2020 Unemployment Survey Report

March 2021

Overview

The Unemployment Survey was released in September 2020 through a partnership with the Workforce Investment Council (WIC), the Office of the Deputy Mayor for Education, and the Department of Employment Services (DOES). The survey was disseminated via email to thousands of DC residents, along with posting to the WIC and DOES website. The survey gathered information from residents about their demographics, employment status, and the services that would support their employment goals. This information was used to inform the District about what resources were needed to support residents during the pandemic and how to reboot the District's economy.

- 3,180 Total Respondents
- 60% of Respondents identified as female
- Average Age of Respondents is 39
- Most Respondents reside in Ward 4
- Most Respondents' annual income was $25,000 or below
- 22% of Respondents indicated the need to develop new skills and complete education/training to return or begin work.
- 28% of Respondents identified hospitality/tourism or retail and sale as their most recent employment industry
- 18% of Respondents identified a need for support in accessing training

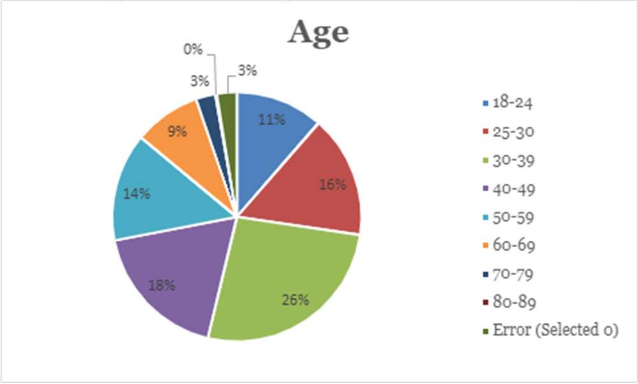
Demographics

Overview

- Most respondents were between the ages 30-39 (26%).
- Most respondents were women (60%).
- Most respondents made less than $50k (64%).

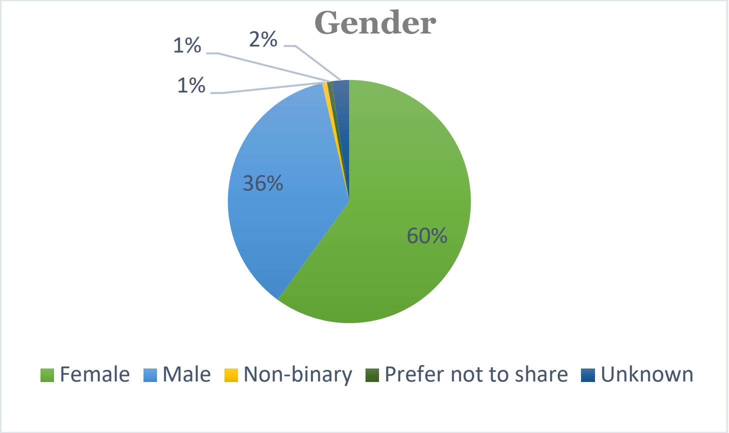
Age

The survey collected responses from individuals aged 18-80, and the average age of respondents was 39 years old.



