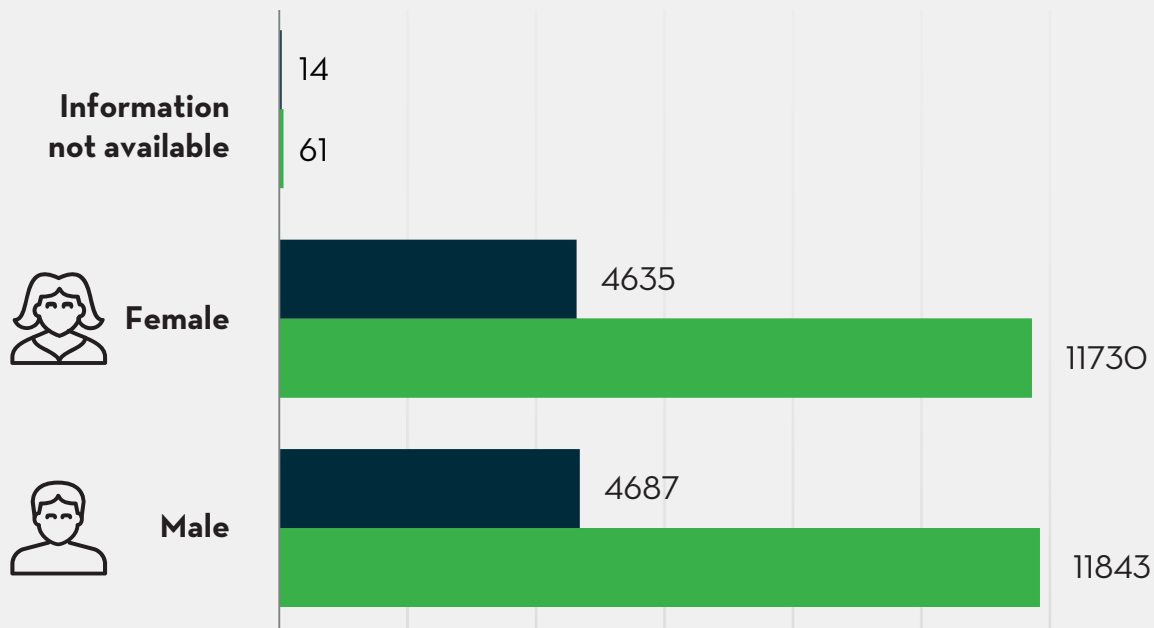
**Table 9: Program Participation and Employment by Gender**

Gender	Total Participants	% of Total Participants	Employed in 2023	Employment Rate	Employment Rate Increase from FY'22
Male	11,843	50.11%	4,687	39.6%	9.3%
Female	11,730	49.63%	4,635	39.5%	0%
Information not provided	61	Less than 5%	14	23.0%	-8.9%
<b>Total</b>	<b>23,634</b>	<b>100.00%</b>	<b>9,336</b>	<b>40%</b>	<b>4.7%</b>

Source: DOES; Office of Labor Market Research and Performance

- The number of male participants was slightly higher compared to females in FY2023.
- Employment rates for females (39.5%) and males (39.6%) were nearly identical.
- Males saw an increase in employment rate of over 9% compared to FY2022.

**Figure 3: Program Participation and Employment by Gender**





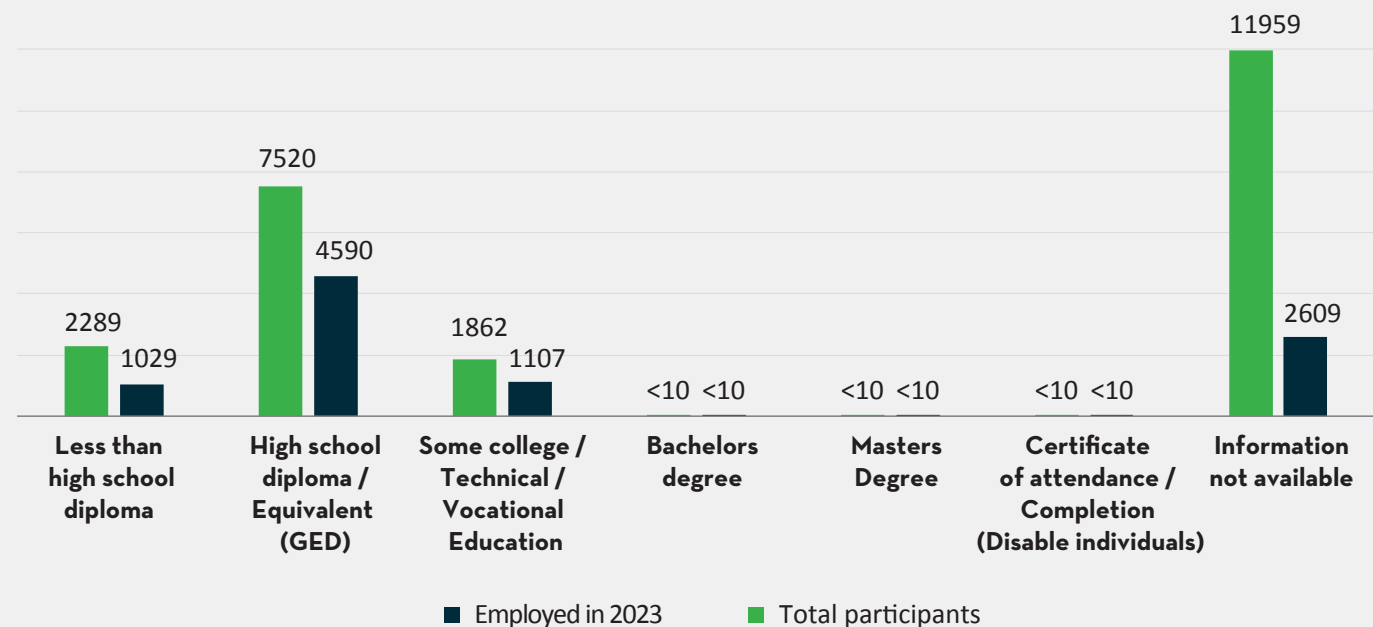
## 2.3.4 Program Participation and Employment by Educational Attainment

**Table 10: Program Participation and Employment by Educational Attainment**

Education	Total Participants	% of Total Participants	Employed in 2023	Employment Rate
Less Than High School Diploma	2,289	9.69%	1,029	45.0%
High School Diploma/Equivalent (GED)	7,520	31.82%	4,590	61.0%
Associate	0	0.00%	NA	NA
Some College / Technical/ Vocational Education	1,862	7.88%	1,107	59.5%
Bachelor's and Above	Less than 10	Less than 5%	Less than 10	100.0%
Master's Degree	Less than 10	Less than 5%	Less than 10	Less than 5%
Certificate of Attendance/Completion (Disabled Individuals)	Less than 10	Less than 5%	Less than 10	Less than 5%
Information Not Available	11,959	50.60%	2,609	21.8%
<b>Total</b>	<b>23,634</b>	<b>100.00%</b>	<b>9,336</b>	<b>39.5%</b>

- Participants with a high school diploma or GED were most likely to secure employment (61%) compared to those with less than a high school diploma (45%). Consistent with historical trends and disparities, residents with less than a high school diploma have the highest unemployment rate compared to residents with higher education.
- About 60% of the participants with some college or technical or vocational education were employed.
- Education information was not available for more than half of the participants

**Figure 4: Program Participation and Employment by Educational Attainment (FY2023)**





## 2.3.5 Program Participation and Employment by Age

Table 11: Program Participation and Employment by Age

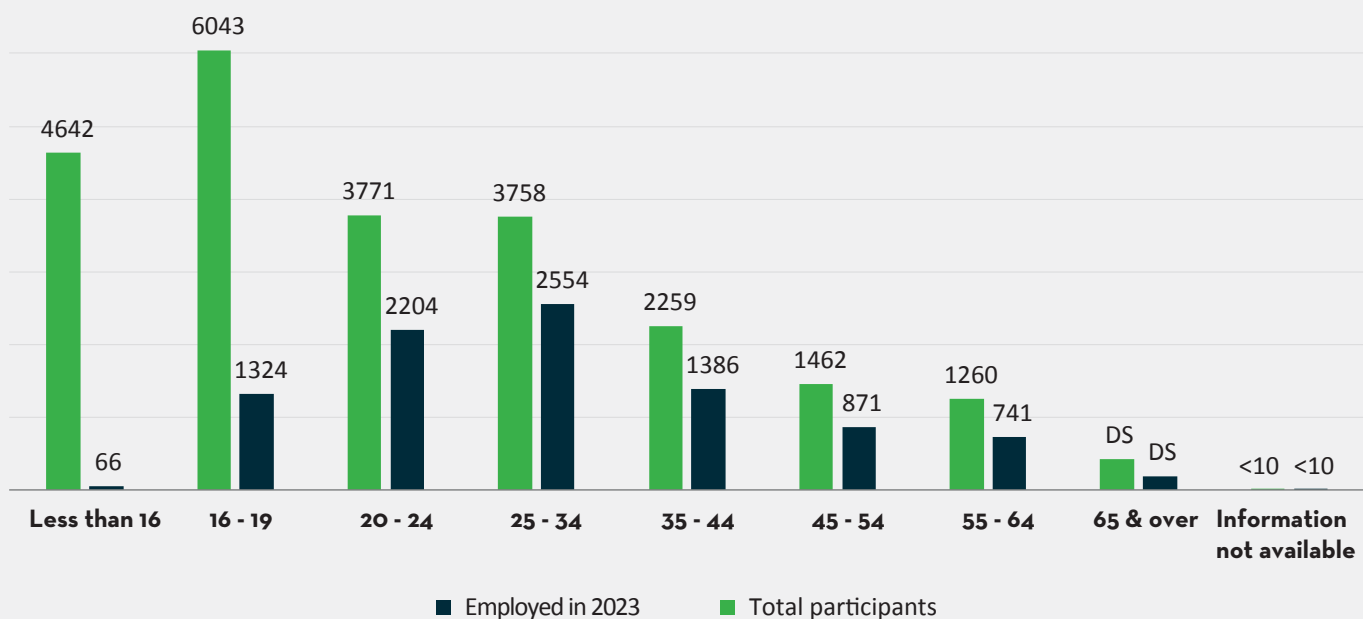
Age	Total Participants	% of Total Participants	Employed in 2023	Employment Rate
Less than 16	4,642	19.64%	DS*	1.4%
16-19	6,043	25.57%	1,324	21.9%
20-24	3,771	15.96%	2,204	58.4%
25-34	3,758	15.90%	2,554	68.0%
35-44	2,259	9.56%	1,386	61.4%
45-54	1,462	6.19%	871	59.6%
55-64	1,260	5.33%	741	58.8%
65 & Over	DS*	Less than 5%	188	43.1%
Information Not Available	Less than 10	Less than 5%	Less than 10	66.7%
<b>Total</b>	<b>23,634</b>	<b>100.00%</b>	<b>9,336</b>	<b>40%</b>

Source: DOES; Office of Labor Market Research and Performance

\*DS: Data Suppressed

- The majority of the participants in FY2023 were between the ages 16-24, comprising over 61% of all participants. DC residents in this age group also exhibit the highest unemployment rate compared to residents aged 25 and older.
- Participants between ages 25-34 had the highest employment rate (68%) followed by participants between the ages of 35-44 (61%), and 45-54 (60%).

