



District of Columbia Labor Market Analysis

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INTRODUCTION

The District of Columbia economy has become increasingly dynamic and diverse, however it has been significantly impacted by public sector layoffs and slow growth in professional services. With a higher than national average unemployment rate at 7.4% (as of July 2014)¹, the District of Columbia's employers are now slowly adding jobs across many occupational categories. At the same time, critical workforce issues remain, including the employment of special populations, such as the formerly incarcerated, long-term unemployed, older workers, the homeless, and people with disabilities.

In order to gather more detailed information about employer skill demands and preferences, as well as insights into obstacles and opportunities for various employment groups, the District of Columbia Office of Employment Services commissioned BW Research Partnership to conduct a comprehensive and multi-modal research study of the regional labor market.

The research conducted for this study included a survey of 1,377 local employers, 144 interviews with company executives, and an online resume panel with 99 employer participants. The research was fielded in June and July of 2013 and May through July of 2014. This report includes a summary of research findings, conclusions and next steps, and detailed employment profiles of 88 occupations.

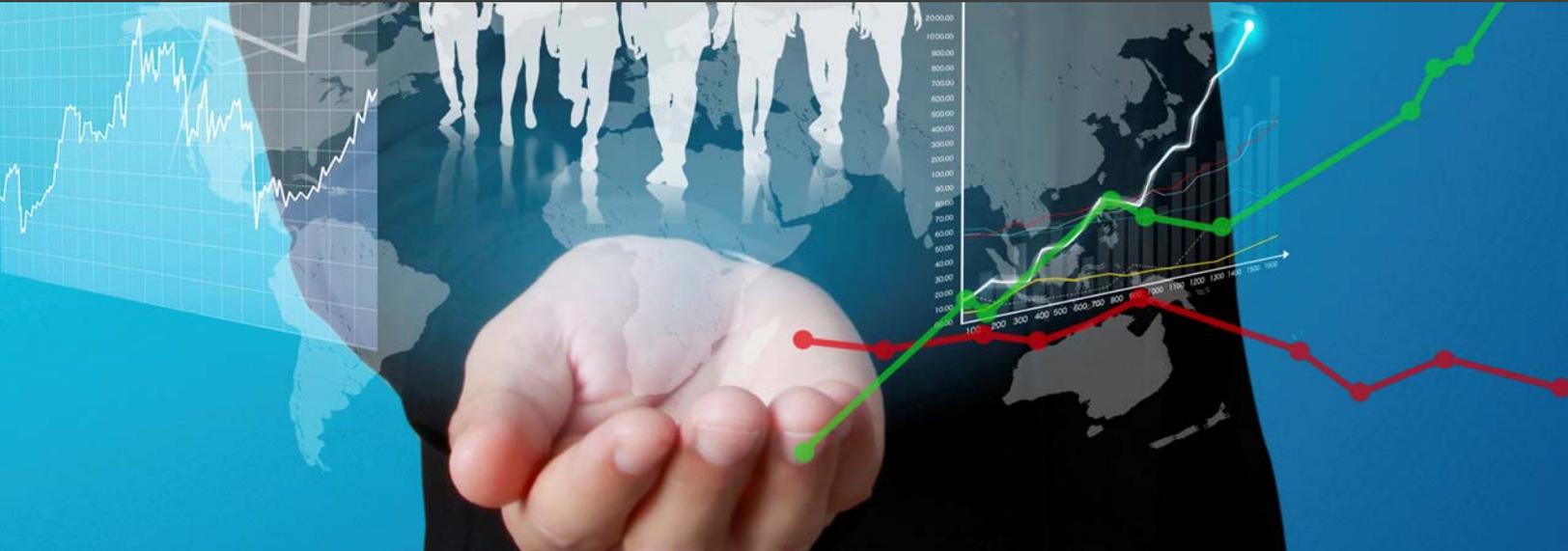
ABOUT DOES

The Department of Employment Services provides comprehensive employment services to ensure a competitive workforce, full employment, life-long learning, economic stability and the highest quality of life for all District residents.

¹ Bureau of Labor Statistics Regional and State Employment and Unemployment Summary, available at: <http://www.bls.gov/news.release/laus.nr0.htm>.

ABOUT BW RESEARCH PARTNERSHIP

BW Research Partnership, Inc. (BW Research) is a full-service research consulting firm specializing in workforce and economic development, public opinion, and customer research for government agencies, non-profit organizations, and corporations that are looking for answers to empower effective decision making. BW Research provides services utilizing market information, secondary research, statistical analyses, and economic modeling as well as primary research methods including qualitative research (e.g., focus groups, stakeholder interviews) and quantitative research (e.g., telephone, mail, and Internet surveys) techniques. BW Research has offices in Wrentham, Massachusetts and Carlsbad, California.



OCCUPATIONAL FINDINGS

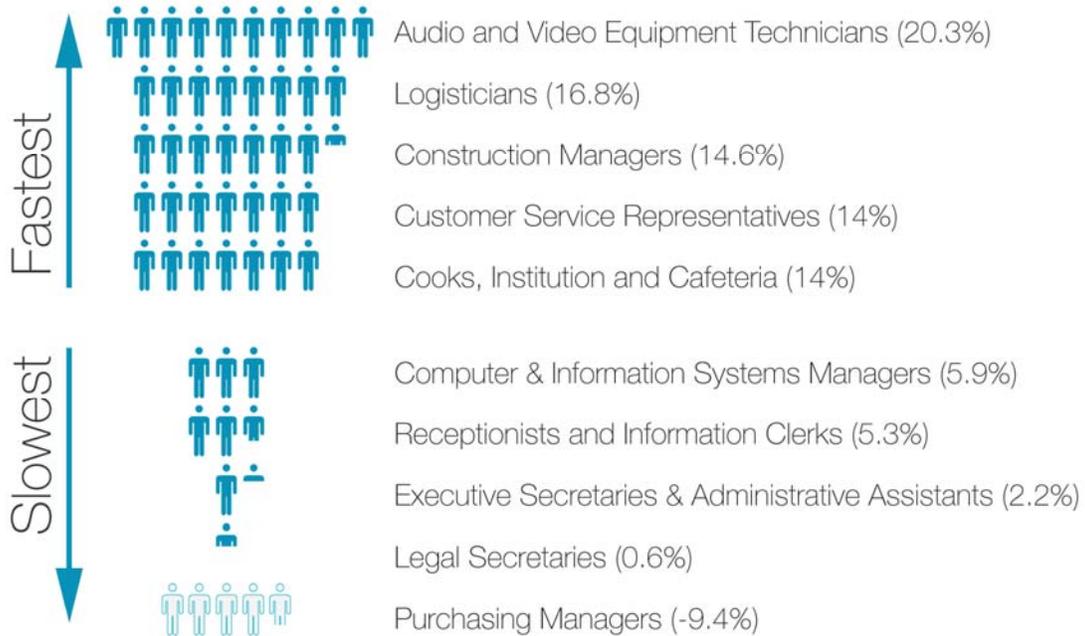
This labor market analysis includes data collected from 1,377 employers in the District of Columbia. These employers responded to a detailed questionnaire to collect critical information on 88 selected occupations, representing companies of all sizes, from microbusinesses to large multinational corporations, and from the many different industries that make up Washington's economy.

The region's job growth has been somewhat stagnant over the past year and has recently ticked up to slow growth, however, the unemployment rate has held at a lower-than-average 5%. This slow growth is reflected in occupational growth projections. Of the 88 occupations selected for study, only one projects to have employment growth of more than an annualized 2% per year from 2012-2022. Figure X shows the five occupations at the top and bottom of the growth projections.

Of interesting note is that employers report significant difficulty hiring qualified applicants for three of these five positions, despite the low growth totals. Specifically, more than half of employers that employ Computer and Information Systems Managers, Purchasing Managers, and Executive Secretaries and Administrative Assistants report

Figure 1: Five Fastest and Slowest Occupations by Growth, 2012-2022

Five Fastest & Slowest Occupations by Growth

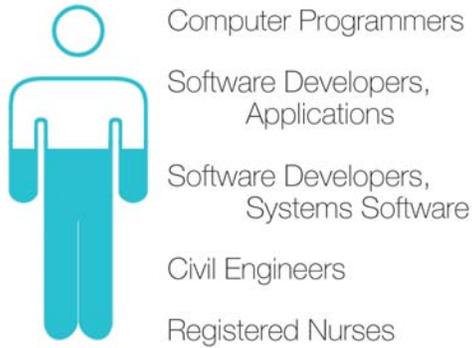


Employer-reported difficulty in finding qualified applicants is a valuable metric for determining labor market demand. Typically, when employers face great difficulty finding qualified applicants for specific positions, job-seekers with the right backgrounds may find more opportunities for employment.

Of the 88 occupations selected for study, the five that had the highest and lowest employer-reported difficulty hiring are:

Table 1: Most and Least Difficult Occupations to Fill, Employer Responses

Most & Least Difficult Occupations To Fill (Employer Responses)



Most Difficult To Fill



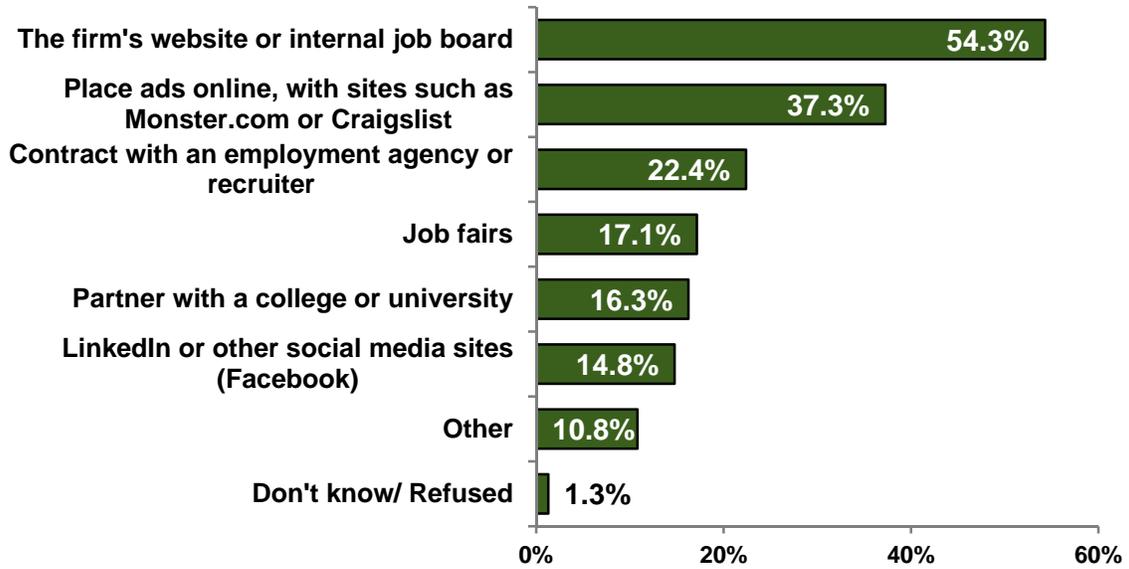
Least Difficult To Fill

It is notable that three of these occupations are computer related, and all five incorporate science, technology, engineering, or math (STEM). Education is important for these “in-demand” occupations, as more than 80% of employers that hire each of these occupations require a minimum of a bachelor degree. In contrast, only about 45% of employers require bachelor degrees for the less difficult to hire positions.

The more difficult to find occupations are also higher paying, with the lowest of the five paying more than \$40 per hour on average, while the easier to fill jobs pay between \$21-45 per hour.

In addition to the occupation-specific questions, employers were asked to report the ways that they recruit applicants for open positions. In an apparent nod to technology, 54% report using the firm’s website or internal job board, 37% post online at a job site, 22% use paid recruiters, and 16-17% use job fairs or partner with universities.

Figure 2: Employer Recruitment Methods



The following pages include detailed, occupational profiles for each of the 88 occupations.



Occupational Profiles

General & Operations Managers

20,890 Current Employment	7.4% Growth (2012-2022)	\$65.44 Wages
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Employer Expectations & Preferences

<p>Typical Education Requirements</p> 	4.8% Completion of high school or equivalent	0.0% Non-degree academic certificate	4.8% Associate Degree	54.8% Bachelor's Degree (B.A., B.S.)	28.6% Master's or other Graduate Degree (M.A., MBA, M.S., Ph.D., J.D.)	7.1% Don't know/Refused
<p>Typical Level of Work Experience</p> 	0.0% No formal work experience required	8.4% Six months to 2 years in a related occupation	14.5% More than 2 years in a related occupation	12.0% Six months to 2 years in that specific occupation	62.7% More than 2 years in that specific occupation	2.4% Don't know/Refused
<p>Preference for Skill Development</p> 	1.4% Classroom training	11.3% Hands-on training	15.5% Internal training	66.2% Related experience	5.6% No preference	0.0% Don't know/Refused
<p>Preference for Industry-Recognized Occupational Licenses or Certifications</p> 	46.5% Yes		14.5% No		2.4% Don't know/Refused	

Important Detailed Work Activities

38.5% Develop operational budgets	14.1% Establish employee performance standards
38.5% Manage operational budgets	14.1% Implement company or staff policies
37.2% Manage time to ensure projects and work are accomplished	12.8% Develop staff policies
30.8% Assign work to staff or employees	12.8% Direct financial activities
25.6% Evaluate office operations	12.8% Plan meetings or conferences
25.6% Consult with staff or users to identify operating procedure problems	12.8% Analyze operational or management reports or records
21.8% Develop policies, protocols, procedures, methods, or standards	11.5% Make revenue or sales forecasts
20.5% Negotiate business, sales, rental, or lease contracts	10.3% Establish standard policies, laws, or regulations
19.2% Oversee execution of organizational or program policies	10.3% Plan work schedule
14.1% Analyze organizational operating practices or procedures	10.3% Manage organizational facilities

Difficulty Finding Qualified Applicants

24.4% No Difficulty	54.9% Some Difficulty	15.9% Great Difficulty	4.9% Don't know/Refused
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Consider Hiring Previously Incarcerated

4.3% Yes	44.3% No	41.4% It Depends	10.0% Don't know/Refused
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Administrative Services Manager

2,170 Current Employment	9.8% Growth (2012-2022)	\$45.32 Wages
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Employer Expectations & Preferences

<p>Typical Education Requirements</p> 	11.4% Completion of high school or equivalent	4.3% Non-degree academic certificate	14.3% Associate Degree	50.0% Bachelor's Degree (B.A., B.S.)	14.3% Master's or other Graduate Degree (M.A., MBA, M.S., Ph.D., J.D.)	5.7% Don't know/ Refused
<p>Typical Level of Work Experience</p> 	5.7% No formal work experience required	15.7% Six months to 2 years in a related occupation	17.1% More than 2 years in a related occupation	11.4% Six months to 2 years in that specific occupation	44.3% More than 2 years in that specific occupation	5.7% Don't know/ Refused
<p>Preference for Skill Development</p> 	3.3% Classroom training	26.2% Hands-on training	14.8% Internal training	41.0% Related experience	11.5% No preference	3.3% Don't know/ Refused
<p>Preference for Industry-Recognized Occupational Licenses or Certifications</p> 	37.7% Yes		50.8% No		11.5% Don't know/ Refused	

Important Detailed Work Activities

31.3% Manage organizational programs	15.6% Promote high quality and performance standards
25.0% Analyze administrative, financial, and operational budgets	14.1% Exchange ideas and information with others
21.9% Prepare technical, managerial, financial, or informational reports	14.1% Monitor operational budget
21.9% Purchase supplies, materials, or equipment	14.1% Develop records management system
18.8% Develop operational budgets	12.5% Consult with colleagues or experts regarding specific issues
18.8% Direct activities of workers or staff	12.5% Encourage communication with employees, departments, and customers
18.8% Work with management or employees to improve organizational systems and reduce costs	10.9% Respond to concerns from workers, parents, or students
17.2% Assign work to staff or employees	10.9% Participate in organizational meetings or activities
17.2% Manage inventories or supplies	10.9% Manage material resources to optimize use of manpower, tools, materials, and equipment
17.2% Order supplies, materials, or equipment	10.9% Advise department managers in personnel matters

Difficulty Finding Qualified Applicants

50.7% No Difficulty	33.3% Some Difficulty	7.2% Great Difficulty	8.7% Don't know/ Refused
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Consider Hiring Previously Incarcerated

13.1% Yes	42.6% No	36.1% It Depends	8.2% Don't know/ Refused
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Computer and Information Systems Managers

3,320 Current Employment	5.9% Growth (2012-2022)	\$69.41 Wages
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Employer Expectations & Preferences

<p>Typical Education Requirements</p> 	2.5%	7.6%	5.1%	59.5%	16.5%	8.9%
Completion of high school or equivalent	Non-degree academic certificate	Associate Degree	Bachelor's Degree (B.A., B.S.)	Master's or other Graduate Degree (M.A., MBA, M.S., Ph.D., J.D.)	Don't know/ Refused	
<p>Typical Level of Work Experience</p> 	2.5%	8.9%	21.5%	11.4%	48.1%	7.6%
No formal work experience required	Six months to 2 years in a related occupation	More than 2 years in a related occupation	Six months to 2 years in that specific occupation	More than 2 years in that specific occupation	Don't know/ Refused	
<p>Preference for Skill Development</p> 	18.8%	24.6%	11.6%	34.8%	2.9%	7.2%
Classroom training	Hands-on training	Internal training	Related experience	No preference	Don't know/ Refused	
<p>Preference for Industry-Recognized Occupational Licenses or Certifications</p> 	59.4%		30.4%		10.1%	
	Yes		No		Don't know/ Refused	

Important Detailed Work Activities

33.8%	Operate computers to enter, calculate, access, and retrieve data	16.9%	Maintain licenses, certifications, qualifications, and knowledge currency through continuing education activity
28.2%	Prepare technical, managerial, financial, or informational reports	15.5%	Consult with colleagues or experts regarding specific issues
23.9%	Direct implementation of new procedures, policies, or programs	15.5%	Promote high quality and performance standards
22.5%	Develop management control systems	15.5%	Analyze operational or management reports or records
19.7%	Develop policies, protocols, procedures, methods, or standards	14.1%	Direct activities of workers or staff
18.3%	Participate in organizational meetings or activities	12.7%	Develop project performance objectives
16.9%	Assign work to staff or employees	11.3%	Monitor operational budget
16.9%	Manage organizational programs	11.3%	Recommend action to ensure compliance
16.9%	Manage material resources to optimize use of manpower, tools, materials, and equipment	11.3%	Develop records management system
16.9%	Oversee execution of organizational or program policies	9.9%	Implement company or staff policies

Difficulty Finding Qualified Applicants

26.6%	51.9%	13.9%	7.6%
No Difficulty	Some Difficulty	Great Difficulty	Don't know/ Refused

Consider Hiring Previously Incarcerated

8.8%	38.2%	39.7%	13.2%
Yes	No	It Depends	Don't know/ Refused

Purchasing Managers

1,570 Current Employment	-9.4% Growth (2012-2022)	\$61.83 Wages
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Employer Expectations & Preferences

<p>Typical Education Requirements</p> 	8.8%	2.5%	13.8%	55.0%	10.0%	10.0%
Completion of high school or equivalent		Non-degree academic certificate	Associate Degree	Bachelor's Degree (B.A., B.S.)	Master's or other Graduate Degree (M.A., MBA, M.S., Ph.D., J.D.)	Don't know/ Refused
<p>Typical Level of Work Experience</p> 	1.3%	6.3%	18.8%	16.3%	45.0%	12.5%
No formal work experience required		Six months to 2 years in a related occupation	More than 2 years in a related occupation	Six months to 2 years in that specific occupation	More than 2 years in that specific occupation	Don't know/ Refused
<p>Preference for Skill Development</p> 	10.3%	32.4%	16.2%	27.9%	7.4%	5.9%
Classroom training		Hands-on training	Internal training	Related experience	No preference	Don't know/ Refused
<p>Preference for Industry-Recognized Occupational Licenses or Certifications</p> 	48.5%	27.9%		23.5%		
Yes		No		Don't know/ Refused		

Important Detailed Work Activities

35.2%	Manage material resources to optimize use of manpower, tools, materials, and equipment	18.3%	Exchange ideas and information with others
35.2%	Manage inventories or supplies	14.1%	Consult with colleagues or experts regarding specific issues
31.0%	Negotiate business, sales, rental, or lease contracts	14.1%	Encourage communication with employees, departments, and customers
26.8%	Conduct regularly set reviews of progress, production, or sales	12.7%	Promote high quality and performance standards
25.4%	Control organizational, product, or material inventory	12.7%	Direct activities of workers or staff
25.4%	Estimate product demand	12.7%	Determine current and historical utility costs
23.9%	Track facility or production costs	11.3%	Implement company or staff policies
22.5%	Maintain licenses, certifications, qualifications, and knowledge currency through continuing education activity	11.3%	Develop project performance objectives
21.1%	Oversee execution of organizational or program policies	9.9%	Conduct staff meetings
19.7%	Assign work to staff or employees	9.9%	Manage organizational programs

Difficulty Finding Qualified Applicants

34.2%	38.0%	16.5%	11.4%
No Difficulty	Some Difficulty	Great Difficulty	Don't know/ Refused

Consider Hiring Previously Incarcerated

6.0%	47.8%	38.8%	7.5%
Yes	No	It Depends	Don't know/ Refused

Human Resources Managers

1,420 Current Employment	n/a Growth (2012-2022)	\$67.33 Wages
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Employer Expectations & Preferences

<p>Typical Education Requirements</p> 	1.7% Completion of high school or equivalent	1.7% Non-degree academic certificate	1.7% Associate Degree	75.0% Bachelor's Degree (B.A., B.S.)	15.0% Master's or other Graduate Degree (M.A., MBA, M.S., Ph.D., J.D.)	5.0% Don't know/Refused
<p>Typical Level of Work Experience</p> 	3.4% No formal work experience required	8.5% Six months to 2 years in a related occupation	6.8% More than 2 years in a related occupation	8.5% Six months to 2 years in that specific occupation	67.8% More than 2 years in that specific occupation	5.1% Don't know/Refused
<p>Preference for Skill Development</p> 	9.6% Classroom training	9.6% Hands-on training	13.5% Internal training	51.9% Related experience	11.5% No preference	3.8% Don't know/Refused
<p>Preference for Industry-Recognized Occupational Licenses or Certifications</p> 	42.3% Yes		21.2% No		36.5% Don't know/Refused	

Important Detailed Work Activities

50.0%	Recruit candidates to meet employment, enrollment, or participant needs	14.3%	Oversee execution of organizational or program policies
42.9%	Advise department managers in personnel matters	12.5%	Advocate an environment of success and professionalism
39.3%	Develop policies, protocols, procedures, methods, or standards	12.5%	Direct activities of workers or staff
39.3%	Implement company or staff policies	12.5%	Execute employee bargaining agreements
33.9%	Hire workers to fill employment needs	8.9%	Conduct staff meetings
21.4%	Respond to concerns from workers, parents, or students	8.9%	Discharge workers to meet employment needs
21.4%	Encourage communication with employees, departments, and customers	7.1%	Consult with colleagues or experts regarding specific issues
19.6%	Recommend action to ensure compliance	7.1%	Prepare technical, managerial, financial, or informational reports
17.9%	Promote high quality and performance standards	7.1%	Maintain licenses, certifications, qualifications, and knowledge currency through continuing education activity
17.9%	Direct implementation of new procedures, policies, or programs	5.4%	Exchange ideas and information with others

Difficulty Finding Qualified Applicants

32.2% No Difficulty	40.7% Some Difficulty	10.2% Great Difficulty	16.9% Don't know/Refused
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Consider Hiring Previously Incarcerated

0.0% Yes	43.1% No	41.2% It Depends	15.7% Don't know/Refused
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Construction Managers

690 Current Employment	14.6% Growth (2012-2022)	\$46.68 Wages
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Employer Expectations & Preferences

<p>Typical Education Requirements</p> 	15.2%	9.1%	15.2%	39.4%	15.2%	6.1%
Completion of high school or equivalent		Non-degree academic certificate	Associate Degree	Bachelor's Degree (B.A., B.S.)	Master's or other Graduate Degree (M.A., MBA, M.S., Ph.D., J.D.)	Don't know/Refused
<p>Typical Level of Work Experience</p> 	3.0%	6.1%	9.1%	6.1%	66.7%	9.1%
No formal work experience required		Six months to 2 years in a related occupation	More than 2 years in a related occupation	Six months to 2 years in that specific occupation	More than 2 years in that specific occupation	Don't know/Refused
<p>Preference for Skill Development</p> 	0.0%	31.0%	20.7%	27.6%	17.2%	3.4%
Classroom training		Hands-on training	Internal training	Related experience	No preference	Don't know/Refused
<p>Preference for Industry-Recognized Occupational Licenses or Certifications</p> 	72.4%		24.1%		3.4%	
Yes			No		Don't know/Refused	

Important Detailed Work Activities

46.7% Manage time to ensure projects and work are accomplished	16.7% Prepare technical, managerial, financial, or informational reports
33.3% Estimate costs of design materials or construction	13.3% Develop operational budgets
33.3% Evaluate construction quality	13.3% Assign work to staff or employees
20.0% Plan construction of structures or facilities	13.3% Develop project performance objectives
20.0% Implement company or staff policies	10.0% Oversee execution of organizational or program policies
20.0% Prepare contract documents	10.0% Consult with colleagues or experts regarding specific issues
20.0% Bid work projects	10.0% Delegate authority for engineering activities
20.0% Direct personnel in support of engineering activities	10.0% Evaluate costs of completed projects
16.7% Direct civil engineering projects	6.7% Develop safety procedures and regulations
16.7% Identify relevant safety procedures	6.7% Manage behavior, decorum, and situations in classrooms, groups, or meetings

Difficulty Finding Qualified Applicants

21.9%	50.0%	21.9%	6.3%
No Difficulty	Some Difficulty	Great Difficulty	Don't know/Refused

Consider Hiring Previously Incarcerated

13.8%	41.4%	41.4%	3.4%
Yes	No	It Depends	Don't know/Refused

Property, Real Estate, & Community Association Managers

1,000 Current Employment	8.0% Growth (2012-2022)	\$37.23 Wages
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Employer Expectations & Preferences

<p>Typical Education Requirements</p> 	9.1% Completion of high school or equivalent	2.3% Non-degree academic certificate	22.7% Associate Degree	54.5% Bachelor's Degree (B.A., B.S.)	11.4% Master's or other Graduate Degree (M.A., MBA, M.S., Ph.D., J.D.)	0.0% Don't know/Refused
<p>Typical Level of Work Experience</p> 	0.0% No formal work experience required	9.1% Six months to 2 years in a related occupation	29.5% More than 2 years in a related occupation	9.1% Six months to 2 years in that specific occupation	50.0% More than 2 years in that specific occupation	2.3% Don't know/Refused
<p>Preference for Skill Development</p> 	17.5% Classroom training	22.5% Hands-on training	7.5% Internal training	40.0% Related experience	7.5% No preference	5.0% Don't know/Refused
<p>Preference for Industry-Recognized Occupational Licenses or Certifications</p> 	70.0% Yes		20.0% No		10.0% Don't know/Refused	

Important Detailed Work Activities

32.6% Manage building maintenance projects	16.3% Plan construction of structures or facilities
27.9% Resolve customer or public complaints	16.3% Prepare contract documents
25.6% Maintain records, reports, files, listings, or logs	16.3% Develop real estate property
23.3% Negotiate business, sales, rental, or lease contracts	14.0% Analyze market conditions
23.3% Develop operational budgets	14.0% Manage individual and organizational contracts
20.9% Manage organizational programs	14.0% Ensure conformance to building regulations
18.6% Manage organizational facilities	11.6% Assign work to staff or employees
18.6% Implement company or staff policies	11.6% Order supplies, materials, or equipment
18.6% Prepare technical, managerial, financial, or informational reports	9.3% Discuss conservation or related land use plans with land users
18.6% Maintain licenses, certifications, qualifications, and knowledge currency through continuing education activity	9.3% Oversee execution of organizational or program policies

Difficulty Finding Qualified Applicants

22.7% No Difficulty	50.0% Some Difficulty	22.7% Great Difficulty	4.5% Don't know/Refused
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Consider Hiring Previously Incarcerated

12.5% Yes	45.0% No	37.5% It Depends	5.0% Don't know/Refused
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Purchasing Agents (except wholesale, retail, and farm products)*

2,490 Current Employment	-8.8% Growth (2012-2022)	\$40.80 Wages
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Employer Expectations & Preferences

