

GOVERNMENT OF THE DISTRICT OF COLUMBIA
DEPARTMENT OF EMPLOYMENT SERVICES

PY 2024

WORKFORCE INNOVATION
AND OPPORTUNITY ACT
ANNUAL NARRATIVE REPORT



 GOVERNMENT OF THE
DISTRICT OF COLUMBIA
MURIEL BOWSER, MAYOR

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DISTRICT OF COLUMBIA WORKFORCE VISION

The District of Columbia’s workforce vision is firmly rooted in the principles and strategies outlined in the Workforce Innovation and Opportunity Act (WIOA) Unified State Plan. This plan serves as a comprehensive roadmap for building an integrated, accessible, and effective workforce development system that meets the needs of both residents and businesses.

The foundation of this vision is built upon the Unified State Plan’s strategic priorities to:

- I. **Connect Businesses:** Businesses are intricately connected to the skilled workforce they require to compete globally, actively engaging in the workforce system and catalyzing the District’s economic expansion.
- II. **Empower Every Resident:** Every DC resident is equipped, empowered, and encouraged to explore and achieve their utmost potential through continuous learning, secure employment, and steadfast economic stability.
- III. **Foster Community Success:** Residents and businesses across all wards benefit from a seamlessly coordinated network of government agencies and collaborative partners, dedicated to fostering thriving communities and sustainable growth.

To achieve this vision, the District remains committed to the following key strategies from the Unified State Plan:

- **Enhance training opportunities:** Enhance training opportunities and ensure the quality of training program for residents and students.
- **Broadening the talent pool:** Increase the talent pool available to businesses by developing targeted training programs and partnerships that directly align with industry needs, fostering a skilled workforce ready to fill employment opportunities and contribute to economic growth.
- **Promoting equitable outcomes:** Promote equitable outcomes by focusing efforts on residents with greater challenges and needs based on demographic characteristics and location.
- **Enhancing System Alignment:** Create a unified and integrated workforce system (“One Workforce System”) in the District, streamlining services and resources across agencies and organizations to provide residents and students with easier access to training, education, and employment opportunities.
- **Promoting better data for performance measurement:** Use data and clearly defined outcomes to measure success.

This vision reflects the District’s continued dedication to ensuring that every resident and business benefits from a cohesive, responsive, and equitable workforce development system. By leveraging the Unified State Plan as a strategic framework, the District of Columbia is well-positioned to empower its residents, meet the evolving needs of businesses, and drive economic growth that is inclusive and sustainable for all.

DISTRICT OF COLUMBIA WORKFORCE GOALS

The District of Columbia’s workforce development goals align with the WIOA Unified State Plan and reflect a commitment to fostering an inclusive workforce system that meets the needs of residents and businesses. These goals emphasize system alignment, improving access to services, expanding the talent pool, enhancing youth services, and driving performance and accountability.

Enhance Training Opportunities

The District remains dedicated to enhancing youth services by providing pathways to education, training, and employment that lead to long-term career success. In Program Year (PY) 2024 (July 1, 2024 - June 30, 2025), DOES workforce development training programs continued to offer credentialing opportunities in high demand sectors like IT, infrastructure, healthcare, hospitality, and construction.

DOES launched a **Healthcare Alliance initiative** and partnered with MedStar Washington Hospital Center to support students enrolled in the MedStar Surgical Technology Program. Through this collaboration, DC residents received hands-on training that strengthened their professional skills and expanded their career opportunities in the healthcare field. DOES continued partnering with institutions like Howard University and major employers such as DC Water to boost career readiness and support youth transitioning from school to work. These efforts ensure that youth are equipped with the skills and support necessary to succeed in the workforce.

Expand the Talent Pool

To meet the demands of high-growth industries, the District is investing in programs that prepare residents for in-demand occupations. In PY2024, training programs were aligned with the evolving needs of sectors such as healthcare, IT, infrastructure, and education. The District is also expanding apprenticeship and on-the-job training (OJT) opportunities to address skills gaps and provide businesses with a diverse and skilled workforce.

In a notable effort in PY2024, DOES launched the **College Fellowship Program** to support DC graduates preparing for meaningful careers. The program expanded employer participation across government, private, and nonprofit sectors, resulting in high-quality six-month fellowship placements aligned with each fellow’s field of study. A major program advancement included the launch of a structured, monthly professional development series covering financial literacy, leadership development, workplace communication, and sector-specific career skills.

Promoting equitable outcomes

Improving accessibility to workforce programs is a key priority for the District, particularly for individuals facing barriers to employment. In PY2024, the District continued to enhance the capabilities of its American Job Centers (AJCs) and expanding mobile services through **Workforce on Wheels** to bring resources directly to underserved communities.

Targeted outreach efforts focused on populations such as individuals with disabilities, returning citizens, and disconnected youth, ensuring equitable access to services. The **Pathways to Public Service Program** placed 19 graduating seniors into year-long apprenticeships, representing a talented group of emerging leaders dedicated to serving the District. These apprentices were hired across nine District government and independent agencies, gaining hands-on experience, mentorship, and professional development opportunities aligned with their career goals and apprenticeship standards.

Enhancing System Alignment

The District is committed to fostering collaboration among workforce development, education, and social service providers to ensure a cohesive system that effectively meets the needs of job seekers and employers. Efforts in PY2024 include strengthening partnerships with government agencies, community-based organizations, and private sector employers to streamline service delivery and reduce redundancies. By aligning resources and initiatives across agencies, the District is building an integrated system that supports residents' career and education goals while responding to the needs of businesses.

Promoting better data for performance measurement

Driving performance and accountability is essential to achieving the District's workforce goals. In PY2024, DOES strengthened its data quality assurance mechanism by boosting data validation and regular data quality checks. Enhanced tracking mechanisms are implemented to monitor program outcomes and align with WIOA performance indicators. Data-driven strategies are being utilized to evaluate service quality, while transparent reporting ensures stakeholders remain informed of progress. These efforts foster a culture of continuous improvement, ensuring the workforce system delivers measurable results for residents, businesses, and the broader community.

Unified WIOA State Plan Mid-Cycle Development 2024 - 2028

In PY2024, DOES and the Workforce Investment Council (WIC) continued to adhere to the activities planned under the WIOA State Plan 2024-2028 to enhance the District's readiness to implement forward-thinking initiatives expected to benefit both residents and employers over the next four years.

Going forward, the WIC will begin working on the Department of Labor (DOL) mandated WIOA mid-cycle state plan. A midcycle WIOA state plan is a required two-year modification to the comprehensive four-year plan submitted by each state under the Workforce Innovation and Opportunity Act (WIOA). This modification allows states to update their workforce development strategies to address changes in economic conditions and labor markets.

Components of the mid-cycle plan include:

- Response to changes
- Updates and adjustments
- Focus on equity
- Process
- Continuity of funding

All agency core and required partners will engage in the plan update process including a discussion of the significant economic conditions in our workforce area; barriers to employment in the region; and innovative approaches to program delivery in the face of challenging economic and labor market conditions. In

addition, the partners will consider the implications of the new administration's change in workforce policies and strategies, if any.

During the December Board meeting, the WIC will present the District of Columbia and the region's economic and labor market conditions and engage the Board in implications, strategic direction and alignment with the mid-cycle plan's areas of focus.

The District's partners in Maryland and Northern Virginia will meet to discuss adopted regional approaches and additional strategies to ensure cross-workforce agency coordination and collaboration given the economic conditions of the region.

The WIC in concert with agency partners will finalize the editing of the plan in January and early February to ensure compliance with the March due date.

PY 2024 WIOA State Plan Progress

During PY2024, the District of Columbia made significant progress toward achieving the goals outlined in the WIOA State Plan. Through collaboration between DOES, the WIC, and various workforce stakeholders, several key initiatives were implemented to advance system alignment, workforce accessibility, and talent development. These activities illustrate the District's commitment to fostering an inclusive, equitable, and innovative workforce system.

