

Department of Employment Services

# ANNUAL REPORT

FISCAL YEAR 2018



GOVERNMENT OF THE  
DISTRICT OF COLUMBIA  
MURIEL BOWSER, MAYOR



At DOES, we measure success  
in our ability to create more job  
opportunities for District residents.

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# Letter From The Director





As the Director of the Department of Employment Services (DOES), I have the honor of advancing Mayor Muriel Bowser's vision of ensuring District residents receive a fair shot at economic prosperity and a pathway to the middle class. Through new and innovative programming at DOES, such as our hands-on training at the DC Infrastructure Academy through our partners DC Water, WMATA, Washington Gas and PEPCO, Washingtonians receive quality workforce services and acquire the skills necessary to thrive in jobs that are in-demand. We are proud to empower job seekers, motivate young adults, and create opportunities to connect District businesses to quality, industry-trained talent from the nation's capital.

While we are excited about the progress made to date, we are committed to: continuing service delivery improvements; enhancing career pathways that align education and workforce; expanding our approach to assessing human capital; and implementing an integrative data and system-infrastructure strategy that meets the workforce needs of District residents and businesses. Our annual report is designed to highlight the efforts and report the accomplishments of the agency in Fiscal Year 2018. This annual report not only provides data on the outcomes of those investments, but relevant data and information compiled this past year.

At DOES, we measure success by our ability to create more job opportunities for District residents. As we strive to close opportunity gaps and promote the diverse human capital in the District of Columbia, we are encouraged by the increased business confidence in our workforce. The nation's economy is increasingly driven by technology, construction, health, higher education, hospitality and entertainment sectors, and DOES is in step with this momentum. This is a year in review and we are happy to have stakeholders and partners who support us.

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

# Outcomes of Services Provided at DOES

	FY15	FY16	FY17	FY18	Total
Total People Served (Local+Federal)	34,820	35,200	33,398	29,435	132,853
Total Services Provided (Local+Federal)	85,751	120,050	111,317	111,780	428,907
Employed	18,353	16,762	15,024	14,520	64,659
Average Wages	\$5,745	\$6,054	\$6,575	\$6,486	\$6,215
Total Wages	\$485,979,048	\$345,361,125	\$255,147,818	\$223,075,441	\$1,309,563,432

Source: DOES; Bureau of Labor Market Research and Performance Labor Statistics

For the last four years, DOES has provided more than **428,000** services to more than **130,000** people.

From FY15 to FY18, the total number of people served decreased by **15%**, whereas the total number of services increased by **30%**.

Total wages earned for the last four fiscal years (FY15-FY18) by DOES participants is more than 1.3 Billion dollars (**\$1,309,563,432**) with an average quarterly wage of **\$6,215**.



# EXECUTIVE SUMMARY AND HIGHLIGHTS

In 2018, the lowest unemployment rate in the District was in Ward 3 (**3.6%**) and the highest was in Ward 8 (12.5%). From 2015 to 2018, the largest decrease in unemployment was in Ward 7 with **2.3** percentage points decrease; followed by **Wards 8 and 5** with **2.1** and **2.0 percentage point** decrease, respectively.



Unemployment rate in D.C. stands at

**5.6%**

and has decreased by

**1.3%**

from 2015 to 2018.



For the Total wages earned for the last four fiscal years (FY15-FY18) by DOES participants is more than 1.3 Billion dollars (**\$1,309,563,432**) with an average quarterly wage of **\$6,215**.

Almost **64%** of all unemployment insurance claimants in 2018 had less than a Bachelor's degree, whereas **36%** had a Bachelor's degree and above.



■ Non-D.C. Residents (56%)

■ D.C. Residents (44%)

In 2018, almost **30,000** people claimed unemployment insurance in D.C.

Between 2014 and 2017, **3,694** new private sector businesses were created in the District of Columbia; with more than **1,000** created between 2016 and 2017.



In 2018, more than two-third (**67.43%**) of unemployment insurance claimants were Black or African American.



From 2015 to 2018, nearly **150,000** new private sector jobs were created in the Greater Washington Region (**148,400** new jobs) and **26,000** new private sector jobs were created in D.C.

Annual average weekly wages in the private sector grew by **3.7%** between 2016 and 2017, from **\$1,586 to \$1,645**.



For the last four years, DOES has provided more than **428,000** services to more than **130,000** people.

More than  
**\$12 billion**

in wages were in  
the first quarter of 2018,  
which is a **\$1.56 billion**  
increase since 2016.  
Small businesses (with less  
than 20 employees) paid over

**\$2.4 billion**  
in the first quarter of 2018.

In the Greater Washington Region **100,000 jobs** were offered (**98,730**) in Professional, Scientific, and Technical Services. In the next top two sectors (Administrative and Support and Waste Management and Remediation Services and Health Care and Social Assistance), over **50,000 jobs** were offered. Also, more than **20,000 jobs** were in demand in Accommodation and Food Services and Construction. Finally, more than **62,000 jobs** were in demand in Transportation and Warehousing and Utilities.



From 2015 to 2017, the District's per capita income has increased by **\$2,313** and annual average earnings by **\$4,346**.

Median income for both men and women has increased for the last three years with **1.6%** and **6%** increases respectively.

From 2015 to 2017, median household income has increased for all races, with the highest increase shown among Hispanic or Latinos (of any race) (**+28.4%**).



More more than 110,000 District residents lived below the living wage line in 2017 with, **6%** being white, **26%** Black and **13%** Hispanic. **19,860** more women than men lived in living wage in 2017.



In the first quarter of 2018,  
**88%**  
of all private sector business had less than 20 employees and,  
**95%**  
of them had less than 50 employees.

The gender wage gap has been closing with women's income being **90%** of men's income.



In 2017, median household income for White was **3.1 (down from 3.3 in 2016)** times higher than median household income for Black or African American (**\$132,698 vs. \$42,161**).

**80 percent** of the top 25 job postings in the District in 2018 required a Bachelor's degree or above. **40 percent** of the top 25 job postings in the Greater Washington Region required less than Bachelor's degree and pay on average **\$89,410** a year.



There were more than **1.96 million** total job postings in D.C. in 2018, of which **393,665** were unique. There were more than **7.2 million** total job postings in the Greater Washington Greater Washington Region in 2018, of which more than **1.6 million** were unique.

# Economic Situation In The District And The Greater Washington Region



## ► EMPLOYMENT DATA

### ► Average Unemployment Rate For D.C. And For The Greater Washington Region

**Not Seasonally Adjusted Unemployment Rate 2015 - 2018**  
**Annual Average Unemployment Rate**

	2015	2016	2017	2018*
DC	6.9	6.1	6.1	5.6
DC-VA-MD-WV MSA	4.4	3.9	3.7	3.4
DC-VA-MD-WV Metropolitan Division	4.5	4.0	3.8	3.4

Source: DOES Office of Labor Market Research and Performance

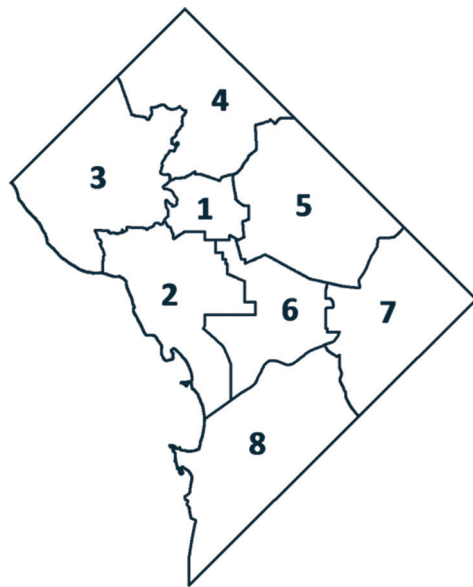
\*2018 data is preliminary

The Unemployment rate in D.C. stands at **5.6%** and has decreased by **1.3%** from 2015 to 2018.