Typical Education Requirements 	10.0%	0.0%	20.0%	60.0%	0.0%	10.0%
	Completion of high school or equivalent	Non-degree academic certificate	Associate Degree	Bachelor's Degree (B.A., B.S.)	Master's or other Graduate Degree (M.A., MBA, M.S., Ph.D., J.D.)	Don't know/ Refused
Typical Level of Work Experience 	5.0%	5.0%	15.0%	15.0%	50.0%	10.0%
	No formal work experience required	Six months to 2 years in a related occupation	More than 2 years in a related occupation	Six months to 2 years in that specific occupation	More than 2 years in that specific occupation	Don't know/ Refused
Preference for Skill Development 	10.0%	20.0%	15.0%	45.0%	5.0%	5.0%
	Classroom training	Hands-on training	Internal training	Related experience	No preference	Don't know/ Refused
Preference for Industry-Recognized Occupational Licenses or Certifications 	60.0%		30.0%		10.0%	
	Yes		No		Don't know/ Refused	

Important Detailed Work Activities

55.0%	Confer with vendor representative	20.0%	Communicate technical or scientific information
35.0%	Negotiate business, sales, rental, or lease contracts	20.0%	Make presentations to internal and external persons
35.0%	Maintain records, reports, files, listings, or logs	20.0%	Send or Receive work-related email
30.0%	Conduct industry or market analysis to determine potential offerors for upcoming procurements and re-procurement	20.0%	Estimate costs or price arrangements
30.0%	Follow contract, property, or insurance laws	20.0%	Develop purchasing policies or procedures
25.0%	Use oral or written communication techniques	15.0%	Obtain information from clients, customers, contractors, co-workers, patients, witnesses, attorneys, litigants
25.0%	Operate computers to enter, calculate, access, and retrieve data	15.0%	Analyze sales activities or trends
25.0%	Determine reasonable prices	15.0%	Compute financial data
25.0%	Analyze financial data	10.0%	Exchange ideas and information with others
25.0%	Inspect work products, materials, or work to verify conformance to quality, specifications, damage, or codes	10.0%	Direct activities of workers or staff

Difficulty Finding Qualified Applicants

45.0%	40.0%	5.0%	10.0%
No Difficulty	Some Difficulty	Great Difficulty	Don't know/ Refused

Consider Hiring Previously Incarcerated

15.0%	45.0%	40.0%	0.0%
Yes	No	It Depends	Don't know/ Refused

Claims Adjusters, Examiners, and Investigators*

590 Current Employment	-3.3% Growth (2012-2022)	\$36.04 Wages
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Employer Expectations & Preferences

<p>Typical Education Requirements</p> 	8.3%	0.0%	8.3%	70.8%	12.5%	0.0%
Completion of high school or equivalent		Non-degree academic certificate	Associate Degree	Bachelor's Degree (B.A., B.S.)	Master's or other Graduate Degree (M.A., MBA, M.S., Ph.D., J.D.)	Don't know/ Refused
<p>Typical Level of Work Experience</p> 	8.3%	16.7%	29.2%	8.3%	33.3%	4.2%
No formal work experience required		Six months to 2 years in a related occupation	More than 2 years in a related occupation	Six months to 2 years in that specific occupation	More than 2 years in that specific occupation	Don't know/ Refused
<p>Preference for Skill Development</p> 	4.5%	27.3%	36.4%	27.3%	4.5%	0.0%
Classroom training		Hands-on training	Internal training	Related experience	No preference	Don't know/ Refused
<p>Preference for Industry-Recognized Occupational Licenses or Certifications</p> 	45.5%	45.5%		9.1%		
	Yes	No		Don't know/ Refused		

Important Detailed Work Activities

59.1%	Use oral or written communication techniques	18.2%	Operate computers to enter, calculate, access, and retrieve data
31.8%	Analyze existing evidence or facts	18.2%	Evaluate customer records
27.3%	Prepare technical, managerial, financial, or informational reports	18.2%	Appraise real property, equipment, or real estate
22.7%	Write business correspondence	13.6%	Compile evidence for court actions
22.7%	Conduct business, legal, market or managerial research	13.6%	Fill out business, government, or other forms
22.7%	Follow contract, property, or insurance laws	13.6%	Obtain information from clients, customers, contractors, co-workers, patients, witnesses, attorneys, litigants
18.2%	Evaluate information in documents or manuscripts	13.6%	Maintain records, reports, files, listings, or logs
18.2%	Communicate technical or scientific information	13.6%	Detect discrepancies on records or reports
18.2%	Interview persons to gather required information	13.6%	Inspect property to determine damages
18.2%	Inspect work products, materials, or work to verify conformance to quality, specifications, damage, or codes	9.1%	Negotiate business, sales, rental, or lease contracts

Difficulty Finding Qualified Applicants

41.7%	29.2%	29.2%	0.0%
No Difficulty	Some Difficulty	Great Difficulty	Don't know/ Refused

Consider Hiring Previously Incarcerated

0.0%	54.5%	36.4%	9.1%
Yes	No	It Depends	Don't know/ Refused

Logisticians

1,070 Current Employment	16.8% Growth (2012-2022)	\$47.23 Wages
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Employer Expectations & Preferences

 <p>Typical Education Requirements</p>	17.4%	0.0%	13.0%	47.8%	17.4%	4.3%
	Completion of high school or equivalent	Non-degree academic certificate	Associate Degree	Bachelor's Degree (B.A., B.S.)	Master's or other Graduate Degree (M.A., MBA, M.S., Ph.D., J.D.)	Don't know/Refused
 <p>Typical Level of Work Experience</p>	9.1%	4.5%	22.7%	27.3%	27.3%	9.1%
	No formal work experience required	Six months to 2 years in a related occupation	More than 2 years in a related occupation	Six months to 2 years in that specific occupation	More than 2 years in that specific occupation	Don't know/Refused
 <p>Preference for Skill Development</p>	27.8%	22.2%	27.8%	16.7%	5.6%	0.0%
	Classroom training	Hands-on training	Internal training	Related experience	No preference	Don't know/Refused
 <p>Preference for Industry-Recognized Occupational Licenses or Certifications</p>	50.0%		44.4%		5.6%	
	Yes		No		Don't know/Refused	

Important Detailed Work Activities

26.2%	Manage projects to keep within time, cost, and quality guidelines	18.0%	Send or Receive work-related email
24.6%	Work with management or employees to improve organizational systems and reduce costs	16.4%	Analyze organizational operating practices or procedures
21.3%	Participate in organizational meetings or activities	16.4%	Compile data for financial reports
21.3%	Prepare technical, managerial, financial, or informational reports	16.4%	Improve quality by utilizing Total Quality Management or other quality techniques
21.3%	Use cost benefit analysis techniques	14.8%	Communicate technical or scientific information
21.3%	Develop management control systems	14.8%	Develop policies, protocols, procedures, methods, or standards
19.7%	Use oral or written communication techniques	14.8%	Fill out business, government, or other forms
19.7%	Maintain records, reports, files, listings, or logs	14.8%	Use quantitative research methods
19.7%	Exchange ideas and information with others	13.1%	Obtain information from clients, customers, contractors, co-workers, patients, witnesses, attorneys, litigants
18.0%	Recommend improvements to work methods or procedures	13.1%	Develop plans for programs or projects

Difficulty Finding Qualified Applicants

22.7%	54.5%	18.2%	4.5%
No Difficulty	Some Difficulty	Great Difficulty	Don't know/Refused

Consider Hiring Previously Incarcerated

5.6%	38.9%	50.0%	5.6%
Yes	No	It Depends	Don't know/Refused

Meeting and Convention Planners*

2,160 Current Employment	34.6% Growth (2012-2022)	\$29.23 Wages
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Employer Expectations & Preferences

<p>Typical Education Requirements</p> 	17.4% Completion of high school or equivalent	0.0% Non-degree academic certificate	8.7% Associate Degree	52.2% Bachelor's Degree (B.A., B.S.)	13.0% Master's or other Graduate Degree (M.A., MBA, M.S., Ph.D., J.D.)	8.7% Don't know/Refused
<p>Typical Level of Work Experience</p> 	0.0% No formal work experience required	13.6% Six months to 2 years in a related occupation	22.7% More than 2 years in a related occupation	36.4% Six months to 2 years in that specific occupation	22.7% More than 2 years in that specific occupation	4.5% Don't know/Refused
<p>Preference for Skill Development</p> 	5.6% Classroom training	27.8% Hands-on training	33.3% Internal training	27.8% Related experience	5.6% No preference	0.0% Don't know/Refused
<p>Preference for Industry-Recognized Occupational Licenses or Certifications</p> 	55.6% Yes		38.9% No		5.6% Don't know/Refused	

Important Detailed Work Activities

47.6% Provide customer service	19.0% Schedule production or work to meet deadlines
47.6% Organize meetings or events	14.3% Obtain information from clients, customers, contractors, co-workers, patients, witnesses, attorneys, litigants
38.1% Schedule meetings or appointments	14.3% Identify problems or improvements
33.3% Negotiate business, sales, rental, or lease contracts	9.5% Direct activities of workers or staff
33.3% Schedule activities, classes, or events	9.5% Modify work procedures or processes to meet deadlines
28.6% Maintain records, reports, files, listings, or logs	9.5% Track facility or production costs
23.8% Use oral or written communication techniques	9.5% Arrange travel accommodations
23.8% Participate in organizational meetings or activities	4.8% Hire workers to fill employment needs
23.8% Contract meeting facilities	4.8% Exchange ideas and information with others
23.8% Consult with customers concerning needs	4.8% Develop evaluation instrument or objectives

Difficulty Finding Qualified Applicants

45.5% No Difficulty	40.9% Some Difficulty	9.1% Great Difficulty	4.5% Don't know/Refused
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Consider Hiring Previously Incarcerated

5.6% Yes	50.0% No	38.9% It Depends	5.6% Don't know/Refused
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Compensation, Benefits, and Job Analysis Specialists

880 Current Employment	n/a Growth (2012-2022)	\$34.54 Wages
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Employer Expectations & Preferences

<p>Typical Education Requirements</p> 	1.7% Completion of high school or equivalent	1.7% Non-degree academic certificate	8.3% Associate Degree	73.3% Bachelor's Degree (B.A., B.S.)	10.0% Master's or other Graduate Degree (M.A., MBA, M.S., Ph.D., J.D.)	5.0% Don't know/Refused
<p>Typical Level of Work Experience</p> 	1.7% No formal work experience required	18.3% Six months to 2 years in a related occupation	15.0% More than 2 years in a related occupation	16.7% Six months to 2 years in that specific occupation	45.0% More than 2 years in that specific occupation	3.3% Don't know/Refused
<p>Preference for Skill Development</p> 	14.8% Classroom training	18.5% Hands-on training	18.5% Internal training	38.9% Related experience	9.3% No preference	0.0% Don't know/Refused
<p>Preference for Industry-Recognized Occupational Licenses or Certifications</p> 	48.1% Yes		31.5% No		20.4% Don't know/Refused	

Important Detailed Work Activities

37.5% Implement employee compensation plans	19.6% Interview job applicants
33.9% Direct human resource programs	16.1% Advise department managers in personnel matters
32.1% Implement employee benefit plans	16.1% Resolve worker or management conflicts
30.4% Explain rules, policies, laws or regulations	14.3% Develop compensation plan
28.6% Follow government labor or employment regulations	14.3% Interview persons to gather required information
26.8% Evaluate qualifications or eligibility of applicant for employment	14.3% Develop wage systems for workers
23.2% Follow government regulations	14.3% Prepare technical, managerial, financial, or informational reports
23.2% Use oral or written communication techniques	14.3% Classify employees using an employee classification system
21.4% Develop job evaluation programs	10.7% Execute employee bargaining agreements
19.6% Conduct job analysis	10.7% Perform statistical analysis or modeling

Difficulty Finding Qualified Applicants

40.0% No Difficulty	53.3% Some Difficulty	3.3% Great Difficulty	3.3% Don't know/Refused
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Consider Hiring Previously Incarcerated

3.7% Yes	61.1% No	33.3% It Depends	1.9% Don't know/Refused
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Loan Officers

560
Current Employment

8.0%
Growth (2012-2022)

\$32.65
Wages

Employer Expectations & Preferences

<p>Typical Education Requirements</p> 	3.6%	3.6%	10.7%	60.7%	17.9%	3.6%
	Completion of high school or equivalent	Non-degree academic certificate	Associate Degree	Bachelor's Degree (B.A., B.S.)	Master's or other Graduate Degree (M.A., MBA, M.S., Ph.D., J.D.)	Don't know/Refused
<p>Typical Level of Work Experience</p> 	3.6%	14.3%	3.6%	25.0%	53.6%	0.0%
	No formal work experience required	Six months to 2 years in a related occupation	More than 2 years in a related occupation	Six months to 2 years in that specific occupation	More than 2 years in that specific occupation	Don't know/Refused
<p>Preference for Skill Development</p> 	8.3%	16.7%	8.3%	54.2%	12.5%	0.0%
	Classroom training	Hands-on training	Internal training	Related experience	No preference	Don't know/Refused
<p>Preference for Industry-Recognized Occupational Licenses or Certifications</p> 	62.5%	20.8%		16.7%		
	Yes	No		Don't know/Refused		

Important Detailed Work Activities

52.0%	Review loan applications	16.0%	Identify financial risks to company
36.0%	Obtain financial information from individuals	16.0%	Explain available financial assistance
32.0%	Analyze financial data	16.0%	Direct financial activities
28.0%	Analyze applicants financial status	16.0%	Verify signatures for financial transactions
28.0%	Review credit applications	16.0%	Fill out business, government, or other forms
24.0%	Evaluate degree of financial risk	12.0%	Advise internal and external clients, customers, and managers on technical matters, problems, procedures, and
24.0%	Maintain licenses, certifications, qualifications, and knowledge currency through continuing education activity	12.0%	Devise action plans for clients
20.0%	Approve or Disallow application or license	12.0%	Make presentations to internal and external persons
20.0%	Compute financial data	12.0%	Appraise real property, equipment, or real estate
20.0%	Interview persons to gather required information	12.0%	Analyze credit information gathered by investigation

Difficulty Finding Qualified Applicants

28.6%	50.0%	21.4%	0.0%
No Difficulty	Some Difficulty	Great Difficulty	Don't know/Refused

Consider Hiring Previously Incarcerated

4.2%	58.3%	29.2%	8.3%
Yes	No	It Depends	Don't know/Refused

Computer Systems Analysts

2,450 Current Employment	n/a Growth (2012-2022)	\$46.67 Wages
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Employer Expectations & Preferences

<p>Typical Education Requirements</p> 	0.0%	4.2%	4.2%	81.7%	9.9%	0.0%
Completion of high school or equivalent		Non-degree academic certificate	Associate Degree	Bachelor's Degree (B.A., B.S.)	Master's or other Graduate Degree (M.A., MBA, M.S., Ph.D., J.D.)	Don't know/ Refused
<p>Typical Level of Work Experience</p> 	0.0%	8.5%	19.7%	25.4%	45.1%	1.4%
No formal work experience required		Six months to 2 years in a related occupation	More than 2 years in a related occupation	Six months to 2 years in that specific occupation	More than 2 years in that specific occupation	Don't know/ Refused
<p>Preference for Skill Development</p> 	8.6%	22.4%	10.3%	46.6%	12.1%	0.0%
Classroom training		Hands-on training	Internal training	Related experience	No preference	Don't know/ Refused
<p>Preference for Industry-Recognized Occupational Licenses or Certifications</p> 	53.4%		32.8%		13.8%	
	Yes		No		Don't know/ Refused	

Important Detailed Work Activities

31.7%	Evaluate computer system user requests or requirements	14.3%	Design computer programs or programming tools
22.2%	Test computer programs or systems	14.3%	Write technical specifications or requirements for computer systems, software, or applications
19.0%	Network computers for data, communications, and work sharing	14.3%	Install computer programs
19.0%	Implement computer system changes	12.7%	Perform software crash analysis
19.0%	Consult with colleagues or experts regarding specific issues	12.7%	Design computer hardware or software interface
17.5%	Analyze computer systems using analysis techniques	12.7%	Design hardware or software systems
17.5%	Communicate technical or scientific information	12.7%	Write documentation for computer programming or operation
17.5%	Provide technical support and information	11.1%	Monitor computer operation
15.9%	Write computer software, programs, or code	11.1%	Operate computer networks
15.9%	Train workers in use of equipment, computers, or work-related procedures	11.1%	Develop computer performance standards

Difficulty Finding Qualified Applicants

16.9%	57.7%	23.9%	1.4%
No Difficulty	Some Difficulty	Great Difficulty	Don't know/ Refused

Consider Hiring Previously Incarcerated

10.3%	44.8%	41.4%	3.4%
Yes	No	It Depends	Don't know/ Refused

Computer Programmers

1,350 Current Employment	n/a Growth (2012-2022)	\$43.71 Wages
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Employer Expectations & Preferences

<p>Typical Education Requirements</p> 	0.0%	0.0%	9.2%	83.1%	7.7%	0.0%
Completion of high school or equivalent		Non-degree academic certificate	Associate Degree	Bachelor's Degree (B.A., B.S.)	Master's or other Graduate Degree (M.A., MBA, M.S., Ph.D., J.D.)	Don't know/Refused
<p>Typical Level of Work Experience</p> 	3.1%	9.2%	21.5%	23.1%	41.5%	1.5%
No formal work experience required	Six months to 2 years in a related occupation	More than 2 years in a related occupation	Six months to 2 years in that specific occupation	More than 2 years in that specific occupation	Don't know/Refused	
<p>Preference for Skill Development</p> 	7.0%	22.8%	1.8%	50.9%	17.5%	0.0%
Classroom training	Hands-on training	Internal training	Related experience	No preference	Don't know/Refused	
<p>Preference for Industry-Recognized Occupational Licenses or Certifications</p> 	61.4%	28.1%		10.5%		
	Yes	No		Don't know/Refused		

Important Detailed Work Activities

41.7%	Write computer software, programs, or code	13.3%	Provide technical support and information
40.0%	Test computer programs or systems	13.3%	Identify appropriate software for project or task
30.0%	Correct errors in computer programs, software, or systems	13.3%	Consult with colleagues or experts regarding specific issues
25.0%	Design computer programs or programming tools	13.3%	Design data processing systems
21.7%	Write documentation for computer programming or operation	11.7%	Communicate technical or scientific information
20.0%	Perform software crash analysis	11.7%	Evaluate computer system user requests or requirements
15.0%	Write technical specifications or requirements for computer systems, software, or applications	11.7%	Train workers in use of equipment, computers, or work-related procedures
13.3%	Design hardware or software systems	10.0%	Operate computer networks
13.3%	Implement computer system changes	8.3%	Design computer hardware or software interface
13.3%	Use computer application flow charts	8.3%	Develop computer performance standards

Difficulty Finding Qualified Applicants

16.9%	55.4%	27.7%	0.0%
No Difficulty	Some Difficulty	Great Difficulty	Don't know/Refused

Consider Hiring Previously Incarcerated

10.5%	59.6%	26.3%	3.5%
Yes	No	It Depends	Don't know/Refused

Software Developers, Applications

3,080	n/a	\$43.96
Current Employment	Growth (2012-2022)	Wages

Employer Expectations & Preferences

<p>Typical Education Requirements</p> 	0.0%	0.0%	7.6%	69.7%	16.7%	6.1%
	Completion of high school or equivalent	Non-degree academic certificate	Associate Degree	Bachelor's Degree (B.A., B.S.)	Master's or other Graduate Degree (M.A., MBA, M.S., Ph.D., J.D.)	Don't know/Refused
<p>Typical Level of Work Experience</p> 	1.5%	6.1%	10.6%	22.7%	50.0%	9.1%
	No formal work experience required	Six months to 2 years in a related occupation	More than 2 years in a related occupation	Six months to 2 years in that specific occupation	More than 2 years in that specific occupation	Don't know/Refused
<p>Preference for Skill Development</p> 	10.5%	26.3%	1.8%	45.6%	14.0%	1.8%
	Classroom training	Hands-on training	Internal training	Related experience	No preference	Don't know/Refused
<p>Preference for Industry-Recognized Occupational Licenses or Certifications</p> 	57.9%	29.8%		12.3%		
	Yes	No		Don't know/Refused		

Important Detailed Work Activities

37.1%	Design computer programs or programming tools	16.1%	Test computer programs or systems
37.1%	Write computer software, programs, or code	14.5%	Design data processing systems
25.8%	Correct errors in computer programs, software, or systems	12.9%	Operate computer networks
22.6%	Design computer hardware or software interface	11.3%	Perform software crash analysis
22.6%	Write documentation for computer programming or operation	11.3%	Design data security systems
21.0%	Write technical specifications or requirements for computer systems, software, or applications	11.3%	Implement computer system changes
19.4%	Design hardware or software systems	11.3%	Plan computer security measures
17.7%	Evaluate computer system user requests or requirements	9.7%	Train workers in use of equipment, computers, or work-related procedures
17.7%	Identify appropriate software for project or task	9.7%	Consult with colleagues or experts regarding specific issues
16.1%	Analyze computer systems using analysis techniques	9.7%	Participate in organizational meetings or activities

Difficulty Finding Qualified Applicants

15.2%	42.4%	39.4%	3.0%
No Difficulty	Some Difficulty	Great Difficulty	Don't know/Refused

Consider Hiring Previously Incarcerated

8.8%	57.9%	29.8%	3.5%
Yes	No	It Depends	Don't know/Refused

Software Developers, Systems Software

1,740	n/a	\$45.23
Current Employment	Growth (2012-2022)	Wages

Employer Expectations & Preferences

<p>Typical Education Requirements</p> 	0.0%	1.6%	0.0%	67.7%	24.2%	6.5%
	Completion of high school or equivalent	Non-degree academic certificate	Associate Degree	Bachelor's Degree (B.A., B.S.)	Master's or other Graduate Degree (M.A., MBA, M.S., Ph.D., J.D.)	Don't know/Refused
<p>Typical Level of Work Experience</p> 	1.6%	3.2%	11.3%	19.4%	54.8%	9.7%
	No formal work experience required	Six months to 2 years in a related occupation	More than 2 years in a related occupation	Six months to 2 years in that specific occupation	More than 2 years in that specific occupation	Don't know/Refused
<p>Preference for Skill Development</p> 	15.4%	26.9%	9.6%	28.8%	15.4%	3.8%
	Classroom training	Hands-on training	Internal training	Related experience	No preference	Don't know/Refused
<p>Preference for Industry-Recognized Occupational Licenses or Certifications</p> 	55.8%			34.6%		
	Yes			No	Don't know/Refused	

Important Detailed Work Activities

<p>36.4% Write computer software, programs, or code</p> <p>27.3% Resolve computer program, software, or hardware operational problems</p> <p>25.5% Design computer programs or programming tools</p> <p>25.5% Write technical specifications or requirements for computer systems, software, or applications</p> <p>20.0% Test computer programs or systems</p> <p>18.2% Design data processing systems</p> <p>16.4% Write documentation for computer programming or operation</p> <p>16.4% Evaluate computer system user requests or requirements</p> <p>16.4% Correct errors in computer programs, software, or systems</p> <p>16.4% Develop computer performance standards</p>	<p>16.4% Identify appropriate software for project or task</p> <p>14.5% Design computer hardware or software interface</p> <p>14.5% Design data security systems</p> <p>12.7% Analyze computer systems using analysis techniques</p> <p>12.7% Implement computer system changes</p> <p>12.7% Participate in organizational meetings or activities</p> <p>10.9% Evaluate prototype computer software systems</p> <p>10.9% Operate computer networks</p> <p>9.1% Network computers for data, communications, and work sharing</p> <p>9.1% Design hardware or software systems</p>
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Difficulty Finding Qualified Applicants

19.4%	38.7%	38.7%	3.2%
No Difficulty	Some Difficulty	Great Difficulty	Don't know/Refused

Consider Hiring Previously Incarcerated

9.6%	51.9%	28.8%	9.6%
Yes	No	It Depends	Don't know/Refused

Network and Computer Systems Architects and Administrators

3,420	n/a	\$41.73
Current Employment	Growth (2012-2022)	Wages

Employer Expectations & Preferences

Typical Education Requirements 	0.0%	4.8%	4.8%	77.4%	8.1%	4.8%
	Completion of high school or equivalent	Non-degree academic certificate	Associate Degree	Bachelor's Degree (B.A., B.S.)	Master's or other Graduate Degree (M.A., MBA, M.S., Ph.D., J.D.)	Don't know/Refused
Typical Level of Work Experience 	4.8%	4.8%	9.7%	9.7%	64.5%	6.5%
	No formal work experience required	Six months to 2 years in a related occupation	More than 2 years in a related occupation	Six months to 2 years in that specific occupation	More than 2 years in that specific occupation	Don't know/Refused
Preference for Skill Development 	14.3%	23.2%	5.4%	48.2%	5.4%	3.6%
	Classroom training	Hands-on training	Internal training	Related experience	No preference	Don't know/Refused
Preference for Industry-Recognized Occupational Licenses or Certifications 	78.6%		12.5%		8.9%	
	Yes		No		Don't know/Refused	

Important Detailed Work Activities

<p>25.0% Network computers for data, communications, and work sharing</p> <p>25.0% Provide technical support and information</p> <p>21.4% Test computer programs or systems</p> <p>19.6% Design hardware or software systems</p> <p>19.6% Evaluate computer system user requests or requirements</p> <p>19.6% Monitor computer operation</p> <p>19.6% Write technical specifications or requirements for computer systems, software, or applications</p> <p>19.6% Plan computer security measures</p> <p>17.9% Install computer programs</p> <p>16.1% Communicate technical or scientific information</p>	<p>16.1% Design data security systems</p> <p>14.3% Identify appropriate software for project or task</p> <p>14.3% Maintain informational, operational, budgeting, and server databases</p> <p>14.3% Design data processing systems</p> <p>12.5% Analyze computer systems using analysis techniques</p> <p>12.5% Design computer hardware or software interface</p> <p>12.5% Evaluate prototype computer software systems</p> <p>12.5% Implement computer system changes</p> <p>12.5% Operate computer networks</p> <p>10.7% Write computer software, programs, or code</p>
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Difficulty Finding Qualified Applicants

27.4%	41.9%	24.2%	6.5%
No Difficulty	Some Difficulty	Great Difficulty	Don't know/Refused

Consider Hiring Previously Incarcerated

1.8%	44.6%	44.6%	8.9%
Yes	No	It Depends	Don't know/Refused

Computer Support Specialists

4,580 Current Employment	n/a Growth (2012-2022)	\$30.46 Wages
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Employer Expectations & Preferences

<p>Typical Education Requirements</p> 	1.6% Completion of high school or equivalent	6.5% Non-degree academic certificate	17.7% Associate Degree	67.7% Bachelor's Degree (B.A., B.S.)	3.2% Master's or other Graduate Degree (M.A., MBA, M.S., Ph.D., J.D.)	3.2% Don't know/ Refused
<p>Typical Level of Work Experience</p> 	3.2% No formal work experience required	14.5% Six months to 2 years in a related occupation	14.5% More than 2 years in a related occupation	14.5% Six months to 2 years in that specific occupation	48.4% More than 2 years in that specific occupation	4.8% Don't know/ Refused
<p>Preference for Skill Development</p> 	7.4% Classroom training	16.7% Hands-on training	16.7% Internal training	44.4% Related experience	11.1% No preference	3.7% Don't know/ Refused
<p>Preference for Industry-Recognized Occupational Licenses or Certifications</p> 	55.6% Yes		31.5% No		13.0% Don't know/ Refused	

Important Detailed Work Activities

34.5% Install computer programs	18.2% Test computer programs or systems
32.7% Provide technical support and information	14.5% Maintain licenses, certifications, qualifications, and knowledge currency through continuing education activity
30.9% Monitor computer operation	14.5% Consult with colleagues or experts regarding specific issues
27.3% Train workers in use of equipment, computers, or work-related procedures	12.7% Store data to avoid data loss or ensure data security
23.6% Operate computer networks	12.7% Analyze computer systems using analysis techniques
23.6% Correct errors in computer programs, software, or systems	12.7% Adjust computer operation system
18.2% Perform software crash analysis	10.9% Communicate technical or scientific information
18.2% Network computers for data, communications, and work sharing	10.9% Participate in organizational meetings or activities
18.2% Evaluate computer system user requests or requirements	9.1% Design computer programs or programming tools
18.2% Implement computer system changes	9.1% Identify appropriate software for project or task

Difficulty Finding Qualified Applicants

41.9% No Difficulty	35.5% Some Difficulty	16.1% Great Difficulty	6.5% Don't know/ Refused
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Consider Hiring Previously Incarcerated