Figure 5: Program Participation and Employment by Age (FY2023)





## 2.4 WIOA Performance Outcomes

Table 12 displays the Workforce Innovation and Opportunity Act (WIOA) annual performance results in the WIOA common performance measures for the Adult, Dislocated Worker, Youth, and Wagner-Peyser (WP) programs in Program Year 2022 (PY2022). WIOA is federal landmark legislation designed to strengthen and improve our nation's public workforce system, helping individuals including youth and those with significant barriers to employment—secure high-quality jobs and careers, and aiding employers in hiring and retaining skilled workers.

This report presents the U.S. Department of Labor Employment and Training Administration (ETA) negotiated performance standards for the District of Columbia, actual performance by DOES, and the percentage of the negotiated standard achieved by DOES in PY2022. The required **WIOA performance metrics for program participants include Employment Rate 2nd Quarter After Exit, Employment Rate 4th Quarter After Exit**, Median Earnings 2nd Quarter After Exit, Credential Attainment, and Measurable Skill Gains.

**Table 12: PY2022 WIOA Annual Performance (July 2022 to June 2023)**

Performance Measure	Program	ETA Negotiated Standard	PY2022 Annual Performance	% of Standard Achieved
<b>Participants Served/ Participants Exited (4/1/2023-6/30/2023)</b>	Adults	N/A	736/271	N/A
	Dislocated Workers	N/A	195/72	N/A
	Youth	N/A	213/191	N/A
	WP	N/A	4826	N/A
<b>Employment Rate (Q2) (Cohort Period: 4/1/2022-6/30/2022)</b>	Adults	67.0%	71.70%	107.0%
	Dislocated Workers	74.5%	76.70%	103%
	Youth	60.5%	79.20%	131%
	WP	57.0%	54.20%	95.1%
<b>Employment Rate (Q4) (Cohort Period: 10/1/2021-12/31/2021)</b>	Adults	71.0%	71.70%	101.0%
	Dislocated Workers	71.0%	77.60%	109.3%
	Youth	58.0%	65.50%	112.9%
	WP	60.0%	59.00%	98.3%
<b>Median Earnings (Cohort Period: 4/1/2022-6/30/2022)</b>	Adults	\$7,600	\$10,544	138.7%
	Dislocated Workers	\$10,900	\$13,154	120.7%
	Youth	\$4,500	\$5,015	111.4%
	WP	\$6,600	\$7,108	107.7%
<b>Credential Attainment Rate (Cohort Period: 10/1/2021-12/31/2021)</b>	Adult	60.5%	63.70%	105%
	Dislocated Workers	60.0%	57.10%	95%
	Youth	53.5%	29.80%	56%
<b>Measurable Skills Gain (Cohort Period: 4/1/2023-6/30/2023)</b>	Adult	65.5%	87.70%	134%
	Dislocated Workers	71.5%	86.40%	121%
	Youth	32.0%	67.40%	211%

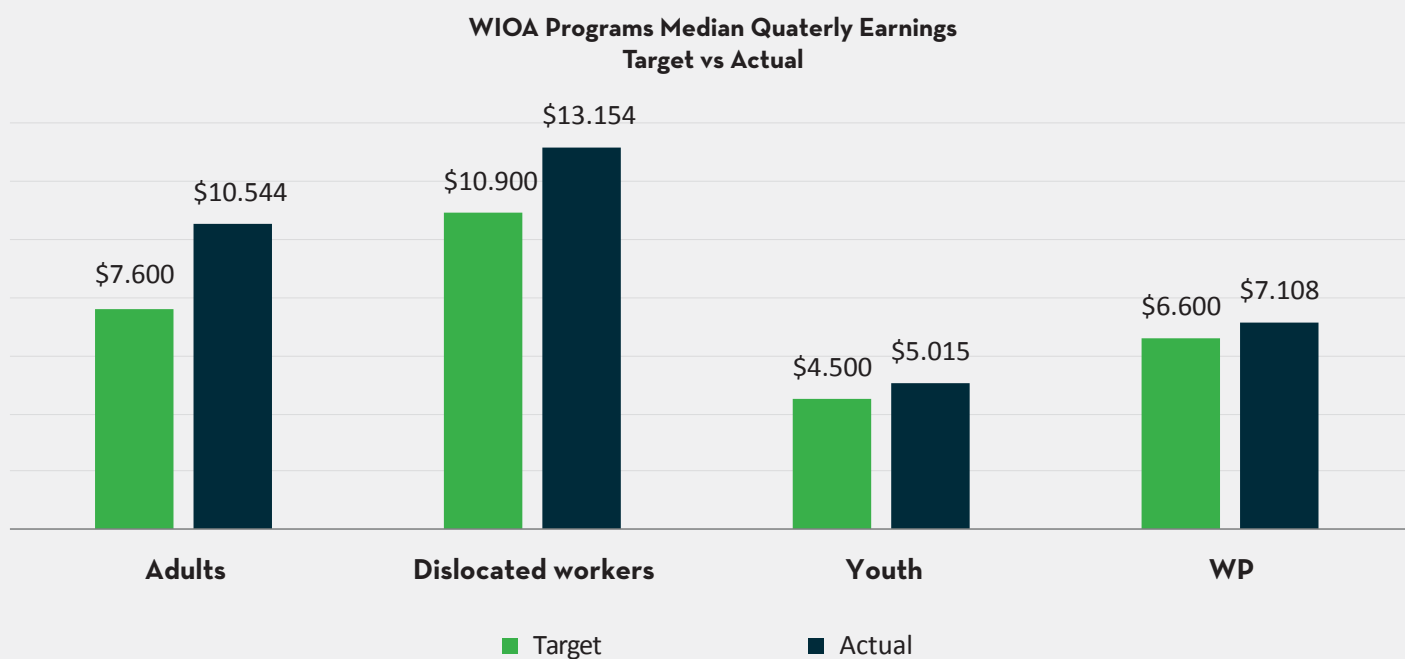
■ Exceeded the Standard ■ Met 90% of Standard ■ Did not meet 90% of Standard





- Most of the WIOA performance measures exceeded the ETA negotiated standards.
- About 80% of the Youth participants were employed in the 2nd quarter after exiting the program.
- Over 76% of Dislocated Worker participants were employed in the 2nd quarter after exiting the program.
- More than 71% of the Adults were employed during the 2nd quarter after exiting the program.
- More than 70% of Adults were employed during the 4th quarter after exiting the program.
- More than 77% of Dislocated Workers were employed during the 4th quarter after exiting the program.
- More than 65% of Youth participants were employed during the 4th quarter after exiting the program.
- Median earnings for employed participants surpassed the negotiated standards across all four programs.
- On average, employed participants in the Adult Program earned \$2,944 more than the expected quarterly median earnings for this group, while those in the Dislocated Workers Program earned \$2,254 more.
- More than 60% of the Adult Program training participants obtained industry-recognized credentials, surpassing the negotiated standard.
- In terms of measurable skills gain, all four programs under WIOA highly exceeded the negotiated standards.

**Figure 6: Targeted Vs. Actual Median Earnings of Employed Participants (PY2023)**





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## 3. LABOR MARKET DYNAMICS

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This section provides an overview of the labor market dynamics in the District for Calendar Year 2023. It encompasses labor force participation, employment, unemployment, and various labor market indicators based on the demographic characteristics of the District's residents. The primary data sources for this analysis include estimates from the Bureau of Labor Statistics derived from the Current Population Survey (CPS) and the Local Area Unemployment Statistics (LAUS).

### 3.1 Labor Force Participation

The labor force participation rate refers to the proportion of the working-age population that is either employed or actively seeking employment. As defined by the U.S. Bureau of Labor Statistics, "The labor force participation rate is the percentage of the civilian noninstitutional population aged 16 and over that is employed or unemployed and looking for work."

Data from the Current Population Survey (CPS) shows that, in 2023, the District's civilian non-institutional population aged 16 and over surpassed 554,300 individuals, with 71% actively participating in the labor force. The labor force participation rate was lower among the younger population aged 16 to 19 (23.4%) compared to those aged 20 and over (72.8%). Female labor force participation stood at 67.4%, while male participation was notably higher at 75.2%. An analysis of the labor force participation rates by race reveals that disparities persist. The labor force participation rate was significantly higher among White (80%), Asian (76.6%), and Hispanic (75.5%) populations compared to the Black population, which reported a rate of 59.5%. Consistent with historical trends, individuals with less than a high school diploma exhibited the lowest labor force participation rate (39.4%). This rate progressively increased with educational attainment, with rates of 49.4% for high school graduates, 60.2% for those with some college or an associate degree, and 82.8% for college degree holders.