In PY2024, the DC WIC planned and developed a series of trainings for the District's frontline workers on how to serve a new population of jobseekers, the federal workforce amid the on-going federal reduction in force activities. **Plan to Pivot** was a response to the need to prepare frontline workers with a new demographic of jobseekers that come with years of experience and competitive wages. This training series focused on topics including how to translate your federal job into private sector opportunities; using AI to build a resume; networking by leveraging LinkedIn; and finally, changing your mindset to prepare to work with this new demographic of jobseekers and helping them manage expectations when competing in the private sector. In July and August 2025, the WIC trained over 120 frontline workers who are now better prepared to support federal workers seeking new employment opportunities.

The activities undertaken in PY2024 represent meaningful progress toward achieving the District of Columbia's WIOA State Plan goals. By fostering collaboration, promoting innovative practices, and expanding access to workforce services, the District has strengthened its workforce system to better serve residents and meet the needs of businesses. These initiatives underscore the District's commitment to creating an inclusive and resilient economy, ensuring all residents can thrive in high-growth, sustainable careers.



SECTOR STRATEGIES/CAREER PATHWAYS

In PY2024, the District of Columbia continued to advance its sector strategies and career pathways initiatives. These efforts were designed to align workforce development with the needs of high-demand industries, create clear pathways to sustainable careers, and address barriers to employment. By leveraging partnerships, data, and innovative practices, the District demonstrated meaningful progress in its efforts to strengthen workforce development.

Expansion of Career Pathway Maps

In PY2024, the DC WIC began the process of developing Career Pathway Maps reflecting the new high growth industries and in-demand occupations. These Maps will be available in the fall of 2026.

The maps are informed by labor market data collected through the DC WIC's ongoing collaboration with employers, training providers, and industry associations. The Maps provide critical information on entry-level opportunities, required credentials, expected wage ranges, and advancement pathways within each sector.

These tools help job seekers, workforce staff, and educators understand the qualifications and skills required to transition into and advance within high-growth industries.

The new Maps will support public workforce investments by identifying skill gaps in the District's labor market and directing funding to training programs designed to address those gaps. By equipping residents with the tools and resources to pursue meaningful careers, this initiative aligns directly with the WIOA State Plan's emphasis on enhancing workforce accessibility and fostering economic equity.

Capital Workforce Innovation Consortium

Through its work with the Capital Workforce Innovation Consortium, the District further enhanced its sector strategies by addressing workforce challenges collaboratively with regional partners. The Consortium provides technical assistance, capacity building, and strategic support to training providers, ensuring that workforce development programs aligned with employer demands and high-growth industries.

Through the Consortium, DOES Information Technology training programs have successfully equipped participants with in-demand digital skills, resulting in credential attainment for program participants. Participants earned industry-recognized certifications in Digital Marketing, Help Desk Tier I, and AI Data Annotation.

This effort aligns with the WIOA State Plan’s focus on improving service integration and expanding access to career pathways, particularly for underserved populations. By fostering collaboration and leveraging digital tools, the District is creating a more inclusive and responsive workforce development system.

Sustainable Career Advancement in High Demand Sectors

The District continued to invest in high demand jobs and sustainable career pathways. Through partnerships with community colleges and workforce training providers, DOES supported the development of programs that equip residents with the skills needed for careers in information technology, infrastructure, healthcare, hospitality, green energy, and sustainable construction.

The District engaged employers in these sectors to identify emerging workforce needs and ensure that training programs were tailored to meet those demands. By promoting opportunities in these fields, the District is creating pathways to high-wage, sustainable careers.

In PY2024, the District’s remained committed to advancing sector strategies and career pathways that are equitable, inclusive, and aligned with industry needs. By expanding resources, fostering collaboration, and promoting innovative practices, the District continues to strengthen its workforce development system in alignment with the goals outlined in the WIOA State Plan. These efforts ensure that all residents, regardless of their background, have access to meaningful career opportunities in high-demand, high-growth sectors.

CUSTOMER SATISFACTION

In PY2024, the District of Columbia remained committed to improving customer satisfaction by enhancing service delivery, engaging stakeholders, and utilizing feedback to drive improvements. Through DOES and the WIC, the District implemented several initiatives to ensure a positive customer experience and strengthen relationships with both job seekers and employers.

Opening of Two New American Job Center (AJC) Locations

DOES continues to prioritize customer service improvements at its AJCs. In PY2024, DOES opened two state-of-the-art Workforce locations - one in southeast DC and the other in the downtown business district. The southeast DC site targets marginalized communities, reduces transportation barriers, and fosters trust through proximity. The downtown site offers bilingual services for Spanish-speaking residents, enhancing inclusivity and access. These centers provide career counseling, training, and employment support, aligning with broader equity and economic mobility goals.

The opening of the two state-of-the-art DOES Workforce locations, strategically situated in southeast DC and the downtown business district, is a transformative achievement in building a stronger, more equitable workforce in the District of Columbia. By providing accessible, modern facilities tailored to the unique needs of marginalized and underserved communities, these locations represent a tangible investment in creating pathways to economic opportunity for all residents.

Hiring Events and Employer Engagement

DOES strengthened employer engagement and promoted skills-based hiring practices. This approach encouraged businesses to prioritize competencies and skills over traditional credentials, broadening

opportunities for diverse talent pools. By aligning workforce development with employer needs, this initiative enhanced satisfaction among businesses, partnering with DOES for recruitment and training services.

During National Apprenticeship Week, DOES hosted over fifty (50) employers at DOES for information luncheon and successfully garnered interest from several local organizations willing to participate in the program.

DOES joined several hiring events in collaboration with the DC Department of Human Resources (DCHR). For instance, through the Find Your Future Expo, DOES joined DCHR in the community. This citywide hiring and resource event brought together employers, training providers, and job-ready residents—highlighting the District’s continued investment in building an inclusive infrastructure workforce across all eight wards. The Gateway to District Careers hiring event helped connect job seekers with valuable opportunities and resources, strengthening DOES’ commitment to workforce development.

Enhanced Referral and Reemployment Services

DOES has built a solid referral system, the goal of which is to implement a strategic system that allows DOES’ unemployment insurance staff to refer Unemployment Insurance (UI) participants to Workforce early in their UI journey, to help ween them off UI benefits much sooner before their benefits were to exhaust. This would not only help with UI data metrics but also help enroll more customers into AJC and Workforce services. Customers are warmly referred to Workforce with a multitude of options to assist them with finding the best opportunity for them to get off UI. The two departments, UI and Workforce, work closely to ensure that customers receive top-quality services.

Over the past program year, the District’s Reemployment Services and Eligibility Assessment (RESEA) program has taken strategic steps to improve how it connects UI claimants to meaningful employment opportunities. Central to this effort was the decision to expand the number of invitations sent to eligible residents, broadening our reach and providing early intervention for more individuals in need of workforce support. This program strategy has led not only to increased participation in RESEA workshops and assessments but also to a notable improvement in how customers perceive their experience. According to recent satisfaction surveys, customers satisfaction has risen significantly from 55% to an impressive 83%, as of June 30, 2025.

Workforce on Wheels (WOW) Program Expansion

DOES expanded its Workforce on Wheels (WOW) program to reach underserved communities in PY2024. By bringing career and training resources directly to neighborhoods, WOW addressed accessibility challenges and improved satisfaction among residents who might otherwise face barriers to accessing workforce services. Feedback collected during WOW engagements was used to tailor future outreach efforts and service offerings.

In PY2024, the DOES WOW team provided direct services to DC residents, including resume support, referrals to the American Job Centers, job referrals, virtual recruiters and workshops, which includes increasing digital access by helping customers navigate DC Networks, apply for jobs online, and connect with virtual learning platforms.