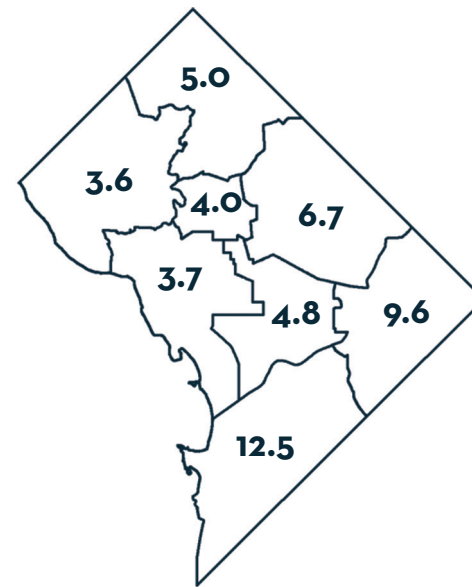
Unemployment in the Greater Washington Region stands at **3.4%** in 2018

## ▶ Average Unemployment Rate By Ward

District of Columbia Wards Annual Average Unemployment Rate 2015 -2018



2017	
Ward 1	4.5
Ward 2	4.2
Ward 3	4.0
Ward 4	5.4
Ward 5	7.2
Ward 6	5.5
Ward 7	10.3
Ward 8	13.1



2018	
Ward 1	4.0
Ward 2	3.7
Ward 3	3.6
Ward 4	5.0
Ward 5	6.7
Ward 6	4.8
Ward 7	9.6
Ward 8	12.5

Source: DOES Office of Labor Market Research and Performance

\*2018 data is preliminary

From 2015 to 2018, the largest decrease in unemployment was in Ward 7 with **-2.3 percentage points** followed by Wards 5 and 8 with **-2.1** and **-2.0 percentage points** decrease respectively.

## ▶ Total Number Of Private Sector Jobs For D.C. And For The Greater Washington Region

### Current Employment Statistics (CES) Not Seasonally Adjusted Private Sector Employment 2015-2018 Annual Average Employment (In Thousands)

	2015	2016	2017	2018*
DC	531.3	542.5	549.9	557.3
DC-VA-MD-WV MSA	2,474.9	2,527.1	2,572.6	2,623.3
DC-VA-MD-WV Metropolitan Division	2,000.6	2,050.1	2,090.7	2,134.0

Source: DOES Office of Labor Market Research and Performance

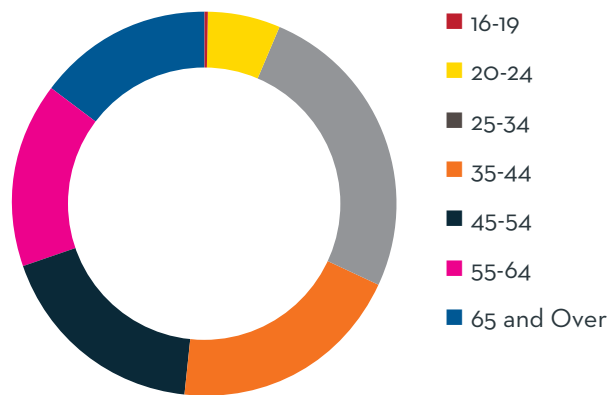
\*2018 data is preliminary

Nearly **148,400** private sector jobs were created in the Greater Washington Region from 2015 to 2018

**26,000** new private sector jobs were created in D.C. during the same period.

## ▶ Total Number Of Unemployment Insurance (UI) In D.C. By Demographics

Fiscal Year 2018 UI Claimants By Age Group



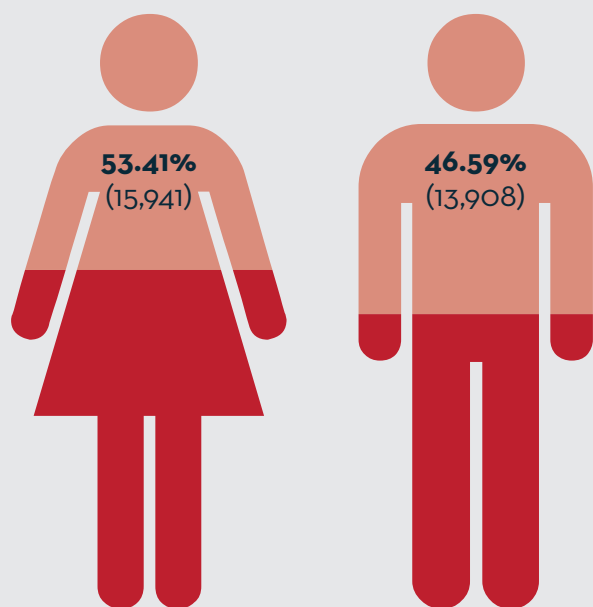
Age Group	Number	% of Total
16-19	127	0.43%
20-24	1,807	6.05%
25-34	7,625	25.55%
35-44	5,935	19.88%
45-54	5,318	17.82%
55-64	4,665	15.63%
65 and Over	4,372	14.65%
<b>Grand Total</b>	<b>29,849</b>	<b>100.00%</b>

Source: DOES Office of Labor Market Research and Performance

In 2018, **30,000** people claimed unemployment insurance in the District of Columbia.

**6.48%** of claimants were less than 25 years old and **14.65%** were 65 years old and over.

### 2018 UI Claimants By Gender



Source: DOES Office of Labor Market Research and Performance

In 2018, women accounted for more than half **(53.41%)** of the District's unemployment insurance claimants.

### Fiscal Year 2018 UI Claimants By Ethnicity

Ethnicity	Number	% of Total
Hispanic or Latino/Latina	2,664	8.92%
Not Hispanic or Latino/Latina	27,185	91.08%
<b>Grand Total</b>	<b>29,849</b>	<b>100.00%</b>

Source: DOES Office of Labor Market Research and Performance

Less than 9% **(8.92%)** of unemployment insurance claimants were of Hispanic or Latino/Latina ethnicity.