**Table 13: Labor Force Participation (January 2023-December 2023)**

Demographics	Labor Force Participation Rate
<b>Age</b>	
16+	71.0%
16-19	23.4%
20+	72.8%
<b>Gender</b>	
Male	75.2%
Female	67.4%
<b>Race and Hispanic Orig</b>	
White	80.0%
Black	59.5%
Asian	76.6%
Hispanic	75.5%
<b>Education</b>	
Less than a high school diploma	39.4%
High school graduates, no college	49.4%
Some college or associate degree	60.2%
Bachelor's degree and higher	82.8%

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

## 3.2 Labor Force and Employment

**Table 14: Labor Force and Employment**

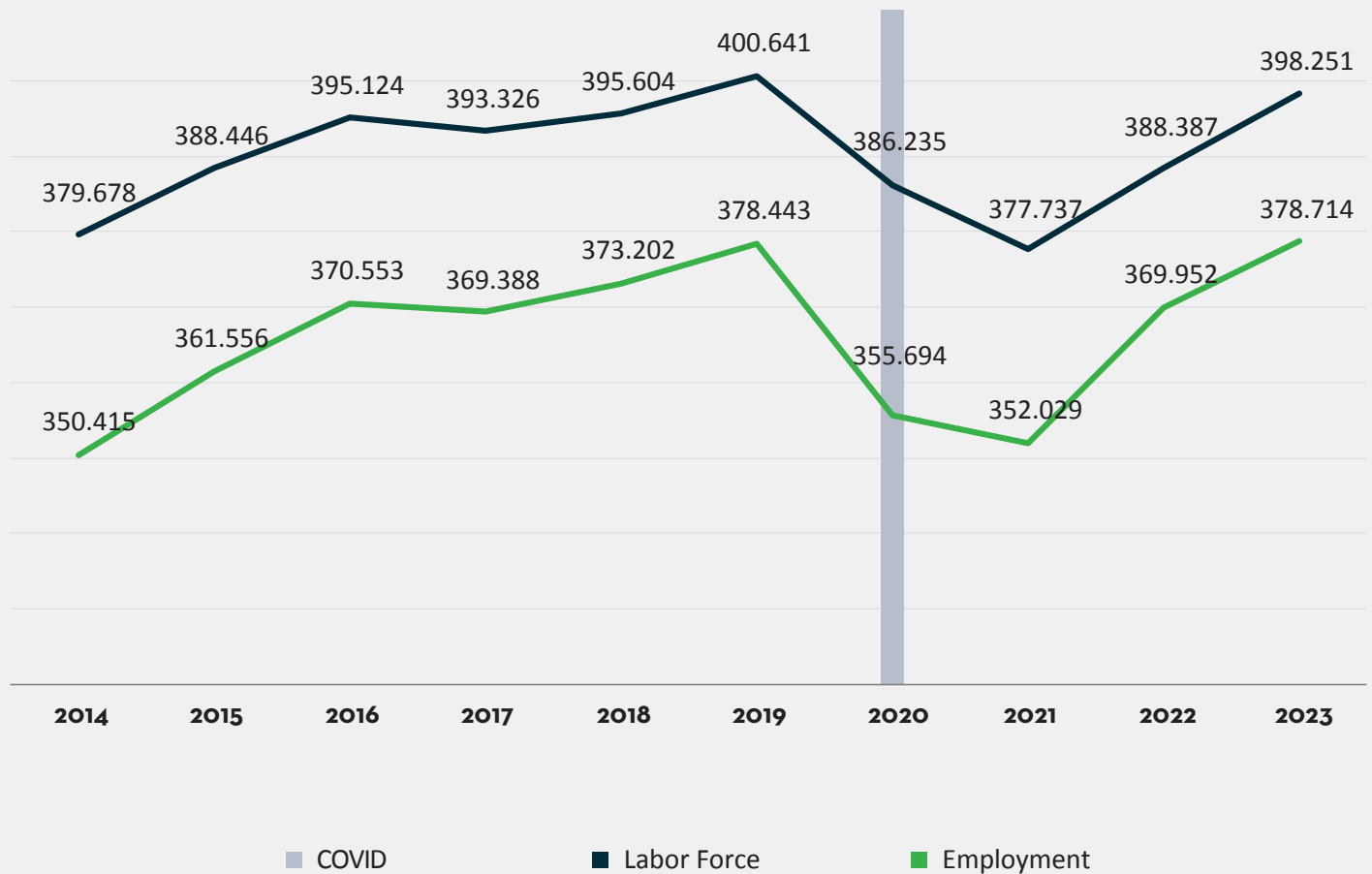
Year	Labor Force	Employment
2015	388,446	361,556
2016	395,124	370,553
2017	393,326	369,388
2018	395,604	373,202
2019	400,641	378,443
2020	386,235	355,694
2021	377,737	352,029
2022	388,387	369,952
2023	398,251	378,714

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



- According to the Local Area Unemployment Statistics, the labor force in 2023 comprised 398,251 individuals, of whom 378,714 were employed.
- The annual average labor force increased by 9,864 individuals from 2022 to 2023.
- The number of employed residents increased by 8,762 from 2022 to 2023, reaching a historic high of 378,714.
- The labor force and employment have been increasing since 2021 after the labor market was hit hard by the pandemic in 2020.

**Figure 7: Labor Force and Employment**



Note: The gray area marks the NBER's Business Cycle, which identifies the dates of peaks and troughs framing economic recessions and expansions



### 3.3 Unemployment and Unemployment Rate

According to the U.S. Bureau of Labor Statistics (BLS), unemployment is defined as follows:

“Unemployed persons are those individuals who:

1. Were not employed during the survey reference week (which is generally the calendar week including the 12th day of the month).
2. Were available for work, except for temporary illness.
3. Had made specific efforts to find employment sometime during the prior 4 weeks.”

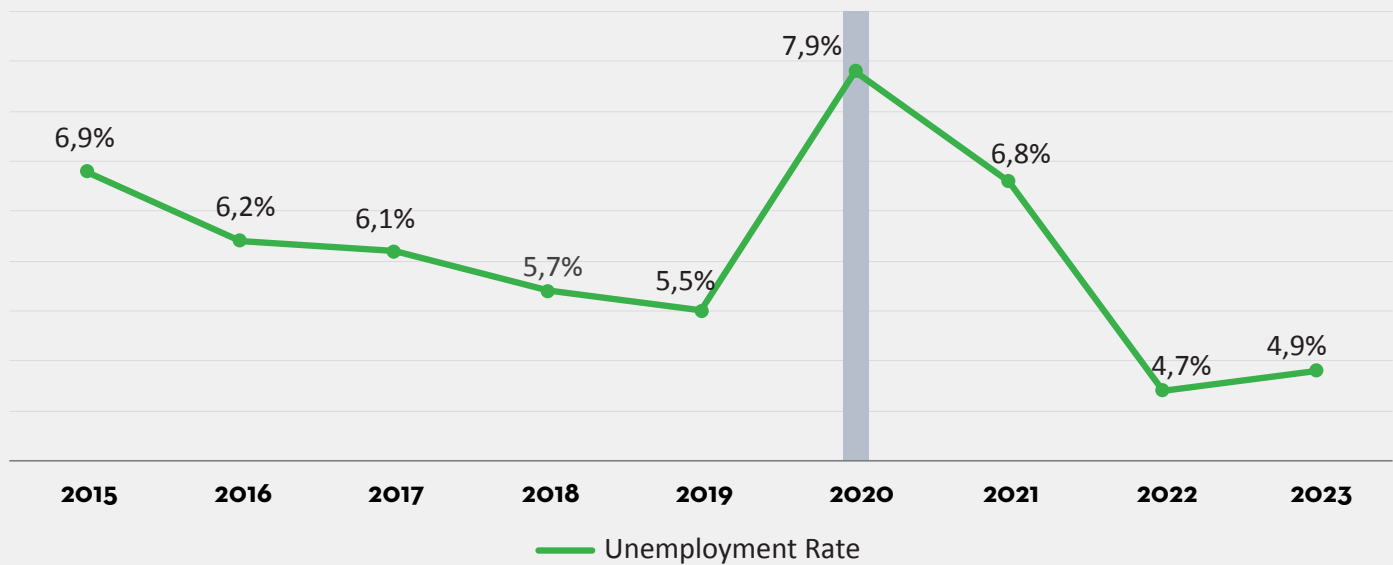
The BLS further explains that the “unemployed” category includes people who were laid off from a job and were actively looking for new employment, as well as people who had recently entered the labor force and were searching for a job.

**Table 15: Unemployed Residents and Unemployment Rate**

Year	Unemployment	Unemployment Rate
2015	26,890	6.9%
2016	24,571	6.2%
2017	23,938	6.1%
2018	22,402	5.7%
2019	22,198	5.5%
2020	30,541	7.9%
2021	25,708	6.8%
2022	18,435	4.7%
2023	19,537	4.9%

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

- In 2023, the annual average number of unemployed individuals was 19,537. The annual average unemployment rate stood at 4.9%.
- The slight increase in the unemployment rate can be attributed to the increased labor force in 2023, as more residents driven by economic recovery entered the labor market.
- The unemployment rate remains below the pre-pandemic levels, indicating a sustained economic recovery.
- Except for the peak pandemic years, the annual average unemployment rate has been steadily decreasing since 2015.

**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

Note: The gray area marks the NBER's Business Cycle, which identifies the dates of peaks and troughs framing economic recessions and expansions

## 3.4 Unemployment Rate by Demographics

### 3.4.1 Unemployment Rate by Ward

**Table 16: Annual Average Unemployment Rate in the District**

Year	Ward 1	Ward 2	Ward 3	Ward 4	Ward 5	Ward 6	Ward 7	Ward 8
2015	5.0%	4.8%	4.5%	6.4%	8.7%	5.8%	11.9%	14.7%
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%	5.0%	9.1%	12.0%
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%	8.9%	4.9%	12.6%	16.2%
2022	3.5%	3.4%	3.3%	4.4%	6.0%	3.8%	8.3%	9.8%
2023	3.8%	3.7%	3.5%	4.5%	6.1%	4.2%	7.9%	9.7%