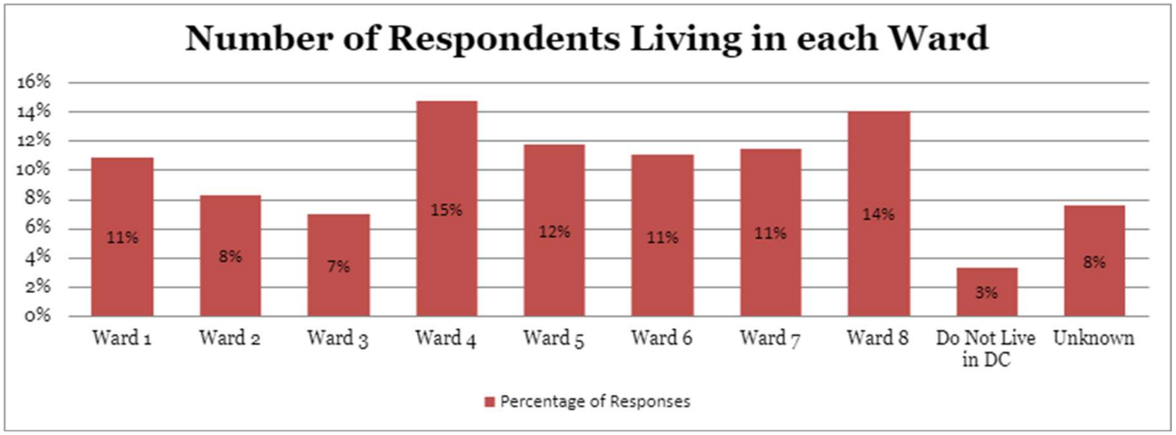
Gender

Most respondents identified as female (60%).



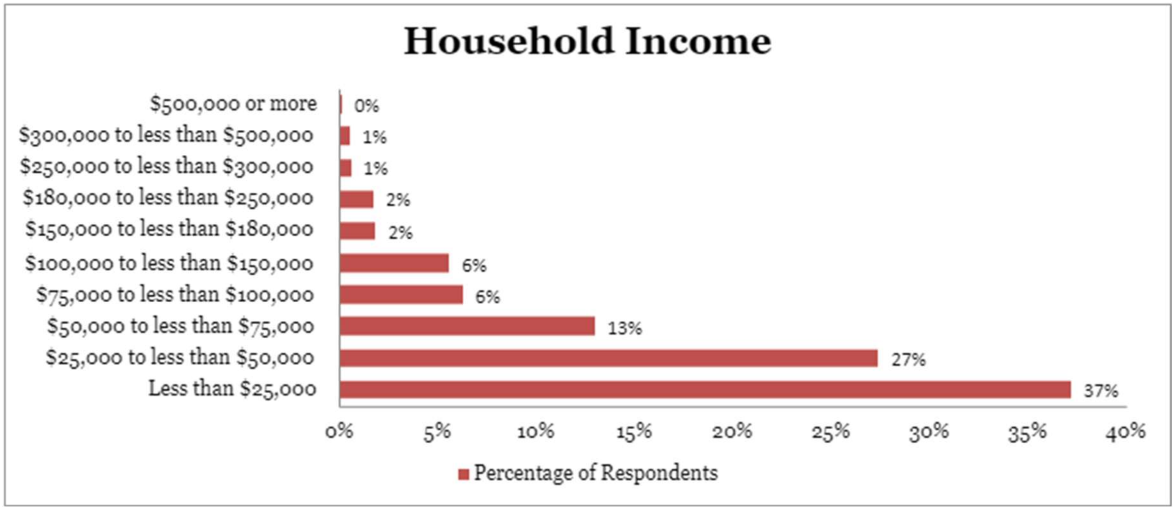
Ward

Most respondents resided in Ward 4 (15%).



Annual Household Income

Respondents who made less than $25,000 were most represented in the survey (37%).



Employment Status

Overview

- Most respondents were employed full time as of March 1, 2020 (56%), whereas 40% of respondents were temporarily unemployed because of COVID-19 by September 2020.
- The most reported industry sectors were Hospitality & Tourism, Retail & Sales, and Other.

Current Employment Status as of September 2020

Respondents indicated their current employment status as of September 2020

Employment Status	Respondents
Temporarily not working due to the COVID-19 pandemic	40%
Permanently lost work due to the COVID-19 pandemic	26%
Employed Part-Time	8%
Employed Full-Time	7%
No Response	6%
Contract or Temporary Work	5%
Permanently lost work for a reason not related to the COVID-19 pandemic	5%
Temporarily not working for a reason not related to the COVID-19 pandemic	3%

Employment Status as of March 1, 2020

Respondents were asked to indicate their employment status as of March 1, 2020 before the COVID-19 pandemic shut-down in Washington, DC.