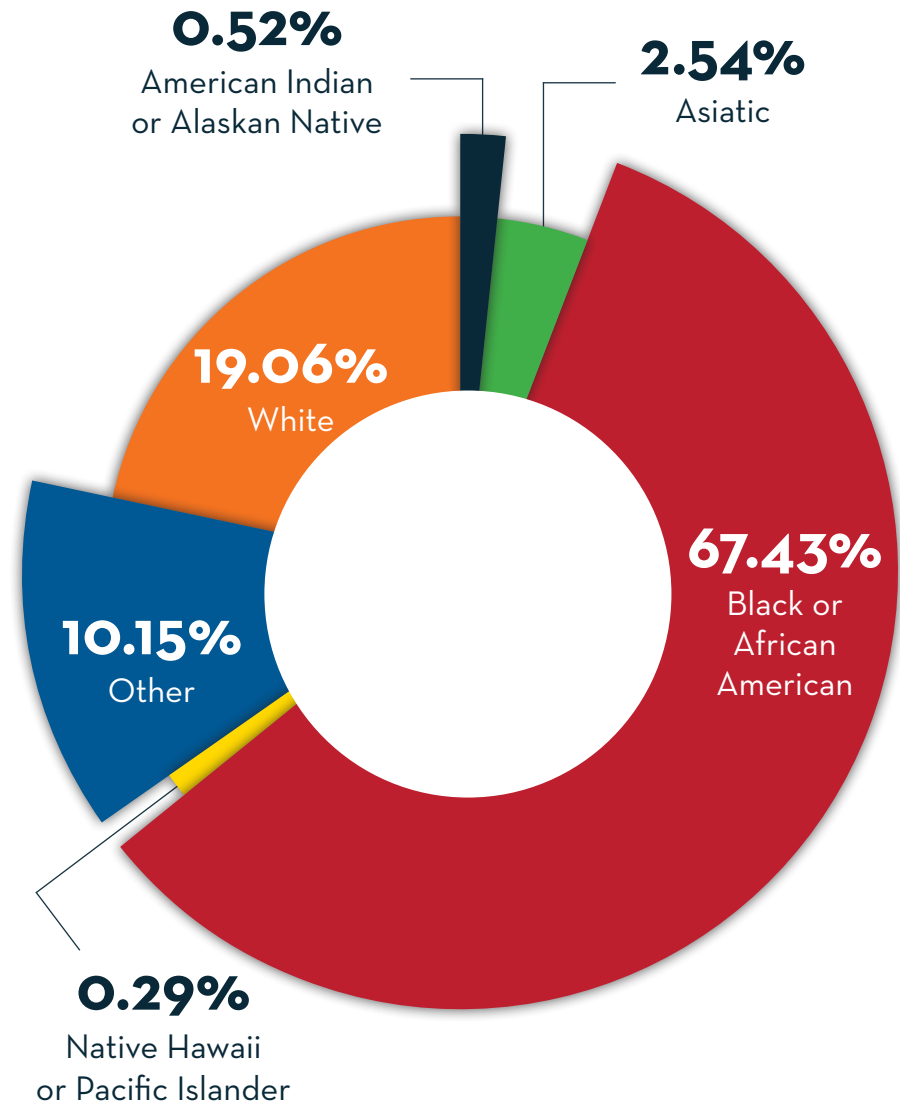


### 2018 UI Claimants By Race

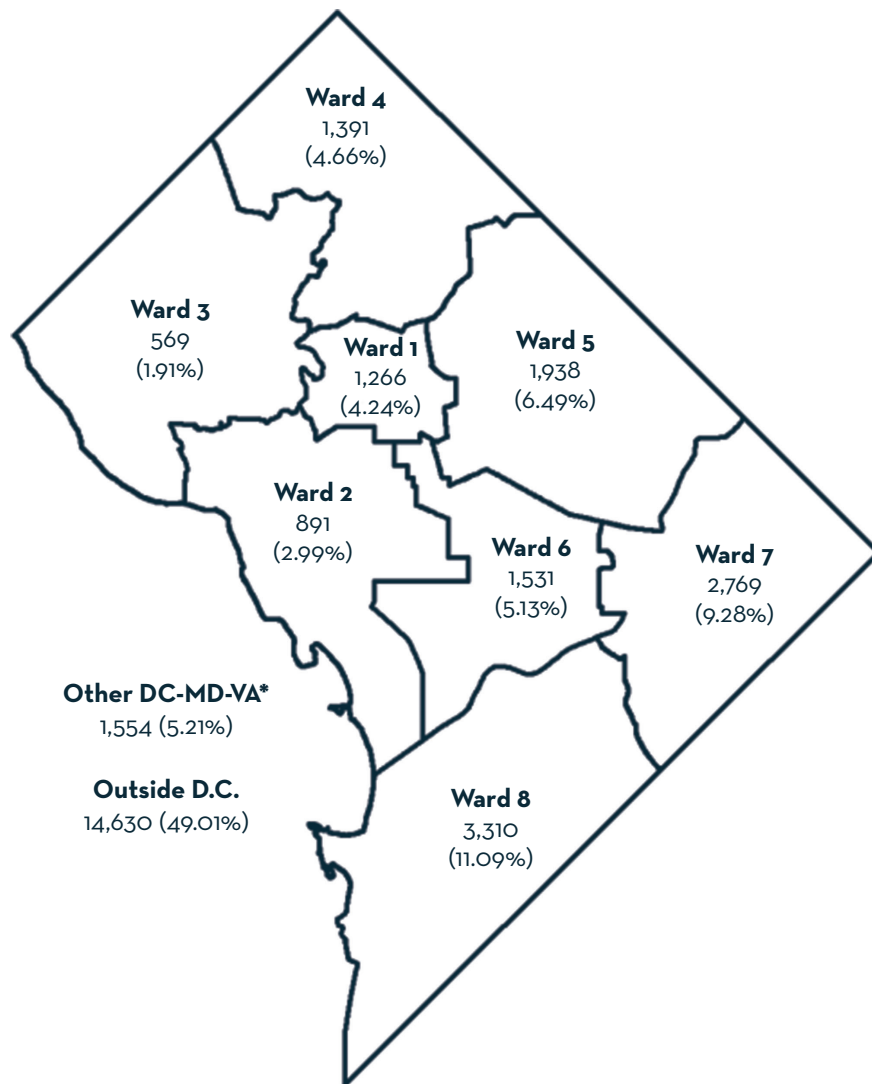
Race	Number	% of Total
American Indian or Alaskan Native	156	0.52%
Asiatic	759	2.54%
Black or African American	20,127	67.43%
Native Hawaii or Pacific Islander	86	0.29%
Other	3,031	10.15%
White	5,690	19.06%
<b>Grand Total</b>	<b>29,849</b>	<b>100.00%</b>

Source: DOES Office of Labor Market Research and Performance

More than two-thirds (**67.43%**) of unemployment insurance claimants, in 2018 were Black or African American.



### 2018 UI Claimants By D.C. Ward Address



Source: DOES Office of Labor Market Research and Performance

\*Additional DC-VA-MD-WV.

\*\*Data does not include Federal Government shutdown

In Fiscal Year 2018, more than 20% of unemployment insurance claimants with valid wards lived in Wards 7 and 8 combined.

Meanwhile, almost half of claimants (**49.01%**) lived outside the District.



## 2018 UI Claimants By Educational Attainment Level



**Bachelor's Degree**  
4,926 (16.50%)



**Less Than  
High School**  
2,253 (7.55%)



**Graduate/  
Professional  
Degree**  
5,942 (19.91%)



**Some College**  
7,351 (24.63%)



**High School or  
Equivalent (GED)**  
9,377 (31.41%)

Source: DOES Office of Labor Market Research and Performance

Over 63% (**63.59%**) of unemployment insurance claimants in Fiscal Year 2018 had less than a Bachelor's Degree, whereas 36.41% had a Bachelor's Degree and above.



## ▶ QUARTERLY CENSUS OF EMPLOYMENT AND WAGES (QCEW)

### ▶ Annual Establishments, Annual Average Employment, And Annual Weekly Wage

#### Total Covered, All Industries, District of Columbia Annual Averages 2014-2017, All establishment sizes

	2014	2015	2016	2017
Annual Average Establishments	36,246	37,997	38,866	39,939
Annual Average Employment	729,349	743,596	756,646	763,847
Annual Average Weekly Wage	\$1,651	\$1,695	\$1,721	\$1,780

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

\*Data for 2018 not yet available



**Private, All Industries, District of Columbia**  
**Annual Averages 2014-2017, All Establishment sizes**

	2014	2015	2016	2017
Annual Average Establishments	35,871	37,619	38,491	39,565
Annual Average Employment	495,073	506,774	517,154	524,773
Annual Average Weekly Wage	\$1,522	\$1,565	\$1,586	\$1,645

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

\*Data for 2018 not yet available

Between 2014 and 2017, **3,694** new private sector businesses were created with over **1,000** created between 2016 and 2017.

Annual Average weekly wages in the private sector grew by **3.7%** between 2016 and 2017, from **\$1,586 to \$1,645.**



## ▶ Private Sector By Establishments Size Class

**Private Sector, District of Columbia  
2016-2018 First Quarter, By Establishment Size Class  
Quarterly Establishments**

Size Class	2016 Q1	2017 Q1	2018 Q1
All sizes	38,027	38,777	39,832
Fewer than 5	26,379	26,980	27,652
5 to 9	4,252	4,287	4,389
10 to 19	3,094	3,148	3,194
20 to 49	2,470	2,528	2,699
50 to 99	973	958	974
100 to 249	583	594	648
250 to 499	187	195	188
500 to 999	59	56	58
1000 or more	30	31	30

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

In the first quarter of 2018,  
**88%** of all private sector  
businesses had less than 20  
employees and **95%** had less  
than 50 employees.

On the other hand, businesses  
with less than 20 employees  
represent less than **20%** of the  
private sector workforce and  
wages paid in the District.

**Private Sector, District of Columbia  
2016-2018 First Quarter, By Establishment Size Class  
Average Employment**

Size Class	2016 Q1	2017 Q1	2018 Q1
All sizes	510,171	515,311	528,672
Fewer than 5	30,700	29,823	31,229
5 to 9	27,714	27,855	28,583
10 to 19	41,820	42,860	43,224
20 to 49	74,504	76,627	81,497
50 to 99	66,352	65,349	66,554
100 to 249	86,819	89,418	98,419
250 to 499	63,736	65,607	63,134
500 to 999	40,853	38,350	39,411
1000 or more	77,673	79,423	76,621

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

Small businesses with less than 20 employees paid slightly over **\$2.4 billion** in wages during the first quarter of 2018.

Over **\$12 billion** in wages were paid in the District in the first quarter of 2018.