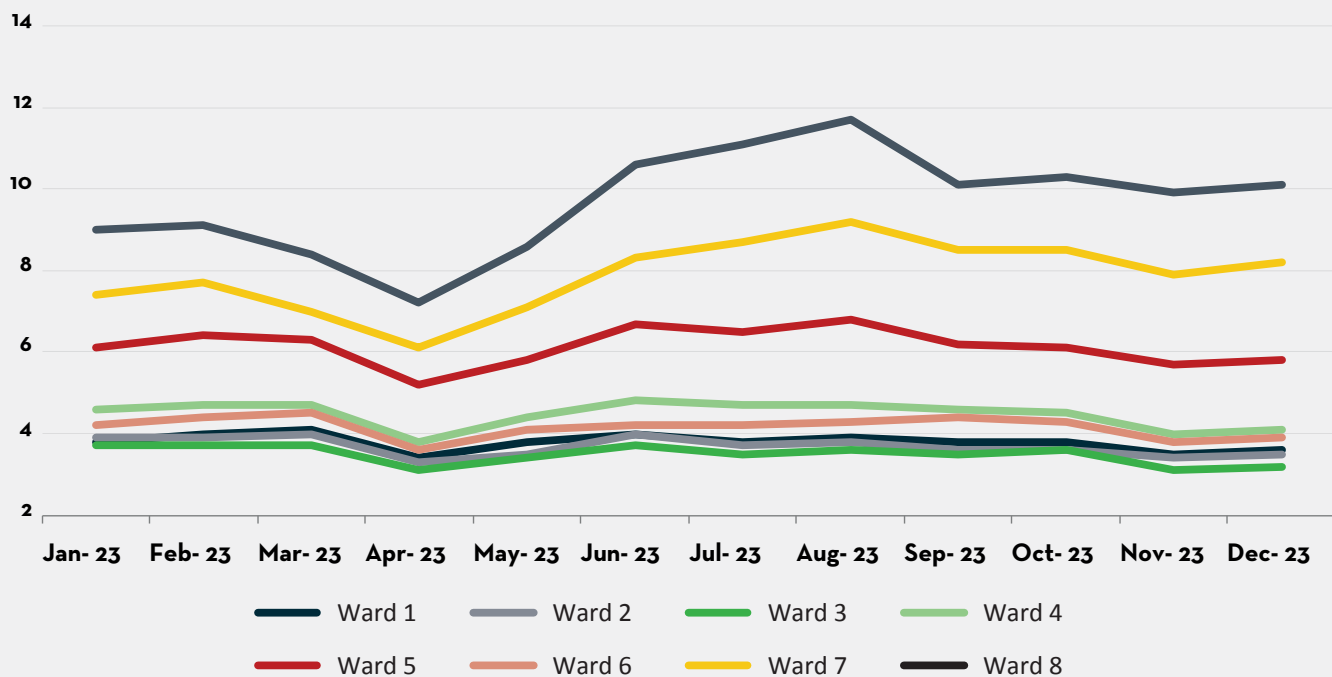
\*2020 was an unusual year when the Coronavirus pandemic hit the labor market hard, and the unemployment rate was at its peak

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

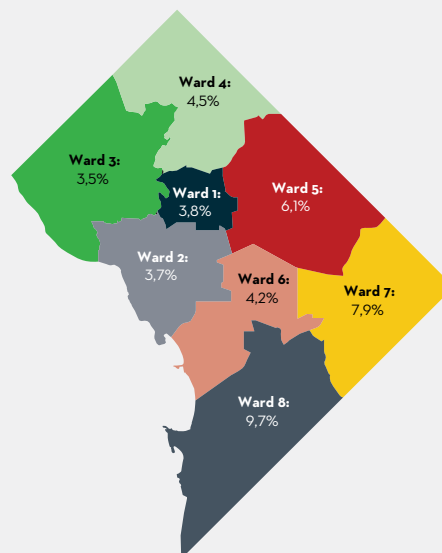


- The unemployment rates for all wards are lower than in pre-pandemic times, showing remarkable results of the economic recovery efforts.
- In 2023, Wards 5, 7, 8, where unemployment has historically been pervasive, have shown unemployment rates well below pre-pandemic levels.
- Ward 8's annual average unemployment rate (9.7%) remained at the single digit rates, after coming down in 2022.
- All Wards except Wards 7 and 8 saw a modest increase in unemployment rate from 2022 to 2023. Wards 7 and 8 saw decreases in their unemployment rates in that time frame.
- In 2023, Ward 3 had the lowest unemployment rate in the District (3.5%), followed by Ward 2 (3.7%), and Ward 1 (3.8%).
- Ward 8 had the highest unemployment rate (9.7%), followed by Ward 7 (7.9 percent), and ward 5 (6.1 percent).

**Figure 9: Monthly Unemployment Rate in the District by Ward (2023)**



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





### 3.4.2 Unemployment Rate by Gender

**Table 17: Unemployment Rate in the District by Gender**

Gender	Unemployment Rate
Male	4.8%
Female	4.7%

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

- In 2023, there was no significant difference in the unemployment rates between males and females.

### 3.4.3 Unemployment Rate by Race and Ethnicity

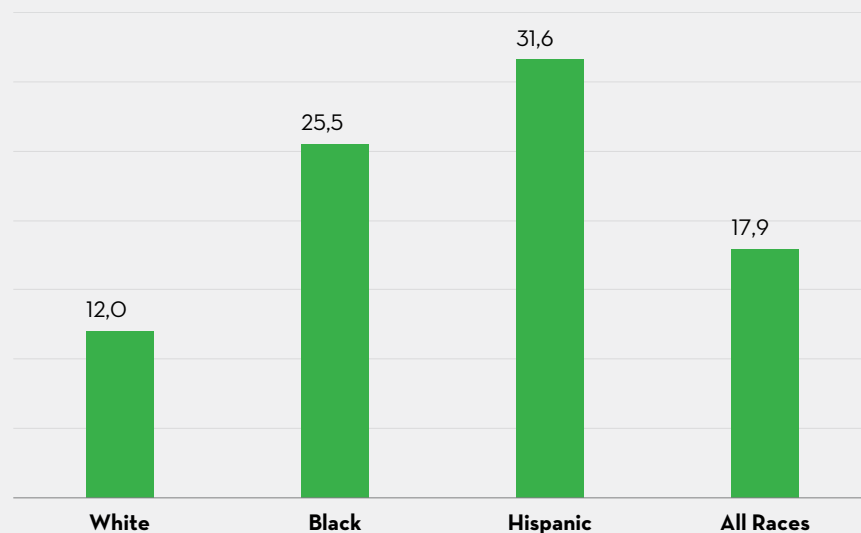
**Table 18: Unemployment Rate in the District by Race and Ethnicity**

Race	Unemployment Rate
Caucasian or White	2.2%
African American or Black	9.0%
Asian	2.1%
Hispanics	3.9%

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

- In 2023, the unemployment rate for African American or Black residents was disproportionately high (9.4%).
- The unemployment rate for Hispanic population was 3.9%.
- Caucasian or White and Asian populations had the lowest unemployment rates of 2.2% and 2.1%, respectively.

**Figure 11: Median Duration of Unemployment in the District in 2023 (In Weeks)**



Source: DOES - Office of Labor Market Research and Performance

- The weekly median duration of unemployment was 31.6 weeks for Hispanic residents, 25.5 weeks for African American or Black residents, and 12 weeks for Caucasian or White residents.
- Overall, the weekly median duration of unemployment remained at 17.9 weeks in 2023.





### 3.4.4 Unemployment Rate by Age

**Table 19: Unemployment Rate in the District by Age**

Age	Unemployment Rate
16-19	31.9%
20-24	7.8%
25-34	4.6%
35-44	3.3%
45-54	4.0%
55-64	5.4%
65 & above	3.8%

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

- In 2023, the District residents aged 16 to 19 had the highest unemployment rate of 31.9%.
- The unemployment rate for residents aged 20 to 24 stood at 7.8%, reflecting a notable but less pronounced level of joblessness within this demographic.
- Conversely, individuals within the 35-44 age bracket exhibited the lowest unemployment rate of 3.3%.
- Data shows a trend of elevated unemployment rates among the younger population, particularly those aged 16 to 24, in comparison to their older counterparts aged 25 and above.

### 3.4.4 Unemployment Rate by Education

**Table 20: Unemployment Rate in the District by Education**

Education	Unemployment Rate
Less than a high school diploma	15.3%
High school graduates, no college	12.6%
Some college or associate degree	7.4%
Bachelor's degree and higher	2.3%

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

- In 2023, residents holding a bachelor's degree or higher had the lowest unemployment rate (2.3%).
- Residents lacking a high school diploma encountered a notably higher unemployment rate (15.3%).
- A further analysis reveals that residents with some college education or an associate degree experienced a lower unemployment rate of 7.4%, while high school graduates without a college degree had an unemployment rate of 12.6 %, indicating a significant disparity in employment by educational attainment.



## 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 2023. 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 21: Total Number of Jobs and Private Sector Jobs in the District**

Year	Number of Jobs (Average Annual)	Number of Private Sector Jobs	Number of Government Jobs
2015	764,000	525,700	238,300
2016	777,100	536,300	240,900
2017	784,500	544,000	240,500
2018	792,800	554,400	238,400
2019	797,200	559,400	237,900
2020	743,600	503,700	239,900
2021	736,300	494,900	241,400
2022	759,200	523,600	235,600
2023	766,000	532,800	233,300

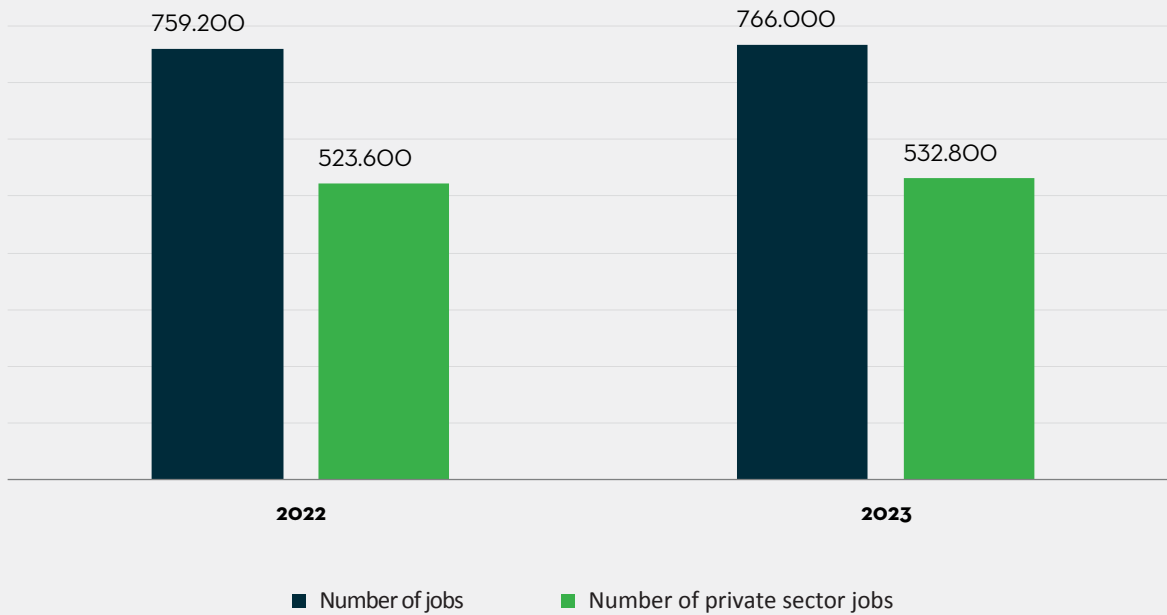
Source: Bureau of Labor Statistics - Current Employment Statistics; DOES Office of Labor Market Research and Performance

\*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.