Employment Status	Respondents
Employed Full-Time	56%
Employed Part-Time	14%
Temporarily not working due to the COVID-19 pandemic	11%
Contract or Temporary work	9%
Permanently lost work due to the COVID-19 pandemic	4%
Permanently lost work for a reason not related to the COVID-19 pandemic	3%
Temporarily not working for a reason not related to the COVID-19 pandemic	3%
No Response	0%

The Industry Sector most recently worked in

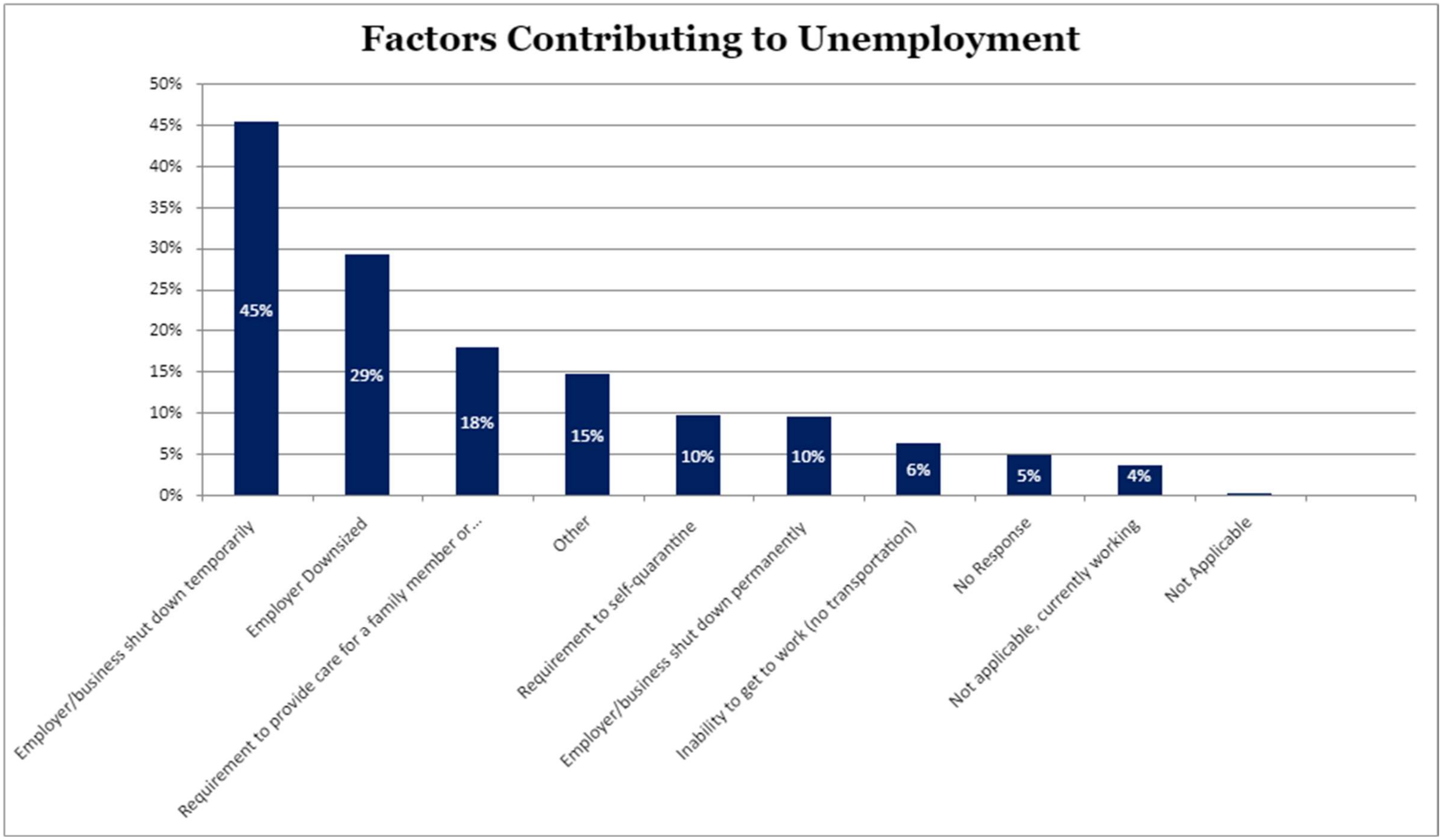
Respondents indicated the industry sector they were most recently employed.