7.4% Yes	40.7% No	44.4% It Depends	7.4% Don't know/ Refused
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Information Security Analysts

800 Current Employment	n/a Growth (2012-2022)	\$48.80 Wages
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Employer Expectations & Preferences

<p>Typical Education Requirements</p> 	0.0% Completion of high school or equivalent	1.5% Non-degree academic certificate	5.9% Associate Degree	72.1% Bachelor's Degree (B.A., B.S.)	16.2% Master's or other Graduate Degree (M.A., MBA, M.S., Ph.D., J.D.)	4.4% Don't know/ Refused
<p>Typical Level of Work Experience</p> 	2.9% No formal work experience required	8.8% Six months to 2 years in a related occupation	10.3% More than 2 years in a related occupation	14.7% Six months to 2 years in that specific occupation	57.4% More than 2 years in that specific occupation	5.9% Don't know/ Refused
<p>Preference for Skill Development</p> 	12.9% Classroom training	35.5% Hands-on training	8.1% Internal training	29.0% Related experience	11.3% No preference	3.2% Don't know/ Refused
<p>Preference for Industry-Recognized Occupational Licenses or Certifications</p> 	71.0% Yes		16.1% No		12.9% Don't know/ Refused	

Important Detailed Work Activities

29.7% Analyze computer systems using analysis techniques	14.1% Assist personnel or customers with software or hardware problems
23.4% Analyze effectiveness of safety systems or procedures	14.1% Use oral or written communication techniques
23.4% Store data to avoid data loss or ensure data security	14.1% Evaluate computer system user requests or requirements
23.4% Write technical specifications or requirements for computer systems, software, or applications	14.1% Evaluate prototype computer software systems
20.3% Design data security systems	14.1% Operate computer networks
18.8% Network computers for data, communications, and work sharing	12.5% Monitor computer operation
18.8% Implement computer system changes	12.5% Provide analytical assessment of engineering data
17.2% Communicate technical or scientific information	12.5% Write computer software, programs, or code
15.6% Develop management control systems	10.9% Collect statistical data
15.6% Test computer programs or systems	10.9% Set computer controls or devices in data processing center

Difficulty Finding Qualified Applicants

22.1% No Difficulty	52.9% Some Difficulty	19.1% Great Difficulty	5.9% Don't know/ Refused
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Consider Hiring Previously Incarcerated

6.5% Yes	54.8% No	27.4% It Depends	11.3% Don't know/ Refused
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Web Developers

1,260 Current Employment	n/a Growth (2012-2022)	\$38.43 Wages
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Employer Expectations & Preferences

<p>Typical Education Requirements</p> 	0.0%	0.0%	7.9%	87.3%	3.2%	1.6%
Completion of high school or equivalent	Non-degree academic certificate	Associate Degree	Bachelor's Degree (B.A., B.S.)	Master's or other Graduate Degree (M.A., MBA, M.S., Ph.D., J.D.)	Don't know/ Refused	
<p>Typical Level of Work Experience</p> 	1.6%	14.3%	17.5%	19.0%	41.3%	6.3%
No formal work experience required	Six months to 2 years in a related occupation	More than 2 years in a related occupation	Six months to 2 years in that specific occupation	More than 2 years in that specific occupation	Don't know/ Refused	
<p>Preference for Skill Development</p> 	9.4%	28.3%	7.5%	45.3%	7.5%	1.9%
Classroom training	Hands-on training	Internal training	Related experience	No preference	Don't know/ Refused	
<p>Preference for Industry-Recognized Occupational Licenses or Certifications</p> 	50.9%	32.1%		17.0%		
Yes	No	No		Don't know/ Refused		

Important Detailed Work Activities

41.8% Write computer software, programs, or code	14.5% Communicate technical or scientific information
36.4% Manage projects to keep within time, cost, and quality guidelines	12.7% Assist personnel or customers with software or hardware problems
32.7% Design computer programs or programming tools	12.7% Analyze computer systems using analysis techniques
32.7% Write documentation for computer programming or operation	12.7% Design hardware or software systems
27.3% Write technical specifications or requirements for computer systems, software, or applications	12.7% Monitor computer operation
25.5% Design computer hardware or software interface	10.9% Collect statistical data
20.0% Evaluate computer system user requests or requirements	10.9% Evaluate prototype computer software systems
18.2% Design data processing systems	10.9% Implement computer system changes
16.4% Use oral or written communication techniques	7.3% Operate computer networks
16.4% Test computer programs or systems	5.5% Network computers for data, communications, and work sharing

Difficulty Finding Qualified Applicants

33.3%	50.8%	12.7%	3.2%
No Difficulty	Some Difficulty	Great Difficulty	Don't know/ Refused

Consider Hiring Previously Incarcerated

9.4%	37.7%	47.2%	5.7%
Yes	No	It Depends	Don't know/ Refused

Computer Network Architects

930 Current Employment	n/a Growth (2012-2022)			\$48.12 Wages		
Employer Expectations & Preferences						
 <p>Typical Education Requirements</p>	0.0%	0.0%	2.9%	61.8%	32.4%	2.9%
	Completion of high school or equivalent	Non-degree academic certificate	Associate Degree	Bachelor's Degree (B.A., B.S.)	Master's or other Graduate Degree (M.A., MBA, M.S., Ph.D., J.D.)	Don't know/Refused
 <p>Typical Level of Work Experience</p>	0.0%	2.9%	17.6%	17.6%	47.1%	14.7%
	No formal work experience required	Six months to 2 years in a related occupation	More than 2 years in a related occupation	Six months to 2 years in that specific occupation	More than 2 years in that specific occupation	Don't know/Refused
 <p>Preference for Skill Development</p>	9.4%	25.0%	15.6%	37.5%	12.5%	0.0%
	Classroom training	Hands-on training	Internal training	Related experience	No preference	Don't know/Refused
 <p>Preference for Industry-Recognized Occupational Licenses or Certifications</p>	71.9% Yes		18.8% No		9.4% Don't know/Refused	

Important Detailed Work Activities	
31.3% Monitor computer operation	15.6% Design hardware or software systems
25.0% Network computers for data, communications, and work sharing	15.6% Write computer software, programs, or code
25.0% Test computer programs or systems	12.5% Evaluate computer system user requests or requirements
21.9% Operate computer networks	12.5% Implement computer system changes
21.9% Maintain computers or related equipment	9.4% Store data to avoid data loss or ensure data security
18.8% Design computer hardware or software interface	9.4% Assist personnel or customers with software or hardware problems
18.8% Write technical specifications or requirements for computer systems, software, or applications	9.4% Collect statistical data
15.6% Use oral or written communication techniques	9.4% Design data security systems
15.6% Analyze computer systems using analysis techniques	9.4% Prepare technical, managerial, financial, or informational reports
15.6% Communicate technical or scientific information	9.4% Set computer controls or devices in data processing center

Difficulty Finding Qualified Applicants			
17.6% No Difficulty	64.7% Some Difficulty	11.8% Great Difficulty	5.9% Don't know/Refused

Consider Hiring Previously Incarcerated			
15.6% Yes	34.4% No	37.5% It Depends	12.5% Don't know/Refused

Civil Engineers

1,130 Current Employment	11.6% Growth (2012-2022)	\$40.78 Wages
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Employer Expectations & Preferences

<p>Typical Education Requirements</p> 	0.0%	0.0%	0.0%	50.0%	50.0%	0.0%
Completion of high school or equivalent	Non-degree academic certificate	Associate Degree	Bachelor's Degree (B.A., B.S.)	Master's or other Graduate Degree (M.A., MBA, M.S., Ph.D., J.D.)	Don't know/ Refused	
<p>Typical Level of Work Experience</p> 	2.4%	2.4%	7.1%	11.9%	71.4%	4.8%
No formal work experience required	Six months to 2 years in a related occupation	More than 2 years in a related occupation	Six months to 2 years in that specific occupation	More than 2 years in that specific occupation	Don't know/ Refused	
<p>Preference for Skill Development</p> 	37.8%	13.5%	10.8%	18.9%	13.5%	5.4%
Classroom training	Hands-on training	Internal training	Related experience	No preference	Don't know/ Refused	
<p>Preference for Industry-Recognized Occupational Licenses or Certifications</p> 	89.2%		2.7%		8.1%	
Yes		No		Don't know/ Refused		

Important Detailed Work Activities

24.3%	Analyze engineering design problems	16.2%	Plan construction of structures or facilities
24.3%	Evaluate engineering data	16.2%	Communicate technical or scientific information
21.6%	Develop policies, protocols, procedures, methods, or standards	13.5%	Write research or project grant proposals
21.6%	Resolve engineering or science problems	13.5%	Plan testing of engineering methods
18.9%	Prepare technical, managerial, financial, or informational reports	13.5%	Analyze technical data, designs, or preliminary specifications
18.9%	Read blueprints, diagrams, schematics, specifications, or technical drawings	13.5%	Examine documents for completeness, accuracy, or conformance to standards
18.9%	Participate in organizational meetings or activities	13.5%	Analyze scientific research, analysis, or test data and investigative findings
18.9%	Direct civil engineering projects	13.5%	Coordinate project-related activities with employees, trades, contractors, and subcontractors
18.9%	Manage projects to keep within time, cost, and quality guidelines	13.5%	Use quantitative research methods
16.2%	Analyze project proposal to determine feasibility, cost, or time	13.5%	Calculate engineering specifications

Difficulty Finding Qualified Applicants

26.8%	29.3%	39.0%	4.9%
No Difficulty	Some Difficulty	Great Difficulty	Don't know/ Refused

Consider Hiring Previously Incarcerated

8.1%	45.9%	35.1%	10.8%
Yes	No	It Depends	Don't know/ Refused

Educational, Vocational, and School Counselors*

1,330 Current Employment	16.3% Growth (2012-2022)	\$28.73 Wages
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Employer Expectations & Preferences

<p>Typical Education Requirements</p> 	4.3%	0.0%	4.3%	34.8%	52.2%	4.3%
Completion of high school or equivalent	Non-degree academic certificate	Associate Degree	Bachelor's Degree (B.A., B.S.)	Master's or other Graduate Degree (M.A., MBA, M.S., Ph.D., J.D.)	Don't know/Refused	
<p>Typical Level of Work Experience</p> 	0.0%	4.3%	26.1%	21.7%	43.5%	4.3%
No formal work experience required	Six months to 2 years in a related occupation	More than 2 years in a related occupation	Six months to 2 years in that specific occupation	More than 2 years in that specific occupation	Don't know/Refused	
<p>Preference for Skill Development</p> 	13.6%	22.7%	13.6%	31.8%	18.2%	0.0%
Classroom training	Hands-on training	Internal training	Related experience	No preference	Don't know/Refused	
<p>Preference for Industry-Recognized Occupational Licenses or Certifications</p> 	68.2%		22.7%		9.1%	
Yes		No		Don't know/Refused		

Important Detailed Work Activities

40.9% Identify student problems	18.2% Identify physical or emotional abuse
31.8% Resolve behavioral or academic problems	18.2% Use behavior modification techniques
22.7% Assess students for needs, skills, or educational potential	13.6% Assist clients in understanding personal or interactive problems
22.7% Mentor co-workers, employees, students, parents, or others in educational or work settings	13.6% Interpret psychological test results
22.7% Establish or Maintain relationships with students	13.6% Adapt course of study to meet student needs
22.7% Develop educational assessment materials	13.6% Use intervention techniques
22.7% Maintain confidentiality of data and information according to procedures	13.6% Maintain cooperative relationships with clients, vendors, customers, and stakeholders
18.2% Use oral or written communication techniques	13.6% Apply policies, laws, and regulations to cases or issues
18.2% Interview persons to gather required information	13.6% Respond to concerns from workers, parents, or students
18.2% Conduct parent conferences	9.1% Communicate individual or group progress

Difficulty Finding Qualified Applicants

43.5%	43.5%	8.7%	4.3%
No Difficulty	Some Difficulty	Great Difficulty	Don't know/Refused

Consider Hiring Previously Incarcerated

4.5%	68.2%	22.7%	4.5%
Yes	No	It Depends	Don't know/Refused

Mental Health Counselors*

1,360 Current Employment	18.0% Growth (2012-2022)	\$18.03 Wages
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Employer Expectations & Preferences

<p>Typical Education Requirements</p> 	13.3%	0.0%	0.0%	13.3%	60.0%	13.3%
Completion of high school or equivalent		Non-degree academic certificate	Associate Degree	Bachelor's Degree (B.A., B.S.)	Master's or other Graduate Degree (M.A., MBA, M.S., Ph.D., J.D.)	Don't know/Refused
<p>Typical Level of Work Experience</p> 	0.0%	26.7%	6.7%	6.7%	40.0%	20.0%
No formal work experience required		Six months to 2 years in a related occupation	More than 2 years in a related occupation	Six months to 2 years in that specific occupation	More than 2 years in that specific occupation	Don't know/Refused
<p>Preference for Skill Development</p> 	14.3%	28.6%	21.4%	28.6%	0.0%	7.1%
Classroom training		Hands-on training	Internal training	Related experience	No preference	Don't know/Refused
<p>Preference for Industry-Recognized Occupational Licenses or Certifications</p> 	92.9%		0.0%		7.1%	
	Yes		No		Don't know/Refused	

Important Detailed Work Activities

42.9%	Maintain confidentiality of data and information according to procedures	14.3%	Manage detailed case records in a clinical or social work setting
35.7%	Counsel people regarding issues, problems, or grief situations	14.3%	Evaluate client progress against measurable recorded goals
35.7%	Monitor client progress	14.3%	Use intervention techniques
28.6%	Assist clients in understanding personal or interactive problems	14.3%	Communicate health and safety information
28.6%	Maintain licenses, certifications, qualifications, and knowledge currency through continuing education activity	14.3%	Develop community programs
21.4%	Use oral or written communication techniques	14.3%	Identify physical or emotional abuse
21.4%	Decide which psychological tests to administer to clients	7.1%	Apply policies, laws, and regulations to cases or issues
21.4%	Empathize with others during counseling or related services	7.1%	Relate to clients socioeconomic conditions
21.4%	Monitor children to detect signs of ill health or emotional disturbance	7.1%	Advise individuals regarding marriage, health, finances, or spiritual matters
14.3%	Refer clients to community services or resources	7.1%	Match clients to community resources

Difficulty Finding Qualified Applicants

26.7%	60.0%	6.7%	6.7%
No Difficulty	Some Difficulty	Great Difficulty	Don't know/Refused

Consider Hiring Previously Incarcerated

23.1%	23.1%	30.8%	23.1%
Yes	No	It Depends	Don't know/Refused

Child, Family, and School Social Workers*

2,110 Current Employment	22.0% Growth (2012-2022)	\$25.57 Wages
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Employer Expectations & Preferences

<p>Typical Education Requirements</p> 	4.3% Completion of high school or equivalent	0.0% Non-degree academic certificate	13.0% Associate Degree	34.8% Bachelor's Degree (B.A., B.S.)	26.1% Master's or other Graduate Degree (M.A., MBA, M.S., Ph.D., J.D.)	21.7% Don't know/Refused
<p>Typical Level of Work Experience</p> 	0.0% No formal work experience required	8.7% Six months to 2 years in a related occupation	8.7% More than 2 years in a related occupation	13.0% Six months to 2 years in that specific occupation	43.5% More than 2 years in that specific occupation	26.1% Don't know/Refused
<p>Preference for Skill Development</p> 	13.6% Classroom training	13.6% Hands-on training	13.6% Internal training	27.3% Related experience	13.6% No preference	18.2% Don't know/Refused
<p>Preference for Industry-Recognized Occupational Licenses or Certifications</p> 	68.2% Yes		18.2% No		13.6% Don't know/Refused	

Important Detailed Work Activities

31.8% Organize social behavior learning activities	13.6% Identify physical or emotional abuse
22.7% Identify student problems	13.6% Conduct parent conferences
22.7% Monitor client progress	13.6% Compile data related to social service or health programs
18.2% Assist clients in understanding personal or interactive problems	13.6% Develop community programs
18.2% Use oral or written communication techniques	13.6% Monitor children to detect signs of ill health or emotional disturbance
18.2% Coordinate social service activities with resource providers	9.1% Refer clients to community services or resources
18.2% Counsel people regarding issues, problems, or grief situations	9.1% Apply policies, laws, and regulations to cases or issues
18.2% Resolve behavioral or academic problems	9.1% Use intervention techniques
18.2% Maintain confidentiality of data and information according to procedures	9.1% Encourage group and organizational participation
13.6% Respond to concerns from workers, parents, or students	9.1% Consult with colleagues or experts regarding specific issues

Difficulty Finding Qualified Applicants

39.1% No Difficulty	30.4% Some Difficulty	17.4% Great Difficulty	13.0% Don't know/Refused
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Consider Hiring Previously Incarcerated

13.6% Yes	50.0% No	22.7% It Depends	13.6% Don't know/Refused
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Mental Health and Substance Abuse Social Workers*

480 Current Employment	12.9% Growth (2012-2022)	\$24.71 Wages
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Employer Expectations & Preferences

<p>Typical Education Requirements</p> 	0.0%	0.0%	0.0%	33.3%	66.7%	0.0%
	Completion of high school or equivalent	Non-degree academic certificate	Associate Degree	Bachelor's Degree (B.A., B.S.)	Master's or other Graduate Degree (M.A., MBA, M.S., Ph.D., J.D.)	Don't know/Refused
<p>Typical Level of Work Experience</p> 	0.0%	22.2%	33.3%	0.0%	44.4%	0.0%
	No formal work experience required	Six months to 2 years in a related occupation	More than 2 years in a related occupation	Six months to 2 years in that specific occupation	More than 2 years in that specific occupation	Don't know/Refused
<p>Preference for Skill Development</p> 	22.2%	22.2%	11.1%	11.1%	22.2%	11.1%
	Classroom training	Hands-on training	Internal training	Related experience	No preference	Don't know/Refused
<p>Preference for Industry-Recognized Occupational Licenses or Certifications</p> 	77.8%	22.2%		0.0%		
	Yes	No		Don't know/Refused		

Important Detailed Work Activities

66.7%	Manage detailed case records in a clinical or social work setting	22.2%	Develop policies, protocols, procedures, methods, or standards
33.3%	Use oral or written communication techniques	11.1%	Coordinate social service activities with resource providers
33.3%	Monitor client progress	11.1%	Counsel people regarding issues, problems, or grief situations
33.3%	Maintain licenses, certifications, qualifications, and knowledge currency through continuing education activity	11.1%	Empathize with others during counseling or related services
33.3%	Use behavior modification techniques	11.1%	Refer clients to community services or resources
33.3%	Identify symptoms of addiction, withdrawal, or detoxification	11.1%	Relate to clients socioeconomic conditions
22.2%	Interview persons to gather required information	11.1%	Evaluate client progress against measurable recorded goals
22.2%	Apply policies, laws, and regulations to cases or issues	11.1%	Communicate health and safety information
22.2%	Encourage group and organizational participation	11.1%	Consult with colleagues or experts regarding specific issues
22.2%	Identify physical or emotional abuse	11.1%	Compile data related to social service or health programs

Difficulty Finding Qualified Applicants

0.0%	44.4%	55.6%	0.0%
No Difficulty	Some Difficulty	Great Difficulty	Don't know/Refused

Consider Hiring Previously Incarcerated

37.5%	25.0%	37.5%	0.0%
Yes	No	It Depends	Don't know/Refused

Social Workers, All Other*

370 Current Employment	7.4% Growth (2012-2022)	\$32.74 Wages
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Employer Expectations & Preferences

<p>Typical Education Requirements</p> 	4.8% Completion of high school or equivalent	0.0% Non-degree academic certificate	14.3% Associate Degree	42.9% Bachelor's Degree (B.A., B.S.)	38.1% Master's or other Graduate Degree (M.A., MBA, M.S., Ph.D., J.D.)	0.0% Don't know/Refused
<p>Typical Level of Work Experience</p> 	0.0% No formal work experience required	14.3% Six months to 2 years in a related occupation	14.3% More than 2 years in a related occupation	38.1% Six months to 2 years in that specific occupation	28.6% More than 2 years in that specific occupation	4.8% Don't know/Refused
<p>Preference for Skill Development</p> 	20.0% Classroom training	15.0% Hands-on training	20.0% Internal training	40.0% Related experience	5.0% No preference	0.0% Don't know/Refused
<p>Preference for Industry-Recognized Occupational Licenses or Certifications</p> 	90.0% Yes		10.0% No		0.0% Don't know/Refused	

Important Detailed Work Activities

35.0% Coordinate social service activities with resource providers	20.0% Monitor client progress
35.0% Maintain confidentiality of data and information according to procedures	20.0% Manage detailed case records in a clinical or social work setting
30.0% Assist clients in understanding personal or interactive problems	20.0% Evaluate client progress against measurable recorded goals
30.0% Identify interrelationships among individuals or social groups	20.0% Organize social behavior learning activities
30.0% Collect social or personal information	20.0% Identify interrelationships among social statistics or indicators
25.0% Refer clients to community services or resources	20.0% Consult with colleagues or experts regarding specific issues
25.0% Apply policies, laws, and regulations to cases or issues	15.0% Counsel people regarding issues, problems, or grief situations
25.0% Compile data related to social service or health programs	15.0% Interview persons to gather required information
25.0% Maintain licenses, certifications, qualifications, and knowledge currency through continuing education activity	15.0% Empathize with others during counseling or related services
25.0% Communicate health and safety information	15.0% Exchange ideas and information with others

Difficulty Finding Qualified Applicants

14.3% No Difficulty	61.9% Some Difficulty	23.8% Great Difficulty	0.0% Don't know/Refused
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Consider Hiring Previously Incarcerated

26.3% Yes	36.8% No	21.1% It Depends	15.8% Don't know/Refused
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Health Educators*

890 Current Employment	9.7% Growth (2012-2022)	\$36.26 Wages
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Employer Expectations & Preferences

<p>Typical Education Requirements</p> 	0.0%	0.0%	8.3%	41.7%	50.0%	0.0%
Completion of high school or equivalent		Non-degree academic certificate	Associate Degree	Bachelor's Degree (B.A., B.S.)	Master's or other Graduate Degree (M.A., MBA, M.S., Ph.D., J.D.)	Don't know/Refused
<p>Typical Level of Work Experience</p> 	0.0%	16.7%	16.7%	41.7%	25.0%	0.0%
No formal work experience required		Six months to 2 years in a related occupation	More than 2 years in a related occupation	Six months to 2 years in that specific occupation	More than 2 years in that specific occupation	Don't know/Refused
<p>Preference for Skill Development</p> 	9.1%	27.3%	18.2%	36.4%	9.1%	0.0%
Classroom training		Hands-on training	Internal training	Related experience	No preference	Don't know/Refused
<p>Preference for Industry-Recognized Occupational Licenses or Certifications</p> 	72.7% Yes		18.2% No		9.1% Don't know/Refused	

Important Detailed Work Activities

63.6% Communicate health and safety information	18.2% Use scientific research methodology and procedures
36.4% Maintain licenses, certifications, qualifications, and knowledge currency through continuing education activity	18.2% Make presentations to internal and external persons
27.3% Convert information into instructional program	18.2% Attend academic, business, or other conferences and events
27.3% Make education presentations	18.2% Participate in organizational meetings or activities
27.3% Develop instructional materials	18.2% Use health or sanitation standards
27.3% Develop teaching aids	9.1% Compile data related to social service or health programs
27.3% Solicit support from officials or public	9.1% Confer with authorities or community groups
27.3% Coordinate educational events	9.1% Research health improvement issues
18.2% Use oral or written communication techniques	9.1% Maintain cooperative working relationships within community service
18.2% Develop community programs	9.1% Answer questions from employees, colleagues, customers, or public

Difficulty Finding Qualified Applicants

8.3% No Difficulty	66.7% Some Difficulty	25.0% Great Difficulty	0.0% Don't know/Refused
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Consider Hiring Previously Incarcerated

20.0% Yes	30.0% No	50.0% It Depends	0.0% Don't know/Refused
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Social and Human Service Assistants*

2,190	20.9%	\$19.38
Current Employment	Growth (2012-2022)	Wages

Employer Expectations & Preferences

<p>Typical Education Requirements</p> 	6.7%	6.7%	20.0%	60.0%	6.7%	0.0%
	Completion of high school or equivalent	Non-degree academic certificate	Associate Degree	Bachelor's Degree (B.A., B.S.)	Master's or other Graduate Degree (M.A., MBA, M.S., Ph.D., J.D.)	Don't know/Refused
<p>Typical Level of Work Experience</p> 	13.3%	46.7%	13.3%	6.7%	13.3%	6.7%
	No formal work experience required	Six months to 2 years in a related occupation	More than 2 years in a related occupation	Six months to 2 years in that specific occupation	More than 2 years in that specific occupation	Don't know/Refused
<p>Preference for Skill Development</p> 	8.3%	16.7%	41.7%	16.7%	16.7%	0.0%
	Classroom training	Hands-on training	Internal training	Related experience	No preference	Don't know/Refused
<p>Preference for Industry-Recognized Occupational Licenses or Certifications</p> 	50.0%	33.3%		16.7%		
	Yes	No		Don't know/Refused		

Important Detailed Work Activities

50.0%	Use oral or written communication techniques	16.7%	Monitor client progress
41.7%	Obtain information from clients, customers, contractors, co-workers, patients, witnesses, attorneys, litigants	16.7%	Encourage group and organizational participation
33.3%	Interview persons to gather required information	16.7%	Match clients to community resources
33.3%	Empathize with others during counseling or related services	16.7%	Compile data related to social service or health programs
33.3%	Develop community programs	16.7%	Organize social behavior learning activities
33.3%	Collect social or personal information	16.7%	Identify interrelationships among social statistics or indicators
33.3%	Communicate health and safety information	8.3%	Counsel people regarding issues, problems, or grief situations
25.0%	Assist clients in understanding personal or interactive problems	8.3%	Refer clients to community services or resources
25.0%	Maintain cooperative relationships with clients, vendors, customers, and stakeholders	8.3%	Apply policies, laws, and regulations to cases or issues
16.7%	Coordinate social service activities with resource providers	8.3%	Manage detailed case records in a clinical or social work setting

Difficulty Finding Qualified Applicants

66.7%	26.7%	6.7%	0.0%
No Difficulty	Some Difficulty	Great Difficulty	Don't know/Refused

Consider Hiring Previously Incarcerated

16.7%	25.0%	58.3%	0.0%
Yes	No	It Depends	Don't know/Refused

Paralegals and Legal Assistants

6,350 Current Employment	9.2% Growth (2012-2022)	\$34.61 Wages
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Employer Expectations & Preferences

<p>Typical Education Requirements</p> 	0.0% Completion of high school or equivalent	3.5% Non-degree academic certificate	7.0% Associate Degree	70.2% Bachelor's Degree (B.A., B.S.)	17.5% Master's or other Graduate Degree (M.A., MBA, M.S., Ph.D., J.D.)	1.8% Don't know/Refused
<p>Typical Level of Work Experience</p> 	14.0% No formal work experience required	24.6% Six months to 2 years in a related occupation	17.5% More than 2 years in a related occupation	7.0% Six months to 2 years in that specific occupation	31.6% More than 2 years in that specific occupation	5.3% Don't know/Refused
<p>Preference for Skill Development</p> 	17.3% Classroom training	19.2% Hands-on training	15.4% Internal training	36.5% Related experience	5.8% No preference	5.8% Don't know/Refused
<p>Preference for Industry-Recognized Occupational Licenses or Certifications</p> 	59.6% Yes		25.0% No		15.4% Don't know/Refused	

Important Detailed Work Activities

47.2% Organize legal information or records	17.0% Analyze data to discover facts in case
45.3% Maintain records, reports, files, listings, or logs	17.0% Obtain general information in legal office setting
37.7% Use oral or written communication techniques	15.1% Use knowledge of judicial system
35.8% Analyze legal questions	15.1% Apply policies, laws, and regulations to cases or issues
28.3% Use knowledge of legal procedural rules	15.1% Submit state and federal reports
28.3% Fill out business, government, or other forms	13.2% Compile evidence for court actions
22.6% Conduct business, legal, market or managerial research	13.2% Apply administrative law
22.6% Obtain information from clients, customers, contractors, co-workers, patients, witnesses, attorneys, litigants	11.3% Review hearing transcripts
20.8% Follow professional ethics principles	9.4% Analyze existing evidence or facts
18.9% Evaluate information in documents or manuscripts	9.4% Interview persons to gather required information