**Private Sector, District of Columbia**  
**2016-2018 First Quarter, By Establishment Size Class**  
**Total Quarterly Wages**

Size Class	2016 Q1	2017 Q1	2018 Q1
All sizes	\$10,718,788,110	\$11,745,697,676	\$12,278,821,006
Fewer than 5	\$660,822,130	\$699,906,863	\$739,705,541
5 to 9	\$595,640,021	\$634,122,020	\$661,263,083
10 to 19	\$891,562,947	\$956,241,510	\$1,013,502,576
20 to 49	\$1,518,036,725	\$1,619,819,094	\$1,810,334,795
50 to 99	\$1,368,343,077	\$1,518,100,726	\$1,504,685,080
100 to 249	\$1,919,937,720	\$2,239,779,897	\$2,366,479,320
250 to 499	\$1,396,725,624	\$1,522,857,011	\$1,569,222,999
500 to 999	\$895,127,745	\$874,532,406	\$939,777,304
1000 or more	\$1,472,592,121	\$1,680,338,149	\$1,673,850,308

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

Total wages paid in the  
District increased by  
**\$1.56 billion** since 2016.



# Labor Market Demand In The District and The Greater Washington Region



# ▶ TOTAL NUMBER OF JOBS POSTINGS BY OCCUPATIONS

## 2018 Top 25 Jobs Postings in D.C.

Rank	Title	Average	*Education	**Annual Median Wages
1	Registered Nurses	12,631	Bachelor's degree	\$87,040
2	Software Developers, Applications	10,070	Bachelor's degree	\$116,680
3	Management Analysts	8,402	Bachelor's degree	\$99,740
4	Computer User Support Specialists	7,818	Some college, no degree	\$64,840
5	Computer Occupations, All Other	7,464	Bachelor's degree	\$116,920
6	Information Security Analysts	7,431	Bachelor's degree	\$118,250
7	Network and Computer Systems Administrators	6,816	Bachelor's degree	\$95,030
8	Computer Systems Analysts	6,130	Bachelor's degree	\$103,120
9	Managers, All Other	5,501	Bachelor's degree	\$135,970
10	Computer Programmers	5,255	Bachelor's degree	\$103,010
11	Accountants and Auditors	5,123	Bachelor's degree	\$89,950
12	Sales Managers	4,653	Bachelor's degree	\$119,980
13	Executive Secretaries and Executive Administrative Assistants	4,510	High school diploma or equivalent	\$69,180
14	Marketing Managers	4,432	Bachelor's degree	\$151,300
15	First-Line Supervisors of Office and Administrative Support Workers	4,208	High school diploma or equivalent	\$72,580
16	Business Operations Specialists, All Other	4,183	Bachelor's degree	\$94,800
17	Lawyers	3,916	Doctoral or professional degree	\$161,900
18	Web Developers	3,877	Associate's degree	\$84,570

Rank	Title	Average	*Education	**Annual Median Wages
19	Public Relations Specialists	3,506	Bachelor's degree	\$83,810
20	Public Relations and Fundraising Managers	3,227	Bachelor's degree	\$154,280
21	Market Research Analysts and Marketing Specialists	3,201	Bachelor's degree	\$67,190
22	General and Operations Managers	2,779	Bachelor's degree	\$138,170
23	Financial Managers	2,770	Bachelor's degree	\$145,630
24	Computer and Information Systems Managers	2,745	Bachelor's degree	\$158,140
25	Customer Service Representatives	2,650	High school diploma or equivalent	\$43,180

Source: DOES Office of Labor Market Research and Performance; EMSI; D.C. Networks

\*Source: Bureau of Labor Standards \*\*Source: OES May 2017 D.C.

Of the more than **1.96 million** total job postings in D.C. in 2018, more than **393,665** were unique.

**80%** of the top 25 job postings in the District in 2018 required a Bachelor's degree or above.

## 2018 Top 25 Job Postings By Occupation in the Greater Washington Region

Rank	Title	Average	*Education	**Wages
1	Registered Nurses	49,196	Bachelor's degree	\$78,310
2	Software Developers, Applications	44,780	Bachelor's degree	\$114,130
3	Heavy and Tractor-Trailer Truck Drivers	43,357	Postsecondary non-degree award	\$44,110
4	Computer Occupations, All Other	38,416	Bachelor's degree	\$115,820
5	Computer User Support Specialists	32,600	Some college, no degree	\$60,000
6	Network and Computer Systems Administrators	31,293	Bachelor's degree	\$98,080
7	Information Security Analysts	27,461	Bachelor's degree	\$109,200
8	Management Analysts	25,094	Bachelor's degree	\$100,980
9	Computer Systems Analysts	21,423	Bachelor's degree	\$100,760
10	Computer Programmers	21,282	Bachelor's degree	\$97,010
11	Retail Salespersons	20,569	No formal educational credential	\$24,060
12	Managers, All Other	16,878	Bachelor's degree	\$134,420
13	Customer Service Representatives	16,332	High school diploma or equivalent	\$36,980
14	Accountants and Auditors	16,171	Bachelor's degree	\$84,150
15	First-Line Supervisors of Retail Sales Workers	15,751	High school diploma or equivalent	\$44,200
16	Business Operations Specialists, All Other	15,291	Bachelor's degree	\$93,020
17	First-Line Supervisors of Office and Administrative Support Workers	14,317	High school diploma or equivalent	\$62,920
18	Web Developers	13,809	Associate's degree	\$85,320
19	Marketing Managers	13,542	Bachelor's degree	\$157,870

Rank	Title	Average	*Education	**Wages
20	Taxi Drivers and Chauffeurs	13,532	No formal educational credential	\$29,480
21	Executive Secretaries and Executive Administrative Assistants	13,036	High school diploma or equivalent	\$69,870
22	Sales Managers	12,535	Bachelor's degree	\$155,730
23	General and Operations Managers	11,423	Bachelor's degree	\$138,160
24	Computer and Information Systems Managers	10,092	Bachelor's degree	\$161,890
25	Security Guards	9,745	High school diploma or equivalent	\$38,770

Source: DOES Office of Labor Market Research and Performance; EMSI; D.C. Networks

\*Source: Bureau of Labor Standards

\*\*Source: Occupational Employment Statistics May 2017 MSA

There were more than **7.2 Million** total job postings in Greater Washington Region in 2018, of which nearly **1.6 Million** were unique.

# ▶ TOTAL NUMBER OF JOB POSTINGS BY SECTOR

## 2018 Top 20 job Openings By Industry in D.C.

Rank	Industry	*Average	**Wages
1	Professional, Scientific, and Technical Services	98,730	\$137,136
2	Administrative and Support and Waste Management and Re-mediation Services	43,060	\$52,352
3	Health Care and Social Assistance	26,226	\$64,165
4	Other Services (except Public Administration)	16,540	\$85,672
5	Information	16,254	\$131,935
6	Finance and Insurance	15,362	\$180,559
7	Educational Services	15,097	\$57,821
8	Accommodation and Food Services	12,607	\$33,289
9	Manufacturing	10,381	\$89,853
10	Retail Trade	9,684	\$36,419
11	Public Administration	9,571	\$106,047
12	Transportation and Warehousing	6,637	\$59,691
13	Real Estate and Rental and Leasing	5,854	\$109,451
14	Wholesale Trade	5,017	\$127,226
15	Construction	4,168	\$70,980

Rank	Industry	*Average	**Wages
16	Management of Companies and Enterprises	3,469	\$216,374
17	Arts, Entertainment, and Recreation	1,934	\$85,663
18	Utilities	902	\$117,457
19	Mining, Quarrying, and Oil and Gas Extraction	284	\$0
20	Agriculture, Forestry, Fishing and Hunting	173	\$0

\*Source: EMSI 2018 Industry Postings; D.C. Networks 2018 Industry Openings

\*\*EMSI Current Wages, Salaries, & Proprietor Earnings

Almost **100,000 jobs** were offered (**98,730**) in Professional, Scientific, and Technical Services in identified High Demand sectors in the District.

Administrative and Support and Waste Management and Remediation Services had **43,060** jobs offered, Health Care had **26,226**, and Information sector had **16,254** jobs offered.

Finally, more than **22,000** jobs were in Hospitality and Construction combined (**12,607** and **10,381** respectively).