Customer Feedback Mechanisms

In PY2024, DOES expanded its customer feedback mechanisms by incorporating digital tools to gather real-time insights. These tools included post-service surveys and online feedback forms available through DOES websites and platforms. The data collected was analyzed to identify service delivery gaps and implement targeted improvements. These enhancements contributed to a more transparent and responsive system, ensuring customers felt heard and valued.

PERFORMANCE ACCOUNTABILITY

The District's performance goals for PY2024 were established in cooperation with the DOL Employment and Training Administration (ETA). This section covers performance and activities for Adults, Dislocated Workers, Youth, and Wagner-Peyser participants receiving WIOA services. The performance data in the tables below look at the employment outcomes of program participants who exited federally funded District workforce programs. The performance indicators measure employment rates during the 2nd and 4th quarters after exiting the programs, median earnings, credential attainment rates, and measurable skills gains.

DOES utilizes the Virtual One-Stop System (VOS), locally known as DC Networks, as its workforce development management information system to document and meet the accountability and reporting requirements of the DOL under WIOA. DC Networks is an integrated web-based system that facilitates the connection between employers and jobseekers. It provides jobseekers, training providers, employers, and UI applicants with 24-hour access to the District's workforce development resources, and labor market information that allows customers to compare information, such as industry growth, wage rates, current opportunities, and education requirements. Additionally, DC Networks provides employers with viable solutions for online recruiting with advanced candidate search options, automated correspondence, and applicant tracking. The system also offers easy access to key reporting features that provide valuable information used for continuous program improvement and performance tracking.

WIOA Adult Program

The District's WIOA Adult Program provides quality employment and training services to assist eligible customers in obtaining the goals identified in their Individual Employment Plan. The Program serves the broadest range of individuals, including unemployment insurance claimants, returning citizens, those with disabilities, public assistance recipients, veterans, and those with limited work history.

One of the primary objectives has been to enhance system alignment to ensure seamless coordination among various workforce and education programs. By fostering strong partnerships and collaboration among key stakeholders, including government agencies, educational institutions, community-based organizations, and employers, DOES has created a cohesive and integrated system that effectively addresses the needs of jobseekers and businesses. Through streamlined processes and shared resources, redundancies are eliminated, and the efficiency and effectiveness of the workforce development efforts are improved.

Improving community access to workforce and education services has been another crucial focus area. We recognize that access to quality services is essential for individuals to succeed in the job market. To achieve this, DOES has worked tirelessly to expand reach, particularly in underserved communities. Through the establishment of AJCs throughout the District, and the utilization of the Workforce on Wheels (WOW) mobile career center and team, DOES has made accessibility a reality and brought services into

the communities that need them the most. Additionally, the agency expanded WOW outreach utilizing it as a strategy for partnerships to bring services into neighborhoods by partnering with community-based organizations through hosted events that raise awareness about available resources and ensure that all individuals have equal access to the support they need to thrive.

Expanding the talent pool for businesses has been a key priority for DOES. A skilled and diverse workforce is vital for economic growth and sustainability. To bridge the skills gap and meet the evolving demands of businesses, DOES has invested in comprehensive job training programs and partnerships with employers and educational institutions to ensure that jobseekers have access to relevant and quality training opportunities. By aligning training programs with industry needs and leveraging apprenticeship and internship initiatives, DOES has successfully expanded the talent pool and provided businesses with a pipeline of qualified candidates.

Performance targets and outcomes for the WIOA Adult Program in PY2024 are presented below in Table 1. In PY2024, the District’s negotiated performance standard was 70 percent for Employment Rate - 2nd Quarter After Exit, 72 percent for Employment Rate - 4th Quarter After Exit, \$9,500 for Median Earnings, 59 percent for Credential Attainment Rate, and 73 percent for Measurable Skills Gain. The actual Adult Employment Rate - 2nd Quarter After Exit of 62.6 percent did not meet the negotiated target. The 64.6 percent Employment Rate - 4th Quarter After Exit was 89.72 percent of the target. The Adult Median Earnings of \$9,855 exceeded the target of \$9,500. The Credential Attainment Rate of 55 percent did not meet the negotiated target of 59 percent. The 84.8 percent Measurable Skills Gain exceeded the target of 73 percent. In PY2024, DOES served 807 WIOA Adult participants, and 603 WIOA Adult participants exited during the April 1, 2024 through March 31, 2025 reporting period.

Table 1: WIOA Adult Program Performance - PY2024

WIOA ADULT PERFORMANCE - PY2024			
Performance Indicator	Negotiated Target	Actual	Percent of Target Achieved
Employment Rate - 2nd Qtr. after exit	70%	62.6%	89.43%
Employment Rate - 4th Qtr. after exit	72%	64.6%	89.72%
Median Earnings	\$9,500	\$9,855	103.74%
Credential Attainment Rate	59%	55%	93.22%
Measurable Skills Gain	73%	84.8%	116.16%

WIOA Dislocated Worker Program

The WIOA Dislocated Worker Program is designed to transition laid-off workers back into the labor force, as quickly as possible, in sustainable unsubsidized employment. The program aims to increase the retention and earnings of Dislocated Workers by strengthening their work readiness, educational attainment, occupational skills, and connecting them to careers in high-demand industries. The District delivered basic and individualized career training and follow up services to Dislocated Workers, virtually and in-person at the AJCs.

Performance results for the WIOA Dislocated Worker Program for PY2024 are presented below in Table 2. In PY2024, the District’s negotiated performance target was 75 percent for Employment Rate - 2nd Quarter After Exit, 75 percent for Employment Rate - 4th Quarter After Exit, \$11,500 for Median Earnings, 57 percent for Credential Attainment Rate, and 78 percent for Measurable Skills Gain. The District’s actual Employment Rate - 2nd Quarter After Exit of 75.6 percent exceeded the negotiated target. The

69.2 percent Employment Rate - 4th Quarter After Exit did not meet the negotiated target; the Median Earnings of \$12,154 exceeded the target, the Credential Attainment Rate of 57.7 percent was higher than target. The 85 percent Measurable Skills Gain exceeded the target of 78 percent. In PY2024, DOES served a total of 168 WIOA Dislocated Worker participants, and 81 WIOA Dislocated Worker participants exited during the April 1, 2024 through March 31, 2025 reporting period.

Table 2: WIOA Dislocated Worker Program Performance - PY2024

WIOA DISLOCATED WORKER PERFORMANCE - PY2024			
Performance Indicator	Negotiated Target	Actual	Percent of Target Achieved
Employment Rate - 2nd Qtr. after exit	75%	75.6%	100.8%
Employment Rate - 4th Qtr. after exit	75%	69.2%	92.27%
Median Earnings	\$11,500	\$12,154	105.69%
Credential Attainment Rate	57%	57.7%	101.23%
Measurable Skills Gain	78%	85%	108.97%

WIOA Out-of-School Youth Program

The WIOA Out of School Youth Program is a federally funded program serving District youth ages 16-24, who are no longer attending secondary or post-secondary school and experiencing barriers to employment. DOES’s Out-of-School Youth Program addresses these challenges by providing occupational skills training, career awareness counseling, work readiness modules, basic education, supported internship experiences, as well as vocational skills training that leads to a nationally recognized credential that will prepare youth for the workforce. Youth who need additional employment support are provided with the necessary assistance to obtain employment and benefit from job readiness and employment training.