Difficulty Finding Qualified Applicants

52.6% No Difficulty	26.3% Some Difficulty	14.0% Great Difficulty	7.0% Don't know/Refused
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Consider Hiring Previously Incarcerated

5.8% Yes	57.7% No	28.8% It Depends	7.7% Don't know/Refused
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Self-Enrichment Education Teachers*

610 Current Employment	25.6% Growth (2012-2022)	\$26.90 Wages
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Employer Expectations & Preferences

<p>Typical Education Requirements</p> 	5.9%	0.0%	0.0%	41.2%	47.1%	5.9%
Completion of high school or equivalent		Non-degree academic certificate	Associate Degree	Bachelor's Degree (B.A., B.S.)	Master's or other Graduate Degree (M.A., MBA, M.S., Ph.D., J.D.)	Don't know/Refused
<p>Typical Level of Work Experience</p> 	5.9%	17.6%	5.9%	17.6%	47.1%	5.9%
No formal work experience required		Six months to 2 years in a related occupation	More than 2 years in a related occupation	Six months to 2 years in that specific occupation	More than 2 years in that specific occupation	Don't know/Refused
<p>Preference for Skill Development</p> 	37.5%	31.3%	6.3%	12.5%	6.3%	6.3%
Classroom training		Hands-on training	Internal training	Related experience	No preference	Don't know/Refused
<p>Preference for Industry-Recognized Occupational Licenses or Certifications</p> 	75.0%		6.3%		18.8%	
	Yes		No		Don't know/Refused	

Important Detailed Work Activities

43.8% Develop instructional materials	18.8% Motivate student behavior and performance
31.3% Develop teaching aids	18.8% Use oral or written communication techniques
31.3% Research information using library or Internet	18.8% Coordinate educational content
25.0% Assess students for needs, skills, or educational potential	18.8% Evaluate educational outcomes
25.0% Maintain records, reports, files, listings, or logs	18.8% Prepare instruction manuals
25.0% Identify student learning levels	18.8% Train instructors in training techniques
25.0% Identify student problems	12.5% Adapt course of study to meet student needs
25.0% Make education presentations	12.5% Convert information into instructional program
25.0% Evaluate training programs, materials or instructors	12.5% Evaluate student performance
18.8% Establish or Maintain relationships with students	12.5% Manage classroom activities

Difficulty Finding Qualified Applicants

47.1%	35.3%	5.9%	11.8%
No Difficulty	Some Difficulty	Great Difficulty	Don't know/Refused

Consider Hiring Previously Incarcerated

0.0%	43.8%	31.3%	25.0%
Yes	No	It Depends	Don't know/Refused

Teacher Assistants*

2,540 Current Employment	11.3% Growth (2012-2022)	n/a Wages
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Employer Expectations & Preferences

Typical Education Requirements 	21.4%	7.1%	14.3%	50.0%	7.1%	0.0%
	Completion of high school or equivalent	Non-degree academic certificate	Associate Degree	Bachelor's Degree (B.A., B.S.)	Master's or other Graduate Degree (M.A., MBA, M.S., Ph.D., J.D.)	Don't know/Refused
Typical Level of Work Experience 	28.6%	35.7%	14.3%	7.1%	14.3%	0.0%
	No formal work experience required	Six months to 2 years in a related occupation	More than 2 years in a related occupation	Six months to 2 years in that specific occupation	More than 2 years in that specific occupation	Don't know/Refused
Preference for Skill Development 	21.4%	21.4%	21.4%	28.6%	7.1%	0.0%
	Classroom training	Hands-on training	Internal training	Related experience	No preference	Don't know/Refused
Preference for Industry-Recognized Occupational Licenses or Certifications 	28.6%	57.1%		14.3%		
	Yes	No		Don't know/Refused		

Important Detailed Work Activities

50.0%	Monitor student classroom activities	21.4%	Develop instructional materials
35.7%	Assess students for needs, skills, or educational potential	21.4%	Teach secondary, post-secondary, work-related or interest-based courses
35.7%	Establish or Maintain relationships with students	21.4%	Select teaching materials and method of instruction to meet student needs
35.7%	Identify student learning levels	14.3%	Communicate individual or group progress
28.6%	Manage behavior, decorum, and situations in classrooms, groups, or meetings	14.3%	Develop teaching aids
28.6%	Coordinate educational content	14.3%	Prepare audio-visual teaching aids
28.6%	Resolve problems in educational settings	14.3%	Evaluate student performance
28.6%	Coordinate instructional outcomes	14.3%	Organize educational material or ideas
28.6%	Administer standardized or state-mandated assessments	7.1%	Use special education techniques
21.4%	Use oral or written communication techniques	7.1%	Order supplies, materials, or equipment

Difficulty Finding Qualified Applicants

71.4%	28.6%	0.0%	0.0%
No Difficulty	Some Difficulty	Great Difficulty	Don't know/Refused

Consider Hiring Previously Incarcerated

7.1%	50.0%	35.7%	7.1%
Yes	No	It Depends	Don't know/Refused

Commercial and Industrial Designers*

30	n/a	\$32.41
Current Employment	Growth (2012-2022)	Wages

Employer Expectations & Preferences

Typical Education Requirements 	0.0%	5.6%	5.6%	66.7%	22.2%	0.0%
	Completion of high school or equivalent	Non-degree academic certificate	Associate Degree	Bachelor's Degree (B.A., B.S.)	Master's or other Graduate Degree (M.A., MBA, M.S., Ph.D., J.D.)	Don't know/ Refused
Typical Level of Work Experience 	0.0%	27.8%	11.1%	11.1%	44.4%	5.6%
	No formal work experience required	Six months to 2 years in a related occupation	More than 2 years in a related occupation	Six months to 2 years in that specific occupation	More than 2 years in that specific occupation	Don't know/ Refused
Preference for Skill Development 	0.0%	27.8%	11.1%	50.0%	11.1%	0.0%
	Classroom training	Hands-on training	Internal training	Related experience	No preference	Don't know/ Refused
Preference for Industry-Recognized Occupational Licenses or Certifications 	66.7%	16.7%		16.7%		
	Yes	No		Don't know/ Refused		

Important Detailed Work Activities

<p>55.6% Interpret client manuscripts and specifications to illustrate concepts, describe narratives and moods, and make</p> <p>33.3% Use creativity in industrial artistry</p> <p>27.8% Use creativity in art, graphic, or design work</p> <p>27.8% Collaborate with other performers, directors, and or designers</p> <p>27.8% Relay information to supervisor or proper officials</p> <p>16.7% Identify color or balance</p> <p>16.7% Draw subject or item sketches</p> <p>16.7% Organize commercial artistic or design projects</p> <p>16.7% Prepare artwork for camera or press</p> <p>16.7% Create internet website</p>	<p>16.7% Operate specialized photo equipment</p> <p>11.1% Design interior space to meet customer specifications</p> <p>11.1% Create art from ideas</p> <p>11.1% Provide constructive feedback</p> <p>11.1% Plan art, museum, or historical exhibits</p> <p>11.1% Operate computers to enter, calculate, access, and retrieve data</p> <p>11.1% Make presentations to internal and external persons</p> <p>11.1% Design merchandise or product displays consistent with advertising or marketing campaigns or strategies</p> <p>11.1% Schedule production or work to meet deadlines</p> <p>11.1% Approve product design or changes</p>
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Difficulty Finding Qualified Applicants

27.8%	38.9%	33.3%	0.0%
No Difficulty	Some Difficulty	Great Difficulty	Don't know/ Refused

Consider Hiring Previously Incarcerated

22.2%	38.9%	38.9%	0.0%
Yes	No	It Depends	Don't know/ Refused

Graphic Designers

1,230 Current Employment	7.4% Growth (2012-2022)	\$33.79 Wages
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Employer Expectations & Preferences

<p>Typical Education Requirements</p> 	1.9% Completion of high school or equivalent	3.8% Non-degree academic certificate	13.2% Associate Degree	71.7% Bachelor's Degree (B.A., B.S.)	7.5% Master's or other Graduate Degree (M.A., MBA, M.S., Ph.D., J.D.)	1.9% Don't know/Refused
<p>Typical Level of Work Experience</p> 	3.8% No formal work experience required	26.9% Six months to 2 years in a related occupation	15.4% More than 2 years in a related occupation	17.3% Six months to 2 years in that specific occupation	34.6% More than 2 years in that specific occupation	1.9% Don't know/Refused
<p>Preference for Skill Development</p> 	8.3% Classroom training	20.8% Hands-on training	8.3% Internal training	47.9% Related experience	14.6% No preference	0.0% Don't know/Refused
<p>Preference for Industry-Recognized Occupational Licenses or Certifications</p> 	39.6% Yes		52.1% No		8.3% Don't know/Refused	

Important Detailed Work Activities

50.0% Use creativity in art, graphic, or design work	14.6% Collaborate with other performers, directors, and or designers
35.4% Create art from ideas	14.6% Create internet website
31.3% Schedule production or work to meet deadlines	12.5% Organize commercial artistic or design projects
29.2% Develop web content and applications	12.5% Evaluate photographs or art objects
29.2% Set page layout or composition	12.5% Design decorative displays
25.0% Interpret client manuscripts and specifications to illustrate concepts, describe narratives and moods, and make	12.5% Confer with client regarding type of arrangement desired
22.9% Design advertising layouts	10.4% Design merchandise or product displays consistent with advertising or marketing campaigns or strategies
18.8% Exchange ideas and information with others	10.4% Use creativity in industrial artistry
18.8% Prepare artwork for camera or press	10.4% Distinguish details in graphic arts material
14.6% Draw subject or item sketches	10.4% Communicate to others using social or multi-media

Difficulty Finding Qualified Applicants

38.5% No Difficulty	48.1% Some Difficulty	11.5% Great Difficulty	1.9% Don't know/Refused
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Consider Hiring Previously Incarcerated

18.8% Yes	33.3% No	45.8% It Depends	2.1% Don't know/Refused
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Interior Designers*

720 Current Employment	20.3% Growth (2012-2022)	\$30.90 Wages
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Employer Expectations & Preferences

<p>Typical Education Requirements</p> 	0.0%	0.0%	40.0%	40.0%	0.0%	20.0%
	Completion of high school or equivalent	Non-degree academic certificate	Associate Degree	Bachelor's Degree (B.A., B.S.)	Master's or other Graduate Degree (M.A., MBA, M.S., Ph.D., J.D.)	Don't know/Refused
<p>Typical Level of Work Experience</p> 	0.0%	0.0%	25.0%	50.0%	0.0%	25.0%
	No formal work experience required	Six months to 2 years in a related occupation	More than 2 years in a related occupation	Six months to 2 years in that specific occupation	More than 2 years in that specific occupation	Don't know/Refused
<p>Preference for Skill Development</p> 	0.0%	25.0%	0.0%	50.0%	0.0%	25.0%
	Classroom training	Hands-on training	Internal training	Related experience	No preference	Don't know/Refused
<p>Preference for Industry-Recognized Occupational Licenses or Certifications</p> 	50.0%	25.0%		25.0%		
	Yes	No		Don't know/Refused		

Important Detailed Work Activities

- | | |
|--|---|
| <ul style="list-style-type: none"> 50.0% Draw subject or item sketches 50.0% Purchase furnishings, artworks, or accessories 25.0% Use creativity in art, graphic, or design work 25.0% Exchange ideas and information with others 25.0% Collaborate with other performers, directors, and or designers 25.0% Make presentations to internal and external persons 25.0% Organize commercial artistic or design projects 25.0% Operate computers to enter, calculate, access, and retrieve data 25.0% Draw prototypes, renderings, plans, or maps to scale | <ul style="list-style-type: none"> 25.0% Analyze color in photographs and print jobs Advise internal and external clients, customers, and managers on technical matters, problems, procedures, and 25.0% Manage individual and organizational contracts 25.0% Determine customer needs |
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Difficulty Finding Qualified Applicants

25.0%	25.0%	25.0%	25.0%
No Difficulty	Some Difficulty	Great Difficulty	Don't know/Refused

Consider Hiring Previously Incarcerated

25.0%	50.0%	25.0%	0.0%
Yes	No	It Depends	Don't know/Refused

Coaches and Scouts*

550 Current Employment	21.0% Growth (2012-2022)	n/a Wages
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Employer Expectations & Preferences

<p>Typical Education Requirements</p> 	0.0% Completion of high school or equivalent	0.0% Non-degree academic certificate	12.5% Associate Degree	50.0% Bachelor's Degree (B.A., B.S.)	25.0% Master's or other Graduate Degree (M.A., MBA, M.S., Ph.D., J.D.)	12.5% Don't know/Refused
<p>Typical Level of Work Experience</p> 	0.0% No formal work experience required	0.0% Six months to 2 years in a related occupation	0.0% More than 2 years in a related occupation	37.5% Six months to 2 years in that specific occupation	50.0% More than 2 years in that specific occupation	12.5% Don't know/Refused
<p>Preference for Skill Development</p> 	12.5% Classroom training	25.0% Hands-on training	12.5% Internal training	25.0% Related experience	12.5% No preference	12.5% Don't know/Refused
<p>Preference for Industry-Recognized Occupational Licenses or Certifications</p> 	50.0% Yes		0.0% No		50.0% Don't know/Refused	

Important Detailed Work Activities

50.0% Identify training needs	12.5% Motivate workers and other people to achieve work goals
37.5% Direct talent to optimize performance	12.5% Assess applicant, staff, or individual skill levels
37.5% Evaluate training programs, materials or instructors	12.5% Prepare technical, managerial, financial, or informational reports
25.0% Relay information to supervisor or proper officials	12.5% Make presentations to internal and external persons
25.0% Encourage group and organizational participation	12.5% Identify problems or improvements
25.0% Teach sports rules or techniques	12.5% Follow sport rules or techniques
25.0% Lead indoor or outdoor games	12.5% Develop instructional materials
12.5% Assess individual fitness level	12.5% Evaluate student performance
12.5% Exchange ideas and information with others	12.5% Create mathematical or statistical diagrams, charts, or tables
12.5% Provide constructive feedback	12.5% Recommend improvements to work methods or procedures

Difficulty Finding Qualified Applicants

50.0% No Difficulty	37.5% Some Difficulty	12.5% Great Difficulty	0.0% Don't know/Refused
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Consider Hiring Previously Incarcerated

0.0% Yes	50.0% No	50.0% It Depends	0.0% Don't know/Refused
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Audio and Video Equipment Technicians

460 Current Employment	20.3% Growth (2012-2022)	\$22.66 Wages
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Employer Expectations & Preferences

<p>Typical Education Requirements</p> 	13.5% Completion of high school or equivalent	8.1% Non-degree academic certificate	24.3% Associate Degree	43.2% Bachelor's Degree (B.A., B.S.)	5.4% Master's or other Graduate Degree (M.A., MBA, M.S., Ph.D., J.D.)	5.4% Don't know/Refused
<p>Typical Level of Work Experience</p> 	8.1% No formal work experience required	16.2% Six months to 2 years in a related occupation	16.2% More than 2 years in a related occupation	16.2% Six months to 2 years in that specific occupation	35.1% More than 2 years in that specific occupation	8.1% Don't know/Refused
<p>Preference for Skill Development</p> 	8.6% Classroom training	45.7% Hands-on training	20.0% Internal training	20.0% Related experience	2.9% No preference	2.9% Don't know/Refused
<p>Preference for Industry-Recognized Occupational Licenses or Certifications</p> 	48.6% Yes		34.3% No		17.1% Don't know/Refused	

Important Detailed Work Activities

45.7% Install electronic equipment, components, or systems	17.1% Confer with other departmental heads to coordinate activities
40.0% Set-up production equipment or machinery	17.1% Operate recording or broadcast studio controls
34.3% Operate camera or camera equipment	17.1% Use oral or written communication techniques
34.3% Monitor audio or video transmission or reception	14.3% Use creativity in art, graphic, or design work
25.7% Clean equipment or machinery for optimum performance	14.3% Maintain records, reports, files, listings, or logs
22.9% Operate film or sound editing equipment	11.4% Communicate to others using social or multi-media
20.0% Edit audio or video recordings	8.6% Implement special lighting or sound effects
20.0% Demonstrate or explain assembly or use of equipment	8.6% Review assembled film or video tape on monitor
17.1% Perform maintenance on cameras or camera equipment	8.6% Plan work schedule
17.1% Operate special visual effects equipment	8.6% Give direction in audio recording studio

Difficulty Finding Qualified Applicants

40.5% No Difficulty	43.2% Some Difficulty	10.8% Great Difficulty	5.4% Don't know/Refused
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Consider Hiring Previously Incarcerated

20.6% Yes	35.3% No	44.1% It Depends	0.0% Don't know/Refused
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Broadcast Technicians*

470 Current Employment	0.9% Growth (2012-2022)	\$34.68 Wages
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Employer Expectations & Preferences

<p>Typical Education Requirements</p> 	0.0%	25.0%	12.5%	62.5%	0.0%	0.0%
Completion of high school or equivalent		Non-degree academic certificate	Associate Degree	Bachelor's Degree (B.A., B.S.)	Master's or other Graduate Degree (M.A., MBA, M.S., Ph.D., J.D.)	Don't know/ Refused
<p>Typical Level of Work Experience</p> 	12.5%	25.0%	0.0%	12.5%	50.0%	0.0%
No formal work experience required		Six months to 2 years in a related occupation	More than 2 years in a related occupation	Six months to 2 years in that specific occupation	More than 2 years in that specific occupation	Don't know/ Refused
<p>Preference for Skill Development</p> 	12.5%	25.0%	12.5%	37.5%	12.5%	0.0%
Classroom training		Hands-on training	Internal training	Related experience	No preference	Don't know/ Refused
<p>Preference for Industry-Recognized Occupational Licenses or Certifications</p> 	87.5%		12.5%		0.0%	
	Yes		No		Don't know/ Refused	

Important Detailed Work Activities

50.0% Design transmission equipment	25.0% Calibrate electronic equipment or instruments to specification
50.0% Understand technical information for electronic repair work	12.5% Edit film scenes
37.5% Operate recording or broadcast studio controls	12.5% Edit audio or video recordings
37.5% Demonstrate or explain assembly or use of equipment	12.5% Present commentary or news in broadcast, recording, or live mediums
37.5% Adjust equipment or instruments to specifications	12.5% Achieve special camera effects
25.0% Establish pace of program or sequence of scenes	12.5% Use measuring devices to determine dimensions or characteristics
25.0% Implement special lighting or sound effects	12.5% Monitor audio or video transmission or reception
25.0% Review assembled film or video tape on monitor	12.5% Use oral or written communication techniques
25.0% Exchange ideas and information with others	12.5% Replace electronic components
25.0% Read blueprints, diagrams, schematics, specifications, or technical drawings	12.5% Communicate technical or scientific information

Difficulty Finding Qualified Applicants

25.0%	37.5%	37.5%	0.0%
No Difficulty	Some Difficulty	Great Difficulty	Don't know/ Refused

Consider Hiring Previously Incarcerated

12.5%	37.5%	50.0%	0.0%
Yes	No	It Depends	Don't know/ Refused

Dietitians and Nutritionists*

240 Current Employment	25.8% Growth (2012-2022)	\$26.36 Wages
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Employer Expectations & Preferences

<p>Typical Education Requirements</p> 	0.0%	0.0%	0.0%	37.5%	62.5%	0.0%
Completion of high school or equivalent	Non-degree academic certificate	Associate Degree	Bachelor's Degree (B.A., B.S.)	Master's or other Graduate Degree (M.A., MBA, M.S., Ph.D., J.D.)	Don't know/Refused	
<p>Typical Level of Work Experience</p> 	0.0%	0.0%	12.5%	37.5%	37.5%	12.5%
No formal work experience required	Six months to 2 years in a related occupation	More than 2 years in a related occupation	Six months to 2 years in that specific occupation	More than 2 years in that specific occupation	Don't know/Refused	
<p>Preference for Skill Development</p> 	0.0%	50.0%	16.7%	0.0%	16.7%	16.7%
Classroom training	Hands-on training	Internal training	Related experience	No preference	Don't know/Refused	
<p>Preference for Industry-Recognized Occupational Licenses or Certifications</p> 	83.3%		16.7%		0.0%	
Yes	No	Don't know/Refused				

Important Detailed Work Activities

50.0% Identify nutritional value of foods	16.7% Collect clinical data
33.3% Counsel individuals concerning diet	16.7% Prepare technical, managerial, financial, or informational reports
33.3% Guide individuals or families in nutritional areas	16.7% Develop dietary care plans
33.3% Perform quality assurance testing	16.7% Follow government health, hotel or food service regulations
33.3% Conduct nutritional or food programs	16.7% Use statistics in food research
33.3% Follow recipe instructions	16.7% Teach food or nutrition principles
16.7% Use knowledge of medical terminology	16.7% Determine nutritional needs or diet restrictions
16.7% Attend academic, business, or other conferences and events	16.7% Obtain individual dietary histories to plan nutritional programs
16.7% Make presentations to internal and external persons	
16.7% Communicate health and safety information	

Difficulty Finding Qualified Applicants

37.5%	50.0%	12.5%	0.0%
No Difficulty	Some Difficulty	Great Difficulty	Don't know/Refused

Consider Hiring Previously Incarcerated

16.7%	33.3%	16.7%	33.3%
Yes	No	It Depends	Don't know/Refused

Registered Nurses

n/a Current Employment	n/a Growth (2012-2022)	n/a Wages
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Employer Expectations & Preferences

<p>Typical Education Requirements</p> 	0.0%	2.9%	11.8%	67.6%	14.7%	2.9%
<p>Completion of high school or equivalent</p>	2.9%	8.8%	26.5%	11.8%	41.2%	8.8%
<p>Completion of high school or equivalent</p>	25.0%	37.5%	12.5%	25.0%	0.0%	0.0%
<p>Classroom training</p>	90.6%			9.4%		
<p>Yes</p>			No			
<p>Don't know/Refused</p>						

Important Detailed Work Activities

<p>42.4% Follow patient care procedures and protocols</p> <p>39.4% Administer medications, treatments, or injections</p> <p>36.4% Maintain licenses, certifications, qualifications, and knowledge currency through continuing education activity</p> <p>33.3% Educate patients regarding diagnosis</p> <p>33.3% Perform a comprehensive patient assessment</p> <p>30.3% Communicate health and safety information</p> <p>27.3% Use oral or written communication techniques</p> <p>27.3% Observe patient or client condition</p> <p>21.2% Treat medical condition of patient</p> <p>18.2% Identify physical injury</p>	<p>15.2% Obtain information from clients, customers, contractors, co-workers, patients, witnesses, attorneys, litigants</p> <p>15.2% Use clinical problem solving techniques</p> <p>15.2% Counsel people regarding issues, problems, or grief situations</p> <p>9.1% Consult with colleagues or experts regarding specific issues</p> <p>9.1% Collect clinical data</p> <p>9.1% Monitor body response variations</p> <p>9.1% Ascertain information from doctor's prescription</p> <p>9.1% Understand properties or composition of drugs</p> <p>6.1% Diagnose medical condition of patient</p> <p>6.1% Write technical health or medical documents</p>
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Difficulty Finding Qualified Applicants

23.5% No Difficulty	44.1% Some Difficulty	26.5% Great Difficulty	5.9% Don't know/Refused
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Consider Hiring Previously Incarcerated

6.3% Yes	53.1% No	34.4% It Depends	6.3% Don't know/Refused
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Dental Hygienists*

490 Current Employment	32.4% Growth (2012-2022)	\$49.14 Wages
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Employer Expectations & Preferences

<p>Typical Education Requirements</p> 	0.0%	0.0%	50.0%	25.0%	0.0%	25.0%
Completion of high school or equivalent		Non-degree academic certificate	Associate Degree	Bachelor's Degree (B.A., B.S.)	Master's or other Graduate Degree (M.A., MBA, M.S., Ph.D., J.D.)	Don't know/Refused
<p>Typical Level of Work Experience</p> 	0.0%	25.0%	0.0%	0.0%	50.0%	25.0%
No formal work experience required	Six months to 2 years in a related occupation	More than 2 years in a related occupation	Six months to 2 years in that specific occupation	More than 2 years in that specific occupation	Don't know/Refused	
<p>Preference for Skill Development</p> 	66.7%	0.0%	0.0%	0.0%	33.3%	0.0%
Classroom training	Hands-on training	Internal training	Related experience	No preference	Don't know/Refused	
<p>Preference for Industry-Recognized Occupational Licenses or Certifications</p> 	100.0%	0.0%		0.0%		
Yes	No	Don't know/Refused				

Important Detailed Work Activities

100.0%	Observe patient or client condition	33.3%	Communicate technical or scientific information
100.0%	Follow dental or medical office procedures	33.3%	Handle infectious materials safely according to procedures
66.7%	Maintain dental or medical records	33.3%	Ascertain information from doctor's prescription
66.7%	Communicate health and safety information	33.3%	Use oral or written communication techniques
33.3%	Consult with colleagues or experts regarding specific issues		

Difficulty Finding Qualified Applicants

50.0%	25.0%	25.0%	0.0%
No Difficulty	Some Difficulty	Great Difficulty	Don't know/Refused

Consider Hiring Previously Incarcerated

33.3%	0.0%	66.7%	0.0%
Yes	No	It Depends	Don't know/Refused

Radiologic Technologists and Technicians*

450 Current Employment	12.2% Growth (2012-2022)	\$32.62 Wages
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Employer Expectations & Preferences

<p>Typical Education Requirements</p> 	0.0%	18.2%	36.4%	36.4%	9.1%	0.0%
	Completion of high school or equivalent	Non-degree academic certificate	Associate Degree	Bachelor's Degree (B.A., B.S.)	Master's or other Graduate Degree (M.A., MBA, M.S., Ph.D., J.D.)	Don't know/ Refused
<p>Typical Level of Work Experience</p> 	0.0%	27.3%	54.5%	9.1%	9.1%	0.0%
	No formal work experience required	Six months to 2 years in a related occupation	More than 2 years in a related occupation	Six months to 2 years in that specific occupation	More than 2 years in that specific occupation	Don't know/ Refused
<p>Preference for Skill Development</p> 	10.0%	50.0%	10.0%	30.0%	0.0%	0.0%
	Classroom training	Hands-on training	Internal training	Related experience	No preference	Don't know/ Refused
<p>Preference for Industry-Recognized Occupational Licenses or Certifications</p> 	90.0%	10.0%		0.0%		
	Yes	No		Don't know/ Refused		

Important Detailed Work Activities

<p>50.0% Administer radioactive isotopes</p> <p>40.0% Explain testing procedures to patient</p> <p>40.0% Operate radiologic equipment</p> <p>30.0% Follow dental or medical x-ray procedures</p> <p>30.0% Use medical diagnostic equipment</p> <p>30.0% Use quality assurance techniques</p> <p>20.0% Administer injections</p> <p>20.0% Follow clinical radiation safety procedures</p> <p>20.0% Observe patient condition</p> <p>20.0% Operate ultrasound equipment</p>	<p>20.0% Operate x-ray machines</p> <p>20.0% Position patient for therapy</p> <p>20.0% Prepare patients for tests, therapy, or treatments</p> <p>20.0% Use interpersonal communication techniques</p> <p>10.0% Collect clinical data</p> <p>10.0% Communicate technical information</p> <p>10.0% Follow patient observation procedures</p> <p>10.0% Identify body response variations</p> <p>10.0% Make presentations on health or medical issues</p> <p>10.0% Understand technical operating, service or repair manuals</p>
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Difficulty Finding Qualified Applicants

9.1% No Difficulty	81.8% Some Difficulty	9.1% Great Difficulty	0.0% Don't know/ Refused
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Consider Hiring Previously Incarcerated

10.0% Yes	40.0% No	40.0% It Depends	10.0% Don't know/ Refused
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Emergency Medical Technicians and Paramedics*

1,240 Current Employment	4.5% Growth (2012-2022)	\$25.21 Wages
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Employer Expectations & Preferences

Typical Education Requirements 	0.0%	0.0%	50.0%	50.0%	0.0%	0.0%
	Completion of high school or equivalent	Non-degree academic certificate	Associate Degree	Bachelor's Degree (B.A., B.S.)	Master's or other Graduate Degree (M.A., MBA, M.S., Ph.D., J.D.)	Don't know/Refused
Typical Level of Work Experience 	0.0%	50.0%	0.0%	50.0%	0.0%	0.0%
	No formal work experience required	Six months to 2 years in a related occupation	More than 2 years in a related occupation	Six months to 2 years in that specific occupation	More than 2 years in that specific occupation	Don't know/Refused
Preference for Skill Development 	0.0%	100.0%	0.0%	0.0%	0.0%	0.0%
	Classroom training	Hands-on training	Internal training	Related experience	No preference	Don't know/Refused
Preference for Industry-Recognized Occupational Licenses or Certifications 	0.0%	50.0%		50.0%		
	Yes	No		Don't know/Refused		