## 2018 Top Industries By Job Openings in the Greater Washington Region

Rank	Industry	*Average	** Average Wages
1	Professional, Scientific, and Technical Services	383,607	\$118,693
2	Administrative and Support and Waste Management and Remediation Services	160,672	\$51,420
3	Health Care and Social Assistance	115,405	\$56,022
4	Retail Trade	82,892	\$33,539
5	Finance and Insurance	64,744	\$123,181
6	Manufacturing	64,741	\$86,825
7	Transportation and Warehousing	60,334	\$56,261
8	Information	59,267	\$121,885
9	Accommodation and Food Services	55,421	\$25,805
10	Educational Services	48,408	\$51,151
11	Other Services (except Public Administration)	36,940	\$61,288
12	Public Administration	30,966	\$84,945
13	Wholesale Trade	23,415	\$98,147
14	Real Estate and Rental and Leasing	22,362	\$79,455
15	Construction	17,396	\$68,600
16	Arts, Entertainment, and Recreation	10,827	\$41,212
17	Management of Companies and Enterprises	10,524	\$167,835
18	Utilities	2,867	\$125,797
19	Mining, Quarrying, and Oil and Gas Extraction	1,750	\$74,195
20	Agriculture, Forestry, Fishing and Hunting	1,069	\$33,367

\*Source: EMSI 2018 Industry Postings; D.C. Networks 2018 Industry Openings

\*\*EMSI Current Wages, Salaries, & Proprietor Earnings

More than **60,000** jobs were offered in the Greater Washington Region in Transportation and Logistics (**60,334**) and Utilities (**2,867**).



# D.C. HOT JOBS

## Top 25 High Demand, High Wage Occupations in the District of Columbia

Occupational Title	Numeric Job Growth 2016-2026 ***	Annual Median Wage *****	Typical Education Needed for Entry
General and Operations Managers	2,218	\$138,170	Bachelor's degree
Financial Managers	784	\$145,630	Bachelor's degree
Managers, All Other	922	\$135,970	Bachelor's degree
Lawyers	2,408	\$161,900	Doctoral or professional degree
Public Relations and Fundraising Managers	425	\$154,280	Bachelor's degree
Management Analysts	2,130	\$99,740	Bachelor's degree
Computer Systems Analysts	689	\$103,120	Bachelor's degree
Computer Occupations, All Other	1,297	\$116,920	Bachelor's degree
Computer and Information Systems Managers	308	\$158,140	Bachelor's degree
Human Resources Specialists	353	\$93,010	Bachelor's degree
Business Operations Specialists, All Other	1,879	\$94,800	Bachelor's degree
Accountants and Auditors	842	\$89,950	Bachelor's degree
Software Developers, Applications	832	\$116,680	Bachelor's degree
Registered Nurses	1,267	\$87,040	Bachelor's degree
Medical and Health Services Managers	306	\$127,890	Bachelor's degree

Occupational Title	Numeric Job Growth 2016-2026 ***	Annual Median Wage *****	Typical Education Needed for Entry
Financial Analysts	438	\$92,670	Bachelor's degree
Software Developers, Systems Software	578	\$112,590	Bachelor's degree
Network and Computer Systems Administrators	353	\$95,030	Bachelor's degree
Public Relations Specialists	1,353	\$83,810	Bachelor's degree
Marketing Managers	137	\$151,300	Bachelor's degree
Information Security Analysts	310	\$118,250	Bachelor's degree
Human Resources Managers	113	\$153,710	Bachelor's degree
Construction Managers	124	\$104,730	Bachelor's degree
Market Research Analysts and Marketing Specialists	1,308	\$67,190	Bachelor's degree
Economists	543	\$116,910	Master's degree

Note: This list includes 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.

Source: DOES Office of Labor Market Research and Performance

Note: \*\*\*District of Columbia Long-Term Industry and Occupational Projections, 2016 - 2026

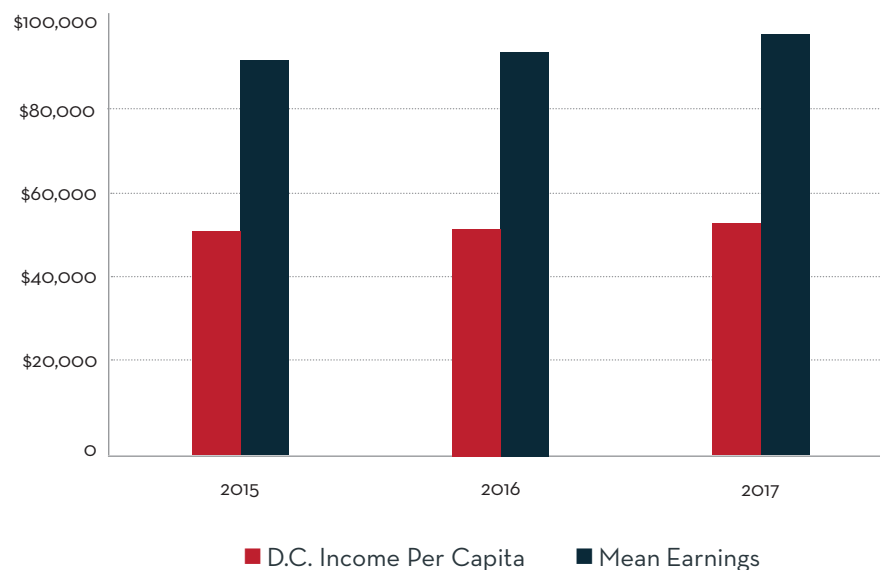
Note: \*\*\*\*\*Bureau of Labor Statistics, Occupational Employment Statistics (OES), May 2017 Estimates

# Income By Demographics



## ► INCOME PER CAPITA IN D.C.

D.C. Income Per Capita and Average Earnings

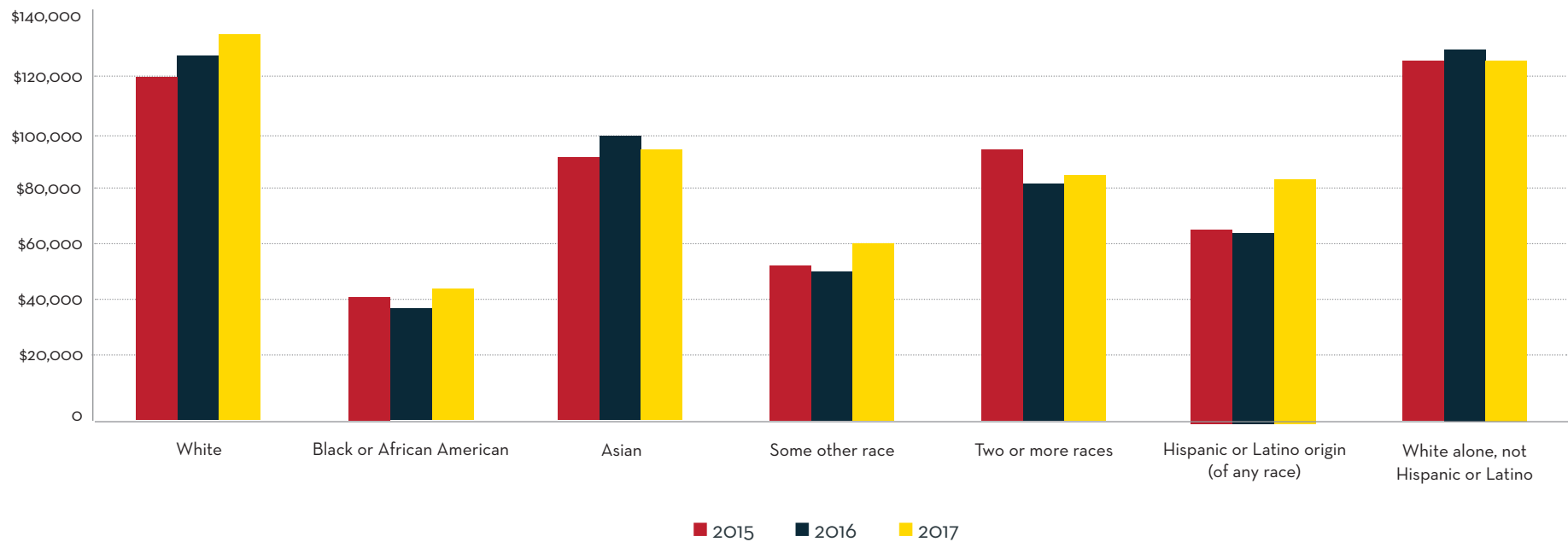


Source: DOES Office of Labor Market Research and Performance; America Community Survey, 1 Year Estimate

From 2015 to 2017,  
D.C. per capita income has  
increased by **\$2,313** and the  
average earnings by **\$4,346**.