- Annual average private sector jobs comprised approximately 70% of the total annual average employment landscape in DC in 2023.
- CY2023 saw an uptick in total non-farm employment, with an increase of 6,800 jobs, climbing from 759,200 in 2022 to 766,000 in 2023.
- Similarly, the private sector experienced a 2% expansion in 2023, adding 9,200 jobs.

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





## 4.2 Establishment Size Class, Employment, and Wages

**Table 22: Private Sector Quarterly Establishments, Size Class**

Size Class	Number of Employees	NUMBER OF ESTABLISHMENTS					Percentage Change From Q1 2019 to Q1 2023
		Q1 2019	Q1 2020	Q1 2021	Q1 2022	Q1 2023	
	All sizes	39,678	41,514	42,838	46,776	49,299	24.2%
0 or 1	Fewer than 5	27,375	29,131	31,292	34,564	36,936	34.9%
2	5 to 9	4,376	4,348	4,353	4,472	4,522	3.3%
3	10 to 19	3,252	3,309	3,184	3,262	3,228	-0.7%
4	20 to 49	2,748	2,785	2,431	2,698	2,711	-1.3%
5	50 to 99	1,008	1,005	810	936	1,007	-0.1%
6	100 to 249	639	659	551	614	643	0.6%
7	250 to 499	191	191	141	151	165	-13.6%
8	500 to 999	57	58	47	51	59	3.5%
9	1,000 or more	32	28	29	28	28	-12.5%

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

- The total number of private sector establishments continues to increase over time. From Q1 2019 to Q1 2023, the total number of private sector establishments increased by 9,621, from 39,678 to 49,299.
- Most of the private sector businesses in DC are small businesses (less than 500 employees).
- In Q1 2023, approximately 75% of the private sector businesses had fewer than 5 employees.
- About 2 percent of businesses had 100 or more employees.

**Figure 13: Number of Private Sector Establishments, Q1 2023**





**Table 23: Average Employment by Size Class for Private Sector**

Size Class	Number of Employees	Q1 2019	Q1 2020	Q1 2021	Q1 2022	Q1 2023
	<b>All sizes</b>	532,617	540,854	465,602	502,761	520,361
<b>0 or 1</b>	<b>Fewer than 5</b>	31,445	33,266	34,149	36,361	38,047
<b>2</b>	<b>5 to 9</b>	28,544	28,569	28,294	29,213	29,654
<b>3</b>	<b>10 to 19</b>	44,035	45,261	42,403	43,953	43,830
<b>4</b>	<b>20 to 49</b>	82,611	84,867	72,558	80,775	81,540
<b>5</b>	<b>50 to 99</b>	68,719	68,985	55,719	63,891	68,747
<b>6</b>	<b>100 to 249</b>	95,809	99,508	80,243	90,854	93,834
<b>7</b>	<b>250 to 499</b>	64,562	65,282	48,414	50,277	54,416
<b>8</b>	<b>500 to 999</b>	38,050	39,656	31,192	34,022	38,801
<b>9</b>	<b>1,000 or more</b>	78,843	75,461	72,629	73,414	71,491

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

- In Q1 2023, businesses with 100 to 249 employees had the highest number of employees compared to other size classes.
- Businesses with fewer than five employees employ about 7.3% of all private sector employees.
- Similarly, businesses with less than 20 employees represent about 21% of the private sector workforce.
- Approximately, 29% of private sector employees worked in businesses with 20 to 99 employees.
- Businesses with 100 to 499 employees accounted for 28.5% of the private sector employment, while those with 500 to 1000 employees or more had about 21.2% of the private sector employment.

**Table 24: Total Quarterly Wages by Establishment and Size Class for Private Sector**

Size Class	Number of Employees	Q1 2019	Q1 2020	Q1 2021	Q1 2022	Q1 2023
	<b>All sizes</b>	\$12,804,572,142	\$13,579,278,278	\$13,093,625,854	\$14,583,436,571	\$15,621,236,721
<b>0 or 1</b>	<b>Fewer than 5</b>	\$750,951,600	\$811,057,509	\$876,275,554	\$1,072,317,374	\$1,188,315,049
<b>2</b>	<b>5 to 9</b>	\$689,534,404	\$716,854,255	\$753,183,919	\$826,476,016	\$886,610,608
<b>3</b>	<b>10 to 19</b>	\$1,038,598,273	\$1,084,811,661	\$1,089,202,779	\$1,225,492,104	\$1,333,762,424
<b>4</b>	<b>20 to 49</b>	\$1,903,723,218	\$2,052,223,705	\$2,001,264,823	\$2,250,667,373	\$2,242,327,835
<b>5</b>	<b>50 to 99</b>	\$1,594,402,956	\$1,607,398,733	\$1,546,674,602	\$1,818,992,504	\$2,057,624,027
<b>6</b>	<b>100 to 249</b>	\$2,449,202,276	\$2,683,658,914	\$2,429,880,029	\$2,662,985,546	\$2,820,194,629
<b>7</b>	<b>250 to 499</b>	\$1,569,996,088	\$1,638,852,298	\$1,584,448,308	\$1,518,487,455	\$1,781,206,535
<b>8</b>	<b>500 to 999</b>	\$1,032,559,914	\$1,250,071,375	\$1,094,390,817	\$1,396,504,945	\$1,519,087,732
<b>9</b>	<b>1,000 or more</b>	\$1,775,603,413	\$1,734,349,828	\$1,718,305,023	\$1,811,513,254	\$1,792,107,882

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

- During Q1 2023, private sector companies paid more than \$15.6 billion in wages.
- Small businesses with less than 20 employees paid more than \$3.4 billion in wages.
- Businesses with 20 to 99 employees disbursed over \$4.2 billion in wages. Similarly, businesses with 100 to 499 employees paid above \$4.6 billion while those with 500 employees or more paid more than \$3.3 billion in wages.

## 4.3 Major Industries for Employment

### 4.3.1 Top Industries with Highest Employment

**Table 25: Top Industries with Highest Employment in 2023**

Industry	Jobs	Share
<b>Government</b>	233,300	30.5%
<b>Professional and Business Services</b>	175,500	22.9%
<b>Education and Health Services</b>	121,500	15.9%
<b>Leisure and Hospitality</b>	76,000	9.9%
<b>Other Services</b>	67,200	8.8%
<b>Trade, Transportation, and Utilities</b>	30,400	4.0%
<b>Financial Activities</b>	26,300	3.4%
<b>Information</b>	19,800	2.6%
<b>Mining, Logging, and Construction</b>	15,000	2.0%
<b>Manufacturing</b>	1,000	0.1%
<b>Total</b>	766,000	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 2023 were Government, Professional and Business Services, and Education and Health Services Industries. Together, these three industries had more than two-thirds (69.2%) of all jobs in the District.
- The Government sector alone accounted for more than 30 percent of all jobs in the District in 2023.
- The Leisure and Hospitality industry held about 10 percent of all jobs.
- Manufacturing had less than 1% of all jobs.

### 4.3.2 Top Industries with Highest Employment Increase from 2015

**Table 26: Top 3 Industries with the Highest Employment Increase in the District from 2015 to 2023**

Industry	2015 Jobs	2023 Jobs	Variation
<b>Professional and Business Services</b>	161,900	175,500	13,600
<b>Leisure and Hospitality</b>	73,200	76,000	2,800
<b>Information</b>	17,200	19,800	2,600

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 from 2015 to 2023.
- From 2015 to 2023, employment in the Professional and Business Services industry increased by 13,600 followed by 2,800 increases in Information and 2,600 in the Mining, Logging & Construction industries.

**Figure 14: Top Industries with the Highest Employment Increase in the District (2015 to 2023)**



Source: DOES - Office of Labor Market Research and Performance







## 4.4 Top Private Sector Employers

Table 26 lists the largest private sector employers in the District during the First Quarter of 2023. These include prominent entities such as universities, hospitals, information technology firms, and consulting companies, among others, which collectively contribute significantly to the employment landscape of the District.

[Top 200 Employers 2022 | does \(dc.gov\)](#)

**Table 27: Top Private Sector Employers in DC in 2022 Q1**

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	UNIVERSAL PROTECTION SERVICE LLC
9	INSPERITY PEO SERVICES LP
10	HOWARD UNIVERSITY
11	MEDSTAR MEDICAL GROUP LLC
12	CATHOLIC UNIVERSITY OF AMERICA
13	GEORGE WASHINGTON UNIVERSITY HOSPITAL
14	RED COATS
15	JUSTWORKS EMPLOYMENT GROUP LLC
16	SIBLEY MEMORIAL HOSPITAL
17	DELOITTE CONSULTING LLP
18	HOWARD UNIVERSITY HOSPITAL
19	MONUMENTAL SPORTS
20	THE WASHINGTON POST
21	WHOLE FOODS MARKET GROUP INC
22	PRICEWATERHOUSE COOPERS PUBLIC SECTOR
23	KIPP DC/KEY ACADEMY
24	SECURITY ASSURANCE MANAGEMENT INC
25	ARAMARK CAMPUS LLC

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





## 4.5 Occupational Employment and Wages

Table 27 shows the top occupations that had the highest number of jobs in 2023.

**Table 28: Top Occupations and Median Wages in 2023**

#	Occupation Title	Total Employment	Hourly Median Wages	Annual Median Wages
1	<b>Business and Financial Operations Occupations</b>	125,882	\$48.81	\$101,531
2	<b>Management Occupations</b>	105,595	\$74.02	\$153,959
3	<b>Office and Administrative Support Occupations</b>	70,982	\$25.82	\$53,702
4	<b>Food Preparation and Serving Related Occupations</b>	53,126	\$17.63	\$36,680
5	<b>Computer and Mathematical Occupations</b>	52,921	\$55.74	\$115,943
6	<b>Legal Occupations</b>	43,392	\$81.84	\$170,222
7	<b>Arts, Design, Entertainment, Sports, and Media Occupations</b>	38,678	\$44.41	\$92,373
8	<b>Healthcare Practitioners and Technical Occupations</b>	34,713	\$45.01	\$93,626
9	<b>Educational Instruction and Library Occupations</b>	34,268	\$34.64	\$72,049
10	<b>Protective Service Occupations</b>	32,142	\$31.00	\$64,485
11	<b>Sales and Related Occupations</b>	24,110	\$19.38	\$40,308
12	<b>Life, Physical, and Social Science Occupations</b>	23,132	\$52.79	\$109,801
13	<b>Building and Grounds Cleaning and Maintenance Occupations</b>	21,779	\$17.50	\$36,404
14	<b>Healthcare Support Occupations</b>	21,060	\$17.09	\$35,553
15	<b>Transportation and Material Moving Occupations</b>	20,315	\$20.44	\$42,514
16	<b>Architecture and Engineering Occupations</b>	14,197	\$52.86	\$109,939
17	<b>Construction and Extraction Occupations</b>	14,007	\$29.51	\$61,376
18	<b>Installation, Maintenance, and Repair Occupations</b>	13,918	\$28.52	\$59,313
19	<b>Personal Care and Service Occupations</b>	13,388	\$17.99	\$37,413
20	<b>Community and Social Service Occupations</b>	12,823	\$31.48	\$65,472
21	<b>Production Occupations</b>	6,933	\$26.84	\$55,819
22	<b>Farming, Fishing, and Forestry Occupations</b>	430	\$17.74	\$36,893

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

- The top occupations that had highest number of jobs in 2023 were Business and Financial Operations with an annual median wage of \$101,531.
- Other top occupations were Management Occupations, Office and Administrative Support Occupations, Food Preparation and Serving Related Occupations, Computer and Mathematical Occupations, and Legal Occupations.
- Legal occupations had an annual median wage of \$170,222 and Management Occupations had an annual median wage of \$153,959 in 2023.