Important Detailed Work Activities

<p>50.0% Maintain licenses, certifications, qualifications, and knowledge currency through continuing education activity</p> <p>50.0% Use knowledge of medical terminology</p> <p>50.0% Use hazardous materials information</p> <p>50.0% Observe patient or client condition</p> <p>50.0% Monitor medical oxygen equipment</p>	<p>50.0% Use health or sanitation standards</p> <p>50.0% Provide first aid</p> <p>50.0% Use sanitation practices in health care settings</p> <p>50.0% Understand properties or composition of drugs</p> <p>50.0% Apply appropriate physical restraint</p>
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Difficulty Finding Qualified Applicants

0.0% No Difficulty	100.0% Some Difficulty	0.0% Great Difficulty	0.0% Don't know/Refused
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Consider Hiring Previously Incarcerated

0.0% Yes	50.0% No	0.0% It Depends	50.0% Don't know/Refused
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Pharmacy Technicians*

790	11.8%	\$18.56
Current Employment	Growth (2012-2022)	Wages

Employer Expectations & Preferences

Typical Education Requirements 	37.5%	12.5%	12.5%	12.5%	25.0%	0.0%
Completion of high school or equivalent	Non-degree academic certificate	Associate Degree	Bachelor's Degree (B.A., B.S.)	Master's or other Graduate Degree (M.A., MBA, M.S., Ph.D., J.D.)	Don't know/Refused	
Typical Level of Work Experience 	0.0%	75.0%	12.5%	12.5%	0.0%	0.0%
No formal work experience required	Six months to 2 years in a related occupation	More than 2 years in a related occupation	Six months to 2 years in that specific occupation	More than 2 years in that specific occupation	Don't know/Refused	
Preference for Skill Development 	25.0%	25.0%	12.5%	25.0%	12.5%	0.0%
Classroom training	Hands-on training	Internal training	Related experience	No preference	Don't know/Refused	
Preference for Industry-Recognized Occupational Licenses or Certifications 	75.0%	12.5%		12.5%		
	Yes	No		Don't know/Refused		

Important Detailed Work Activities

<ul style="list-style-type: none"> 50.0% Prepare medications for dispensing or use 37.5% Maintain licenses, certifications, qualifications, and knowledge currency through continuing education activity 37.5% Ascertain information from doctor's prescription 37.5% Communicate health and safety information 25.0% Communicate technical or scientific information 25.0% Use oral or written communication techniques 25.0% Maintain records, reports, files, listings, or logs 25.0% Perform varied measurements, including precision measurements 25.0% Verify completeness or accuracy of data 25.0% Clean laboratory or healthcare equipment 	<ul style="list-style-type: none"> 12.5% Use knowledge of medical terminology 12.5% Process medical records 12.5% Understand pharmaceutical formulas 12.5% Prescribe or recommend drugs, medical devices or other forms of treatment 12.5% Operate computers to enter, calculate, access, and retrieve data 12.5% Dispense prescribed medications and pharmaceuticals 12.5% Explain uses or effects of drugs 12.5% Use sanitation practices in health care settings 12.5% Sterilize laboratory, medical, or veterinary equipment or instruments 12.5% Inventory medical supplies or instruments
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Difficulty Finding Qualified Applicants

25.0%	62.5%	12.5%	0.0%
No Difficulty	Some Difficulty	Great Difficulty	Don't know/Refused

Consider Hiring Previously Incarcerated

25.0%	25.0%	25.0%	25.0%
Yes	No	It Depends	Don't know/Refused

Surgical Technologists*

650 Current Employment	29.8% Growth (2012-2022)	\$22.39 Wages
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Employer Expectations & Preferences

<p>Typical Education Requirements</p> 	0.0% Completion of high school or equivalent	33.3% Non-degree academic certificate	0.0% Associate Degree	0.0% Bachelor's Degree (B.A., B.S.)	66.7% Master's or other Graduate Degree (M.A., MBA, M.S., Ph.D., J.D.)	0.0% Don't know/Refused
<p>Typical Level of Work Experience</p> 	0.0% No formal work experience required	33.3% Six months to 2 years in a related occupation	0.0% More than 2 years in a related occupation	33.3% Six months to 2 years in that specific occupation	33.3% More than 2 years in that specific occupation	0.0% Don't know/Refused
<p>Preference for Skill Development</p> 	66.7% Classroom training	0.0% Hands-on training	0.0% Internal training	0.0% Related experience	33.3% No preference	0.0% Don't know/Refused
<p>Preference for Industry-Recognized Occupational Licenses or Certifications</p> 	66.7% Yes		33.3% No		0.0% Don't know/Refused	

Important Detailed Work Activities

66.7% Handle infectious materials safely according to procedures	33.3% Prepare surgical trays, cases, equipment, instrumentation, or supplies for surgery
66.7% Communicate health and safety information	33.3% Observe patient or client condition
66.7% Use sanitation practices in health care settings	33.3% Perform quality assurance testing
66.7% Follow surgical procedures	33.3% Sterilize laboratory, medical, or veterinary equipment or instruments
33.3% Maintain licenses, certifications, qualifications, and knowledge currency through continuing education activity	33.3% Perform minor surgery
33.3% Consult with colleagues or experts regarding specific issues	

Difficulty Finding Qualified Applicants

33.3% No Difficulty	33.3% Some Difficulty	33.3% Great Difficulty	0.0% Don't know/Refused
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Consider Hiring Previously Incarcerated

33.3% Yes	66.7% No	0.0% It Depends	0.0% Don't know/Refused
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Licensed Practical and Licensed Vocational Nurses*

1,220 Current Employment	18.9% Growth (2012-2022)	\$23.96 Wages
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Employer Expectations & Preferences

<p>Typical Education Requirements</p> 	20.0%	20.0%	40.0%	20.0%	0.0%	0.0%
	Completion of high school or equivalent	Non-degree academic certificate	Associate Degree	Bachelor's Degree (B.A., B.S.)	Master's or other Graduate Degree (M.A., MBA, M.S., Ph.D., J.D.)	Don't know/ Refused
<p>Typical Level of Work Experience</p> 	0.0%	40.0%	20.0%	20.0%	20.0%	0.0%
	No formal work experience required	Six months to 2 years in a related occupation	More than 2 years in a related occupation	Six months to 2 years in that specific occupation	More than 2 years in that specific occupation	Don't know/ Refused
<p>Preference for Skill Development</p> 	20.0%	40.0%	20.0%	20.0%	0.0%	0.0%
	Classroom training	Hands-on training	Internal training	Related experience	No preference	Don't know/ Refused
<p>Preference for Industry-Recognized Occupational Licenses or Certifications</p> 	100.0%		0.0%		0.0%	
	Yes		No		Don't know/ Refused	

Important Detailed Work Activities

<p>60.0% Administer medications, treatments, or injections</p> <p>40.0% Consult with colleagues or experts regarding specific issues</p> <p>40.0% Handle infectious materials safely according to procedures</p> <p>40.0% Observe patient or client condition</p> <p>40.0% Monitor body response variations</p> <p>40.0% Prepare patients for tests, therapy, or treatments</p> <p>40.0% Transport ill or injured individuals</p> <p>40.0% Use nursing practices or procedures</p> <p>40.0% Provide first aid</p> <p>20.0% Maintain licenses, certifications, qualifications, and knowledge currency through continuing education activity</p>	<p>20.0% Collect clinical data</p> <p>20.0% Use oral or written communication techniques</p> <p>20.0% Lift ill or injured individuals</p> <p>20.0% Communicate health and safety information</p> <p>20.0% Monitor patient condition and health</p>
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Difficulty Finding Qualified Applicants

60.0% No Difficulty	40.0% Some Difficulty	0.0% Great Difficulty	0.0% Don't know/ Refused
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Consider Hiring Previously Incarcerated

0.0% Yes	40.0% No	40.0% It Depends	20.0% Don't know/ Refused
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Medical Records and Health Information Technicians*

730 Current Employment	11.6% Growth (2012-2022)	n/a Wages
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Employer Expectations & Preferences

<p>Typical Education Requirements</p> 	15.4%	15.4%	30.8%	30.8%	7.7%	0.0%
<p>Completion of high school or equivalent</p>	15.4%	15.4%	30.8%	30.8%	7.7%	0.0%
<p>Non-degree academic certificate</p>						
<p>Associate Degree</p>						
<p>Bachelor's Degree (B.A., B.S.)</p>						
<p>Master's or other Graduate Degree (M.A., MBA, M.S., Ph.D., J.D.)</p>						
<p>Don't know/Refused</p>						
<p>Typical Level of Work Experience</p> 	7.7%	53.8%	23.1%	0.0%	15.4%	0.0%
<p>No formal work experience required</p>						
<p>Six months to 2 years in a related occupation</p>						
<p>More than 2 years in a related occupation</p>						
<p>Six months to 2 years in that specific occupation</p>						
<p>More than 2 years in that specific occupation</p>						
<p>Don't know/Refused</p>						
<p>Preference for Skill Development</p> 	15.4%	30.8%	30.8%	7.7%	15.4%	0.0%
<p>Classroom training</p>						
<p>Hands-on training</p>						
<p>Internal training</p>						
<p>Related experience</p>						
<p>No preference</p>						
<p>Don't know/Refused</p>						
<p>Preference for Industry-Recognized Occupational Licenses or Certifications</p> 	46.2%			30.8%		
<p>Yes</p>						
<p>No</p>						
<p>Don't know/Refused</p>						

Important Detailed Work Activities

38.5%	Use oral or written communication techniques	15.4%	Analyze medical data
38.5%	Store data to avoid data loss or ensure data security	15.4%	Maintain dental or medical records
30.8%	Prepare technical, managerial, financial, or informational reports	15.4%	Follow dental or medical office procedures
30.8%	Maintain records, reports, files, listings, or logs	15.4%	Obtain information from clients, customers, contractors, coworkers, patients, witnesses, attorneys, litigants
23.1%	Maintain licenses, certifications, qualifications, and knowledge currency through continuing education activity	15.4%	Record medical history or data
23.1%	Use knowledge of medical terminology	15.4%	Operate computers to enter, calculate, access, and retrieve data
23.1%	Review technical, operating, service, or repair manuals or publications	15.4%	Document medical prognosis
23.1%	Collect clinical data	7.7%	Process medical records
23.1%	Maintain customer and account records	7.7%	Send or Receive work related email
23.1%	Post medical insurance billings	7.7%	Use scientific research methodology and procedures

Difficulty Finding Qualified Applicants

38.5% No Difficulty	23.1% Some Difficulty	38.5% Great Difficulty	0.0% Don't know/Refused
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Consider Hiring Previously Incarcerated

23.1% Yes	23.1% No	38.5% It Depends	15.4% Don't know/Refused
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Home Health Aides*

3,620 Current Employment	54.5% Growth (2012-2022)	\$11.02 Wages
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Employer Expectations & Preferences

<p>Typical Education Requirements</p> 	25.0%	75.0%	0.0%	0.0%	0.0%	0.0%
	Completion of high school or equivalent	Non-degree academic certificate	Associate Degree	Bachelor's Degree (B.A., B.S.)	Master's or other Graduate Degree (M.A., MBA, M.S., Ph.D., J.D.)	Don't know/Refused
<p>Typical Level of Work Experience</p> 	50.0%	25.0%	25.0%	0.0%	0.0%	0.0%
	No formal work experience required	Six months to 2 years in a related occupation	More than 2 years in a related occupation	Six months to 2 years in that specific occupation	More than 2 years in that specific occupation	Don't know/Refused
<p>Preference for Skill Development</p> 	25.0%	50.0%	25.0%	0.0%	0.0%	0.0%
	Classroom training	Hands-on training	Internal training	Related experience	No preference	Don't know/Refused
<p>Preference for Industry-Recognized Occupational Licenses or Certifications</p> 	100.0%	0.0%		0.0%		
	Yes	No		Don't know/Refused		

Important Detailed Work Activities

<p>50.0% Lift ill or injured individuals</p> <p>50.0% Observe patient or client condition</p> <p>50.0% Encourage patients to participate in activities</p> <p>50.0% Transport ill or injured individuals</p> <p>50.0% Provide in home patient care</p> <p>50.0% Use proper personnel protection in health care and other settings</p> <p>50.0% Use health or sanitation standards</p> <p>25.0% Teach principles of medicine or laboratory procedures</p> <p>25.0% Care for mentally ill or special needs individuals</p>	<p>25.0% Maintain record of medication or equipment dispensed to patient</p> <p>25.0% Change used linens</p> <p>25.0% Identify physical injury</p>
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Difficulty Finding Qualified Applicants

100.0%	0.0%	0.0%	0.0%
No Difficulty	Some Difficulty	Great Difficulty	Don't know/Refused

Consider Hiring Previously Incarcerated

0.0%	50.0%	50.0%	0.0%
Yes	No	It Depends	Don't know/Refused

Nursing Aides, Orderlies, and Attendants*

3,690 Current Employment	n/a Growth (2012-2022)	\$13.71 Wages
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Employer Expectations & Preferences

<p>Typical Education Requirements</p> 	16.7%	66.7%	16.7%	0.0%	0.0%	0.0%
	Completion of high school or equivalent	Non-degree academic certificate	Associate Degree	Bachelor's Degree (B.A., B.S.)	Master's or other Graduate Degree (M.A., MBA, M.S., Ph.D., J.D.)	Don't know/Refused
<p>Typical Level of Work Experience</p> 	33.3%	16.7%	16.7%	33.3%	0.0%	0.0%
	No formal work experience required	Six months to 2 years in a related occupation	More than 2 years in a related occupation	Six months to 2 years in that specific occupation	More than 2 years in that specific occupation	Don't know/Refused
<p>Preference for Skill Development</p> 	0.0%	40.0%	20.0%	20.0%	20.0%	0.0%
	Classroom training	Hands-on training	Internal training	Related experience	No preference	Don't know/Refused
<p>Preference for Industry-Recognized Occupational Licenses or Certifications</p> 	60.0%	40.0%		0.0%		
	Yes	No		Don't know/Refused		

Important Detailed Work Activities

<p>60.0% Observe patient or client condition</p> <p>60.0% Change used linens</p> <p>40.0% Lift ill or injured individuals</p> <p>40.0% Transport ill or injured individuals</p> <p>40.0% Use nursing practices or procedures</p> <p>40.0% Use proper personnel protection in health care and other settings</p> <p>40.0% Maintain records, reports, files, listings, or logs</p> <p>20.0% Provide first aid</p> <p>20.0% Work with persons with mental, physical, and social disabilities or illnesses</p>	<p>20.0% Communicate health and safety information</p> <p>20.0% Prepare patients for tests, therapy, or treatments</p> <p>20.0% Provide in home patient care</p> <p>20.0% Care for children or adolescents</p> <p>20.0% Assist patients, students, or other individuals in improving and developing work skills</p> <p>20.0% Prepare technical, managerial, financial, or informational reports</p> <p>20.0% Maintain record of medication or equipment dispensed to patient</p>
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Difficulty Finding Qualified Applicants

50.0% No Difficulty	33.3% Some Difficulty	16.7% Great Difficulty	0.0% Don't know/Refused
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Consider Hiring Previously Incarcerated

20.0% Yes	0.0% No	80.0% It Depends	0.0% Don't know/Refused
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Dental Assistants*

520 Current Employment	19.3% Growth (2012-2022)	\$19.08 Wages
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Employer Expectations & Preferences

<p>Typical Education Requirements</p> 	25.0% Completion of high school or equivalent	50.0% Non-degree academic certificate	25.0% Associate Degree	0.0% Bachelor's Degree (B.A., B.S.)	0.0% Master's or other Graduate Degree (M.A., MBA, M.S., Ph.D., J.D.)	0.0% Don't know/Refused
<p>Typical Level of Work Experience</p> 	0.0% No formal work experience required	50.0% Six months to 2 years in a related occupation	0.0% More than 2 years in a related occupation	0.0% Six months to 2 years in that specific occupation	50.0% More than 2 years in that specific occupation	0.0% Don't know/Refused
<p>Preference for Skill Development</p> 	66.7% Classroom training	0.0% Hands-on training	33.3% Internal training	0.0% Related experience	0.0% No preference	0.0% Don't know/Refused
<p>Preference for Industry-Recognized Occupational Licenses or Certifications</p> 	66.7% Yes		33.3% No		0.0% Don't know/Refused	

Important Detailed Work Activities

66.7% Maintain dental or medical records	33.3% Follow dental or medical office procedures
66.7% Provide customer service	33.3% Prepare technical, managerial, financial, or informational reports
66.7% Follow dental or medical x-ray procedures	33.3% Determine cleaning or sterilization method for medical or surgical instrumentation
66.7% Set up patient care equipment	33.3% Prepare patients for tests, therapy, or treatments
33.3% Educate patients in use of supportive or health related devices	33.3% Communicate health and safety information
33.3% Prepare medical treatment room	

Difficulty Finding Qualified Applicants

50.0% No Difficulty	50.0% Some Difficulty	0.0% Great Difficulty	0.0% Don't know/Refused
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Consider Hiring Previously Incarcerated

0.0% Yes	0.0% No	100.0% It Depends	0.0% Don't know/Refused
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Medical Assistants*

1,460 Current Employment	13.5% Growth (2012-2022)	\$18.22 Wages
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Employer Expectations & Preferences

<p>Typical Education Requirements</p> 	12.5% Completion of high school or equivalent	25.0% Non-degree academic certificate	25.0% Associate Degree	25.0% Bachelor's Degree (B.A., B.S.)	0.0% Master's or other Graduate Degree (M.A., MBA, M.S., Ph.D., J.D.)	12.5% Don't know/Refused
<p>Typical Level of Work Experience</p> 	12.5% No formal work experience required	25.0% Six months to 2 years in a related occupation	25.0% More than 2 years in a related occupation	12.5% Six months to 2 years in that specific occupation	12.5% More than 2 years in that specific occupation	12.5% Don't know/Refused
<p>Preference for Skill Development</p> 	14.3% Classroom training	28.6% Hands-on training	14.3% Internal training	28.6% Related experience	14.3% No preference	0.0% Don't know/Refused
<p>Preference for Industry-Recognized Occupational Licenses or Certifications</p> 	85.7% Yes		0.0% No		14.3% Don't know/Refused	

Important Detailed Work Activities

42.9% Observe patient or client condition	28.6% Follow patient care procedures and protocols
28.6% Use knowledge of medical terminology	14.3% Educate patients in use of supportive or health related devices
28.6% Maintain dental or medical records	14.3% Set up incubators in hospitals
28.6% Process medical records	14.3% Prescribe or recommend drugs, medical devices or other forms of treatment
28.6% Use oral or written communication techniques	14.3% Post medical insurance billings
28.6% Cultivate microorganisms for study, testing, or medical preparations	14.3% Fit medical supportive devices
28.6% Collect blood or tissue samples	14.3% Prepare patients for tests, therapy, or treatments
28.6% Determine cleaning or sterilization method for medical or surgical instrumentation	14.3% Administer medications, treatments, or injections
28.6% Provide customer service	14.3% Counsel individuals concerning diet
28.6% Follow dental or medical office procedures	14.3% Prepare medical treatment room

Difficulty Finding Qualified Applicants

25.0% No Difficulty	37.5% Some Difficulty	37.5% Great Difficulty	0.0% Don't know/Refused
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Consider Hiring Previously Incarcerated

28.6% Yes	28.6% No	28.6% It Depends	14.3% Don't know/Refused
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First Line Supervisors/Managers of Police and Detectives*

n/a Current Employment	-8.1% Growth (2012-2022)	\$57.08 Wages
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Employer Expectations & Preferences

<p>Typical Education Requirements</p> 	5.9%	5.9%	23.5%	41.2%	17.6%	5.9%
<p>Completion of high school or equivalent</p>	<p>Non-degree academic certificate</p>	<p>Associate Degree</p>	<p>Bachelor's Degree (B.A., B.S.)</p>	<p>Master's or other Graduate Degree (M.A., MBA, M.S., Ph.D., J.D.)</p>	<p>Don't know/Refused</p>	
<p>Typical Level of Work Experience</p> 	0.0%	5.9%	5.9%	23.5%	52.9%	11.8%
<p>No formal work experience required</p>	<p>Six months to 2 years in a related occupation</p>	<p>More than 2 years in a related occupation</p>	<p>Six months to 2 years in that specific occupation</p>	<p>More than 2 years in that specific occupation</p>	<p>Don't know/Refused</p>	
<p>Preference for Skill Development</p> 	5.9%	29.4%	41.2%	11.8%	0.0%	11.8%
<p>Classroom training</p>	<p>Hands-on training</p>	<p>Internal training</p>	<p>Related experience</p>	<p>No preference</p>		<p>Don't know/Refused</p>
<p>Preference for Industry-Recognized Occupational Licenses or Certifications</p> 	52.9%		41.2%		5.9%	
<p>Yes</p>			<p>No</p>		<p>Don't know/Refused</p>	

Important Detailed Work Activities

<p>35.3% Resolve personnel problems or grievances</p> <p>29.4% Use oral or written communication techniques</p> <p>23.5% Develop policies, procedures, methods, or standards</p> <p>23.5% Direct and coordinate activities of workers or staff</p> <p>23.5% Make decisions</p> <p>23.5% Manage detailed records or files in law enforcement setting</p> <p>23.5% Monitor worker performance</p> <p>17.6% Enforce laws, ordinances, or regulations</p> <p>17.6% Follow law enforcement methods or procedures</p> <p>17.6% Prepare reports</p>	<p>17.6% Schedule employee work hours</p> <p>11.8% Assign work to staff or employees</p> <p>11.8% Communicate details in protective services settings</p> <p>11.8% Evaluate performance of employees or contract personnel</p> <p>11.8% Explain work orders, specifications, or work techniques to workers</p> <p>11.8% Inspect facilities or equipment for regulatory compliance</p> <p>11.8% Make public presentations on law enforcement issues</p> <p>11.8% Manage community relations for law enforcement agency</p> <p>11.8% Reach conclusions quickly in law enforcement situations</p> <p>11.8% Requisition stock, materials, supplies or equipment</p>
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Difficulty Finding Qualified Applicants

41.2%	29.4%	17.6%	11.8%
No Difficulty	Some Difficulty	Great Difficulty	Don't know/Refused

Consider Hiring Previously Incarcerated

0.0%	76.5%	5.9%	17.6%
Yes	No	It Depends	Don't know/Refused

Correctional Officers and Jailers*

1,070 Current Employment	8.4% Growth (2012-2022)	\$22.98 Wages
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Employer Expectations & Preferences

<p>Typical Education Requirements</p> 	25.0%	25.0%	25.0%	25.0%	0.0%	0.0%
<p>Completion of high school or equivalent</p>	25.0%	25.0%	25.0%	25.0%	0.0%	0.0%
<p>Non-degree academic certificate</p>	25.0%	25.0%	25.0%	25.0%	0.0%	0.0%
<p>Associate Degree</p>	25.0%	25.0%	25.0%	25.0%	0.0%	0.0%
<p>Bachelor's Degree (B.A., B.S.)</p>	25.0%	25.0%	25.0%	25.0%	0.0%	0.0%
<p>Master's or other Graduate Degree (M.A., MBA, M.S., Ph.D., J.D.)</p>	25.0%	25.0%	25.0%	25.0%	0.0%	0.0%
<p>Don't know/Refused</p>	25.0%	25.0%	25.0%	25.0%	0.0%	0.0%
<p>Typical Level of Work Experience</p> 	0.0%	50.0%	25.0%	25.0%	0.0%	0.0%
<p>No formal work experience required</p>	0.0%	50.0%	25.0%	25.0%	0.0%	0.0%
<p>Six months to 2 years in a related occupation</p>	0.0%	50.0%	25.0%	25.0%	0.0%	0.0%
<p>More than 2 years in a related occupation</p>	0.0%	50.0%	25.0%	25.0%	0.0%	0.0%
<p>Six months to 2 years in that specific occupation</p>	0.0%	50.0%	25.0%	25.0%	0.0%	0.0%
<p>More than 2 years in that specific occupation</p>	0.0%	50.0%	25.0%	25.0%	0.0%	0.0%
<p>Don't know/Refused</p>	0.0%	50.0%	25.0%	25.0%	0.0%	0.0%
<p>Preference for Skill Development</p> 	0.0%	33.3%	33.3%	33.3%	0.0%	0.0%
<p>Classroom training</p>	0.0%	33.3%	33.3%	33.3%	0.0%	0.0%
<p>Hands-on training</p>	0.0%	33.3%	33.3%	33.3%	0.0%	0.0%
<p>Internal training</p>	0.0%	33.3%	33.3%	33.3%	0.0%	0.0%
<p>Related experience</p>	0.0%	33.3%	33.3%	33.3%	0.0%	0.0%
<p>No preference</p>	0.0%	33.3%	33.3%	33.3%	0.0%	0.0%
<p>Don't know/Refused</p>	0.0%	33.3%	33.3%	33.3%	0.0%	0.0%
<p>Preference for Industry-Recognized Occupational Licenses or Certifications</p> 	33.3%	66.7%		0.0%		
<p>Yes</p>	33.3%	66.7%		0.0%		
<p>No</p>	33.3%	66.7%		0.0%		
<p>Don't know/Refused</p>	33.3%	66.7%		0.0%		

Important Detailed Work Activities

<p>66.7% Monitor inmate activity</p> <p>66.7% Ensure correct grammar, punctuation, or spelling in written communication</p> <p>66.7% Follow law enforcement methods or procedures</p> <p>33.3% Use arrest, search, or seizure legal statutes</p> <p>33.3% Use oral or written communication techniques</p> <p>33.3% Conduct parent conferences</p>	<p>33.3% Control authorized entry and exit to and from restricted areas</p> <p>33.3% Enforce laws, ordinances, or regulations</p> <p>33.3% Use knowledge of legal procedural rules</p> <p>33.3% Explain rules, policies, laws or regulations</p> <p>33.3% Use firearms</p>
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Difficulty Finding Qualified Applicants

0.0% No Difficulty	75.0% Some Difficulty	0.0% Great Difficulty	25.0% Don't know/Refused
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Consider Hiring Previously Incarcerated

0.0% Yes	100.0% No	0.0% It Depends	0.0% Don't know/Refused
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Detectives and Criminal Investigators*

2,630 Current Employment	-1.2% Growth (2012-2022)	\$60.63 Wages
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Employer Expectations & Preferences

<p>Typical Education Requirements</p> 	4.5%	0.0%	9.1%	63.6%	13.6%	9.1%
Completion of high school or equivalent		Non-degree academic certificate	Associate Degree	Bachelor's Degree (B.A., B.S.)	Master's or other Graduate Degree (M.A., MBA, M.S., Ph.D., J.D.)	Don't know/ Refused
<p>Typical Level of Work Experience</p> 	4.8%	23.8%	19.0%	14.3%	33.3%	4.8%
No formal work experience required		Six months to 2 years in a related occupation	More than 2 years in a related occupation	Six months to 2 years in that specific occupation	More than 2 years in that specific occupation	Don't know/ Refused
<p>Preference for Skill Development</p> 	4.8%	14.3%	33.3%	38.1%	4.8%	4.8%
Classroom training		Hands-on training	Internal training	Related experience	No preference	Don't know/ Refused
<p>Preference for Industry-Recognized Occupational Licenses or Certifications</p> 	52.4%	38.1%		9.5%		
	Yes	No		Don't know/ Refused		

Important Detailed Work Activities

52.4%	Interview persons to gather required information	19.0%	Enforce laws, ordinances, or regulations
38.1%	Use arrest, search, or seizure legal statutes	14.3%	Conduct business, legal, market or managerial research
38.1%	Conduct legal searches or investigations	14.3%	Manage detailed records or files in law enforcement or security setting
38.1%	Maintain records, reports, files, listings, or logs	9.5%	Judge criminal or civil cases
28.6%	Use knowledge of relevant laws	9.5%	Establish standard policies, laws, or regulations
28.6%	Use oral or written communication techniques	9.5%	Determine object trajectories
23.8%	Follow rules of evidence procedures in legal setting	9.5%	Communicate details in protective services settings
23.8%	Maintain firearms proficiency	9.5%	Drive vehicles in law enforcement, security, emergency rescue or firefighting settings
23.8%	Prepare technical, managerial, financial, or informational reports	9.5%	Reach conclusions quickly in law enforcement situations
19.0%	Engage in training to maintain and improve physical conditioning, skill, or technique	4.8%	Draft laws or legislation