Industry Sector	Respondents
Other	22%
Hospitality and Tourism	17%
Retail and Sales	11%
Business Administration	8%
Nonprofit	7%
Consulting and Professional Services	6%
Education, Prek-12	6%
Healthcare	6%
Security and Law	4%
Transportation and Infrastructure	4%
Government	3%
Construction	2%
Education, Post-Secondary	2%
Information Technology	2%
Financial Services and Banking	1%
No Response	0%

WORKFORCE INVESTMENT COUNCIL

Factors contributing to your current unemployment status as of September 2020

Respondents selected from the following options: Requirement to provide care for a family member or dependents, inability to get to work (no transportation), Employer/business shut down temporarily, employer downsized, employer/business shut down permanently, requirement to self-quarantine, currently working, and other. Approximately 45% of respondents claimed that their employer/business being shut down temporarily contributed to their unemployment.



Barriers to Employment

Overview

- The most reported barriers impacting the ability to return to work was the need to develop new skills or complete education/training (22%); need to be home to care for school age children (17%); and do not know where to start looking for a job (16%)
- Ward 8 represented most of the responses, whereas respondents from Wards 2 and 3 had the lowest responses regarding barriers to returning to work.
- Those making less than 25k a year were most affected by these barriers.
- The age groups of 18-39 were most affected by these barriers.

Impact on Returning to Work

Respondents selected one of the following options to indicate what would impact their ability to return to work: Need to develop new skills or complete education/training; need to be home to care for school age child(ren); Do not know where to start looking for a job; access to transportation; health issues access to childcare; caring for a family member; limited access to technology or the internet; not currently working and do not plan to begin or return to work; and none of the above. Below are the top five highest ranked responses.

Impact on Returning to Work	Respondents
Need to develop new skills or complete education/training	22%
Need to be home to care for school age child(ren)	17%
Do not know where to start looking for a job	16%
Access to transportation	15%
Health issues	14%
Access to childcare	14%

Impact on Returning to Work by Ward

Impact on Returning to Work	Ward Most Affected	Ward Least Affected
Need to develop new skills or completed education/training	Ward 5 (13%)	Ward 2 & Ward 3 (6%)
Need to be home to care for school age child(ren)	Ward 8 (22%)	Ward 2 & Ward 3 (3%)
Do not know where to start looking for a job	Ward 4 (16%)	Ward 3 (5%)

Impact on Returning to Work by Income

Impact on Returning to Work	Most Affected
Do not know where to start looking for a job	Less than $25k (43%) $25k – less than $50k (29%)
Need to develop new skills or completed education/training (22% of data)	Less than $25k (35%) $25k to less than $50k (24%) $50k to less than $75k (19%)
Need to be home to care for school age child(ren)	Less than $25k (49%) $25k to less than $50k (30%)

Impact of Returning to Work by Age

Impact on Returning to Work	Most Affected	Least Affected
Do not know where to start looking for a job	Age 18-24 (25%) Age 25-29 (21%)	Age 70-79 (12%) Age 60-69 (13%)
Need to develop new skills or completed education/training (22% of data)	Age 18-24, 25-29, 30-39, 50-59 (23%)	Age 70-79 (9%) Age 60-69 (19%)
Need to be home to care for school age child(ren)	Age 30-39 (25%) Age 40-49 (22%)	Age 60-69 (3%) Age 50-59 (6%)

Digital Access

Overview

- Most respondents (63%) reported having reliable access to a computer at home; however, only 3% of respondents reported having reliable access to internet at home.
- Respondents from Wards 3 and 6 showed the most confidence in using technology, and respondents from Ward 4 showed the least confidence in using technology on average.
- Those with an income of $75,000 or higher showed the most confidence in using technology, with a consistent downwards trend to those who are least confident, having an income of $25,000 less.
- Respondents age 25-39 showed the most confidence in using technology consistently versus respondents age 70-89 who showed the least confidence using technology on average.
- Respondents were asked to rate their confidence in using older technology, such as fax machines. As such, the older population was found to be most confidence in this area, which is an outlier in the data.