In PY2024, WIOA enrolled youth were given the opportunity to participate in one of three paths offered by DOES’ Out-of-School Youth Programs. Programs included: Pathways for Young Adults Program (PYAP), Youth Earn and Learn Program (YEALP), and Youth Innovation Grant (YIG). Of the youth who entered one of the three programs, 53.4% of them received at least one of these credentials:

- CDL- Class B License
- Information Technology Certification
- Adobe Certified Professional
- Emergency Medical Technician Certified
- Nursing Assistant Certification
- Pharmacy Technician Certification
- SERV Safe Certification
- Business License
- Customer Service for retail sales and Hospitality Certification
- Cosmetology- Hair Braiding Certified
- Green Infrastructure Certification
- Amazon Web Services

Performance results for the WIOA Youth Program in PY2024 are found below in Table 3. In PY2024, the District’s negotiated performance target was 68 percent for Employment Rate - 2nd Quarter After Exit, 60 percent for Employment Rate - 4th Quarter After Exit, 5,000 for the Median Earnings, 54 percent for the Credential Attainment Rate, and 47 percent for Measurable Skills Gain. The actual Youth Employment Rate - 2nd Quarter After Exit was 58.2 percent, which did not meet the negotiated target. The Employment Rate - 4th Quarter After Exit was 52.6 percent; it did not meet the negotiated goal. The Median income of

\$6,020 surpassed the negotiated goal. The actual rate for Credential Attainment was 53.4 percent. The 81.4 percent Measurable Skills Gain surpassed the negotiated goal. In PY2024, DOES served 229 WIOA Youth participants and 197 WIOA Youth participants exited during the April 1, 2024 through March 31, 2025 reporting period.

Table 3: WIOA Youth Program Performance - PY2024

WIOA YOUTH PERFORMANCE - PY2024			
Performance Indicator	Negotiated Target	Actual	Percent of Target Achieved
Employment Rate - 2nd Qtr. after exit	68%	58.2%	89.43%
Employment Rate - 4th Qtr. after exit	60%	52.6%	87.67%
Median Earnings	\$5,000	\$6,020	120.4%
Credential Attainment Rate	54%	53.4%	98.89%
Measurable Skills Gain	47%	81.4%	173.19%

Wagner-Peyser

The Wagner-Peyser (WP) Program helps thousands of adult workers connect with employment opportunities and services to develop job skills. The program also assists employers with finding skilled workers to fill vacancies. The WP program serves the fullest range of individuals, including returning citizens, Unemployment Insurance claimants, individuals with disabilities, public assistance recipients, veterans, homeless individuals, and individuals with little or no work history.

Throughout the past year, the program has made significant progress in fulfilling the agency’s mission of connecting jobseekers with employment opportunities and supporting businesses in their recruitment efforts. DOES implemented various initiatives and strategies to ensure both jobseekers and businesses receive the necessary support and resources. One of the key highlights of the program is the establishment of a robust labor exchange system. This system serves as a centralized hub where jobseekers can access a wide range of employment opportunities, job training programs, and career development resources. By leveraging advanced technology and partnerships with local employers, DOES has streamlined the job search process to ensure jobseekers are matched with suitable employment opportunities.

Looking ahead, DOES remains committed to enhancing services and addressing the evolving needs of the community. The District will continue fostering a thriving workforce ecosystem where jobseekers are empowered to secure gainful employment and businesses have access to a talented pool of candidates. DOES will strive to expand our partnerships, leverage innovative technologies, and stay abreast of industry trends to ensure the success of the program.

Performance results for the WP Program in PY2024 are found below in Table 4. In PY2024, the District’s negotiated performance target was 57 percent for Employment Rate - 2nd Quarter After Exit, 60 percent for Employment Rate - 4th Quarter After Exit, and \$7,000 for Median Earnings. The actual Wagner-Peyser Employment Rate - 2nd Quarter After Exit was 55.4 percent, which accounted for 97.19 percent of the negotiated target. The 56.6 percent Employment Rate - 4th Quarter After Exit accounted for 94.33 percent of the negotiated target. The \$8,544 WP Median Earnings exceeded the target of \$7,000. In PY2024, DOES served 5,335 WP participants and 4,166 participants exited from the program during the April 1, 2024 through March 31, 2025 reporting period.

Table 4: Wagner-Peyser Program Performance - PY2024

WIOA YOUTH PERFORMANCE - PY2024			
Performance Indicator	Negotiated Target	Actual	Percent of Target Achieved
Employment Rate - 2nd Qtr. after exit	57%	55.4%	97.19%
Employment Rate - 4th Qtr. after exit	60%	56.6%	94.33%
Median Earnings	\$7,000	\$8,544	122.06%

Eligible Training Provider (ETP)

States are required to submit the Annual Eligible Training Provider (ETP) Report for all programs listed on the state ETP List to DOL. The report includes performance data from all eligible training providers for both WIOA and Non-WIOA training programs. Training providers are required to provide the performance data annually for all programs listed in the ETP List. The annual ETP report includes performance matrices on total number of individuals served, and exited; and completed; employment rates in the 2nd and 4th quarters after exit; credential attainment rate; median earnings, etc.

Effectiveness in Serving Employers

WIOA section 116(b)(2)(A)(i)(VI) requires DOL and US Department of Education (ED) to establish a primary indicator of performance for effectiveness in serving employers. In 2024, the Departments of Education and Labor published the Workforce Innovation and Opportunity Act Effectiveness in Serving Employers Performance Indicator final rule under Federal Register Number 89FR 13814. This rule officially defines the Effectiveness in Serving Employers indicator as Retention with the Same Employer in the second and fourth quarters following a participant’s exit from a WIOA core program. State grantees are required to report the indicator as a shared indicator across the six core programs.

This indicator is reported on an annual basis; and the reporting period for the effectiveness in serving employers indicator is the program year (July 1 - June 30). Given the data was to be collected and the lag time in programs’ ability to obtain the requisite employment data for reporting purposes, the PY2024 data accounts for participants who exited core programs during calendar year 2023 (January 1, 2023 to December 31, 2023).

The Retention with the Same Employer approach is useful in determining how well the public workforce system serves employers. It indicates how well the core workforce programs are meeting the needs of employers. In PY2024, the District achieved a 31.5 percent (1,406/4,459) Retention Rate.

Common Exit Policy

Common exit occurs when a participant, enrolled in multiple partner programs, has not received services from any DOL-administered program, in which the participant is enrolled, for at least 90 days, and no future services are planned. The District currently operates under a common exit policy that includes the WIOA Title I Adult, Dislocated Worker, Youth and Title III Wagner-Peyser Employment Service programs.

Data Validation

Data validation is a series of internal controls or quality assurance procedures established to evaluate data accuracy, validity, and reliability. The District requires that the WIOA programs use the DC Networks system to upload or scan participant documents for data validation purposes upon receipt. The District has a process to ensure that all eligibility documentation and performance outcomes are entered in DC Networks prior to the end of the applicable program year. Moving to an electronic process eliminated the need to maintain paper documents while allowing the validation process to be conducted remotely, accurately, and if necessary, more frequently than in previous program years.

The annual data validation process is used primarily for ensuring the data used in performance calculations are accurate, reliable, and comparable across programs. A sample of participant data contained in the WIOA performance measures is pulled. The District performs annual and quarterly data validation following the guidelines specified in TEGL 7-18, TEGL 23-19 change 1, and TEGL 23-19 change 2. At the conclusion of each year, the District assesses the data validation process to ensure it is working as intended and makes revisions as needed.

MONITORING ACTIVITIES

In support of the District’s workforce programs, provider monitoring is conducted to ensure contracted providers procured through grant and human care agreement (HCA) awards, as well as Memoranda of Understanding (MOU), are executed in accordance with their governing executed agreement, WIOA requirements, and all required federal and local laws.