Difficulty Finding Qualified Applicants

42.9%	42.9%	14.3%	0.0%
No Difficulty	Some Difficulty	Great Difficulty	Don't know/ Refused

Consider Hiring Previously Incarcerated

4.8%	81.0%	9.5%	4.8%
Yes	No	It Depends	Don't know/ Refused

Police and Sheriffs Patrol Officers*

5,140 Current Employment	-5.7% Growth (2012-2022)	\$32.92 Wages
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Employer Expectations & Preferences

<p>Typical Education Requirements</p> 	11.1%	0.0%	33.3%	33.3%	11.1%	11.1%
Completion of high school or equivalent		Non-degree academic certificate	Associate Degree	Bachelor's Degree (B.A., B.S.)	Master's or other Graduate Degree (M.A., MBA, M.S., Ph.D., J.D.)	Don't know/Refused
<p>Typical Level of Work Experience</p> 	25.0%	50.0%	0.0%	0.0%	12.5%	12.5%
No formal work experience required		Six months to 2 years in a related occupation	More than 2 years in a related occupation	Six months to 2 years in that specific occupation	More than 2 years in that specific occupation	Don't know/Refused
<p>Preference for Skill Development</p> 	0.0%	25.0%	37.5%	37.5%	0.0%	0.0%
Classroom training		Hands-on training	Internal training	Related experience	No preference	Don't know/Refused
<p>Preference for Industry-Recognized Occupational Licenses or Certifications</p> 	62.5%		25.0%		12.5%	
	Yes		No		Don't know/Refused	

Important Detailed Work Activities

50.0% Use arrest, search, or seizure legal statutes	25.0% Follow rules of evidence procedures in legal setting
37.5% Resolve public disputes and conflicts	25.0% Engage in training to maintain and improve physical conditioning, skill, or technique
37.5% Interview persons to gather required information	12.5% Establish standard policies, laws, or regulations
37.5% Use knowledge of relevant laws	12.5% Follow court operation procedures
37.5% Use oral or written communication techniques	12.5% Handle infectious materials safely according to procedures
37.5% Follow professional ethics principles	12.5% Follow traffic laws
37.5% Conduct legal searches or investigations	12.5% Communicate details in protective services settings
25.0% Control traffic to increase traffic flow or increase safety	
25.0% Rescue people and animals from dangerous situations	

Difficulty Finding Qualified Applicants

50.0%	37.5%	12.5%	0.0%
No Difficulty	Some Difficulty	Great Difficulty	Don't know/Refused

Consider Hiring Previously Incarcerated

0.0%	100.0%	0.0%	0.0%
Yes	No	It Depends	Don't know/Refused

Security Guards*

13,440 Current Employment	32.5% Growth (2012-2022)	\$15.91 Wages
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Employer Expectations & Preferences

<p>Typical Education Requirements</p> 	59.1%	9.1%	13.6%	4.5%	0.0%	13.6%
Completion of high school or equivalent		Non-degree academic certificate	Associate Degree	Bachelor's Degree (B.A., B.S.)	Master's or other Graduate Degree (M.A., MBA, M.S., Ph.D., J.D.)	Don't know/Refused
<p>Typical Level of Work Experience</p> 	27.3%	40.9%	4.5%	9.1%	4.5%	13.6%
No formal work experience required		Six months to 2 years in a related occupation	More than 2 years in a related occupation	Six months to 2 years in that specific occupation	More than 2 years in that specific occupation	Don't know/Refused
<p>Preference for Skill Development</p> 	14.3%	33.3%	23.8%	23.8%	4.8%	0.0%
Classroom training		Hands-on training	Internal training	Related experience	No preference	Don't know/Refused
<p>Preference for Industry-Recognized Occupational Licenses or Certifications</p> 	38.1%	42.9%		19.0%		
	Yes	No		Don't know/Refused		

Important Detailed Work Activities

47.6%	Patrol or guard area or premises	19.0%	Confer with personnel to discuss security violations or programming
42.9%	Enforce laws, ordinances, or regulations	14.3%	Use oral or written communication techniques
33.3%	Manage security for visitors or employees	14.3%	Apply appropriate physical restraint
33.3%	Monitor alarm system to detect fires or other emergencies	14.3%	Lead individuals or groups to tour locations
28.6%	Detect infractions of rules	14.3%	Drive vehicles in law enforcement, security, emergency rescue or firefighting settings
28.6%	Explain rules, policies, laws or regulations	14.3%	Prepare technical, managerial, financial, or informational reports
23.8%	Identify public safety hazards	9.5%	Monitor public transportation and transit system operation
23.8%	Operate camera or camera equipment	9.5%	Train others in work related knowledge, skills, procedures, and techniques
19.0%	Apply policies, laws, and regulations to cases or issues	9.5%	Communicate details in protective services settings
19.0%	Apprehend or arrest suspect or perpetrator of criminal act	9.5%	Identify firearms or weapons

Difficulty Finding Qualified Applicants

59.1%	22.7%	9.1%	9.1%
No Difficulty	Some Difficulty	Great Difficulty	Don't know/Refused

Consider Hiring Previously Incarcerated

9.5%	52.4%	28.6%	9.5%
Yes	No	It Depends	Don't know/Refused

Cooks, Institution and Cafeteria

1,420 Current Employment	14.0% Growth (2012-2022)	\$14.32 Wages
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Employer Expectations & Preferences

<p>Typical Education Requirements</p> 	54.5% Completion of high school or equivalent	15.2% Non-degree academic certificate	9.1% Associate Degree	15.2% Bachelor's Degree (B.A., B.S.)	0.0% Master's or other Graduate Degree (M.A., MBA, M.S., Ph.D., J.D.)	6.1% Don't know/Refused
<p>Typical Level of Work Experience</p> 	0.0% No formal work experience required	46.9% Six months to 2 years in a related occupation	18.8% More than 2 years in a related occupation	9.4% Six months to 2 years in that specific occupation	21.9% More than 2 years in that specific occupation	3.1% Don't know/Refused
<p>Preference for Skill Development</p> 	3.8% Classroom training	46.2% Hands-on training	19.2% Internal training	23.1% Related experience	3.8% No preference	3.8% Don't know/Refused
<p>Preference for Industry-Recognized Occupational Licenses or Certifications</p> 	57.7% Yes		30.8% No		11.5% Don't know/Refused	

Important Detailed Work Activities

40.7% Use knowledge of food handling rules	18.5% Cook food requiring short preparation time
40.7% Operate cooking equipment	14.8% Determine food or beverage costs
37.0% Prepare appetizers, salads, or cold dishes	14.8% Determine food portions
37.0% Cook food for customers or patients	14.8% Select food or beverage samples with specific characteristics
33.3% Clean equipment or machinery for optimum performance	14.8% Bake breads, rolls, or other baked goods
25.9% Follow government health, hotel or food service regulations	14.8% Prepare specialty foods
22.2% Direct food or beverage preparation	14.8% Carve fish, fowl, and other animal meats
18.5% Operate food preparation equipment	11.1% Develop nutritional or food programs
18.5% Provide customer service	11.1% Use statistics in food research
18.5% Test food to determine that it is cooked	11.1% Use knives to prepare food or animal products

Difficulty Finding Qualified Applicants

37.5% No Difficulty	40.6% Some Difficulty	18.8% Great Difficulty	3.1% Don't know/Refused
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Consider Hiring Previously Incarcerated

24.0% Yes	16.0% No	56.0% It Depends	4.0% Don't know/Refused
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Hairdressers, Hairstylists, and Cosmetologists*

1,070 Current Employment	18.1% Growth (2012-2022)	\$16.85 Wages
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Employer Expectations & Preferences

<p>Typical Education Requirements</p> 	0.0%	40.0%	20.0%	0.0%	20.0%	20.0%
Completion of high school or equivalent		Non-degree academic certificate	Associate Degree	Bachelor's Degree (B.A., B.S.)	Master's or other Graduate Degree (M.A., MBA, M.S., Ph.D., J.D.)	Don't know/Refused
<p>Typical Level of Work Experience</p> 	20.0%	40.0%	20.0%	20.0%	0.0%	0.0%
No formal work experience required		Six months to 2 years in a related occupation	More than 2 years in a related occupation	Six months to 2 years in that specific occupation	More than 2 years in that specific occupation	Don't know/Refused
<p>Preference for Skill Development</p> 	20.0%	40.0%	40.0%	0.0%	0.0%	0.0%
Classroom training		Hands-on training	Internal training	Related experience	No preference	Don't know/Refused
<p>Preference for Industry-Recognized Occupational Licenses or Certifications</p> 	100.0%			0.0%		0.0%
Yes			No		Don't know/Refused	

Important Detailed Work Activities

80.0% Use hair, cosmetic, or nail care instruments	20.0% Perm hair to alter style
60.0% Maintain licenses, certifications, qualifications, and knowledge currency through continuing education activity	20.0% Confer with other departmental heads to coordinate activities
40.0% Provide customer service	20.0% Use creativity in art, graphic, or design work
40.0% Inventory stock to ensure adequate supplies	20.0% Analyze color in photographs and print jobs
40.0% Purchase supplies, materials, or equipment	20.0% Take customer orders
40.0% Check in or Check out customer using computer or cash register	
40.0% Dress wigs and hairpieces according to instructions, samples or sketches	
20.0% Sell products or services	
20.0% Train workers in use of equipment, computers, or work related procedures	
20.0% Research information using library or Internet	

Difficulty Finding Qualified Applicants

40.0%	60.0%	0.0%	0.0%
No Difficulty	Some Difficulty	Great Difficulty	Don't know/Refused

Consider Hiring Previously Incarcerated

20.0%	60.0%	20.0%	0.0%
Yes	No	It Depends	Don't know/Refused

Child Care Workers*

1,290 Current Employment	18.9% Growth (2012-2022)	\$15.73 Wages
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Employer Expectations & Preferences

<p>Typical Education Requirements</p> 	30.0%	0.0%	30.0%	20.0%	0.0%	20.0%
Completion of high school or equivalent		Non-degree academic certificate	Associate Degree	Bachelor's Degree (B.A., B.S.)	Master's or other Graduate Degree (M.A., MBA, M.S., Ph.D., J.D.)	Don't know/Refused
<p>Typical Level of Work Experience</p> 	10.0%	30.0%	0.0%	20.0%	20.0%	20.0%
No formal work experience required		Six months to 2 years in a related occupation	More than 2 years in a related occupation	Six months to 2 years in that specific occupation	More than 2 years in that specific occupation	Don't know/Refused
<p>Preference for Skill Development</p> 	20.0%	20.0%	20.0%	20.0%	10.0%	10.0%
Classroom training		Hands-on training	Internal training	Related experience	No preference	Don't know/Refused
<p>Preference for Industry-Recognized Occupational Licenses or Certifications</p> 	70.0%		10.0%		0.0%	
Yes			No		Don't know/Refused	

Important Detailed Work Activities

80.0% Care for children or adolescents	10.0% Care for mentally ill or special needs individuals
60.0% Monitor student classroom activities	10.0% Observe patient or client condition
60.0% Lead recreational activities	10.0% Use hair, cosmetic, or nail care instruments
50.0% Provide first aid	10.0% Change used linens
40.0% Feed food to individuals	10.0% Assist handicapped persons
20.0% Communicate health and safety information	10.0% Mentor coworkers, employees, students, parents, or others in educational or work settings
20.0% Cook food for customers or patients	
20.0% Communicate individual or group progress	
20.0% Assist individuals with dressing, undressing, grooming, or bathing	
20.0% Use oral or written communication techniques	

Difficulty Finding Qualified Applicants

40.0%	40.0%	20.0%	0.0%
No Difficulty	Some Difficulty	Great Difficulty	Don't know/Refused

Consider Hiring Previously Incarcerated

20.0%	50.0%	30.0%	0.0%
Yes	No	It Depends	Don't know/Refused

Personal and Home Care Aides*

2,370 Current Employment	44.2% Growth (2012-2022)	\$10.73 Wages
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Employer Expectations & Preferences

<p>Typical Education Requirements</p> 	0.0%	100.0%	0.0%	0.0%	0.0%	0.0%
Completion of high school or equivalent		Non-degree academic certificate	Associate Degree	Bachelor's Degree (B.A., B.S.)	Master's or other Graduate Degree (M.A., MBA, M.S., Ph.D., J.D.)	Don't know/Refused
<p>Typical Level of Work Experience</p> 	0.0%	100.0%	0.0%	0.0%	0.0%	0.0%
No formal work experience required		Six months to 2 years in a related occupation	More than 2 years in a related occupation	Six months to 2 years in that specific occupation	More than 2 years in that specific occupation	Don't know/Refused
<p>Preference for Skill Development</p> 	0.0%	100.0%	0.0%	0.0%	0.0%	0.0%
Classroom training		Hands-on training	Internal training	Related experience	No preference	Don't know/Refused
<p>Preference for Industry-Recognized Occupational Licenses or Certifications</p> 	100.0%		0.0%		0.0%	
Yes		No		Don't know/Refused		

Important Detailed Work Activities

- 100.0%** Provide in home patient care
- 100.0%** Change used linens
- 100.0%** Identify home safety hazards
- 100.0%** Feed food to individuals
- 100.0%** Assist individuals with dressing, undressing, grooming, or bathing

Difficulty Finding Qualified Applicants

100.0% No Difficulty	0.0% Some Difficulty	0.0% Great Difficulty	0.0% Don't know/Refused
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Consider Hiring Previously Incarcerated

0.0% Yes	0.0% No	100.0% It Depends	0.0% Don't know/Refused
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Fitness Trainers and Aerobics Instructors*

1,030 Current Employment	15.7% Growth (2012-2022)	\$17.06 Wages
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Employer Expectations & Preferences

<p>Typical Education Requirements</p> 	22.2% Completion of high school or equivalent	11.1% Non-degree academic certificate	11.1% Associate Degree	55.6% Bachelor's Degree (B.A., B.S.)	0.0% Master's or other Graduate Degree (M.A., MBA, M.S., Ph.D., J.D.)	0.0% Don't know/Refused
<p>Typical Level of Work Experience</p> 	11.1% No formal work experience required	33.3% Six months to 2 years in a related occupation	11.1% More than 2 years in a related occupation	11.1% Six months to 2 years in that specific occupation	22.2% More than 2 years in that specific occupation	11.1% Don't know/Refused
<p>Preference for Skill Development</p> 	0.0% Classroom training	50.0% Hands-on training	12.5% Internal training	12.5% Related experience	12.5% No preference	12.5% Don't know/Refused
<p>Preference for Industry-Recognized Occupational Licenses or Certifications</p> 	87.5% Yes		0.0% No		12.5% Don't know/Refused	

Important Detailed Work Activities

62.5% Instruct participants in recreational or fitness activities	25.0% Follow sport rules or techniques
37.5% Communicate individual or group progress	12.5% Provide first aid
37.5% Lead recreational activities	12.5% Coordinate recreational activities
37.5% Communicate health and safety information	12.5% Participate in recreational activities
37.5% Advise clients on technique, form, body position, range of motion, and timing	12.5% Motivate workers and other people to achieve work goals
37.5% Observe actions of participants	12.5% Teach secondary, post-secondary, work related or interest based courses
37.5% Demonstrate physical activities	12.5% Teach sports rules or techniques
25.0% Develop instructional materials	12.5% Encourage group and organizational participation
25.0% Assess individual fitness level	12.5% Establish or Maintain relationships with coworkers and team members
25.0% Adapt activities to meet participant needs	12.5% Lead indoor or outdoor games

Difficulty Finding Qualified Applicants

33.3% No Difficulty	33.3% Some Difficulty	11.1% Great Difficulty	22.2% Don't know/Refused
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Consider Hiring Previously Incarcerated

0.0% Yes	0.0% No	87.5% It Depends	12.5% Don't know/Refused
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Residential Advisors*

620 Current Employment	21.6% Growth (2012-2022)	\$13.08 Wages
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Employer Expectations & Preferences

<p>Typical Education Requirements</p> 	9.1% Completion of high school or equivalent	9.1% Non-degree academic certificate	18.2% Associate Degree	54.5% Bachelor's Degree (B.A., B.S.)	9.1% Master's or other Graduate Degree (M.A., MBA, M.S., Ph.D., J.D.)	0.0% Don't know/Refused
<p>Typical Level of Work Experience</p> 	9.1% No formal work experience required	27.3% Six months to 2 years in a related occupation	27.3% More than 2 years in a related occupation	18.2% Six months to 2 years in that specific occupation	9.1% More than 2 years in that specific occupation	9.1% Don't know/Refused
<p>Preference for Skill Development</p> 	9.1% Classroom training	18.2% Hands-on training	36.4% Internal training	36.4% Related experience	0.0% No preference	0.0% Don't know/Refused
<p>Preference for Industry-Recognized Occupational Licenses or Certifications</p> 	36.4% Yes		54.5% No		9.1% Don't know/Refused	

Important Detailed Work Activities

45.5% Use oral or written communication techniques	18.2% Monitor student progress
45.5% Counsel people regarding issues, problems, or grief situations	18.2% Conduct parent conferences
45.5% Identify student problems	18.2% Requisition stock, materials, supplies or equipment
36.4% Establish or Maintain relationships with students	9.1% Lead recreational activities
36.4% Inspect facilities to determine repair or replacement needs	9.1% Coordinate recreational activities
27.3% Work with persons with mental, physical, and social disabilities or illnesses	9.1% Participate in recreational activities
27.3% Advise students or employees on education, career, or work related issues	9.1% Supervise staff, personnel, workers and others
27.3% Plan student extracurricular activities	9.1% Monitor variables affecting route activities
18.2% Empathize with others during counseling or related services	9.1% Direct activities of workers or staff
18.2% Resolve worker or management conflicts	9.1% Advise internal and external clients, customers, and managers on technical matters, problems, procedures, etc.

Difficulty Finding Qualified Applicants

36.4% No Difficulty	36.4% Some Difficulty	27.3% Great Difficulty	0.0% Don't know/Refused
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Consider Hiring Previously Incarcerated

9.1% Yes	63.6% No	27.3% It Depends	0.0% Don't know/Refused
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Insurance Sales Agents*

530 Current Employment	14.7% Growth (2012-2022)	\$25.26 Wages
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Employer Expectations & Preferences

<p>Typical Education Requirements</p> 	0.0%	0.0%	8.3%	41.7%	25.0%	25.0%
Completion of high school or equivalent		Non-degree academic certificate	Associate Degree	Bachelor's Degree (B.A., B.S.)	Master's or other Graduate Degree (M.A., MBA, M.S., Ph.D., J.D.)	Don't know/Refused
<p>Typical Level of Work Experience</p> 	8.3%	0.0%	8.3%	16.7%	58.3%	8.3%
No formal work experience required		Six months to 2 years in a related occupation	More than 2 years in a related occupation	Six months to 2 years in that specific occupation	More than 2 years in that specific occupation	Don't know/Refused
<p>Preference for Skill Development</p> 	9.1%	45.5%	27.3%	18.2%	0.0%	0.0%
Classroom training		Hands-on training	Internal training	Related experience	No preference	Don't know/Refused
<p>Preference for Industry-Recognized Occupational Licenses or Certifications</p> 	81.8%	18.2%		0.0%		
Yes		No		Don't know/Refused		

Important Detailed Work Activities

36.4% Follow contract, property, or insurance laws	18.2% Evaluate degree of financial risk
36.4% Fill out business, government, or other forms	18.2% Establish standard policies, laws, or regulations
27.3% Manage promotional, sales, or marketing plans	18.2% Access media advertising services
27.3% Negotiate business, sales, rental, or lease contracts	18.2% Analyze sales activities or trends
27.3% Interview persons to gather required information	18.2% Use oral or written communication techniques
27.3% Compute financial data	18.2% Maintain records, reports, files, listings, or logs
27.3% Conduct sales presentations	18.2% Follow government real estate sales regulations
27.3% Sell products or services	18.2% Execute sales contracts
27.3% Make presentations to internal and external persons	9.1% Motivate workers and other people to achieve work goals
27.3% Provide customer service	9.1% Oversee sales programs

Difficulty Finding Qualified Applicants

25.0%	75.0%	0.0%	0.0%
No Difficulty	Some Difficulty	Great Difficulty	Don't know/Refused

Consider Hiring Previously Incarcerated

0.0%	72.7%	27.3%	0.0%
Yes	No	It Depends	Don't know/Refused

Securities, Commodities, and Financial Services Sales Agents*

1,160 Current Employment	16.0% Growth (2012-2022)	\$40.31 Wages
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Employer Expectations & Preferences

<p>Typical Education Requirements</p> 	4.3%	0.0%	4.3%	43.5%	39.1%	8.7%
	Completion of high school or equivalent	Non-degree academic certificate	Associate Degree	Bachelor's Degree (B.A., B.S.)	Master's or other Graduate Degree (M.A., MBA, M.S., Ph.D., J.D.)	Don't know/Refused
<p>Typical Level of Work Experience</p> 	0.0%	4.3%	26.1%	13.0%	56.5%	0.0%
	No formal work experience required	Six months to 2 years in a related occupation	More than 2 years in a related occupation	Six months to 2 years in that specific occupation	More than 2 years in that specific occupation	Don't know/Refused
<p>Preference for Skill Development</p> 	8.7%	8.7%	30.4%	34.8%	13.0%	4.3%
	Classroom training	Hands-on training	Internal training	Related experience	No preference	Don't know/Refused
<p>Preference for Industry-Recognized Occupational Licenses or Certifications</p> 	87.0% Yes		8.7% No		4.3% Don't know/Refused	

Important Detailed Work Activities

34.8%	Use oral or written communication techniques	17.4%	Develop sales or marketing strategy
34.8%	Compute financial data	17.4%	Operate computers to enter, calculate, access, and retrieve data
30.4%	Analyze market conditions	17.4%	Provide customer service
30.4%	Determine customer needs	17.4%	Obtain information from clients, customers, contractors, coworkers, patients, witnesses, attorneys, litigants
26.1%	Analyze financial information to project future revenues or expenses	13.0%	Conduct sales presentations
26.1%	Make presentations to internal and external persons	13.0%	Maintain records, reports, files, listings, or logs
26.1%	Maintain licenses, certifications, qualifications, and knowledge currency through continuing education activity	13.0%	Sell products or services
21.7%	Identify financial risks to company	13.0%	Develop sales or informational presentations or speeches
21.7%	Explain available financial assistance	13.0%	Conduct regularly set reviews of progress, production, or sales
17.4%	Evaluate degree of financial risk	8.7%	Manage promotional, sales, or marketing plans

Difficulty Finding Qualified Applicants

8.7% No Difficulty	56.5% Some Difficulty	30.4% Great Difficulty	4.3% Don't know/Refused
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Consider Hiring Previously Incarcerated

4.3% Yes	69.6% No	17.4% It Depends	8.7% Don't know/Refused
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Sales Representatives (Wholesale & Manufacturing, Technical & Scientific Products)*

440 Current Employment	15.7% Growth (2012-2022)	\$33.15 Wages
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Employer Expectations & Preferences

<p>Typical Education Requirements</p> 	4.3%	4.3%	8.7%	60.9%	13.0%	8.7%
	Completion of high school or equivalent	Non-degree academic certificate	Associate Degree	Bachelor's Degree (B.A., B.S.)	Master's or other Graduate Degree (M.A., MBA, M.S., Ph.D., J.D.)	Don't know/ Refused
<p>Typical Level of Work Experience</p> 	0.0%	17.4%	17.4%	17.4%	43.5%	4.3%
	No formal work experience required	Six months to 2 years in a related occupation	More than 2 years in a related occupation	Six months to 2 years in that specific occupation	More than 2 years in that specific occupation	Don't know/ Refused
<p>Preference for Skill Development</p> 	0.0%	17.4%	26.1%	43.5%	8.7%	4.3%
	Classroom training	Hands-on training	Internal training	Related experience	No preference	Don't know/ Refused
<p>Preference for Industry-Recognized Occupational Licenses or Certifications</p> 	34.8%	52.2%		13.0%		
	Yes	No		Don't know/ Refused		

Important Detailed Work Activities

52.2%	Sell products or services	17.4%	Develop sales or informational presentations or speeches
43.5%	Conduct sales presentations	13.0%	Develop sales or marketing strategy
34.8%	Use oral or written communication techniques	13.0%	Oversee sales programs
26.1%	Provide customer service	13.0%	Evaluate product quality for sales activities
26.1%	Determine customer needs	13.0%	Sell products through advertising
17.4%	Negotiate business, sales, rental, or lease contracts	13.0%	Obtain information from clients, customers, contractors, coworkers, patients, witnesses, attorneys, litigants
17.4%	Manage promotional, sales, or marketing plans	13.0%	Explain products to customers or customer representatives
17.4%	Analyze sales activities or trends	13.0%	Negotiate contracts and terms of sale or services with customers or clients
17.4%	Execute sales contracts	13.0%	Prepare list of prospective customers
17.4%	Use knowledge of written communication in sales work	8.7%	Demonstrate goods or services to customers

Difficulty Finding Qualified Applicants

25.0%	75.0%	0.0%	0.0%
No Difficulty	Some Difficulty	Great Difficulty	Don't know/ Refused

Consider Hiring Previously Incarcerated

0.0%	72.7%	27.3%	0.0%
Yes	No	It Depends	Don't know/ Refused

Sales Representatives (Wholesale & Manufacturing, Except Technical & Scientific Products)*

1,210 Current Employment	9.7% Growth (2012-2022)	\$24.17 Wages
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Employer Expectations & Preferences

<p>Typical Education Requirements</p> 	16.7%	0.0%	16.7%	58.3%	8.3%	0.0%
<p>Completion of high school or equivalent</p>	Non-degree academic certificate	Associate Degree	Bachelor's Degree (B.A., B.S.)	Master's or other Graduate Degree (M.A., MBA, M.S., Ph.D., J.D.)	Don't know/Refused	
<p>Typical Level of Work Experience</p> 	0.0%	33.3%	25.0%	16.7%	25.0%	0.0%
<p>No formal work experience required</p>	Six months to 2 years in a related occupation	More than 2 years in a related occupation	Six months to 2 years in that specific occupation	More than 2 years in that specific occupation	Don't know/Refused	
<p>Preference for Skill Development</p> 	8.3%	41.7%	25.0%	16.7%	8.3%	0.0%
<p>Classroom training</p>	Hands-on training	Internal training	Related experience	No preference	Don't know/Refused	
<p>Preference for Industry-Recognized Occupational Licenses or Certifications</p> 	33.3% Yes		66.7% No		0.0% Don't know/Refused	

Important Detailed Work Activities

50.0%	Conduct sales presentations	16.7%	Develop sales or marketing strategy
33.3%	Negotiate business, sales, rental, or lease contracts	16.7%	Prepare technical, managerial, financial, or informational reports
33.3%	Sell products or services	16.7%	Develop sales or informational presentations or speeches
25.0%	Manage promotional, sales, or marketing plans	16.7%	Answer questions from employees, colleagues, customers, or public
25.0%	Advise internal and external clients, customers, and managers on technical matters, problems, procedures, and	16.7%	Advise retail dealers in use of sales promotion techniques
25.0%	Use oral or written communication techniques	16.7%	Provide customer service
25.0%	Execute sales contracts	16.7%	Instruct customers in product installation, use, or repair
25.0%	Operate computers to enter, calculate, access, and retrieve data	8.3%	Sign contracts with customers or clients
25.0%	Explain products to customers or customer representatives	8.3%	Demonstrate goods or services to customers
25.0%	Negotiate contracts and terms of sale or services with customers or clients	8.3%	Evaluate product quality for sales activities

Difficulty Finding Qualified Applicants

33.3% No Difficulty	58.3% Some Difficulty	8.3% Great Difficulty	0.0% Don't know/Refused
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Consider Hiring Previously Incarcerated

0.0% Yes	33.3% No	66.7% It Depends	0.0% Don't know/Refused
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Real Estate Agents*

650 Current Employment	8.3% Growth (2012-2022)	\$26.03 Wages
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Employer Expectations & Preferences