### Median Household Income By Race and Ethnicity



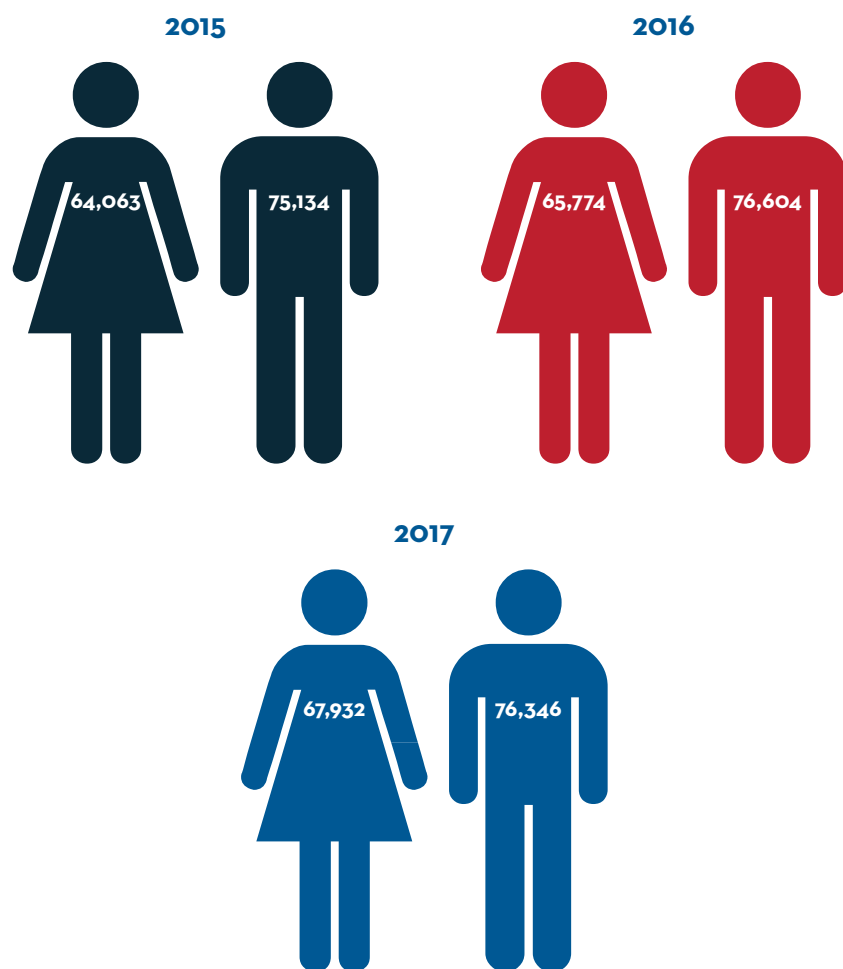
Source: DOES Office of Labor Market Research and Performance America Community Survey 1 Year Estimate  
\*2018 data not yet available

From 2015 to 2017, median household income has increased for all races and ethnicity with the highest increase coming from Hispanic or Latino origin (of any race) **(+28.4%)**.

In 2017, median household income for White residents was **3.1 (down from 3.3 in 2016)** times higher than median household income for Black or African American residents **(\$132,698 vs. \$42,161)**.

## ► D.C. RESIDENTS WAGE DATA BY GENDER (2015-2017)

Median Income of Full Time Workers By Gender



**The gender gap in D.C. is one of the lowest in the country.**

Median income for both men and women has been increasing for the last three years by **1.6%** and **6%**, respectively.

From 2015-2017, the women/men ratio has been increasing, meaning women income is **90%** of men income.

Source: DOES Office of Labor Market Research and Performance;  
America Community Survey 1 Year Estimate

### D.C. Residents Below Living Wage By Race (2015-2017)

Year	Categories	White	Black or African American	Asian	Hispanic or Latino origin (of any race)
2015	Total	252,112	305,616	24,129	68,460
	Estimate	17,986	81,216	2,969	7,921
	<b>Percent Below Living Wage Level</b>	<b>7.10%</b>	<b>26.60%</b>	<b>12.30%</b>	<b>11.60%</b>
2016	Total	260,919	307,253	24,027	71,543
	Estimate	20,522	85,574	3,735	12,729
	<b>Percent Below Living Wage Level</b>	<b>7.90%</b>	<b>27.90%</b>	<b>15.50%</b>	<b>17.80%</b>
2017	Total	267,497	305,419	27,119	73,440
	Estimate	17,735	78,737	4,070	9,648
	<b>Percent Below Living Wage Level</b>	<b>6.60%</b>	<b>25.80%</b>	<b>15.00%</b>	<b>13.10%</b>

Source: DOES Office of Labor Market Research and Performance; America Community Survey 1 Year Estimate

In 2017, **6%** of White, **26% of Black** and **13%** of Hispanic D.C. residents lived below the living wage respectively.

### D.C. Residents Below Living Wage By Gender

Year	Categories	Men	Women
2015	Total	303,133	334,894
	Estimate	48,884	61,616
	Percent	16.10%	18.40%
2016	Total	306,361	341,293
	Estimate	53,059	67,249
	Percent	17.30%	19.70%
2017	Total	312,968	347,674
	Estimate	45,030	64,890
	Percent	14.40%	18.70%

Source: DOES Office of Labor Market Research and Performance;  
America Community Survey 1 Year Estimate

**19,860** more women than  
men lived below the  
living wage in 2017.





# Workforce Innovation And Opportunity Act (WIOA) Performance



## FY2017 & FY2018 WIOA Performance

Performance Measure		ETA Negotiated Standard*	District's Performance FY2017**	% of Standard Achieved FY2017	District's Performance FY2018***	% of Standard Achieved FY2018
Employment Rate- 2nd quarter after exit	Adults	62%	77.5%	125%	72.9%	118%
	Dislocated Workers	69%	78.7%	114%	76.2%	110%
	Youth	51%	69.2%	136%	58.6%	115%
	WP	50%	59.1%	118%	57.6%	115%
Employment Rate: 4th Quarter after exit	Adults	68%	N/A	N/A	74.3%	109%
	Dislocated Workers	65%	N/A	N/A	75.5%	116%
	Youth	46%	N/A	N/A	70.8%	154%
	WP	79%	N/A	N/A	61.1%	77%
Median Earnings	Adults	\$6,200	\$5,835	94%	\$7,014	113%
	Dislocated Workers	\$7,500	\$7,668	102%	\$8,426	112%
	Youth	Baseline	\$1,272	N/A	\$3,229	N/A
	WP	\$5,500	\$5,523	100%	\$5,640	103%
Credential Attainment Rate	Adult	54%	N/A	N/A	71.0%	131%
	Dislocated Workers	57%	N/A	N/A	71.2%	125%
	Youth	50%	N/A	N/A	57.1%	114%
Measurable Skills Gain	Adult	Baseline	12.2%	N/A	57.1%	N/A
	Dislocated Workers	Baseline	14.1%	N/A	68.6%	N/A
	Youth	Baseline	38.8%	N/A	56.0%	N/A

\*Used the PY2016 & PY2017 WIOA Negotiated Performance Targets

\*\*Used PY2017 Qtr1 Rolling 4 Quarter Performance Report

\*\*\*Used PY2018 Qtr1 Rolling 4 Quarter Performance Report

- Exceeded the Standard
- Met 80% of Standard
- Did not meet 80% of Standard

In 2018, DOES exceeded all WIOA performance measures except for one (Employment Rate: 4th Quarter after exit).

# Conclusion And Findings

Associate Director



As the economy of the District of Columbia continues to expand, investment in our local workforce and infrastructure has been a collaborative effort. The Bowser Administration remains steadfast in its commitment to ensuring Washingtonians have access to quality workforce training and career services.

DOES has served more than 130,000 residents, many of whom have come through the doors of an American Job Center and were connected to workforce training or employment opportunities. In 2018, DOES introduced DC Talent Leaders, a new arm of the summer youth employment program that gives participants ages 18 to 24 a fair shot at a sustainable career, while expanding the pool of host employers. DOES developed new initiatives such as the Transitional Residential Housing Program that allows homeless residents who have secured and maintained stable employment after exiting one of our locally-funded workforce programs receive financial support to secure permanent, long-term housing. DOES also improved and expanded existing programs such as Apprenticeship DC and Learn. Earn. Advance, and Prosper (L.E.A.P.) where participants earn a wage while receiving on-the-job training.