The DOES monitoring plan encompasses a risk-based model and includes comprehensive and administrative program and fiscal reviews. Comprehensive reviews evaluate programs and providers based on desk reviews and in-person or virtual site visits; administrative reviews are based on desk reviews and interviews, if applicable, to discuss submitted documentation and organizational functions and processes. In PY2024, DOES monitoring included:

- Comprehensive program and fiscal review of the On-the-Job training program (OJT)
- Administrative program and fiscal reviews of WIOA-funded provider grants and HCAs and WIOA funds disbursed to the DC WIC
- Administrative fiscal review of WIOA Titles I and III
- Resolution of open findings from prior AJC and WIOA-funded provider reviews

The monitoring team follows comprehensive monitoring and risk assessment policies to effectively manage provider agreements and programs. During PY2024, provider risk assessment activities ran concurrently with scheduled provider reviews. Existing DOES providers are reassessed for risk status during the normal course of provider monitoring. This is achieved through the evaluation of their program compliance, performance outcomes, staffing, financial reports, previous monitoring, and organizational, programmatic, and fiscal policies and procedures. Changes in provider risk status are noted and monitoring methodologies are updated accordingly.

WIOA Sub-Recipient Risk Assessments

Presently, DOES has no WIOA sub-recipients.

Risk Level Designation

Table 5 - Provider and Sub-Recipient Risk Level Designation

	Low Risk	Moderate Risk	High Risk
Program/ Entity Risk Indicators	<p>No documented history of:</p> <ul style="list-style-type: none"> • Drastic changes in staffing levels and personnel • Program compliance shortfalls • Disallowed program costs • Instances of fraud or disbarment 	<p>Some documented history of:</p> <ul style="list-style-type: none"> • Drastic changes in staffing levels and personnel • Periodic program compliance shortfalls • Disallowed program costs • No instances of fraud or disbarment 	<p>Documented history of:</p> <ul style="list-style-type: none"> • Drastic changes in staffing levels and personnel • Sustained program compliance shortfalls • Disallowed program costs • Possible instances of fraud or disbarment
In instances where there are fraud convictions and/or debarment, the entity will be immediately assessed for contract cancellation and/or appropriate action.			
Monitoring Methodology	LOW -level risk designated entities will undergo basic program, fiscal, and operation monitoring efforts with a two percent file sampling size and follow-up activities as needed.	MODERATE -level risk designated entities will undergo a more moderate program, fiscal, and operation monitoring efforts with a four percent file sampling size and follow-up activities as needed.	HIGH -level risk designated entities will undergo program, fiscal, and operation reviews tailored specifically to the areas of concern with a six percent file sampling size. DOES program administrators are notified of designated entities' high-risk status.

Evidence Collection

Provider stakeholders must provide evidence to verify the statements purported on their respective risk assessments. Verification documents must be submitted along with the completed risk assessment form(s). New Provider Risk Assessments must be completed and submitted to DOES monitoring staff, along with corresponding verification documents, within 14 calendar days of distribution.

OTHER PROGRAMS

Rapid Response

Rapid Response (RR) continues to support the needs of District businesses and dislocated workers within the business community parameters of collaboration and cooperation. Authorized under WIOA, Rapid Response (RR) services are implemented in partnership with the AJCs in response to layoffs and closures. RR collaborates with employers and employee representatives to maximize public- private partnerships and resources while reducing or eliminating job loss within the District's local economy and workforce development system.

The RR team responds within 48 hours of receiving notices of Reduction in Force (RIFS), mass layoffs, or company closures. The District of Columbia adheres to federal guidelines under the Worker Adjustment and Retraining Notification (WARN) Act to trigger the delivery of services and may assist dislocated workers upon request of the business.

In PY2024, RR received Worker Adjustment and Retraining Notifications. The Employers, listed below in Table 6, were contacted, and immediate assistance was offered to the employers and affected workers.

Table 6: WARN Notifications

WORKER ADJUSTMENT AND RETRAINING NOTIFICATIONS - PY2024				
Notice Date	Organization Name	Number of Employees Affected	Effective Layoff Date	Code Type
July 2, 2024	United Medical Center	33	August 31, 2024	Closure
September 13, 2024	Democratic Senatorial Campaign Committee	107	November 17, 2024	Layoff
September 13, 2024	Democratic National Committee	TBD	November 15, 2024	Layoff
September 16, 2024	Democratic Senatorial Campaign Committee	318	November 15, 2024	Layoff
November 1, 2024	United Medical Center	33	December 20 & 31, 2024	Closure
January 1, 2025	Golden Services, LLC	43	January 31, 2025	2
February 14, 2025	Freedom House, Inc	76	April 15, 2025	1
February 20, 2025	United Medical Center	485	Various Dates through September 30, 2025	2
March 6, 2025	ACDI VOCA	109	April 2, 2025	Layoff
March 10, 2025	Dexis Consulting Group	94	March 14, 2025 through April 30, 2025	Layoff
March 11, 2025	IREX	130	March 3, 2025	Layoff
March 13, 2025	Save the Children	116	February 28 and March 7 & 14, 2025	Layoff
March 13, 2025	Institute of International Education	95	Various Dates through May 16, 2026	Layoff
March 14, 2025	Chemonics	500	Various Dates through May 30, 2025	Layoff
March 24, 2024	National Democratic Institute	230	April 14, 2025	Layoff
March 28, 2025	Counterpart International	64	March 28 through May 31, 2025	Layoff
March 28, 2025	Freedom House, Inc.	30	May 27, 2025	Layoff
March 31, 2025	American Federation of Government Employees (AFGE)	206	May 30, 2025	Layoff
April 7, 2025	International Republican Institute	246	June 6, 2025	Layoff
April 9, 2025	Family Health International d/b/a FHI360	260	May 2, 2025 through May 16, 2026	Layoff
April 14, 2025	US Conference of Catholic Bishops	39	May 30, 2025	Layoff
April 14, 2025	Institute of International Education	45 (amended)	Various Dates through June 29, 2025	Layoff

April 25, 2025	Children’s School Services	226	June 28, 2025	Layoff
April 25, 2025	Institute of International Education	63 (amended)	Various Dates through June 29, 2025	Layoff
May 2, 2025	Radio Free Asia	285	May 9 through September 30, 2025	Layoff
May 13, 2025	Pact	72	June 24, 2025	Layoff
May 15, 2025	Sodexo Services East, LLC	228	August 8, 2025	Layoff
June 4, 2025	ACDI VOCA	19	August 4, 2025	Layoff
June 4, 2025	Institute of International Education	54 (amended)	Various Dates through September 28, 2025	Layoff
June 6, 2025	Sodexo, Inc.	308	July 31 through August 28, 2025	Layoff

The RR team offered in-person or virtual presentations covering AJC and other support services, as applicable. Upon completing or during an RR event, individuals are assisted in registering through the DC Networks platform so that they may connect with Unemployment Insurance and other programs available in the District.

Dislocated workers within RR parameters are offered referrals to job opportunities of similar occupations to assist with layoff aversion. Affected workers received information and assistance with UI filings or issues within filing timeframes. The RR team also provided applicable materials on AJC services, including resume improvement and writing, completing applications on DC Networks or Indeed, and career pathways through training or local District programs such as the DC Infrastructure Academy. Additionally, RR accommodated businesses providing information on Shared Work Opportunities through the Unemployment Insurance Tax Office.

Veteran Services Program

DOES has an unwavering commitment to support veterans seeking employment. Leading this work is the Jobs for Veterans State Grants (JVSG) program. All eligible veterans and spouses receive priority of services over non-veterans in many services, including career assessments, job counseling, job referrals, job placement and targeted hiring events. Veterans are also educated on the hiring preferences made available to them when seeking employment in the federal government.

The JVSG program is aimed at assisting veterans who have separated from military service. The JVSG grant has been instrumental in providing comprehensive support and resources to ensure a successful transition for District veterans. The program is committed to empowering veterans on their journey to civilian employment.