<p>Typical Education Requirements</p> 	10.0%	10.0%	20.0%	40.0%	0.0%	20.0%
	Completion of high school or equivalent	Non-degree academic certificate	Associate Degree	Bachelor's Degree (B.A., B.S.)	Master's or other Graduate Degree (M.A., MBA, M.S., Ph.D., J.D.)	Don't know/Refused
<p>Typical Level of Work Experience</p> 	20.0%	0.0%	20.0%	30.0%	20.0%	10.0%
	No formal work experience required	Six months to 2 years in a related occupation	More than 2 years in a related occupation	Six months to 2 years in that specific occupation	More than 2 years in that specific occupation	Don't know/Refused
<p>Preference for Skill Development</p> 	11.1%	0.0%	11.1%	77.8%	0.0%	0.0%
	Classroom training	Hands-on training	Internal training	Related experience	No preference	Don't know/Refused
<p>Preference for Industry-Recognized Occupational Licenses or Certifications</p> 	77.8%	11.1%		11.1%		
	Yes	No		Don't know/Refused		

Important Detailed Work Activities

60.0%	Sell real estate property to clients	20.0%	Track deposits, payments, funding, or fees from internal and external parties
40.0%	Negotiate business, sales, rental, or lease contracts	20.0%	Select tenants for rental properties
40.0%	Operate computers to enter, calculate, access, and retrieve data	20.0%	Use real estate terminology
40.0%	Collect deposits, payments, funding, or fees from internal and external parties	20.0%	Schedule real estate closings
30.0%	Make presentations to internal and external persons	10.0%	Access media advertising services
30.0%	Follow government real estate sales regulations	10.0%	Use knowledge of written communication in sales work
30.0%	Follow contract, property, or insurance laws	10.0%	Arrange teleconference calls
30.0%	Understand property documents	10.0%	Obtain information from clients, customers, contractors, coworkers, patients, witnesses, attorneys, litigants
20.0%	Advise internal and external clients, customers, and managers on technical matters, problems, procedures, and	10.0%	Arrange title search
20.0%	Sell products or services	10.0%	Inspect property to determine damages

Difficulty Finding Qualified Applicants

40.0%	30.0%	30.0%	0.0%
No Difficulty	Some Difficulty	Great Difficulty	Don't know/Refused

Consider Hiring Previously Incarcerated

11.1%	44.4%	33.3%	11.1%
Yes	No	It Depends	Don't know/Refused

First Line Supervisors/Managers of Office and Administrative Support Workers

5,010 Current Employment	13.4% Growth (2012-2022)	\$30.55 Wages
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Employer Expectations & Preferences

<p>Typical Education Requirements</p> 	8.9% Completion of high school or equivalent	5.1% Non-degree academic certificate	12.7% Associate Degree	59.5% Bachelor's Degree (B.A., B.S.)	11.4% Master's or other Graduate Degree (M.A., MBA, M.S., Ph.D., J.D.)	2.5% Don't know/Refused
<p>Typical Level of Work Experience</p> 	1.3% No formal work experience required	10.4% Six months to 2 years in a related occupation	23.4% More than 2 years in a related occupation	13.0% Six months to 2 years in that specific occupation	48.1% More than 2 years in that specific occupation	3.9% Don't know/Refused
<p>Preference for Skill Development</p> 	5.8% Classroom training	23.2% Hands-on training	24.6% Internal training	31.9% Related experience	11.6% No preference	2.9% Don't know/Refused
<p>Preference for Industry-Recognized Occupational Licenses or Certifications</p> 	42.0% Yes		42.0% No		15.9% Don't know/Refused	

Important Detailed Work Activities

31.4% Communicate with customers, employees, or contractors to disseminate information	18.6% Maintain processes and procedures manual
30.0% Evaluate office operations	17.1% Schedule meetings or appointments
27.1% Answer questions from employees, colleagues, customers, or public	15.7% Maintain records, reports, files, listings, or logs
27.1% Delegate appropriate administrative support activities	15.7% Write administrative procedures services manual
27.1% Resolve customer or public complaints	14.3% Schedule individual, group, or organizational training
25.7% Prepare technical, managerial, financial, or informational reports	11.4% Process payroll documents, records, or checks
25.7% Maintain employee records	11.4% Write business correspondence
24.3% Provide customer service	11.4% Collect deposits, payments, funding, or fees from internal and external parties
22.9% Schedule production or work to meet deadlines	10.0% Operate computers to enter, calculate, access, and retrieve data
21.4% Send or Receive work related email	10.0% Maintain inventory of supplies and office forms

Difficulty Finding Qualified Applicants

23.4% No Difficulty	54.5% Some Difficulty	10.4% Great Difficulty	11.7% Don't know/Refused
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Consider Hiring Previously Incarcerated

0.0% Yes	51.5% No	38.2% It Depends	10.3% Don't know/Refused
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Bookkeeping, Accounting and Auditing Clerks

4,120 Current Employment	11.1% Growth (2012-2022)	\$23.31 Wages
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Employer Expectations & Preferences

<p>Typical Education Requirements</p> 	11.1% Completion of high school or equivalent	2.8% Non-degree academic certificate	20.8% Associate Degree	50.0% Bachelor's Degree (B.A., B.S.)	12.5% Master's or other Graduate Degree (M.A., MBA, M.S., Ph.D., J.D.)	2.8% Don't know/Refused
<p>Typical Level of Work Experience</p> 	0.0% No formal work experience required	21.1% Six months to 2 years in a related occupation	22.5% More than 2 years in a related occupation	16.9% Six months to 2 years in that specific occupation	35.2% More than 2 years in that specific occupation	4.2% Don't know/Refused
<p>Preference for Skill Development</p> 	26.2% Classroom training	24.6% Hands-on training	26.2% Internal training	13.1% Related experience	4.9% No preference	4.9% Don't know/Refused
<p>Preference for Industry-Recognized Occupational Licenses or Certifications</p> 	62.3% Yes		26.2% No		11.5% Don't know/Refused	

Important Detailed Work Activities

34.4% Reconcile financial records	19.7% Process individual, group, or organizational invoices
27.9% Maintain records, reports, files, listings, or logs	19.7% Analyze financial information to project future revenues or expenses
24.6% Verify bank or financial transactions	18.0% Prepare technical, managerial, financial, or informational reports
24.6% Prepare billing statements	18.0% Collect deposits, payments, funding, or fees from internal and external parties
23.0% Maintain customer and account records	16.4% Process payroll documents, records, or checks
21.3% Compile data for financial reports	14.8% Operate computers to enter, calculate, access, and retrieve data
21.3% Inspect account books or system for efficiency, effectiveness, or acceptability	14.8% Detect discrepancies on records or reports
19.7% Maintain balance sheets	13.1% Identify financial risks to company
19.7% Compute financial data	13.1% Fill out business, government, or other forms
19.7% Examine financial documents to verify issue	9.8% Disburse organizational funding

Difficulty Finding Qualified Applicants

34.8% No Difficulty	47.8% Some Difficulty	7.2% Great Difficulty	10.1% Don't know/Refused
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Consider Hiring Previously Incarcerated

4.9% Yes	67.2% No	19.7% It Depends	8.2% Don't know/Refused
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Payroll and Timekeeping Clerks*

740 Current Employment	11.5% Growth (2012-2022)	\$25.70 Wages
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Employer Expectations & Preferences

<p>Typical Education Requirements</p> 	15.4%	23.1%	15.4%	38.5%	7.7%	0.0%
<p>Completion of high school or equivalent</p>		Non-degree academic certificate	Associate Degree	Bachelor's Degree (B.A., B.S.)	Master's or other Graduate Degree (M.A., MBA, M.S., Ph.D., J.D.)	Don't know/Refused
<p>Typical Level of Work Experience</p> 	15.4%	46.2%	30.8%	0.0%	7.7%	0.0%
<p>No formal work experience required</p>		Six months to 2 years in a related occupation	More than 2 years in a related occupation	Six months to 2 years in that specific occupation	More than 2 years in that specific occupation	Don't know/Refused
<p>Preference for Skill Development</p> 	0.0%	53.8%	23.1%	15.4%	0.0%	7.7%
<p>Classroom training</p>		Hands-on training	Internal training	Related experience	No preference	Don't know/Refused
<p>Preference for Industry-Recognized Occupational Licenses or Certifications</p> 	23.1%	53.8%		23.1%		
	Yes	No		Don't know/Refused		

Important Detailed Work Activities

<p>69.2% Process payroll documents, records, or checks</p> <p>61.5% Maintain employee records</p> <p>30.8% Maintain records, reports, files, listings, or logs</p> <p>30.8% Operate computers to enter, calculate, access, and retrieve data</p> <p>23.1% Perform clerical duties including typing, accepting orders, or sorting mail</p> <p>23.1% Schedule employee work hours</p> <p>23.1% Ensure compliance with government regulations</p> <p>15.4% Maintain customer and account records</p> <p>15.4% Prepare technical, managerial, financial, or informational reports</p> <p>15.4% Fill out business, government, or other forms</p>	<p>15.4% Resolve invoice, purchasing, funding, or payment discrepancies</p> <p>15.4% Compute state and federal taxes</p> <p>15.4% Process checks for dissemination</p> <p>15.4% Process account invoices</p> <p>15.4% Manage time to ensure projects and work are accomplished</p> <p>15.4% Issue identification documents to employees, members, or visitors</p> <p>7.7% Maintain balance sheets</p> <p>7.7% Compute financial data</p> <p>7.7% Calculate differential equations</p> <p>7.7% Use accounting terminology</p>
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Difficulty Finding Qualified Applicants

23.1% No Difficulty	61.5% Some Difficulty	7.7% Great Difficulty	7.7% Don't know/Refused
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Consider Hiring Previously Incarcerated

0.0% Yes	69.2% No	23.1% It Depends	7.7% Don't know/Refused
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Customer Service Representatives

6,590 Current Employment	14.0% Growth (2012-2022)	\$17.21 Wages
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Employer Expectations & Preferences

<p>Typical Education Requirements</p> 	29.2%	10.8%	24.6%	29.2%	4.6%	1.5%
Completion of high school or equivalent	Non-degree academic certificate	Associate Degree	Bachelor's Degree (B.A., B.S.)	Master's or other Graduate Degree (M.A., MBA, M.S., Ph.D., J.D.)	Don't know/Refused	
<p>Typical Level of Work Experience</p> 	20.0%	30.8%	21.5%	15.4%	10.8%	1.5%
No formal work experience required	Six months to 2 years in a related occupation	More than 2 years in a related occupation	Six months to 2 years in that specific occupation	More than 2 years in that specific occupation	Don't know/Refused	
<p>Preference for Skill Development</p> 	8.6%	31.0%	36.2%	15.5%	1.7%	6.9%
Classroom training	Hands-on training	Internal training	Related experience	No preference	Don't know/Refused	
<p>Preference for Industry-Recognized Occupational Licenses or Certifications</p> 	24.1%	67.2%		8.6%		
Yes	No	No		Don't know/Refused		

Important Detailed Work Activities

51.7% Provide customer service	19.0% Maintain records, reports, files, listings, or logs
41.4% Resolve customer or public complaints	17.2% Advise internal and external clients, customers, and managers on technical matters, problems, procedures, and
36.2% Answer questions from employees, colleagues, customers, or public	12.1% Examine files or documents to obtain information
36.2% Communicate with customers, employees, or contractors to disseminate information	12.1% Use knowledge of written communication in sales work
31.0% Take complaints by phone, email, or in person	10.3% Write business correspondence
29.3% Operate computers to enter, calculate, access, and retrieve data	10.3% Evaluate customer records
27.6% Sell products or services	8.6% Collect deposits, payments, funding, or fees from internal and external parties
22.4% Refer callers to appropriate personnel	8.6% Prepare records of customer charges
19.0% Obtain information from clients, customers, contractors, coworkers, patients, witnesses, attorneys, litigants	8.6% Train workers in use of equipment, computers, or work related procedures
19.0% Maintain customer and account records	6.9% Fill out business, government, or other forms

Difficulty Finding Qualified Applicants

43.8%	43.8%	7.8%	4.7%
No Difficulty	Some Difficulty	Great Difficulty	Don't know/Refused

Consider Hiring Previously Incarcerated

13.8%	37.9%	37.9%	10.3%
Yes	No	It Depends	Don't know/Refused

Library Assistants, Clerical

480 Current Employment	13.6% Growth (2012-2022)	\$21.36 Wages
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Employer Expectations & Preferences

<p>Typical Education Requirements</p> 	15.4%	2.6%	10.3%	48.7%	12.8%	10.3%
Completion of high school or equivalent		Non-degree academic certificate	Associate Degree	Bachelor's Degree (B.A., B.S.)	Master's or other Graduate Degree (M.A., MBA, M.S., Ph.D., J.D.)	Don't know/Refused
<p>Typical Level of Work Experience</p> 	15.4%	35.9%	15.4%	7.7%	15.4%	10.3%
No formal work experience required		Six months to 2 years in a related occupation	More than 2 years in a related occupation	Six months to 2 years in that specific occupation	More than 2 years in that specific occupation	Don't know/Refused
<p>Preference for Skill Development</p> 	16.2%	18.9%	18.9%	29.7%	10.8%	5.4%
Classroom training		Hands-on training	Internal training	Related experience	No preference	Don't know/Refused
<p>Preference for Industry-Recognized Occupational Licenses or Certifications</p> 	35.1%		40.5%		24.3%	
	Yes		No		Don't know/Refused	

Important Detailed Work Activities

40.5% Monitor library, museum or institution resources	13.5% Refer callers to appropriate personnel
37.8% Respond to requests for information	13.5% Perform clerical duties including typing, accepting orders, or sorting mail
35.1% Maintain records, reports, files, listings, or logs	13.5% Send or Receive work related email
32.4% Operate computers to enter, calculate, access, and retrieve data	10.8% Explain rules, policies, laws or regulations
32.4% Classify information according to content or purpose	10.8% Evaluate reliability of source information
24.3% Answer questions from employees, colleagues, customers, or public	10.8% Relay information to supervisor or proper officials
24.3% Provide customer service	10.8% Develop instructional materials
21.6% Use oral or written communication techniques	8.1% Examine files or documents to obtain information
16.2% Index information resources	8.1% Edit written material
16.2% Design library displays	8.1% Prepare technical, managerial, financial, or informational reports

Difficulty Finding Qualified Applicants

59.0%	30.8%	2.6%	7.7%
No Difficulty	Some Difficulty	Great Difficulty	Don't know/Refused

Consider Hiring Previously Incarcerated

16.2%	29.7%	45.9%	8.1%
Yes	No	It Depends	Don't know/Refused

Receptionists and Information Clerks

3,840 Current Employment	5.3% Growth (2012-2022)	\$16.71 Wages
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Employer Expectations & Preferences

<p>Typical Education Requirements</p> 	44.4%	14.8%	25.9%	11.1%	3.7%	0.0%
Completion of high school or equivalent	Non-degree academic certificate	Associate Degree	Bachelor's Degree (B.A., B.S.)	Master's or other Graduate Degree (M.A., MBA, M.S., Ph.D., J.D.)	Don't know/Refused	
<p>Typical Level of Work Experience</p> 	22.2%	48.1%	11.1%	14.8%	3.7%	0.0%
No formal work experience required	Six months to 2 years in a related occupation	More than 2 years in a related occupation	Six months to 2 years in that specific occupation	More than 2 years in that specific occupation	Don't know/Refused	
<p>Preference for Skill Development</p> 	0.0%	42.3%	38.5%	19.2%	0.0%	0.0%
Classroom training	Hands-on training	Internal training	Related experience	No preference	Don't know/Refused	
<p>Preference for Industry-Recognized Occupational Licenses or Certifications</p> 	15.4%	80.8%		3.8%		
Yes	No	No		Don't know/Refused		

Important Detailed Work Activities

40.7% Communicate with customers, employees, or contractors to disseminate information	18.5% Take complaints by phone, email, or in person
37.0% Answer questions from employees, colleagues, customers, or public	14.8% Operate computers to enter, calculate, access, and retrieve data
33.3% Send or Receive work related email	14.8% Communicate by telephone, two way radio or mobile phone
29.6% Refer callers to appropriate personnel	11.1% Fill out business, government, or other forms
29.6% Respond to requests for information	11.1% Arrange teleconference calls
29.6% Use oral or written communication techniques	11.1% Schedule individual, group, or organizational training
25.9% Maintain records, reports, files, listings, or logs	7.4% Interview persons to gather required information
25.9% Type letters, documents or correspondence	7.4% Maintain customer and account records
25.9% Maintain telephone logs	7.4% Collect deposits, payments, funding, or fees from internal and external parties
22.2% Take messages, meeting notes, shorthand and dictation	7.4% Resolve customer or public complaints

Difficulty Finding Qualified Applicants

59.3% No Difficulty	33.3% Some Difficulty	7.4% Great Difficulty	0.0% Don't know/Refused
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Consider Hiring Previously Incarcerated

15.4% Yes	23.1% No	57.7% It Depends	3.8% Don't know/Refused
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Executive Secretaries and Administrative Assistants

9,340 Current Employment	2.2% Growth (2012-2022)	\$26.42 Wages
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Employer Expectations & Preferences

<p>Typical Education Requirements</p> 	21.4%	7.1%	21.4%	35.7%	11.9%	2.4%
	Completion of high school or equivalent	Non-degree academic certificate	Associate Degree	Bachelor's Degree (B.A., B.S.)	Master's or other Graduate Degree (M.A., MBA, M.S., Ph.D., J.D.)	Don't know/Refused
<p>Typical Level of Work Experience</p> 	0.0%	35.7%	11.9%	11.9%	33.3%	7.1%
	No formal work experience required	Six months to 2 years in a related occupation	More than 2 years in a related occupation	Six months to 2 years in that specific occupation	More than 2 years in that specific occupation	Don't know/Refused
<p>Preference for Skill Development</p> 	2.7%	24.3%	29.7%	32.4%	5.4%	5.4%
	Classroom training	Hands-on training	Internal training	Related experience	No preference	Don't know/Refused
<p>Preference for Industry-Recognized Occupational Licenses or Certifications</p> 	35.1%	54.1%		10.8%		
	Yes	No		Don't know/Refused		

Important Detailed Work Activities

39.5% Schedule meetings or appointments	15.8% Take messages, meeting notes, shorthand and dictation
28.9% Maintain travel expense accounts	15.8% Participate in organizational meetings or activities
26.3% Maintain records, reports, files, listings, or logs	13.2% Write business correspondence
23.7% Use oral or written communication techniques	13.2% Fill out business, government, or other forms
21.1% Operate computers to enter, calculate, access, and retrieve data	13.2% Prepare billing statements
21.1% Plan meetings or conferences	13.2% Conduct staff meetings
18.4% Delegate appropriate administrative support activities	13.2% Purchase office equipment or furniture
18.4% Maintain processes and procedures manual	10.5% Prepare technical, managerial, financial, or informational reports
18.4% Develop travel itinerary	10.5% Arrange teleconference calls
15.8% Evaluate office operations	10.5% Perform clerical duties including typing, accepting orders, or sorting mail

Difficulty Finding Qualified Applicants

32.5% No Difficulty	50.0% Some Difficulty	12.5% Great Difficulty	5.0% Don't know/Refused
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Consider Hiring Previously Incarcerated

5.6% Yes	47.2% No	38.9% It Depends	8.3% Don't know/Refused
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Legal Secretaries

4,130 Current Employment	0.6% Growth (2012-2022)	\$34.51 Wages
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Employer Expectations & Preferences

<p>Typical Education Requirements</p> 	13.0%	9.3%	20.4%	40.7%	5.6%	11.1%
Completion of high school or equivalent	Non-degree academic certificate	Associate Degree	Bachelor's Degree (B.A., B.S.)	Master's or other Graduate Degree (M.A., MBA, M.S., Ph.D., J.D.)	Don't know/Refused	
<p>Typical Level of Work Experience</p> 	7.5%	17.0%	11.3%	20.8%	34.0%	9.4%
No formal work experience required	Six months to 2 years in a related occupation	More than 2 years in a related occupation	Six months to 2 years in that specific occupation	More than 2 years in that specific occupation	Don't know/Refused	
<p>Preference for Skill Development</p> 	15.7%	27.5%	21.6%	27.5%	0.0%	7.8%
Classroom training	Hands-on training	Internal training	Related experience	No preference	Don't know/Refused	
<p>Preference for Industry-Recognized Occupational Licenses or Certifications</p> 	25.5%	47.1%		27.5%		
	Yes	No		Don't know/Refused		

Important Detailed Work Activities

45.1% Maintain records, reports, files, listings, or logs	17.6% Maintain travel expense accounts
27.5% Use oral or written communication techniques	17.6% Transcribe spoken or written information or data
27.5% Ensure correct grammar, punctuation, or spelling in written communication	15.7% Refer callers to appropriate personnel
23.5% Perform clerical duties including typing, accepting orders, or sorting mail	15.7% Apply administrative law
23.5% Develop travel itinerary	13.7% Conduct business, legal, market or managerial research
21.6% Arrange teleconference calls	13.7% Plan meetings or conferences
21.6% Schedule meetings or appointments	11.8% Compile itinerary of planned meetings or activities
19.6% Write business correspondence	11.8% Compile data for financial reports
17.6% Operate computers to enter, calculate, access, and retrieve data	9.8% Participate in organizational meetings or activities
17.6% Take messages, meeting notes, shorthand and dictation	7.8% Prepare technical, managerial, financial, or informational reports

Difficulty Finding Qualified Applicants

51.9% No Difficulty	34.6% Some Difficulty	5.8% Great Difficulty	7.7% Don't know/Refused
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Consider Hiring Previously Incarcerated

5.9% Yes	47.1% No	39.2% It Depends	7.8% Don't know/Refused
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Medical Secretaries*

1,080 Current Employment	22.5% Growth (2012-2022)	\$17.47 Wages
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Employer Expectations & Preferences

<p>Typical Education Requirements</p> 	50.0%	25.0%	12.5%	12.5%	0.0%	0.0%
	Completion of high school or equivalent	Non-degree academic certificate	Associate Degree	Bachelor's Degree (B.A., B.S.)	Master's or other Graduate Degree (M.A., MBA, M.S., Ph.D., J.D.)	Don't know/ Refused
<p>Typical Level of Work Experience</p> 	25.0%	37.5%	25.0%	0.0%	12.5%	0.0%
	No formal work experience required	Six months to 2 years in a related occupation	More than 2 years in a related occupation	Six months to 2 years in that specific occupation	More than 2 years in that specific occupation	Don't know/ Refused
<p>Preference for Skill Development</p> 	12.5%	37.5%	25.0%	12.5%	12.5%	0.0%
	Classroom training	Hands-on training	Internal training	Related experience	No preference	Don't know/ Refused
<p>Preference for Industry-Recognized Occupational Licenses or Certifications</p> 	12.5%	87.5%		0.0%		
	Yes	No		Don't know/ Refused		

Important Detailed Work Activities

37.5%	Use oral or written communication techniques	25.0%	Refer callers to appropriate personnel
25.0%	Maintain confidentiality of data and information according to procedures	25.0%	Maintain customer and account records
25.0%	Maintain records, reports, files, listings, or logs	25.0%	Transcribe spoken or written information or data
25.0%	Write business correspondence	12.5%	Delegate appropriate administrative support activities
25.0%	Operate computers to enter, calculate, access, and retrieve data	12.5%	Prepare technical, managerial, financial, or informational reports
25.0%	Prepare billing statements	12.5%	Document provision of administrative services
25.0%	Take messages, meeting notes, shorthand and dictation	12.5%	Prepare correspondence relating to financial discrepancies
25.0%	Date stamp messages, mail, or other information	12.5%	Perform clerical duties including typing, accepting orders, or sorting mail
25.0%	Supervise staff, personnel, workers and others	12.5%	Confer with client regarding type of arrangement desired
25.0%	Take complaints by phone, email, or in person	12.5%	Maintain inventory of supplies and office forms

Difficulty Finding Qualified Applicants

87.5%	12.5%	0.0%	0.0%
No Difficulty	Some Difficulty	Great Difficulty	Don't know/ Refused

Consider Hiring Previously Incarcerated

12.5%	25.0%	62.5%	0.0%
Yes	No	It Depends	Don't know/ Refused

Office Clerks, General

9,660 Current Employment	7.6% Growth (2012-2022)	\$18.21 Wages
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Employer Expectations & Preferences

<p>Typical Education Requirements</p> 	31.0%	10.3%	31.0%	17.2%	10.3%	0.0%
Completion of high school or equivalent		Non-degree academic certificate	Associate Degree	Bachelor's Degree (B.A., B.S.)	Master's or other Graduate Degree (M.A., MBA, M.S., Ph.D., J.D.)	Don't know/Refused
<p>Typical Level of Work Experience</p> 	3.4%	37.9%	17.2%	27.6%	13.8%	0.0%
No formal work experience required		Six months to 2 years in a related occupation	More than 2 years in a related occupation	Six months to 2 years in that specific occupation	More than 2 years in that specific occupation	Don't know/Refused
<p>Preference for Skill Development</p> 	3.6%	46.4%	25.0%	14.3%	10.7%	0.0%
Classroom training		Hands-on training	Internal training	Related experience	No preference	Don't know/Refused
<p>Preference for Industry-Recognized Occupational Licenses or Certifications</p> 	21.4%	75.0%		3.6%		
	Yes	No		Don't know/Refused		

Important Detailed Work Activities

32.1% Maintain records, reports, files, listings, or logs	14.3% Fill out business, government, or other forms
28.6% Provide customer service	14.3% Examine documents for completeness, accuracy, or conformance to standards
28.6% Answer questions from employees, colleagues, customers, or public	14.3% Take messages, meeting notes, shorthand and dictation
25.0% Use oral or written communication techniques	14.3% Compile data for financial reports
21.4% Maintain customer and account records	14.3% Process mail through postage machine
17.9% Operate computers to enter, calculate, access, and retrieve data	14.3% Perform clerical duties including typing, accepting orders, or sorting mail
17.9% Monitor use of computer data files to safeguard information	14.3% Review records for accuracy and completeness
17.9% Conduct business, legal, market or managerial research	14.3% Operate duplicating equipment
17.9% Obtain information from clients, customers, contractors, coworkers, patients, witnesses, attorneys, litigants	10.7% Process payroll documents, records, or checks
14.3% Delegate appropriate administrative support activities	10.7% Evaluate office operations

Difficulty Finding Qualified Applicants

44.8%	44.8%	10.3%	0.0%
No Difficulty	Some Difficulty	Great Difficulty	Don't know/Refused

Consider Hiring Previously Incarcerated

7.1%	53.6%	32.1%	7.1%
Yes	No	It Depends	Don't know/Refused

First Line Supervisors/Managers of Construction Trades and Extraction Workers*

1,250 Current Employment	10.4% Growth (2012-2022)	\$32.01 Wages
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Employer Expectations & Preferences

<p>Typical Education Requirements</p> 	29.4%	11.8%	17.6%	23.5%	17.6%	0.0%
Completion of high school or equivalent		Non-degree academic certificate	Associate Degree	Bachelor's Degree (B.A., B.S.)	Master's or other Graduate Degree (M.A., MBA, M.S., Ph.D., J.D.)	Don't know/Refused
<p>Typical Level of Work Experience</p> 	0.0%	6.3%	31.3%	12.5%	50.0%	0.0%
No formal work experience required		Six months to 2 years in a related occupation	More than 2 years in a related occupation	Six months to 2 years in that specific occupation	More than 2 years in that specific occupation	Don't know/Refused
<p>Preference for Skill Development</p> 	7.1%	42.9%	28.6%	21.4%	0.0%	0.0%
Classroom training		Hands-on training	Internal training	Related experience	No preference	Don't know/Refused
<p>Preference for Industry-Recognized Occupational Licenses or Certifications</p> 	57.1%	28.6%		14.3%		
	Yes	No		Don't know/Refused		

Important Detailed Work Activities

42.9%	Estimate time or cost for installation, repair, or construction projects	14.3%	Build structures in construction, repair, or manufacturing setting
35.7%	Understand construction specifications	14.3%	Identify construction industry codes or symbols on blueprints
28.6%	Evaluate construction quality	14.3%	Maintain construction machinery or equipment
28.6%	Direct activities of workers or staff	14.3%	Operate heavy construction equipment
28.6%	Follow government construction or contracting regulations	7.1%	Install prefabricated building components
21.4%	Perform safety inspections	7.1%	Trace electrical wiring
21.4%	Read blueprints, diagrams, schematics, specifications, or technical drawings	7.1%	Use hand or power tools
21.4%	Coordinate set construction, erection, or decoration activities	7.1%	Move heavy objects
21.4%	Recommend alterations in construction or specifications	7.1%	Obtain land survey data using surveying instruments
14.3%	Use measuring devices to determine dimensions or characteristics	7.1%	Use concrete fabrication techniques

Difficulty Finding Qualified Applicants

37.5%	37.5%	25.0%	0.0%
No Difficulty	Some Difficulty	Great Difficulty	Don't know/Refused