## 4.6 In-demand Occupations

**Table 29: Top 25 In-Demand Occupations in the District**

Occupation	Avg. Unique Job Postings (JAN 2023 - DEC 2023)	Annual Median Wages
<b>Software Developers</b>	899	\$135,230
<b>Registered Nurses</b>	832	\$98,970
<b>Managers, All Other</b>	824	\$155,670
<b>Computer Occupations, All Other</b>	660	\$128,170
<b>Management Analysts</b>	569	\$110,780
<b>Secretaries and Administrative Assistants, Except Legal, Medical, and Executive</b>	365	\$50,580
<b>Computer User Support Specialists</b>	333	\$76,190
<b>Human Resources Specialists</b>	330	\$101,090
<b>Information Security Analysts</b>	326	\$123,140
<b>Medical and Health Services Managers</b>	322	\$133,050
<b>Sales Representatives, Wholesale and Manufacturing, Except Technical and Scientific Products</b>	316	\$69,280
<b>General and Operations Managers</b>	299	\$155,670
<b>Lawyers</b>	271	\$177,880
<b>Project Management Specialists</b>	260	\$106,060
<b>Sales Managers</b>	256	\$157,820
<b>Data Scientists</b>	250	\$97,660
<b>Public Relations Managers</b>	240	\$172,560
<b>Accountants and Auditors</b>	239	\$102,060
<b>Financial Managers</b>	231	\$164,090
<b>Computer Systems Analysts</b>	228	\$106,390
<b>Operations Research Analysts</b>	214	\$91,170
<b>Financial and Investment Analysts</b>	203	\$103,010
<b>Marketing Managers</b>	197	\$161,920
<b>Public Relations Specialists</b>	187	\$101,930
<b>Security Guards</b>	184	\$56,200

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

- The top in-demand occupations in 2023 were Software Developers with an average monthly job postings of 899 jobs and a median wage of \$135,230.
- Registered Nurses were the second top in-demand occupation with an average monthly job postings of 832 jobs and a median wage of \$98,970.
- Manager, All Other had an average monthly job posting of 824 and an annual median wage of \$155,670.



**Table 30: 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	365	\$50,580
Computer User Support Specialists	333	\$76,190
Sales Representatives, Wholesale and Manufacturing, Except Technical and Scientific Products	316	\$69,280
Security Guards	184	\$56,200
Retail Salespersons	181	\$35,880
Waiters and Waitresses	179	\$36,360
Food Service Managers	158	\$79,730
Fast Food and Counter Workers	151	\$35,070
Maintenance and Repair Workers, General	142	\$48,740
Executive Secretaries and Executive Administrative Assistants	142	\$76,210
Customer Service Representatives	136	\$47,770
First-Line Supervisors of Retail Sales Workers	132	\$49,510
Web Developers	128	\$103,510
Paralegals and Legal Assistants	125	\$87,610
First-Line Supervisors of Office and Administrative Support Workers	113	\$79,240
Bookkeeping, Accounting, and Auditing Clerks	106	\$61,360
Health Technologists and Technicians, All Other	100	\$50,780
Cooks, Restaurant	96	\$38,800
Bartenders	92	\$35,930
Hotel, Motel, and Resort Desk Clerks	91	\$36,630
Software Quality Assurance Analysts and Testers	89	\$111,780
Chefs and Head Cooks	88	\$61,930
Janitors and Cleaners, Except Maids and Housekeeping Cleaners	86	\$35,760
First-Line Supervisors of Food Preparation and Serving Workers	86	\$48,670
Maids and Housekeeping Cleaners	85	\$37,100

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 2023 was Secretaries and Administrative Assistants, Except Legal, Medical, and Executive, with an average monthly opening of 365 jobs and a median wage of \$50,580.
- In addition, Computer User Support Specialists, Sales Representatives, Security Guards, and Retail Salespersons were among the top 5 occupations requiring less than a bachelor's degree in 2023.



## 4.7 Hot Jobs 2020-2030

Table 31 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 31: Hot Jobs 2020 through 2030**

### The Top 50 High Demand Occupations - District of Columbia

Rank	High Demand Occupations	Numeric Job Growth (2020-2030)	Median Salary (\$)	Education Requirements
1	General and Operations Managers	2,399	\$ 153,730	
2	Financial Managers	582	\$ 163,340	
3	Lawyers	1,269	\$ 172,490	
4	Marketing Managers	296	\$ 162,660	
5	Medical and Health Services Managers	453	\$ 133,640	
6	Management Analysts	3,839	\$ 107,140	
7	Accountants and Auditors	786	\$ 101,280	
8	Information Security Analysts	629	\$ 124,550	
9	Computer Occupations, All Other	2,450	\$ 126,610	
10	Computer Systems Analysts	149	\$ 120,300	
11	Sales Managers	208	\$ 129,770	
12	Public Relations Specialists	2,052	\$ 90,110	
13	Computer and Information Systems Managers	153	\$ 168,150	
14	Economists	503	\$ 134,760	
15	Human Resources Managers	97	\$ 162,040	
16	Food Service Managers	1,015	\$ 76,130	
17	Human Resources Specialists	302	\$ 99,050	
18	Market Research Analysts and Marketing Specialists	1,646	\$ 78,870	
19	Paralegals and Legal Assistants	513	\$ 77,840	
20	Registered Nurses	570	\$ 95,220	
21	Computer User Support Specialists	377	\$ 77,240	
22	Computer Network Architects	78	\$ 129,150	
23	Network and Computer Systems Administrators	95	\$ 101,460	
24	Producers and Directors	375	\$ 80,790	
25	Construction Managers	370	\$ 99,640	

	Bachelor's degree		Master's degree		Associate's degree
	Doctoral or professional degree		HS Diploma or equivalent		Some college, no degree





Rank	High Demand Occupations	Numeric Job Growth (2020-2030)	Median Salary (\$)	Education Requirements
26	Education Administrators, Kindergarten through Secondary	219	\$ 125,430	
27	Statisticians	478	\$ 103,750	
28	Elementary School Teachers, Except Special Education	708	\$ 77,490	
29	Instructional Coordinators	203	\$ 107,140	
30	Training and Development Specialists	304	\$ 79,930	
31	Architects, Except Landscape and Naval	122	\$ 100,490	
32	Compliance Officers	150	\$ 96,570	
33	Logisticians	212	\$ 106,600	
34	Operations Research Analysts	291	\$ 79,050	
35	Environmental Scientists and Specialists, Including Health	185	\$ 127,880	
36	Secondary School Teachers, Except Special and Career/Technical Education	575	\$ 77,570	
37	Nurse Practitioners	364	\$ 121,470	
38	Chefs and Head Cooks	751	\$ 60,340	
39	Sales Representatives of Service	643	\$ 62,300	
40	Meeting, Convention, and Event Planners	433	\$ 62,110	
41	Fundraisers	420	\$ 62,880	
42	Interpreters and Translators	332	\$ 122,710	
43	First-Line Supervisors of Office and Administrative Support Workers	70	\$ 78,190	
44	Civil Engineers	174	\$ 95,580	
45	Educational, Guidance, and Career Counselors and Advisors	263	\$ 63,340	
46	News Analysts, Reporters, and Journalists	185	\$ 80,090	
47	Audio and Video Technicians	218	\$ 76,240	
48	Security Guards	2,671	\$ 50,110	
49	Exercise Trainers and Group Fitness Instructors	589	\$ 61,540	
50	Maintenance and Repair Workers, General	667	\$ 48,090	

	Bachelor's degree		Master's degree
	Postsecondary nondegree award		HS Diploma or equivalent



# 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](mailto:youthjobs@dc.gov)

#### Career Ready Early Scholars Program (CRESP)

The DOES Career Ready Early Scholars Program (CRESP), previously known as the Middle School Program, is an exceptional opportunity open to all middle school students who reside in the District to engage in comprehensive career exploration. In 2023, the program expanded to youth ages 9-13. This program provides a diverse hands-on experience for all participants in the areas of athletics, business, law and world/global affairs, culinary arts, agricultural sciences, engineering and design, language arts, STEM, social science and culture/humanities, visual and performance arts, and public speaking.

For More Information: [youthjobs@dc.gov](mailto: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](mailto: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](mailto:mbyli@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](mailto: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: [lmr.does@dc.gov](mailto:lmr.does@dc.gov)

## BUREAU OF WORKFORCE & FEDERAL PROGRAMS:

### American Job Center (AJC)

The American Job Center offers jobseekers, 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. DOES, 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](mailto: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](mailto: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](mailto: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](mailto:does@dc.gov)

## Workforce on Wheels (WOW)

Workforce on Wheels is DOES' cutting-edge mobile outreach team. 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](mailto:workforcebureau.does@dc.gov)

## Office of Apprenticeship, Information and Training (OAIT)

The Office of Apprenticeship, Information, and Training (OAIT) is part of 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](mailto:apprenticeship@dc.gov)  
[apprenticeship.does.dc.gov](http://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](mailto: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](mailto: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](mailto:does@dc.gov)

### Office of Paid Family Leave (OPFL)

The Office of Paid Family Leave (OPFL) within 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](http://dcpaidfamilyleave.dc.gov).

For inquiries regarding the Paid Family Leave program, please contact the Office of Paid Family Leave at: [does.opfl@dc.gov](mailto: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 and 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](mailto: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 DOES. 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 4,000 District residents for jobs that have an hourly average wage of over \$50 per hour.