The JVSG grant makes a difference as it supports veterans navigating the complex transition from military to civilian life. Through this grant, the District offers a wide range of specialized services tailored to meet the unique needs of veterans, ensuring they receive the assistance required to secure meaningful employment opportunities.

Recognizing that each veteran’s experience and aspirations are distinct, dedicated career counselors provide personalized guidance. By understanding their skills, interests, and goals, staff help veterans identify career paths that align with their abilities and aspirations. This tailored approach ensures that veterans can confidently embark on their civilian career journey.

To bridge any skills gaps and enhance employability, the JVSG Disabled Veteran Outreach program (DVOP) representatives connect vets to a variety of job training opportunities. These programs are designed to equip veterans with the specific skills and certifications necessary to excel in their chosen fields. By partnering with training providers, veterans receive high-quality instruction that prepares them for success in the civilian job market. The Local Veteran’s Employer Representative (LVER) leverages an extensive network of employers who value the unique talents and experiences veterans bring to the workforce. Through job fairs, networking events, and connections with employers, veterans are connected to meaningful employment opportunities, helping them transition into civilian careers.

The program reflects the commitment to supporting veterans in their transition from military to civilian life. Through comprehensive career counseling in the AJCs, targeted job training, and employment placement services, veterans are empowered to successfully navigate this critical period and secure employment. As programs continue to expand and be refined, DOES remains dedicated to providing the highest level of support to honor the sacrifices made by veterans. Together, the District is building a future where veterans thrive in their civilian careers and contribute to the growth and prosperity of communities.

Senior Community Service Employment Program (SCSEP)

The Senior Community Service Employment Program (SCSEP) grant in the District of Columbia, under DOES, has been dedicated to empowering workers aged 55 and older for more than 50 years. SCSEP has been instrumental in providing opportunities and support to older workers. SCSEP has been a catalyst for change, ensuring that older workers in the District of Columbia can continue to contribute their skills, experience, and wisdom to the workforce. By recognizing the value and potential of older workers, the program has played a pivotal role in empowering them to remain active, engaged, and financially independent.

Through the SCSEP grant, the program offers skills enhancement and training opportunities through work experience tailored to the unique needs of older workers. DOES understands that continuous learning is vital for personal and professional growth. Hence, the program provides access to workshops, seminars, and specialized training programs that enhance the skills and knowledge of participants, enabling them to adapt to evolving job market demands.

The SCSEP emphasizes the importance of community service as a means of fostering professional fulfillment and social connection. The program offers older workers the chance to engage in meaningful community service projects that address critical needs in the District of Columbia. By leveraging their skills and experience, participants make a positive impact on their communities while gaining a sense of purpose and fulfillment.

Co-located in the AJCs as a specialized partner service, SCSEP goes beyond training by providing comprehensive job placement and support services. A small team of professionals work closely with AJC case managers, partner programs and local employers to identify suitable employment opportunities for participants. By connecting older workers with employers who value their experience and expertise, SCSEP facilitates successful job placements. Ongoing support and guidance are provided to ensure a smooth transition and long-term success in their new roles.

SCSEP remains committed to providing support to older workers, ensuring they continue to thrive, contribute, and find fulfillment in their personal and professional lives. Together, the District is building a future where age is celebrated, and the wisdom and experience of older workers are valued and embraced by communities.



PROMISING PRACTICES/SUCCESS STORIES

The District's WIOA Title I and Title III programs rely on many other programs and partners to leverage funding streams and deliver the broad scope of services residents require. Efficiently leveraging resources across the district will help to address the barriers residents face in obtaining employment and allow them to enter and complete education and training programs leading to employment and self-sufficiency. Funded through both federal and local dollars, these programs support residents along career pathways by providing supportive services, education and training, work experiences, and workforce activities. Although not exhaustive, descriptions of the partner programs and the services that support and supplement co-enrolled Title I and Title III participants are listed below.

Promising Practices

Workforce on Wheels (WOW)

Workforce on Wheels is a mobile career center deployed across the District of Columbia with the greatest need for employment services and accessibility. WOW has been instrumental in achieving the District's workforce goals of enhancing system alignment, improving community access to workforce and education services, and increasing performance and accountability.

A primary objective of the WOW outreach and community engagement team is bringing employment services into underserved communities. WOW focuses on the district's youth, hosting events at locations frequented by youth to support their professional growth and development as they matriculate and navigate from high school, youth programs, trade schools and college into careers. WOW effectively bridges the gap between job seekers and resources. WOW collaborates closely with various stakeholders, including sister agencies, community-based organizations, youth programs, senior programs, and other service providers to ensure a seamless integration of services across all demographics. This alignment has resulted in a more coordinated and efficient system, providing a comprehensive suite of employment, education, and training services to individuals in need.

DOES recognizes the barriers that many district residents face in accessing employment opportunities and educational resources. By strategically deploying the WOW mobile career service center, DOES has brought these services to the neighborhoods with the greatest need. WOW provides accessibility and inclusivity, offering a wide range of services and resources such as job search assistance, skills training, resume building, work readiness workshops and career counseling. This approach ensures that all district residents have equal opportunities to access the tools and support they need to secure good jobs with good wages.

The WOW mobile career center also serves as a gateway to the AJCs and all DOES programs, driving traffic and increasing access to employment, education, and training services. Through continuous performance monitoring and data analysis, DOES has seen an increase in impact, and has identified areas for improvement. The commitment to performance and accountability ensures that the efforts translate into tangible results, helping individuals secure meaningful employment opportunities, and improve economic well-being while the agency improves performance outcomes.

As DOES moves forward, WOW will continue to be a key strategy and cornerstone of the effort to build a robust and inclusive workforce in the District of Columbia. DOES will explore innovative approaches, leverage technology, and adapt to the evolving needs of residents.

DC Infrastructure Academy

The District of Columbia Infrastructure Academy (DCIA) is a key initiative of Mayor Muriel Bowser’s Administration, administered by DOES. Infrastructure is one of the fastest-growing industries in the country. The training and services offered by DCIA are designed to meet the need for skilled infrastructure professionals in the Washington, DC region. DCIA coordinates, trains, screens, and recruit residents to fulfill the needs of the infrastructure industry and infrastructure jobs with leading companies in this high-demand field. DCIA is in the Anacostia neighborhood in Ward 8. All program participants are Wagner-Peyser enrolled, with some also participating in WIOA programs.

Office of Apprenticeship, Information and Training (OAIT)

The Office of Apprenticeship, Information and Training (OAIT) is responsible for administering the District’s apprenticeship program and the enforcement of DC 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. This program is a comprehensive training program that combines on-the-job learning experiences with supplemental job-related classroom instruction.

Pre-Apprenticeships

The District of Columbia is one of the few jurisdictions that directly funds pre-apprenticeship programs. OAIT funds several pre-apprenticeship training programs for District residents. One hybrid model gives District residents the advantage of earning wages during their initial training period. This pre-apprenticeship training is a preparatory initiative that prepares District residents to qualify for established registered apprenticeship programs. These programs are targeted to serve hard-to-employ residents, particularly those residents with certain deficiencies in math, aptitude testing, and job readiness.

Pre-apprenticeship training initiatives have increased the number of District residents in existing apprenticeship opportunities. These programs are approved, overseen, and funded by the District and are run by labor union entities and companies with existing approved apprenticeship programs recognized by the District of Columbia Apprenticeship Council. For these entities to participate, they must commit to increasing the number of District resident apprentices in their apprenticeship program by accepting all successful completers of the pre-apprenticeship program as apprentices.

During PY 2024, OAIT has enrolled 82 individuals into the pre-apprenticeship training program. Of those, 38 (46 percent) of the participants have successfully completed their enrollment and 31 successful completers (82 percent) have earned at least one certificate.