As the District continues to experience an economic boost, our focus shifted towards the business community, giving employers the opportunity to foster a public-private partnership with DOES supporting communities in which businesses are developing. By hosting hiring and recruitment fairs with our business partners, DOES has taken proactive steps to allow access to the District's human capital of skilled and trained residents. DOES was also charged with creating a hub that would prepare District workers for jobs in the infrastructure industry by 2021. Three years ahead of schedule, DOES opened the DC Infrastructure Academy (DCIA). DOES, launched the 1,000 Opportunities Initiative in partnership with the Deputy Mayor for Public Safety and Justice, the Deputy Mayor for Greater Economic Opportunity and the Office of the City Administrator, DOES connected residents in communities hardest hit by violence and unemployment to employment and job training opportunities.

Since January 2015, **43,600** new jobs have been added to the economy in the District of Columbia and nearly **26,000** D.C. residents gained employment. The total number of unemployed D.C. residents decreased by 6,300 people with an average weekly median duration of unemployment for Blacks that has also decreased by 22 weeks. The unemployment rate in Wards 7 and 8 decreased by **4.6** percentage points and **4.7** percentage points respectively. **As of December**

**2018, Wards 7 and 8 experienced the lowest unemployment rates ever recorded at 8.3 percent and 11.4 percent respectively, and more than 60, 000 Washingtonians served through DOES have earned more than 1.3 billion dollars.**

Our approach has been in alignment with Mayor Muriel Bowser's vision of providing residents a fair shot at economic prosperity. By offering a variety of employment and workforce training programs, DOES is able to amplify the Bowser Administration's message of inclusiveness. Young Washingtonians, seniors, returning citizens, underemployed individuals and those who face challenges to employment are able to use DOES as a resource and a pipeline to be placed on the pathway to the middle class.





# DOES Services and Success Stories



## SERVICES

### Customer Navigation Center (CNC)

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

**For More Information:** 202.724.7200

### Office of Unemployment Insurance (UI)

The Office of Unemployment Compensation (OUC), also referred to as Unemployment Insurance (UI) Office, serves claimants and employers of more than 30,000 businesses in and around the District of Columbia.

**For More Information:** does@dc.gov



### The Office of Youth Programs (OYP)

The Office of Youth Programs (OYP) develop and administers workforce development programs for District youth ages 14 to 24. OYP provides occupational skills training, work experience, academic enrichment and life skills training to facilitate the development of work habits and skills that are essential for success in the workplace. The following programs are currently being offered through the Office of Youth Programs.

- Mayor Marion S. Barry Summer Youth Employment Program (MBSYEP)
- MBSYEP - Mayor's Opportunity Scholarship (MOS)
- Marion Barry Youth Leadership Institute (MBYLI)
- The Youth Innovations Grants (YIG):
- High School Internship Program (HSIP):
- The Pathways for Young Adults Program (PYAP)
- Youth Earn & Learn Program (YEALP):

**For More Information:** youthjobs@dc.gov



### Mayor 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 | (202) 698-3492



## MBSYEP - Mayor's Opportunity Scholarship (MOS)

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

**For More Information:** [mbyli@dc.gov](mailto:mbyli@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)

## The Youth Innovations Grants (YIG)

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

**For More Information:** [youthjobs@dc.gov](mailto:youthjobs@dc.gov)

## High School Internship Program (HSIP)

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

**For More Information:** [youthjobs@dc.gov](mailto:youthjobs@dc.gov)

## The Pathways for Young Adults Program (PYAP)

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

**For More Information:** [youthjobs@dc.gov](mailto:youthjobs@dc.gov)

## Youth Earn & Learn Program (YEALP)

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

**For More Information:** [youthjobs@dc.gov](mailto:youthjobs@dc.gov)

# Total Number of Residents Served By Resource Centers



NE

**5,798**



NW

**6,049**



HQ

**23,763**



SE

**10,804**



WOW

**297**

## American Job Centers

Hours of Operation

Monday - Thursday 8:30 a.m. - 4:30 p.m.

Friday 9:30 a.m. - 4:30 p.m.

[does@dc.gov](mailto:does@dc.gov) | (202) 724-7000

Fax: (202) 673-6993 | TTY: (202) 698-4817

### American Job Center - Headquarters

4058 Minnesota Avenue, N.E.

Washington, DC 20019

(202) 724-2337

### American Job Center - Northeast

Community College of the District of Columbia - Bertie Backus Campus

5171 South Dakota Avenue, N.E., 2nd Floor

Washington, DC 20017

(202) 576-3092

### American Job Center - Northwest

Frank D. Reeves Municipal Center

2000 14th Street, N.W., 3rd Floor

Washington, DC 20009

(202) 442-4577

### DC Infrastructure Academy (DCIA) - Southeast

2330 Pomeroy Road, S.E.

Washington, DC 20020

(202) 899-6040

### DC DOES Veterans Assistance Center

1722 I St, NW

Washington, DC 20421

(202) 530-9379



## American Job Center (AJC)

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

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



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

The Office of Apprenticeship, Information and Training is responsible for administering the District's Apprenticeship program and the enforcement of D.C. Law 2-156 and the federal Davis-Bacon and Related Acts (DBRA) on District-funded projects. These services include recruiting and enrolling apprentices; registering employers as apprenticeship sponsors; and providing oversight, technical assistance, and monitoring to ensure compliance with federal and state laws. Apprenticeship is a comprehensive training program that combines on-the-job learning experiences with supplemental job-related classroom instruction.

**For More Information:** 202-724-7200

## Office of Talent and Client Services

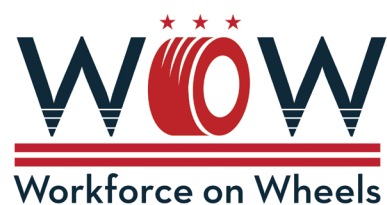
The Office of Talent and Client Services offers businesses in the Washington, D.C. region a variety of complimentary services to help meet the workforce development needs of the employer. A team of professionals deliver employment and training services that grow the employer's business and Talent Acquisition; Candidate Pre-Screening; Targeted Hiring Events; Access to D.C. Networks a virtual job board which serves as a virtual recruiting tool where businesses can post job descriptions, view resumes, and candidate qualifications.

**For More Information:** [bsg@dc.gov](mailto:bsg@dc.gov)

## Workforce Opportunity Tax Credit (WOTC)

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

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



## Workforce on Wheels (WOW)

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

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

## Rapid Response

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

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

## Office of Paid Family Leave (OPFL)

The mission of the Office of Paid Family Leave is to plan, develop, and administer a paid leave program for the District of Columbia under the provisions of the Universal Paid Leave Amendment Act of 2016. The Paid Leave Act provides up to eight weeks of parental leave to bond with a new child, six weeks of family leave to care for an ill family member with a serious health condition, and two weeks of medical leave to care for one's own serious health condition. On July 1, 2019, the District will begin the collection of taxes from employers and on July 1, 2020, the District will begin administering paid leave benefits.

**For More Information:** [does.opfl@dc.gov](mailto:does.opfl@dc.gov)



## Project Empowerment

Project Empowerment provides job readiness and life skills training, work experience, job search assistance and a variety of supportive services to District residents who face multiple barriers to employment.

**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)

## Back to Work 50+

Back to Work 50+ promotes the full reintegration of talented job seekers, ages 50 to 64, into the workforce. The program was created in partnership with the AARP Foundation in an effort to enhance opportunities for mature job seekers by broadening access to critical employment resources and to connect senior job seekers from all wards of the city with services supporting their reentry into the workforce.

**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:** [specialprograms.does@dc.gov](mailto:specialprograms.does@dc.gov) | (202) 698-5700



## Learn, Earn, Advance, Prosper (L.E.A.P.)

L.E.A.P. is a network of interconnected District partners working together to refer, train, support, and employ residents in District jobs. Through extensive

coordination of efforts, District government agencies, educational organizations, community partners, and employers leverage their resources to provide L.E.A.P. participants with paid on-the job work experience at District agencies for up to one year. Individuals in the program earn wages, accumulate work experience, and obtain stackable credentials toward an obtainable career pathway.

## Administrative Hearings Division, Office of Hearings and Adjudication

The Administrative Hearings Division conducts formal administrative hearings under the DC Workers' Compensation Act of 1979, as amended, D.C. Code §32-1501 et seq.

**For More Information:** [does.ahd@dc.gov](mailto:does.ahd@dc.gov)

## Office of Wage-Hour (OWH)

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

**For More Information:** [owh.ask@dc.gov](mailto:owh.ask@dc.gov)

## Office of Occupational Safety and Health (OSH)

The D.C. Department of Occupational Safety and Health conducts worksite visits within the District of Columbia to assure compliance with Federal OSHA Standards. These visits are at the request of the prime contractor or small business representative that wants a voluntary review of their worksite, review their written programs or request training on a given safety and/or health subject.