For More Information: [DCIA@dc.gov](mailto: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% 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](mailto: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](mailto:does@dc.gov)

## OPERATIONS BUREAU:

### Customer Navigation Center (CNC)

The DOES 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](mailto:DOES.onestop@dc.gov), [doescnccampaigns@dc.gov](mailto:doescnccampaigns@dc.gov),  
and [CNC.UI@dc.gov](mailto:CNC.UI@dc.gov)

## LABOR STANDARDS BUREAU:

### Administrative Hearings Division, Office of Hearings and Adjudication

The 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](mailto: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 DC 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](mailto: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 DOES.

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 DC residents receive priority consideration for new jobs created by local government-assisted projects or contracts.

For More Information: [firstsource@dc.gov](mailto: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](mailto: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](mailto: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](mailto: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](mailto:talent@dc.gov)

## DIVISION OF STATE INITIATIVES:

### Project Empowerment

The Transitional Employment Program (TEP), also known as 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](mailto: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](mailto:dccareerconnections@dc.gov)



## 5.2 Selected Program Highlights

### Department of State Initiatives:

- TEP/Project Empowerment served 3,355 participants in FY23. TEP specializes in supporting the needs of participants facing multiple barriers to employment. As a result of the large number of participants served, the program exceeded its performance target of 1700 by 97%.
- DC Career Connections served 729 participants in FY23, exceeding its performance target of 250 by almost 200%.

### Office of Talent and Client Services (OTCS)

- OTCS supported employer partners by hosting 57 hiring events in the District, resulting in 6,347 DC residents having access to employment opportunities. Additionally, OTCS registered 319 new employers in DC Networks, significantly expanding job opportunities and job postings information for DC residents.

### Office of Paid Family Leave (OPFL)

- In FY23, OPFL's Benefit Division received a total of 19,213 claims filed. This was a notable increase of 23% from the previous fiscal year, in which a total of 15,639 claims were filed. This significant expansion is a testimony to the team's outreach efforts to ensure DC residents are aware of, and access, the support and benefits available to them.

## 5.3 Success Stories

### 5.3.1 Bureau of Education and Workforce Innovation:

#### Youth Programs:

#### Customer Experience

- A Youth Participant held a degree in biology from the University of the District of Columbia (UDC) and was working on her Master of Art in Teaching and Physician

Assistance degrees. While a participant in the Children's Focus Foundation summer program, to her excitement as it lined up with her goals, the participant was offered a position in Safeway's Pharmacy Assistant Training Program. The participant contributed dialogue in every workforce theory, sharing experiences from when she felt stagnated and had taken a break from school to when she decided it was time to get up and work on her dreams. The participant mentioned that one of the workforce training theories that stood out most was setting goals and building your motivational plan. Now, one of the participant's mantras is to set goals and reach them no matter what.

- A youth participant had been fired from a job before starting with Children's Focus Foundation. Throughout the motivational training, the health and wellness training/gym days, lectures, and motivational videos, the youth was able to re-frame her setback in her prior job as a setup for a comeback. The youth secured a job in her field of Security Operations and was elated when she announced that she had recently been hired. The youth expressed to our staff and the Children's Focus Foundation how thankful she was for the support and knowledge offered to her throughout the course.
- A youth was a sophomore in college studying engineering. During his tenure in the program, he exhibited excellent leadership skills and supported his team in the successful completion of their research project exploring factors that impact access to healthy foods in Wards 7 & 8. Based on his outstanding performance, the youth was offered a paid fall internship at NEAN Consulting, LLC. During the internship, the youth will assist with various research projects on youth violence in the District.
- A youth participant who worked with The Fresh Food Factory Market was offered a permanent position with Glizzy's, a vegan food company, after being recognized for his excellent customer service, acumen, and resilience. During our MBSYEP close out, the youth shared his story as to how he overcame transportation challenges to get to and from work. The youth's work ethic was not overlooked by the company, which is why he was offered a permanent position. The employer shared the following statement with us: "the youth is



currently hired by Glizzy's Vegan Food company, and has proven himself to be reliable, hardworking, and an asset to our team. He is currently employed part-time as a cashier with a current pay rate of \$17 per hour, with potential for full-time employment."

### 5.3.2 Bureau of Workforce & Federal Programs

#### Workforce Innovation and Opportunity Act (WIOA) Programs

##### Customer Experience

- A WIOA adult participant had been actively engaged in seeking better employment since early June 2023, after being unexpectedly terminated from their previous job. At the time, the participant reported being unemployed and seeking an opportunity in an office setting. After enrolling for WIOA individual employment services, the participant began receiving immediate support and assistance with their job search. This support included, but was not limited to:
  - Setting up a virtual recruiter account to receive personalized job alerts
  - Receiving instructions on how to effectively navigate DC Networks, the agency's platform for job seekers and employers
  - Guidance on performing an advanced job search
  - Invitations to attend relevant hiring events
  - Information about potential on-the-job training opportunities
  - Targeted job referrals matching the participant's skills and preferences
- Through this comprehensive support from the WIOA program, the Participant had been able to stay focused and proactive in their employment search, with the goal of securing a fulfilling office-based position. Hard work and dedication paid off when the Participant excitedly reported that they had obtained full-time and permanent employment.
- A WIOA adult participant, who was experiencing unemployment, met with a Workforce Development

Specialist (WDS) at the American Job Center (AJC) to explore employment and training opportunities. During this meeting, the participant expressed interest in the Governance, Risks, and Compliance (GRC) credential training program offered by Constituent Services Worldwide (CSW).

After the customer was enrolled in WIOA, she immediately began receiving assistance with employment services. The participant submitted her training application for the GRC program, which was approved. The WDS would follow up with the customer frequently to monitor her training progress. During the training period, the WDS shared current job listings and invitations to hiring events with the participant. The WDS also advised the participant to take advantage of the advanced job search tools available on DC Networks, including how to access labor market information (LMI).

The Participant's hard work and the WDS's support paid off when the WDS received a notification from the training provider that the participant had passed the final exam and received her GRC credential. After earning her credential, the customer continued working with the WDS to secure a full-time job related to her new credential.

- In May 2023, a WIOA youth participant visited the AJC to explore occupational training options. After meeting with a WDS, submitting the required eligibility documents, and fulfilling all registration requirements, the youth enrolled in the Toni Thomas CompTIA A+ training program, a WIOA-approved program. Upon completing the CompTIA A+ training program, the youth participant successfully earned her CompTIA A+ certification. She then transitioned to an internship with the Library of Congress, where her performance was exemplary. As a result, the youth participant was subsequently hired as a Help Desk Support Specialist with MIL Corporation, a contractor for the Library of Congress. The youth participant expressed deep gratitude for the support and guidance she received from the Toni Thomas CompTIA A+ training program, DOES, and the invaluable internship opportunity that ultimately led to her securing full-time employment. The Toni Thomas CompTIA A+ training program had directly prepared the youth participant for her new





role as a Help Desk Support Specialist. The program's curriculum covered essential technical skills, such as hardware troubleshooting, software installation and configuration, as well as customer service and communication best practices. This comprehensive training, combined with the hands-on experience gained during the internship, enabled the Youth Participant to excel in her new position at MIL Corporation.

## Wagner-Peyser and Jobs for Veterans State Grant

### Customer Experience

- A US veteran customer is a success story in his own right, having accumulated 38 years of experience in the Commercial/Industrial/Residential Construction industry. The Disabled Veteran Outreach Program Specialist (DVOP) became acquainted with the veteran after he registered in the agency's online jobs and career platform, DC Networks. During their meeting, the veteran expressed that he was looking to return to work in order to provide for his 13-year-old daughter. He shared with the DVOP a list of the jobs he had already been applying for, but the veteran was feeling discouraged by the lack of success.

The DVOP encouraged the veteran and challenged him to increase his job search activity and application submissions. The DVOP provided the veteran with additional job leads and offered assistance with resume preparation and interview skills. Motivated by the DVOP's guidance and support, the veteran intensified his job search efforts. The veteran's hard work and determination ultimately paid off, as he was able to secure employment as a Project Manager with a yearly salary of \$90,000. This veteran customer's success story is a testament to the impact that the Disabled Veteran Outreach Program can have in assisting former service members re-enter the workforce. By providing personalized support, job search resources, and encouragement, the DVOP helped this experienced veteran overcome his discouragement and find a well-paying position that aligned with his extensive construction background.

- A US veteran customer had been engaged in a job search since January 12, 2023. The veteran was referred to the job and career services section of the AJC by Unemployment Insurance staff. The veteran first met with the DVOP at a job fair hosted by the American Legion in February 2023. During this initial meeting, they began collaborating on the veteran's job search strategy.

Over the subsequent months, the veteran worked relentlessly to find employment, with the continued support and guidance of the AJC staff. As a result of this collaborative partnership, the veteran was able to secure a security job during a special hiring event hosted by DOES Veterans Services team.

The veteran's participation in the job fair also led to a formal job interview, where he was ultimately offered employment. This successful outcome was a testament to the veteran's perseverance, as well as the valuable assistance provided by the AJC staff, particularly the DVOP, in helping the veteran navigate the job search process.

Through the coordinated efforts of the Unemployment Insurance staff, the AJC's job and career services, and the DOES Veterans Services team, this veteran customer was able to overcome the challenges of his job search and find meaningful employment that aligned with his skills and experience.

## 5.3.3 Bureau of Innovation and Partnerships

### DC Infrastructure Academy (DCIA)

#### Energy Construction and Utility Program (ECU):

- A Customer, married with 9 children, visited the DC Infrastructure Academy (DCIA) to explore occupational skills training options that would prepare him to re-enter the workforce. After meeting with a Workforce Development Specialist (WDS), the Customer decided to enroll in the DCIA Energy Construction and Utility Program (ECU). After successfully completing the ECU training, the participant was presented with 3 job offers during the ECU hiring event, which was coordinated by DCIA. After going through a rigorous vetting process,



the participant accepted a job offer with the federal government, starting at the GS-10 pay grade. This success story highlights the positive impact the ECU program can have on the lives of participants, particularly those with who have an interest in the infrastructure sector. By providing comprehensive training and facilitating direct connections to potential employers, the ECU program was able to help this participant secure a well-paying federal government position that will enable him to support his family. The participant's willingness to share his career aspirations with the DCIA staff, and their ability to connect him with relevant job opportunities, were crucial factors in this positive outcome. This example demonstrates the importance of tailored support and collaborative efforts between training providers and the local community in empowering individuals to achieve their professional goals.