Reliable Access at Home

Respondents indicated which technology equipment they had reliable access to at home.

Technology	Respondents
Computer with a camera	63%
Cell Phone	19%
Computer without a camera	6%
Tablet	5%
Internet Access	3%
Headset with a microphone	2%
Printer	2%
Home Phone	1%
None of the above	1%
Quiet space to complete work	1%
No Response	0%
Scanner	0%

Reliable Access at Home by Ward

Technology	Most Reliable Access	Least Reliable Access
Cell Phone	Ward 7 (29%) Ward 8 & Ward 4 (25%)	Ward 3 (8%) Ward 6 (9%)
Computer with a Camera	Ward 3 (79%) Ward 2 (77%)	Ward 8 (54%) Ward 7 (56%)
Internet Access	Ward 4 & Ward 7 (5%)	Ward 6 (1%) Ward 5 & Ward 1 (5%)
Tablet	Ward 8 (10%) Ward 7 (7%)	Ward 2 (3%) Ward 1, Ward 3, & Ward 6 (4%)

Reliable Access at Home by Income

Technology	Most Reliable Access	Least Reliable Access
Cell Phone	Less than $25k (29%) $25k to less than $50k (20%)	$75k to less than$100k (2%) $180k to less than $250k (2%)
Computer with a Camera	$500k + (100%) $180k to less than $250k (94%)	Less than $25k (50%) $25k to less than $50k (64%)
Internet Access	$500k or more (25%) $25k to less than $50k & Less than $25k (2%)	$100k to less than $150k (1%) $50k to less than $75 (1%)
Tablet	Less than $25k (9%) $25k to less than $50k (7%)	$50k to less than $75k (5%) $100k to less than $150k & $75k to less than $100k (1%)

Confidence in using Technology Tools

Technology Tools	Confidence in Using Technology Tools	Respondents
Computer with a camera	Confident	82%
	Not Confident	11%
	No Response	1%
Headset with microphone	Confident	81%
	Not Confident	12%
	No Response	2%
Virtual conference tools like "Zoom"	Confident	82%
	Not Confident	12%
	No Response	1%
Printer and Scanner	Confident	77%
	Not Confident	16%
	No Response	2%
Fax	Confident	61%
	Not Confident	30%
	No Response	2%

Confidence in using Technology Tools by Ward

Technology Tools	Most Confident	Least Confident
Computer with Camera	Ward 6 residents (93.47%) Ward 3 residents (93.43%)	Ward 4 residents (16.44%) Ward 7 residents (13.53%)
Headset with Microphone	Ward 6 residents (91.96%) Ward 3 residents (89.15%)	Ward 4 residents (15.92%) Ward 2 residents (13.94%)
Virtual conference tools like "Zoom"	Ward 6 residents (92.86%) Ward 3 residents (90.61%)	Ward 4 residents (18.04%) Ward 6 residents (12.11%)
Printer & Scanner	Ward 3 residents (90.52%) Ward 6 residents (88.66%)	Ward 8 residents (22.43%) Ward 4 residents (19.33%)
Fax	Ward 7 residents (73.14%) Ward 5 residents (72.38%)	Ward 1 residents (38.97%) Ward 4 residents (35.78%)

Confidence in using Technology Tools by Income

Technology Tools	Most Confident	Least Confident
Computer with Camera	$75,000 to less than $100,000 (97.37%) $150,000 to $500,000 or more (96.55%)	Less than $25,000 (17.09%) $25,000 to less than $50,000 (10.56%)
Headset with Microphone	$150,000 to $500,000 or more (94.44%) $75,000 to less than $100,000 (93.12%)	Less than $25,000 (13.80%) $25,000 to less than $50,000 (13.54%)
Virtual conference tools like “Zoom”	$150,000 to $500,000 or more (96.55%) $75,000 to less than $100,000 (95.79%)	Less than $25,000 (16.04%) $25,000 to less than $50,000 (13.34%)
Printer & Scanner	$100,000 to less than $150,000 (97.04%) $75,000 to less than $100,000 (94.71%)	Less than $25,000 (24.54%) $25,000 to less than $50,000 (14.34%)
Fax	$100,000 to less than $150,000 (74.39%) $75,000 to less than $100,000 (74.03%)	Less than $25,000 (37.97%) $25,000 to less than $50,000 (30.47%)