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

## Office of Workers' Compensation (OWC)

The District of Columbia 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 provides administrative appellate review of private-sector workers' compensation claims decided by the Department of Employment Services' Administrative Hearings Division and the Office of Workers' Compensation, including appeals from Special Fund decisions and public-sector disability claims decided by the District of Columbia Office of Administrative Hearings. The Compensation Review Board also makes the initial agency decision upon receiving a case remand from the D.C. Court of Appeals.

**For More Information:** [does.crb@dc.gov](mailto:does.crb@dc.gov)

## Labor Market Research and Performance

The Department of Employment Services provides businesses with relevant labor market, economic, and demographic data, such as employment and wages, unemployment rates, and population trends to help businesses gain a more competitive advantage in the labor market.

**For More Information:** [Imi.does@dc.gov](mailto:Imi.does@dc.gov)

## Hiring and Tax Incentives

The Department of Employment Services offers businesses workforce opportunity tax credits and incentives to hire District residents from targeted populations and programs.

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

## First Source Program Support and Compliance

The Department of Employment Services helps businesses to comply with the First Source Agreement law – where vendors seeking to do business with the District must guarantee that 51 percent of all new hires on any government assisted project or contract between \$300,000 and \$5,000,000 will be District residents – by matching qualified District residents that meet their hiring needs.

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

## On-the-Job Training Program

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

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

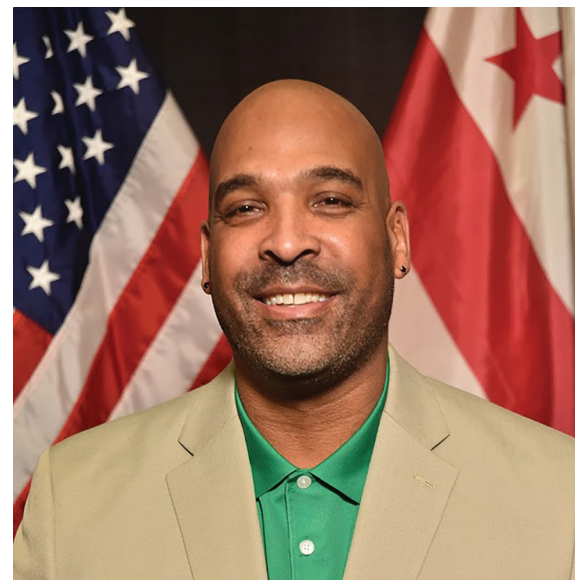
## ▶ SUCCESS STORIES

### Christopher McNeal

In 2016 Mr. Christopher McNeal relocated to the District of Columbia after being released from a federal prison sentence that spanned more than three years. Prior to that point, Mr. McNeal led a life that most only dream of. After competing collegiately in basketball at the University of Pittsburgh, while earning a degree in the process, he played professionally for six years in various countries.

After settling in Washington, D.C., Mr. McNeal enrolled in Project Empowerment and completed job readiness and life skills training. Afterwards, Mr. McNeal completed his Project Empowerment work experience at the Mayor's Office on Returning Citizens Affairs. While completing his work experience, Mr. McNeal earned a Green Construction Certification in February 2017. Attaining the certification paved the way for Mr. McNeal to earn employment with the Electrical General Corporation.

Despite obtaining full-time employment, Mr. McNeal continued to face challenges in securing housing. In May 2018 Mr. McNeal was accepted into the Transitional Residential Program, a program under the Division of State Initiatives, designed to provide short-term housing (up to six months) for participants that have retained unsubsidized employment, but continue to experience housing insecurity. After four months with the Transitional Residential Program, Mr. McNeal was approved for sustainable housing and transitioned in October 2018. Mr. McNeal's good fortune during the month persisted, as he returned to the Mayor's Office on Returning Citizen Affairs as a full-time Community Outreach Specialist. The opportunity has afforded him a platform to inspire and motivate people to maximize their potential.



## Ja’Kila Tate

In January 2018, Ms. JaKila Tate, a 20-year-old native Washingtonian and a proud mother of a four-year-old son, joined DC Career Connections in hopes of pursuing a Commercial Driver’s License. Ms. Tate entered the program with work experience but only up to an 11th grade education.

During the mock interview process, which is a core component of job readiness and life skills training, Ms. Tate was asked about her career goals. Given the opportunity, she shared that she always aspired to be an attorney. To aid her reach that goal, she was offered an opportunity to pursue her high school diploma through one of the institutions DOES partners with. She seized the opportunity and elected to enroll. Within two weeks of taking the GED practice exam Ms. Tate passed all four components and earned her High School Diploma.

With the encouragement and support of DC Career Connections staff, Ms. Tate was connected with a training partner that offers Paralegal Training. In August 2018, Ms. Tate completed the program to become a Certified Paralegal Specialist. Equipped with an industry-recognized credential and motivation to excel, Ms. Tate commenced her legal career as a Paralegal Specialist.



## Marquisha Dickson

In September 2017 Marquisha Dickson was accepted in the Learn, Earn, Advance, Prosper program. Based on Ms. Dickson's work and professional history she was afforded an opportunity to complete her L.E.A.P. training at the Department of Human Services.

After performing the duties of her role diligently throughout her L.E.A.P. experience, she successfully transitioned from a L.E.A.P. trainee to a full-time position in August 2018 that incorporates Ms. Dickson's professional aptitude and personal passion. In the process, Ms. Dickson became the first L.E.A.P. trainee to earn an opportunity to serve as a Vocational Development Specialist.

Given Ms. Dickson's experience in a workforce development program, it is fitting that she is assigned to the division of Customer Workforce Employment, and Training at the Department of Human Services. Her commitment to serving the District's TANF families, along with a strong work ethic, has proven to be an asset to operations and has positioned Ms. Dickson to continue her ascendance.





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## Adrienne Douglas

For Adrienne Douglas, the Department of Employment Services L.E.A.P. program couldn't have come at a better time. As the fall of 2017 approached, Adrienne faced the end of her contract with a local temp agency and was worried about finding work that would allow her to support herself and her young son.

Adrienne, had been receiving TANF benefits since her son's birth in 2014, received an email about the L.E.A.P. program her first thoughts were not hopeful. "I didn't think anything of it, just another dead opportunity," she said. But she applied all the same and soon after representatives from Department of Employment Services and the Department of Human Services reached out to tell her that she would be a perfect candidate for the program.

In September of 2017 Adrienne became a DOES L.E.A.P. trainee and was placed at the Department of Human Services. During her LEAP internship she was placed in the customer care unit, where she worked hard to quickly learn the ropes of District government. Her supervisors were impressed with her performance and drive and she was offered a full-time Grade 7 position within District government in January of 2018.

Adrienne now works in DCHR's Office of Learning and Development as an Educational Management Specialist. In her role, Adrienne coordinates instructor-led trainings and coaches District government employees looking to expand their skills and advance professionally. She models this growth behavior too - she is now working towards getting her Project Management Certification so she can continue to advance within DCHR. "Interacting with and engaging our community" she says when asked about her favorite part of her work. "If it wasn't for the L.E.A.P. program, I really don't know where I would be now. This is the program for people like me, who were looking for a hand up, not a hand out. During my time in the program, staff helped me stay on track, kept me grounded, and kept me humble. I will carry these skills and that knowledge with me wherever I go. Working for DC government is the first step in my real career."





## Andrew Roberson

Andrew Roberson was referred to L.E.A.P. by the Project Empowerment program, where he was gaining maintenance experience working as a porter. At that time, the Department of Consumer and Regulatory Affairs had partnered with L.E.A.P. to recruit candidates for their Abatement Team. Andrew was selected to join this team and gained work experience by performing transformational work of clearing blighted properties. While in L.E.A.P., Andrew gained hands-on experience using heavy equipment and proved that he was committed to making a difference for DC and for himself. After completing the L.E.A.P. program, Andrew was offered a full-time, permanent position on the Department of Consumer and Regulatory Affairs' Abatement team.

When asked about his time in the L.E.A.P. program, Andrew offers, "L.E.A.P. is a stepping stone towards securing a job and being able to take care of your family."



**PRODUCED BY DISTRICT OF COLUMBIA DEPARTMENT OF EMPLOYMENT SERVICES**

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