- A DCIA participant, who had previously graduated from both the Solar Works DC program and the EECU program, first came to DCIA with a passion for architecture and a background in civil engineering from North Carolina A&T State University. He was seeking an opportunity that would align with his vision of building a home powered by all-natural energy. During the DCIA intake process, the participant expressed his interest in this goal, and was subsequently referred to the Solar Works DC program. Due to his exemplary performance in the program, he was then recommended to participate in the inaugural ECU cohort, in order to further expand his knowledge and acquire additional stackable credentials, making him more marketable within the construction industry. Upon successfully completing the ECU program, the participant was selected for the DC Water Apprenticeship Program. This opportunity allowed him to continue learning and growing in his career, while working in the city he loves - Washington, DC. This participant's story is a testament to the transformative power of DCIA's comprehensive training programs. By providing tailored pathways that build upon each individual's skills and aspirations, DCIA was able to guide this participant towards his goal of working in the sustainable energy and construction fields. The participant's dedication and the DCIA staff's ability to identify and cultivate his potential have

culminated in this impressive career progression, which will enable him to put his passion and knowledge into practice in service of the local community.

## Commercial Driver License Program (CDL) Success Stories

- A Customer visited the DCIA with her primary of finding training that would equip her with the necessary skills to pursue a career that would offer her the flexibility and independence she sought. Through her dedication and hard work, the participant successfully completed the Commercial Driver License (CDL) program and obtained her official Class B CDL license. This achievement has opened up new opportunities for her, as the Class B CDL allows her to work a flexible schedule while still being able to provide for her family. This participant's story is a powerful example of how DCIA's training programs can positively impact the lives of individuals, particularly single parents, who are determined to create a better future for themselves and their loved ones. By identifying the participant's desire for a flexible and independent career path, DCIA was able to guide her towards the CDL program, which has empowered her to achieve her goal of being a self-sufficient provider for her family.
- A customer visited DCIA with the interest of enrolling in the CDL program and ultimately obtaining his Class B CDL. He was one of the first students in his cohort to successfully secure his learner's permit, which enabled him to offer valuable support and encouragement to his fellow classmates throughout the training process. During the Washington Metropolitan Area Transit Authority (WMATA) visit arranged as part of the program, the participant took the opportunity to apply for a bus driver position, as advised by the presenters. This proactive approach paid off, as he was one of the first hires from his cohort. This participant's story highlights the benefits of the comprehensive support and resources provided by the CDL program. By being one of the first to achieve the learner's permit milestone, the participant was able to leverage his experience to motivate and guide his peers, fostering a collaborative learning environment.



## Information Technology Program Success Stories (IT):

- An Information Technology (IT) program participant demonstrated a consistently positive attitude and exceptional abilities, positioning herself as a leader within her cohort. Through her dedication and strong performance, she successfully graduated from the program and secured employment. After achieving this initial success, the participant's journey took an inspiring turn – she returned to the IT program in fiscal year 2024 (FY24) as an instructor. In this new role, she made a remarkable impact, guiding her students to unprecedented achievements. Under her instruction, the cohort she oversaw attained a 100% pass rate on the CompTIA A+ certification exam, with 17 students becoming certified. This remarkable accomplishment represents the highest graduation rate for the CompTIA A+ certification since the program's inception. The participant's ability to not only excel as a student but also to effectively impart her knowledge and expertise as an instructor is a testament to her multifaceted talents and her commitment to the success of the IT program. This story is a shining example of the transformative potential of DCIA's training initiatives. By nurturing the growth and development of its participants, the program is able to cultivate leaders who can then pay it forward, uplifting and empowering the next generation of IT professionals. The participant's journey from student to instructor, and the outstanding outcomes she achieved, demonstrate the far-reaching impact that dedicated, high-performing individuals can have within the DCIA ecosystem.
- A determined IT program participant embarked on his DCIA journey in October 2022, starting with the CompTIA A+ Prep class. Despite the challenges he faced, his grit and unwavering commitment made him stand out among his peers in the cohort. Even after attaining his CompTIA A+ certification, the participant encountered difficulties in securing employment. Undeterred, he remained diligent and enrolled in one of DCIA's advanced IT offerings, the Cisco Certified Network Associate (CCNA) course.

Through his perseverance, he was able to successfully obtain his CCNA certification.

The participant's exceptional performance caught the attention of the program staff, and he was selected for two highly competitive Cisco Dream Team opportunities. These prestigious opportunities provided him with hands-on experience working alongside some of Cisco's top network engineers. As part of the Dream Team, the participant, along with three of his classmates, had the opportunity to install cameras and other network-connected equipment at Covenant House, a local non-profit organization in the District. This real-world project allowed the participants to apply their newly acquired skills in a meaningful way, while also contributing to the community.

The participant's journey reached new heights when he was then selected for the national Cisco Dream Team, which sent him to Cisco's annual conference in Las Vegas, NV. This prestigious selection was a testament to the participant's exceptional skills, dedication, and potential.

This story showcases the transformative impact of DCIA's IT training programs. Despite initial challenges in finding employment, the participant's unwavering determination and the program's comprehensive support enabled him to not only earn industry-recognized certifications but also gain invaluable hands-on experience through prestigious Cisco Dream Team opportunities. His journey serves as an inspiring example of how DCIA empowers participants to overcome obstacles and unlock their full potential in the field of information technology.

### 5.3.4 Division of State Initiatives (DSI)

#### Transitional Employment Program/ Project Empowerment and Work Experience Programs

- A participant, facing emotional and behavioral challenges, began his journey with the TEP/Project Empowerment - JRT program. Despite the obstacles he was navigating, he was determined to succeed and ultimately completed JRT and transitioned into the Work Experience (WEX) component of the program.



The participant's job coach worked closely with him, providing consistent guidance and support to help him develop better communication skills and coping mechanisms for the workplace. This personalized approach proved to be invaluable as the participant embarked on his WEX assignment at a local public school.

At the WEX site, the participant excelled in his responsibilities and was recognized for his outstanding performance. This positive work experience had a profound impact on the participant, as it helped him gain a stronger sense of his own self-worth and further motivated him to pursue his career goals.

The confidence and skills the participant gained through the JRT program and his successful WEX placement paved the way for his next milestone. He is now a full-time employee of the District of Columbia government, working within DC Public Schools.

- A participant faced initial difficulties in completing the Career Connections program, as he was dealing with significant emotional and behavioral challenges. Despite this setback, he remained determined and repeated the JRT component, ultimately graduating from the program. After completing JRT, the participant began his first WEX placement at Taurus Construction. Unfortunately, his tenure there was short-lived, and he found himself back at the starting point. In response to his termination, his Job Developer and job coach at DOES conducted a comprehensive case conference to discuss his accountability and strategies for future success.

During this pivotal meeting, the participant acknowledged his mistakes and made a firm commitment to not repeating them. Recognizing his potential, the DOES team then reassigned him to another WEX site, where his supervisor provided substantial mentorship, and his job coach reinforced the constructive feedback given.

Throughout this second WEX placement, the participant demonstrated a significant transformation, evolving into a highly marketable employee.

This positive experience served as a powerful motivator, driving the participant to seek and obtain full-time employment.

Today, the participant is a proud full-time employee of the District of Columbia government, working as a Maintenance Technician with a pay rate of \$20.00 per hour.

- A TEP/Project Empowerment participant who was in the WEX component of the program was assigned to work at Royal Court Apartments. During his time on the worksite, the participant diligently searched for employment but was initially unsuccessful.

He then attended the program's career development sessions, where he learned how to effectively market and promote himself after gaining valuable work experience and skills through the WEX program.

The participant then transitioned to the professional development phase of the program to continue his job search. However, he struggled with technology, as he was not yet able to confidently upload his resume, download job applications, or perform other basic computer functions.

With the assistance of the job coach and program staff, the participant became more familiar with using computers and comfortable submitting job applications online. Staying late and demonstrating great determination to secure unsubsidized employment, the participant was able to utilize the job search strategies and skills he had learned.

After two weeks of intensive professional development support, the participant was hired by Hanover Place Apartments. The TEP/Project Empowerment team remains available to provide any additional assistance the participant may need as he advances in his new employment journey.





# CONCLUSION

The Department of Employment Services (DOES) made significant strides in its mission to support the workforce in Fiscal Year (FY) 2023, reflecting a robust increase in both the number of individuals served and the overall impact of its programs. Notably, the department's Workforce Development programs provided staff-assisted career services to 23,634 unique individuals, marking a commendable 14% increase from FY2022. This expansion is indicative of DOES's growing capacity and commitment to workforce development.

In FY2023, DOES programs delivered an impressive 65,733 services to program participants. In addition to these personalized services, 27,422 individuals took advantage of the department's self-service tools and resources, demonstrating the widespread utility and accessibility of these offerings.

One of the notable aspects of the year was the diversity of the program participants. Over 14 different languages, apart from English, were identified as primary languages among those served, underscoring the department's inclusivity and its efforts to cater to a multilingual population.

Employment outcomes also showed significant improvement. Approximately 9,336 participants secured employment in FY2023, representing a substantial 28% increase from the previous year. This growth in employment is reflected in the substantial economic contribution of program participants, who generated more than \$169 million in wages during the fiscal year.

Despite a slight increase in the overall unemployment rate to an annual average of 4.9% in 2023, there were notable positive trends at the local level. Ward 8, in particular, maintained an annual average unemployment rate in the single digits for the second consecutive year, indicating stability and progress in this area.

The private sector also saw considerable growth over the past five years, with the number of private sector establishments rising from 39,678 in Q1 of 2019 to 46,475 in Q1 of 2023. These establishments contributed significantly to the local economy, with private sector companies paying their employees more than \$15.6 billion in wages in Q1 of 2023 alone.

Key industry sectors continue to play a pivotal role in the District's job market. The Government, Professional and Business Services, and Education and Health Services industries together accounted for over two-thirds of all jobs in the District in 2023, with the Government sector alone representing more than 30% of total employment.

The employment landscape was further defined by the top occupations with the highest number of jobs: Business and Financial Operations (125,882 jobs), Management Occupations (195,595 jobs), Office and Administrative Support Occupations (70,982 jobs), Food Preparation and Serving-related Occupations (53,126 jobs), and Computer and Mathematical Occupations (52,921 jobs). These sectors and occupations highlight the diverse and evolving nature of the job market in the District, reflecting both opportunities and challenges for job seekers and employers alike.

Overall, the data from FY2023 demonstrates the effectiveness of DOES's programs in fostering employment and economic growth, while also highlighting areas for continued focus and development to support the diverse needs of the community.