Confidence in using Technology Tools by Age

Technology Tools	Most Confident	Least Confident
Computer with Camera	Ages 25-29 (94.06%) Ages 30-39 (92.53%)	Ages 70-89 (30.49%) Ages 60-69 (19.77%)
Headset with Microphone	Ages 25-29 (92.02%) Ages 30-39 (90.66%)	Ages 70-89 (38.75%) Ages 60-69 (20.55%)
Virtual conference tools like "Zoom"	Ages 30-39 (93.25%) Ages 25-29 (92.24%)	Ages 70-89 (29.27%) Ages 60-69 (26.32%)
Printer & Scanner	Ages 30-29 (85.14%) Ages 25-29 (83.20%)	Ages 60-69 (19.74%) Ages 70-89 (19.51%)
Fax	Ages 70-89 (75%) Ages 60-69 (73.39%)	Ages 25-29 (51.04%) Ages 30-39 (43.06%)

Comfortability in Returning to Work or In-person Education

Respondents answered on a scale of 1 (not at all comfortable) to 5 (extremely comfortable) about how comfortable they are in returning to work or in person education.

Comfort in Returning to Work or In-Person Education	Respondents
1 (not at all comfortable)	25%
2	14%
3 (somewhat comfortable)	28%
4	12%
5 (extremely comfortable)	21%
No Response	0%

Career and Job Search Resources

Overview

- Most respondents identified the need for a connection to a job to find employment services (61%)
- Most respondents already had a credential or a degree at the time of survey completion (23%)
- Most respondents whose latest employment opportunity was in the Information Technology industry were most interested in finding and accessing training (38%)

Services needed to search for Employment Opportunities

Respondents selected multiple options for what services they needed to search for employment opportunities.