The District is one of three jurisdictions in the country with a mandatory apprenticeship registration requirement. DOES established the “Step-up Apprentice” classification, giving District residents another avenue to qualify for union apprenticeship programs. Step-up Apprentices have the same requirements as traditional apprentices: however, this classification gives District residents who may have slight deficiencies a year to meet full apprenticeship eligibility requirements while gaining credit towards their program. All pre-apprentices are enrolled in Wagner-Peyser and some who require additional support are enrolled in WIOA.

On-the-Job Training (OJT)

On-the-Job Training (OJT) is a workforce development strategy where employers of all sizes can train, mentor, and hire candidates as they become fully proficient in a particular skillset or job function. Through the OJT model, candidates receive the hands-on training necessary to increase their skills, knowledge, and capacity to perform the designated job functions. The OJT strategy ensures unemployed and underemployed jobseekers have a chance to enter and reenter the workforce through an “earn and learn” model. This streamlined approach developed between select employers and DOES allows employers to be reimbursed at an established wage rate in exchange for the training provided to participating OJT candidates.

Pre-screened and job-ready candidates are matched with employers willing to provide skills-based, on-the-job training. DOES provides wage reimbursement from 50 to 75 percent of the candidate’s salary from one to six months (in some cases up to one year) for qualifying District of Columbia residents and employers.

OJT employers maintain complete control over hiring decisions and are assigned a DOES liaison to initiate recruitment efforts and provide support throughout the length of the OJT agreement. OJT agreements detail the individual training outline, objectives, duration of agreement, and reimbursement rate. Wage reimbursements are administered to employers within 30 days upon receipt of invoice.

College Fellowship Program

The College Fellowship Program experienced significant growth and innovation during PY2024, positioning itself as one of DOES’ strongest early-career pipelines for District college students. This year, the program expanded employer participation across government, private, and nonprofit sectors, resulting in high-quality six-month fellowship placements aligned with each fellow’s field of study. A major program advancement included the launch of a structured, monthly professional development series covering financial literacy, leadership development, workplace communication, and sector-specific career skills. DOES also strengthened the case management model, ensuring bi-weekly touchpoints, increased WIOA compliance, and improved access to supportive services. During this time, several fellows were offered full-time positions with their host sites, reflecting strong employer engagement and the program’s ability to match talent with long-term workforce needs. Throughout PY2024, fellows demonstrated strong performance, with others transitioning into continued placements or extended workforce experiences. The program’s focus on relationship-building, employer accountability, and holistic student support has created a sustainable pipeline that prepares District students for meaningful careers and long-term success in both the public and private sectors.

Healthcare Alliance

The DC Department of Employment Services (DOES) partnered with MedStar Washington Hospital Center to support students enrolled in the MedStar Surgical Technology Program. Through this collaboration, DC residents received hands-on training that strengthened their professional skills and expanded their career opportunities in the healthcare field. By preparing participants for high-demand,

well-paying healthcare roles, the initiative has empowered them to increase their earning potential and enhance the financial stability and quality of life for themselves and their families. As of June 1, 2025, four District residents have begun full-time employment as Surgical Technologists with MedStar Health, earning a starting wage of \$35.17 per hour.

Pathways to Public Service Program

The Pathways to Public Service Program has had an outstanding year filled with achievement, growth, and continued impact. Following a successful recruitment process which was expanded from Year 1, 19 apprentices were selected to participate in Year 2 of the program, representing a talented group of emerging leaders dedicated to serving the District. These apprentices were hired across nine District government and independent agencies, gaining hands-on experience, mentorship, and professional development opportunities aligned with their career goals and apprenticeship standards. Over the past year, the program strengthened its engagement efforts through targeted outreach, interactive learning experiences, and strong collaboration with agency partners. The Center for Innovation and Research in Training and Employment (CIRTE) played a critical role in supporting the apprentices' development through leadership sessions, mentoring initiatives, and networking events.

A defining highlight of the year was the successful completion and graduation of the Year 1 cohort, all of whom maintained full-time employment within District government. Their continued success demonstrates the program's effectiveness in preparing apprentices for meaningful and sustainable public service careers. Year 1 graduates also had the honor of representing the program at the National Forum for Black Public Administrators (NFBPA), showcasing the District's investment in leadership development and workforce innovation. Additional successes included enhanced mentor engagement through DOES-led information sessions, the Bloomberg Center for Public Innovation Summit in Baltimore, and various networking events, where apprentices had the opportunity to connect with District leaders and peers in an engaging setting. Collectively, these achievements highlight a transformative year for the Pathways to Public Service Program which has been defined by progress, collaboration, and the cultivation of the District's next generation of dedicated public servants.

Success Stories

DOES continues to solicit feedback from program participants, past and present, and their respective worksite supervisors. The input allows DOES to enhance service delivery and improve program outcomes continuously. The following success stories highlight program participants who exceeded performance expectations:

SUCCESS STORY 1

A WIOA (Workforce Innovation and Opportunity Act) Adult participant met with a Workforce Development Specialist (WDS) at AJC towards the end of April 2024 to express interest on employment services. At the time, the participant was unemployed and seeking employment in the financial field (preferably). After being introduced to the WIOA employment program, the participant initially became enrolled in for services.

Participant's main barriers dealt with, being terminated from previous employer due to engaging with another financial employer, which lead to conflict of interest. During services, WDS would provide the participant with practical advice on obtaining good reference letters and character letters. WDS would counsel the participant on the importance of being transparent with potential employer about his weakness and what he has done to strengthen these challenges.

During calls, WDS would also encourage the participant to study Labor Market Information (LMI) to explore other industries where he can transition his relevant work experiences. WDS provided additional employment search support that included targeted job leads, job listings, invites to hiring fairs, resources support, referral to internal recruiting- event, invites to job readiness workshops, consideration for training options and follow-up on check on his progress.

The participant's sessions and service support appear to be paying off when he confirmed a few weeks ago in September 2024 that he has obtained employment. The participant thanked staff for their assistance during this period of under-employment.

SUCCESS STORY 2

A participant came to the AJC seeking career services to make a career transition from the education field to the office administrative field, her last day of employment was March 2020. The participant requested a referral to SCSEP.

A WDS enrolled the participant into the WIOA Adult program in January 2023 provided individualized career services such as resume review to highlight the customer's transferrable skills for the SCSEP referral, career guidance and counseling, job leads/referrals and a SCSEP referral. The participant was facing a painful and long legal battle at court and stated: "Thank you. I appreciate everything that you have done for me. Your guidance [and instruction] is moving me towards building my new life."

The WDS sent a SCSEP referral in January 2024 and the SCSEP Coordinator interviewed the participant in February 2023 stating would look for administrative assistant SCSEP 20 weekly hours Administrative Assistant assignment in March 2023 at Seabury Resources for the Aging and to be ended in June 2024. The participant was found "job-ready". Later, Seabury Resources for the Aging hired the participant on a part time basis as Recreational Manager and the participant started his job in August 2024, earning \$21.00 per hour.

SUCCESS STORY 3

A participant has been enrolled in WIOA/Dislocated Worker Program for a job search service since July 2024. The participant was interested in finding a full-time permanent position. The participant was assisted by a WDS to apply for job opportunities for private sector positions. The participant had been seeking employment for a few months in the custodial or data field.

This WDS encouraged her to continue searching and be confident that she will find the job. The WDS assisted her with accessing and completing job applications due to low computer literacy. The WDS also referred her to Digital Literacy classes to increase her knowledge on using technology. In Addition, the WDS referred the participant to Georgetown University, and ABM Industries to apply for Custodian positions.

On July 31, 2024, the WDS contacted the participant, and the participant stated that she was hired by Georgetown University. She accepted the full-time job with Georgetown University as a Custodian. The participant was very happy about this great job with an opportunity to grow in the company.