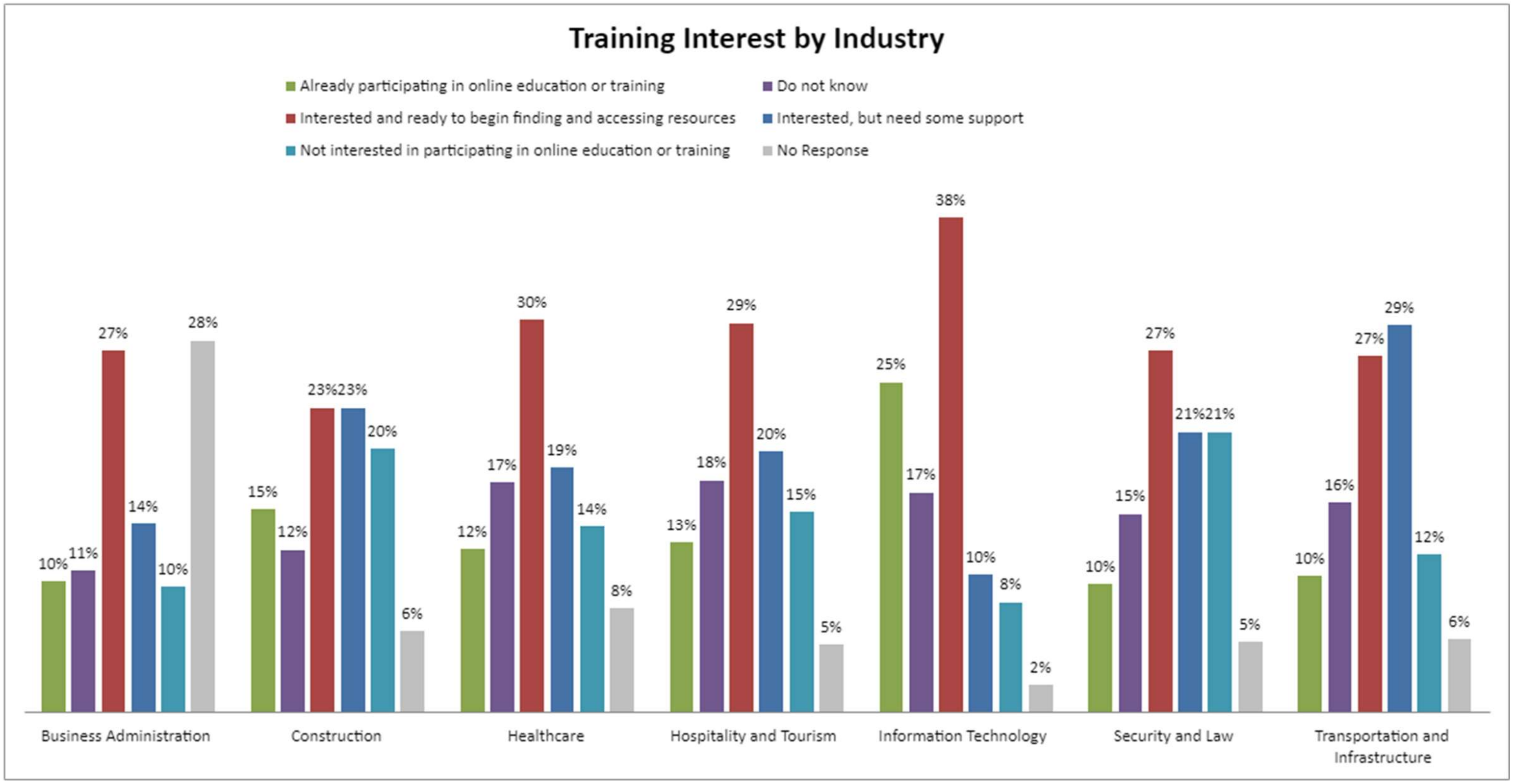
Services	Total
Connection to a Job	61%
Training	31%
Career Advisor	27%
Resume	18%
Technology	16%
Interviewing	15%
Dependents	14%
No Response	17%

The type of education or training credential you would consider pursuing.

Respondents indicated what type of training they would consider pursuing or if they already have a credential or degree.

Type of Education	Total
I already have a credential, degree is advanced	23%
Industry credential – Hospitality and Tourism	15%
Industry credential – Information Technology	13%
I am not interested in pursuing training	13%
High School Diploma or GED	12%
Bachelor's Degree	12%
Industry credential – Business Administration	12%
Industry credential – Other	11%
No Response	11%
Industry credential – Healthcare	9%
Associate degree	8%
Industry credential – Construction or Infrastructure (power, water, transportation, etc.)	6%
Industry credential – Law and Security	6%
Industry credential – Other: Master's Degree	2%
Currently pursuing education, Not Sure, None of the Above, Recently Completed Education	0%

Interest in Training by Industry



Familiarity with Employment Services

Respondents were instructed to select all familiar employment services.

Employment Services	Respondents
DC Networks	44%
Resources provided by the District of Columbia American Job Center (e.g. career workshops, mock interviews, resume review	16%
DC Department of Human Services (DOES) website	58%
Third-party job search sites (e.g., Monster.com, Indeed.com, LinkedIn)	57%
Other response	10%
None	8%
No Response	6%

Interest in DC centralized Job Board

On a scale of 1 (not at all interested) to 5 (extremely interested), respondents indicated how interested they were in a DC Centralized Job Board.

Interest on scale of 1 (not at all interested) to 5 (extremely interested)	Respondents
1	21%
2	8%
3	22%
4	17%
5	32%
No response	0%

Important Features for DC Centralized Job Board

Respondents selected which features should be included in the DC Centralized Job Board.

Important Features for DC Centralized Job Board	Responses
Search Options	64%
Resume Builder	41%
employer profiles	56%
Salary comparisons	57%
Other	5%
Not applicable	10%