SUCCESS STORY 4

A participant has been enrolled in WIOA Dislocated Worker Program for a job search service since October 2023. The participant was interested in finding a full-time permanent position. The participant has been assisted by a WDS to apply for job opportunities through VOS, private, and DC Government

sector positions. The participant had been seeking jobs for a few months. The participant was seeking employment in the human resources field.

The WDS encouraged her to continue seeking and be confident that she will find a job. While the participant was unemployed for a few months she obtains a temporary full-time employment with WMATA as a Project Coordinator position, with a pay rate of \$26.00 per hour, and she worked from March 2024 to July 2024. In addition, the WDS referred the participant for employment through VOS, DC Government Announcements, Private, and provided the participant with the corresponding job order number. In September 2024, the WDS established contact with the participant by telephone to conduct follow-up regarding employment updates. The participant indicated that she began working in August 2024 was offered a term appointment with DOES in a full-time position as a Human Resources Specialist. The participant was very happy to get this great job with an opportunity to grow and become a permanent employee in DC Government.

SUCCESS STORY 5

A participant was enrolled into the WIOA program in May 2025. Throughout her time in the program, the participant was very engaged—using individualized career counseling and supportive services to help overcome barriers to employment. One month later, the participant received an offer letter from Infinity Design Solutions, where she accepted a full-time position as an Executive Assistant. The WDS also offered transportation assistance and referred the participant to Suited for Change, which provides professional attire, career coaching, and skill training to help her feel confident in interviews and strengthen her employability as she continues to pursue her long-term career goals in Broadcasting. This is a great example of how DOES' wraparound WIOA services, combined with the customer's dedication, can help remove barriers and move participants closer to sustainable employment and career success.

SUCCESS STORY 6

A DC resident had been unemployed since August 2024 following a layoff from his position as a Visual Producer at Paramount. During his conversation with the WDS, he shared an interest in exploring employment and training opportunities, particularly in the information technology and administrative fields. Based on his eligibility as a dislocated worker, the WDS enrolled him into the WIOA program in February 2025. The participant was referred to the paid Construction Training program. Recognizing transportation as a potential barrier to completing the program, he was provided transportation assistance, which helped ensure his consistent attendance and participation throughout the training.

The participant performed exceptionally well in his job interviews, demonstrating the dedication and adaptability that stood out to the employer. He was offered a full-time position as a Field Coordinator upon completion of the program. This outcome is a clear example of how individualized career coaching, targeted supportive services, and the participant's commitment can move someone from layoff to sustainable employment.

SUCCESS STORY 7

A DC resident who had been unemployed since May 2024 came to DOES and shared her interest in exploring new employment opportunities and her goal of pursuing Project Management Professional certification through the University of the District of Columbia to strengthen her credentials. Recognizing her potential and motivation, the WDS officially enrolled her into the WIOA program in March 2025. She was provided with career services on mock interviewing, refining her resume, and developing effective job search strategies tailored to her professional background. These steps helped build her confidence and sharpen her interview skills as she reentered the job market.

Subsequently, she secured a new position with an Automobile Lobbying Company and expressed how happy she is in her new role. She was also offered metro assistance for her commute. Her success highlights the positive impact DOES has on the lives of District residents and workers.

SUCCESS STORY 8

A participant came to DOES SCSEP. During intake, he reported that he was experiencing homelessness and recovering from health-related issues. The participant was also a returning citizen that experienced frequent extended breaks in his employment history. The participant was eager to return to work and reestablish his life but expressed a need for assistance reacclimating to a work environment. After unsuccessful job searching, he felt he needed support with job search efforts.

DOES SCSEP program placed him in a community service assignment (CSA) based upon his desired field of interest at DC's Access Housing for Veterans. The participant was oriented and immediately paired with a Building Engineer. During the initial months of his work experience, he focused on refining his skills maintenance technician for a property management company. Throughout the CSA, the participant's managers and colleagues remarked on his dependability, willingness to be a team player and his desire to learn. In early September 2024, the host agency assisted the participant with permanent housing on their property and by early November 2024 hired the participant as a Maintenance Technician with an increased hourly wage. The DOES SCSEP program is extremely proud to be a part of the participant's success story.

SUCCESS STORY 9

A participant came into the AJC NW center and has been on an active job search since July 2023. He has been receiving assistance from a WDS since August 2023. The participant recently returned from another country, where he lived with his family and worked as a language teacher for nine years. Upon returning to the United States, he was unemployed and needed to readjust his skillset for the workforce in the United States.

The participant came into the AJC NW center to improve his skills set and increase his chances of obtaining employment. He expressed his desire to continue using DOES services to achieve his goal of landing a job. The WDS has been diligently supporting him by sending referrals and assisting with job announcements. The WDS has also worked with the participant on workshops, updating his resume, mock interviews, supportive services, labor market information, and more.

The participant continued applying for roles, interviewing, and keeping his skills sharp by constantly visiting the AJC, taking workshops, constantly staying online to be up to date with what's happening in the workforce, and he eventually secured employment at Bay Atlantic University as an English as a Second Language teacher, earning \$50,000 per year. The participant is very thankful for the services he has received from DOES during his transition back to the United States.

SUCCESS STORY 10

A participant embarked on a career exploration journey, determined to find a fulfilling role that aligned with her skills and personal commitments. After facing employment challenges for a long time following the COVID-19 pandemic, she proactively sought career services to gain clarity on her options and take strategic steps toward securing meaningful employment. The participant visited the AJC SE center in January 2025. She completed an initial assessment with a WDS.

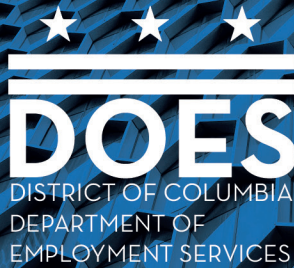
With the guidance of her WDS, she completed assessments, tailored her resumes, and took advantage of job alerts through the virtual recruiter system. Her dedication to refining her career strategy and focusing on opportunities that aligned with her lifestyle paid off after she visited the American Job Center. In February 2025, the participant excitedly shared that she had received a job offer for a remote Licensed Practical Nurse position with Care Harmony. The only remaining step was transferring her nursing license to Washington, DC—a process she was eager to complete. She expressed sincere gratitude for the support and guidance she received, acknowledging the valuable impact DOES career services had on her job search.

EVALUATION ACTIVITIES

The District of Columbia is conducting an experimental evaluation of the District's Reemployment Services and Eligibility Assessment (RESEA) program. The evaluation is a mandate by DOL, in accordance with the statutory provisions for RESEA contained in the Social Security Act (SSA) Section 306, and the Bipartisan Budget Act of 2018 (PL 115-123) states are expected to begin conducting interventions and service delivery strategies to support building new evidence on effective RESEA interventions that all states can rely on in designing and delivering the RESEA program.

Unemployment Insurance Program Letter (UIPL) 1-20 defines and provides the criteria for assigning evidence-based ratings of the effectiveness of a grantee's interventions and strategies. Specifically, an evidence-based intervention is defined as one that reduces claimants' average duration on Unemployment Insurance (UI) by improving their employment outcomes. The proposed RESEA evaluation plan encompasses the guidelines and processes as outlined in UIPL 1-20.

The evaluation assesses the impact of being selected for RESEA vs. not being selected for RESEA on individuals': (i) UI weeks paid in the first six months of the initial claim, (ii) employment status in the second calendar quarter following the calendar quarter of the initial claim, and (ii) earnings in the second calendar quarter following the calendar quarter of the initial claim. Specifically, the evaluation compares outcomes across claimants randomly assigned to the treatment group (i.e., selected for RESEA) or to the control (i.e., not selected for RESEA) group. The evaluation will then attribute any differences in those outcomes to the treatment group's having been selected for RESEA participation.



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