Consider Hiring Previously Incarcerated

7.1%	35.7%	57.1%	0.0%
Yes	No	It Depends	Don't know/Refused

Electricians*

1,270	5.6%	\$29.66
Current Employment	Growth (2012-2022)	Wages

Employer Expectations & Preferences

Typical Education Requirements 	16.7%	20.8%	20.8%	33.3%	0.0%	8.3%
	Completion of high school or equivalent	Non-degree academic certificate	Associate Degree	Bachelor's Degree (B.A., B.S.)	Master's or other Graduate Degree (M.A., MBA, M.S., Ph.D., J.D.)	Don't know/Refused
Typical Level of Work Experience 	4.5%	18.2%	13.6%	13.6%	45.5%	4.5%
	No formal work experience required	Six months to 2 years in a related occupation	More than 2 years in a related occupation	Six months to 2 years in that specific occupation	More than 2 years in that specific occupation	Don't know/Refused
Preference for Skill Development 	5.0%	45.0%	15.0%	20.0%	5.0%	10.0%
	Classroom training	Hands-on training	Internal training	Related experience	No preference	Don't know/Refused
Preference for Industry-Recognized Occupational Licenses or Certifications 	80.0%		15.0%		5.0%	
	Yes		No		Don't know/Refused	

Important Detailed Work Activities

<p>33.3% Trace electrical wiring</p> <p>33.3% Install or Replace meters, regulators, or related measuring or control devices</p> <p>28.6% Perform safety inspections</p> <p>28.6% Fabricate electrical parts or fixtures</p> <p>23.8% Use hand or power tools</p> <p>23.8% Adhere to safety procedures and regulations</p> <p>19.0% Understand construction specifications</p> <p>19.0% Read blueprints, diagrams, schematics, specifications, or technical drawings</p> <p>19.0% Identify construction industry codes or symbols on blueprints</p> <p>19.0% Order supplies, materials, or equipment</p>	<p>14.3% Estimate time or cost for installation, repair, or construction projects</p> <p>14.3% Direct activities of workers or staff</p> <p>14.3% Plan work schedule</p> <p>14.3% Assemble or Disassemble manufactured products by hand</p> <p>14.3% Purchase supplies, materials, or equipment</p> <p>14.3% Perform varied measurements, including precision measurements</p> <p>9.5% Lay out equipment and materials for metal related projects</p> <p>9.5% Signal directions or warnings to coworkers</p> <p>9.5% Build supports and hangers for equipment and piping</p> <p>9.5% Maintain work tools or equipment</p>
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Difficulty Finding Qualified Applicants

36.4%	31.8%	22.7%	9.1%
No Difficulty	Some Difficulty	Great Difficulty	Don't know/Refused

Consider Hiring Previously Incarcerated

15.0%	25.0%	50.0%	10.0%
Yes	No	It Depends	Don't know/Refused

Plumbers, Pipefitters, and Steamfitters*

900 Current Employment	6.1% Growth (2012-2022)	\$29.67 Wages
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Employer Expectations & Preferences

<p>Typical Education Requirements</p> 	33.3%	0.0%	33.3%	0.0%	0.0%	33.3%
	Completion of high school or equivalent	Non-degree academic certificate	Associate Degree	Bachelor's Degree (B.A., B.S.)	Master's or other Graduate Degree (M.A., MBA, M.S., Ph.D., J.D.)	Don't know/Refused
<p>Typical Level of Work Experience</p> 	0.0%	0.0%	0.0%	33.3%	33.3%	33.3%
	No formal work experience required	Six months to 2 years in a related occupation	More than 2 years in a related occupation	Six months to 2 years in that specific occupation	More than 2 years in that specific occupation	Don't know/Refused
<p>Preference for Skill Development</p> 	33.3%	33.3%	0.0%	0.0%	0.0%	33.3%
	Classroom training	Hands-on training	Internal training	Related experience	No preference	Don't know/Refused
<p>Preference for Industry-Recognized Occupational Licenses or Certifications</p> 	100.0%	0.0%		0.0%		
	Yes	No		Don't know/Refused		

Important Detailed Work Activities

100.0%	Solder metal parts, piping, or components together	33.3%	Verify levelness or verticality, using level or plumb bob
66.7%	Use measuring devices to determine dimensions or characteristics	33.3%	Build supports and hangers for equipment and piping
66.7%	Use hand or power tools	33.3%	Follow building or land use regulations
66.7%	Bend pipe for gas, air, hydraulic, refrigeration or water lines	33.3%	Stock material on job site
33.3%	Lay out equipment and materials for metal related projects	33.3%	Read blueprints, diagrams, schematics, specifications, or technical drawings

Difficulty Finding Qualified Applicants

100.0%	0.0%	0.0%	0.0%
No Difficulty	Some Difficulty	Great Difficulty	Don't know/Refused

Consider Hiring Previously Incarcerated

33.3%	0.0%	66.7%	0.0%
Yes	No	It Depends	Don't know/Refused

Construction and Building Inspectors*

490 Current Employment	26.2% Growth (2012-2022)	\$31.50 Wages
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Employer Expectations & Preferences

<p>Typical Education Requirements</p> 	0.0% Completion of high school or equivalent	0.0% Non-degree academic certificate	0.0% Associate Degree	100.0% Bachelor's Degree (B.A., B.S.)	0.0% Master's or other Graduate Degree (M.A., MBA, M.S., Ph.D., J.D.)	0.0% Don't know/Refused
<p>Typical Level of Work Experience</p> 	0.0% No formal work experience required	0.0% Six months to 2 years in a related occupation	50.0% More than 2 years in a related occupation	25.0% Six months to 2 years in that specific occupation	25.0% More than 2 years in that specific occupation	0.0% Don't know/Refused
<p>Preference for Skill Development</p> 	50.0% Classroom training	25.0% Hands-on training	0.0% Internal training	0.0% Related experience	25.0% No preference	0.0% Don't know/Refused
<p>Preference for Industry-Recognized Occupational Licenses or Certifications</p> 	75.0% Yes		25.0% No		0.0% Don't know/Refused	

Important Detailed Work Activities

50.0% Interpret artifacts, architectural features, or types of structures	25.0% Identify construction industry codes or symbols on blueprints
50.0% Analyze effectiveness of safety systems or procedures	25.0% Determine air, water, steam, or fluid pressure using gauges
50.0% Follow building or land use regulations	25.0% Inspect products or systems for regulatory compliance
50.0% Test mechanical products or equipment	25.0% Understand construction specifications
25.0% Develop safety procedures and regulations	
25.0% Direct civil engineering projects	
25.0% Conduct energy audits	
25.0% Evaluate new construction industry practices	

Difficulty Finding Qualified Applicants

0.0% No Difficulty	50.0% Some Difficulty	50.0% Great Difficulty	0.0% Don't know/Refused
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Consider Hiring Previously Incarcerated

50.0% Yes	0.0% No	50.0% It Depends	0.0% Don't know/Refused
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First Line Supervisors/Managers of Mechanics, Installers, and Repairers*

970	3.7%	\$35.19
Current Employment	Growth (2012-2022)	Wages

Employer Expectations & Preferences

<p>Typical Education Requirements</p> 	23.1%	15.4%	30.8%	23.1%	0.0%	7.7%
	Completion of high school or equivalent	Non-degree academic certificate	Associate Degree	Bachelor's Degree (B.A., B.S.)	Master's or other Graduate Degree (M.A., MBA, M.S., Ph.D., J.D.)	Don't know/Refused
<p>Typical Level of Work Experience</p> 	8.3%	25.0%	8.3%	16.7%	41.7%	0.0%
	No formal work experience required	Six months to 2 years in a related occupation	More than 2 years in a related occupation	Six months to 2 years in that specific occupation	More than 2 years in that specific occupation	Don't know/Refused
<p>Preference for Skill Development</p> 	0.0%	40.0%	30.0%	20.0%	10.0%	0.0%
	Classroom training	Hands-on training	Internal training	Related experience	No preference	Don't know/Refused
<p>Preference for Industry-Recognized Occupational Licenses or Certifications</p> 	50.0%	40.0%		10.0%		
	Yes	No		Don't know/Refused		

Important Detailed Work Activities

40.0%	Maintain equipment service records	20.0%	Repair mechanical controls
30.0%	Read blueprints, diagrams, schematics, specifications, or technical drawings	20.0%	Instruct customers in product installation, use, or repair
30.0%	Perform safety inspections	20.0%	Install equipment or attachments on machinery or related structures
30.0%	Use measuring devices to determine dimensions or characteristics	10.0%	Repair electrical wiring, circuits, fixtures, or equipment
30.0%	Maintain repair records	10.0%	Inspect machinery or equipment to determine adjustments, repairs, and suitability for use
30.0%	Monitor repairs or maintenance to enforce standards	10.0%	Determine installation, service, or repair needed
30.0%	Observe machinery or equipment operation to detect malfunctions	10.0%	Lubricate machinery, equipment, or parts
20.0%	Read work order, instructions, formulas, or processing charts	10.0%	Perform varied measurements, including precision measurements
20.0%	Estimate time or cost for installation, repair, or construction projects	10.0%	Repair equipment or machinery or mechanical equipment
20.0%	Assemble or Dismantle equipment or machinery	10.0%	Trace electrical wiring

Difficulty Finding Qualified Applicants

8.3%	58.3%	25.0%	8.3%
No Difficulty	Some Difficulty	Great Difficulty	Don't know/Refused

Consider Hiring Previously Incarcerated

20.0%	10.0%	70.0%	0.0%
Yes	No	It Depends	Don't know/Refused

Maintenance and Repair Workers, General*

3,770	n/a	\$22.55
Current Employment	Growth (2012-2022)	Wages

Employer Expectations & Preferences

<p>Typical Education Requirements</p> 	42.9%	28.6%	9.5%	14.3%	0.0%	4.8%
	Completion of high school or equivalent	Non-degree academic certificate	Associate Degree	Bachelor's Degree (B.A., B.S.)	Master's or other Graduate Degree (M.A., MBA, M.S., Ph.D., J.D.)	Don't know/Refused
<p>Typical Level of Work Experience</p> 	5.0%	50.0%	10.0%	25.0%	10.0%	0.0%
	No formal work experience required	Six months to 2 years in a related occupation	More than 2 years in a related occupation	Six months to 2 years in that specific occupation	More than 2 years in that specific occupation	Don't know/Refused
<p>Preference for Skill Development</p> 	0.0%	42.1%	10.5%	36.8%	10.5%	0.0%
	Classroom training	Hands-on training	Internal training	Related experience	No preference	Don't know/Refused
<p>Preference for Industry-Recognized Occupational Licenses or Certifications</p> 	52.6%	42.1%		5.3%		
	Yes	No		Don't know/Refused		

Important Detailed Work Activities

<p>31.6% Use basic plumbing techniques</p> <p>26.3% Diagnose mechanical and electrical problems and inefficiencies in machinery or equipment</p> <p>26.3% Inspect machinery or equipment to determine adjustments, repairs, and suitability for use</p> <p>21.1% Repair equipment or machinery or mechanical equipment</p> <p>21.1% Repair electrical wiring, circuits, fixtures, or equipment</p> <p>21.1% Maintain work tools or equipment</p> <p>21.1% Repair work tools or equipment</p> <p>21.1% Install pipe sections, fittings, or plumbing fixtures</p> <p>15.8% Perform safety inspections</p> <p>15.8% Read work order, instructions, formulas, or processing charts</p>	<p>15.8% Review technical, operating, service, or repair manuals or publications</p> <p>15.8% Repair malfunctioning or worn mechanical components</p> <p>15.8% Replace malfunctioning or worn mechanical components</p> <p>15.8% Replace electrical wiring, circuits, fixtures, or equipment</p> <p>15.8% Test electrical or electronic wiring, equipment, systems, components or fixtures</p> <p>10.5% Repair electronics manufacturing equipment</p> <p>10.5% Read blueprints, diagrams, schematics, specifications, or technical drawings</p> <p>10.5% Fabricate manufactured products by hand</p> <p>10.5% Assemble or Dismantle equipment or machinery</p> <p>10.5% Use measuring devices to determine dimensions or characteristics</p>
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Difficulty Finding Qualified Applicants

45.0%	30.0%	25.0%	0.0%
No Difficulty	Some Difficulty	Great Difficulty	Don't know/Refused

Consider Hiring Previously Incarcerated

10.5%	36.8%	47.4%	5.3%
Yes	No	It Depends	Don't know/Refused

First Line Supervisors/Managers of Transportation and Material Moving Machine and Vehicles*

400 Current Employment	10.0% Growth (2012-2022)	\$29.71 Wages
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Employer Expectations & Preferences

<p>Typical Education Requirements</p> 	25.0% Completion of high school or equivalent	16.7% Non-degree academic certificate	8.3% Associate Degree	41.7% Bachelor's Degree (B.A., B.S.)	8.3% Master's or other Graduate Degree (M.A., MBA, M.S., Ph.D., J.D.)	0.0% Don't know/Refused
<p>Typical Level of Work Experience</p> 	0.0% No formal work experience required	9.1% Six months to 2 years in a related occupation	9.1% More than 2 years in a related occupation	27.3% Six months to 2 years in that specific occupation	36.4% More than 2 years in that specific occupation	18.2% Don't know/Refused
<p>Preference for Skill Development</p> 	0.0% Classroom training	30.0% Hands-on training	20.0% Internal training	20.0% Related experience	10.0% No preference	20.0% Don't know/Refused
<p>Preference for Industry-Recognized Occupational Licenses or Certifications</p> 	60.0% Yes		20.0% No		20.0% Don't know/Refused	

Important Detailed Work Activities

60.0% Direct activities of workers or staff	10.0% Expedite freight movement
40.0% Train others in work related knowledge, skills, procedures, and techniques	10.0% Operate cargo handling gear
40.0% Promote high quality and performance standards	10.0% Observe loading of freight to ensure crew compliance with procedures
30.0% Assign work to staff or employees	10.0% Endorse safety and training programs
30.0% Monitor worker performance	10.0% Encourage communication with employees, departments, and customers
20.0% Maintain employee records	10.0% Maintain records, reports, files, listings, or logs
20.0% Orient new employees	10.0% Estimate time or cost for installation, repair, or construction projects
20.0% Verify cargo against shipping papers	10.0% Conduct staff meetings
20.0% Oversee work progress to verify safety or conformance to standards	10.0% Maintain job descriptions
20.0% Operate material moving, loading, or unloading equipment	10.0% Inspect transportation and material moving equipment for damage or defects

Difficulty Finding Qualified Applicants

30.0% No Difficulty	40.0% Some Difficulty	10.0% Great Difficulty	20.0% Don't know/Refused
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Consider Hiring Previously Incarcerated

0.0% Yes	40.0% No	50.0% It Depends	10.0% Don't know/Refused
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Bus Drivers, Transit and Intercity*

210 Current Employment	17.2% Growth (2012-2022)	\$15.97 Wages
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Employer Expectations & Preferences

<p>Typical Education Requirements</p> 	41.7% Completion of high school or equivalent	0.0% Non-degree academic certificate	25.0% Associate Degree	25.0% Bachelor's Degree (B.A., B.S.)	0.0% Master's or other Graduate Degree (M.A., MBA, M.S., Ph.D., J.D.)	8.3% Don't know/Refused
<p>Typical Level of Work Experience</p> 	8.3% No formal work experience required	33.3% Six months to 2 years in a related occupation	33.3% More than 2 years in a related occupation	8.3% Six months to 2 years in that specific occupation	8.3% More than 2 years in that specific occupation	8.3% Don't know/Refused
<p>Preference for Skill Development</p> 	0.0% Classroom training	41.7% Hands-on training	16.7% Internal training	16.7% Related experience	16.7% No preference	8.3% Don't know/Refused
<p>Preference for Industry-Recognized Occupational Licenses or Certifications</p> 	58.3% Yes		25.0% No		16.7% Don't know/Refused	

Important Detailed Work Activities

50.0%	Follow traffic laws	16.7%	Maintain records, reports, files, listings, or logs
25.0%	Follow established traffic or transportation procedures	16.7%	Inspect vehicle to detect malfunctions or maintenance needed
25.0%	Greet customers, guests, visitors, or passengers	16.7%	Maintain composure during high stress and emergency situations
25.0%	Operate highway passenger vehicles	16.7%	Drive truck with capacity greater than 3 tons
16.7%	Maintain driver log according to I.C.C. regulations	16.7%	Use hand or power tools
16.7%	Use local or regional geographical knowledge to transportation	16.7%	Assist passengers to store luggage
16.7%	Perform safety inspections	8.3%	Maintain cargo or passenger vehicle
16.7%	Provide customer service	8.3%	Transport passengers or cargo
16.7%	Direct boarding or deboarding of passengers	8.3%	Accommodate requests of passengers
16.7%	Oversee activities related to dispatching, routing, or tracking transportation vehicles	8.3%	Relay information to patrons, passengers, or others

Difficulty Finding Qualified Applicants

8.3% No Difficulty	66.7% Some Difficulty	16.7% Great Difficulty	8.3% Don't know/Refused
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Consider Hiring Previously Incarcerated

8.3% Yes	50.0% No	41.7% It Depends	0.0% Don't know/Refused
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Bus Drivers, School*

1,190 Current Employment	26.6% Growth (2012-2022)	\$19.10 Wages
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Employer Expectations & Preferences

<p>Typical Education Requirements</p> 	71.4%	14.3%	0.0%	14.3%	0.0%	0.0%
Completion of high school or equivalent	Non-degree academic certificate	Associate Degree	Bachelor's Degree (B.A., B.S.)	Master's or other Graduate Degree (M.A., MBA, M.S., Ph.D., J.D.)	Don't know/Refused	
<p>Typical Level of Work Experience</p> 	0.0%	57.1%	0.0%	14.3%	14.3%	14.3%
No formal work experience required	Six months to 2 years in a related occupation	More than 2 years in a related occupation	Six months to 2 years in that specific occupation	More than 2 years in that specific occupation	Don't know/Refused	
<p>Preference for Skill Development</p> 	14.3%	42.9%	14.3%	14.3%	0.0%	14.3%
Classroom training	Hands-on training	Internal training	Related experience	No preference	Don't know/Refused	
<p>Preference for Industry-Recognized Occupational Licenses or Certifications</p> 	57.1%		42.9%		0.0%	
	Yes		No		Don't know/Refused	

Important Detailed Work Activities

57.1%	Perform safety inspections	14.3%	Accommodate requests of passengers
42.9%	Maintain composure during high stress and emergency situations	14.3%	Greet customers, guests, visitors, or passengers
42.9%	Use hand or power tools	14.3%	Maintain records, reports, files, listings, or logs
28.6%	Use local or regional geographical knowledge to transportation	14.3%	Inspect vehicle to detect malfunctions or maintenance needed
28.6%	Transport passengers or cargo	14.3%	Check air pressure, fluid level, and related gauge measurements to service vehicle
28.6%	Inspect vehicles to determine extent of damages and repairs needed	14.3%	Oversee work progress to verify safety or conformance to standards
28.6%	Assist passengers to store luggage	14.3%	Service vehicle with water, fuel, or oil
14.3%	Maintain driver log according to I.C.C. regulations	14.3%	Communicate by telephone, two way radio or mobile phone
14.3%	Maintain cargo or passenger vehicle		
14.3%	Provide customer service		

Difficulty Finding Qualified Applicants

71.4%	28.6%	0.0%	0.0%
No Difficulty	Some Difficulty	Great Difficulty	Don't know/Refused

Consider Hiring Previously Incarcerated

0.0%	28.6%	42.9%	28.6%
Yes	No	It Depends	Don't know/Refused



OCCUPATIONAL GAP ANALYSIS

This section includes data on the annual openings (annual growth + replacement jobs)², annual completions³, and the gap or surplus between annual projected openings and annual completions. Gaps are identified with red text and a “-” sign and surpluses are identified with green text and a “+” sign. Occupations with one asterisk indicate verified courses exist but completion data is not available. Occupations with two asterisks indicate that there may be courses available for the occupation but the details of the provider are unable to be verified at this time. Occupations with three asterisks indicate that current completion data from the survey was used as a result of unavailable historical data.

Occupation	Annual Openings	Annual Completions	Gap/ Surplus
Administrative Services Managers	69	2,244	+2,175
Audio and Video Equipment Technicians	18	5	-13
Billing and Posting Clerks and Machine Operators	55	50	-5
Bookkeeping, Accounting, and Auditing Clerks	156	64	-92
Broadcast Technicians	13	5	-8
Bus Drivers, School***	51	7	-44
Bus Drivers, Transit and Intercity***	10	7	-3
Child Care Workers	212	24	-188
Child, Family, and School Social Workers	99	302	+203
Civil Engineers	70	85	+15

² Using BLS and EMSI employment projections for 2012-2022.

³ Derived from IPEDS and a training provider survey conducted by BW Research Partnership. Annual completions represent the average annual completions for the years 2012 and 2013.

Claims Adjusters, Examiners, and Investigators	42	2	-40
Coaches and Scouts	49	232	+183
Commercial and Industrial Designers	2	16	+14
Compensation, Benefits, and Job Analysis Specialists	24	150	+126
Computer and Information Systems Managers	98	698	+600
Computer Network Architects	33	531	+498
Computer Programmers	96	196	+100
Computer Support Specialists	205	270	+65
Computer Systems Analysts	138	241	+103
Construction and Building Inspectors*	33	0	-33
Construction Managers	33	1,978	+1,945
Cooks, Institution and Cafeteria*	66	0	-66
Correctional Officers and Jailers	55	8	-47
Customer Service Representatives***	323	13	-313
Dental Assistants	26	0	-26
Dental Hygienists	23	7	-16
Detectives and Criminal Investigators	80	44	-36
Dietitians and Nutritionists	8	29	+21
Educational, Vocational, and School Counselors	65	101	+36
Electricians***	37	5	-32
Emergency Medical Technicians and Paramedics	29	19	-10
Executive Secretaries and Administrative Assistants	135	104	-31
First-Line Supervisors/Managers of Construction Trades & Extraction Workers*	49	0	-49
First-Line Supervisors/Managers of Mechanics, Installers, and Repairers	36	10	-26
First-Line Supervisors/Managers of Office and Administrative Support Workers	203	25	-178
First-Line Supervisors/Managers of Police and Detectives	37	218	+181
First-Line Supervisors/Managers of Transportation and Material-Moving Machine and Vehicle Operators	18	10	-8
Fitness Trainers and Aerobics Instructors	26	232	+206

General and Operations Managers	598	2,470	+1,872
Graphic Designers	59	50	-9
Hairdressers, Hairstylists, and Cosmetologists	38	54	+16
Health Educators	33	190	+157
Home Health Aides	285	0	-285
Human Resources Managers	46	150	+104
Information Security Analysts	43	531	+488
Insurance Sales Agents	36	2	-34
Interior Designers	25	50	+25
Legal Secretaries	52	2	-50
Library Assistants, Clerical**	43	0	-43
Licensed Practical and Licensed Vocational Nurses	87	4	-83
Loan Officers	35	478	+443
Logisticians	37	12	-25
Maintenance and Repair Workers, General**	175	0	-175
Medical Assistants	72	201	+129
Medical Records and Health Information Technicians	35	0	-35
Medical Secretaries	60	145	+85
Meeting and Convention Planners	115	47	-68
Mental Health and Substance Abuse Social Workers	29	20	-9
Mental Health Counselors	46	43	-3
Network and computer systems architects and administrators	105	220	+115
Nursing Aides, Orderlies, and Attendants	167	0	-167
Office Clerks, General	460	86	-374
Paralegals and Legal Assistants	147	117	-30
Payroll and Timekeeping Clerks	27	50	+23
Personal and Home Care Aides	240	9	-231
Pharmacy Technicians	33	0	-33
Plumbers, Pipefitters, and Steamfitters*	44	0	-44
Police and Sheriff's Patrol Officers	147	41	-106

Property, Real Estate, and Community Association Managers	47	109	+62
Purchasing Agents, Except Wholesale, Retail, and Farm Products**	54	0	-54
Purchasing Managers	33	29	-4
Radiologic Technologists and Technicians	22	25	+3
Real Estate Sales Agents	43	109	+66
Receptionists and Information Clerks	185	86	-99
Registered Nurses	486	639	+153
Residential Advisors**	50	0	-50
Sales Representatives, Wholesale and Manufacturing, Except Technical and Scientific Products	59	81	+22
Sales Representatives, Wholesale and Manufacturing, Technical and Scientific Products	35	58	+23
Securities, Commodities, and Financial Services Sales Agents**	44	0	-44
Security Guards	531	73	-458
Self-Enrichment Education Teachers*	41	0	-41
Social and Human Service Assistants	161	43	-118
Social Workers, All Other	16	395	+379
Software Developers, Applications	143	261	+118
Software Developers, Systems Software	95	477	+382
Surgical Technologists	23	0	-23
Teacher Assistants**	160	0	-160
Web Developers	53	531	+478



DISTRICT OF COLUMBIA APPLICANT POOL

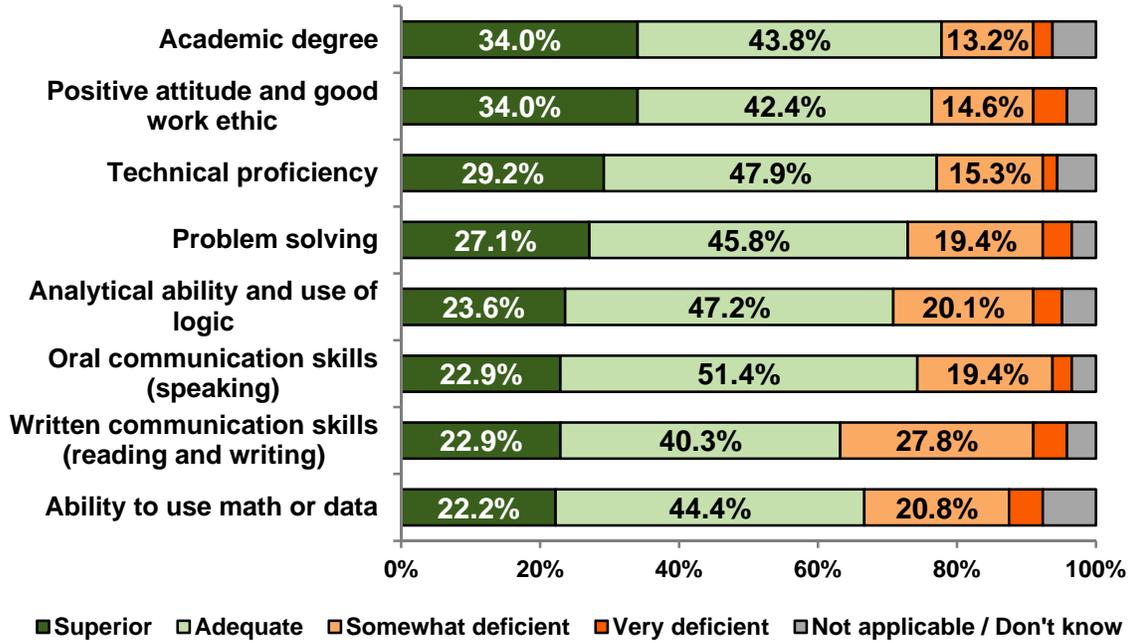
In July and August 2014, BW Research Partnership conducted two qualitative research panels focused on hiring preferences and trends among employers in the District of Columbia. Approximately 250 employer representatives participated in the research, including 143 interviews about labor pool deficiencies and 99 resume panel participants. Employers were drawn from a large sample of industries, with special emphasis on the larger segments of the D.C. economy, including government, healthcare, and professional services.

GENERAL LABOR SUPPLY

Overall, the pool of applicants for District of Columbia employers is viewed favorably. When asked about the overall quality of the applicant pool based on a variety of factors, 72.4% of employers reported the quality to be adequate (45%) or superior (27%). Only 4% of employers reported that the applicant pool quality is very deficient.

Regarding the specific attributes that were tested, District employers report that the talent pool is strongest in terms of academic degrees, technical proficiency, and positive attitude. The greatest deficiencies are reported for written communication, the ability to use math, analytical ability, and problem solving.

Figure 3: D.C. Applicant Pool, Value of Attributes [note that original file is on server]



Employers who reported deficiencies were asked to discuss the strategies they use to manage these deficiencies. Across all attributes that were tested, a large portion of employers noted that they use rigorous assessments (both formal and informal) to weed out candidates with deficiencies. Many employers suggested that this was too limiting, however, and that it is often necessary to hire people with some deficiencies. These employers noted that for more tangible skill deficiencies (ability to use math, communication skills, etc.) training is a key component of their development strategy. For more complex skills and attributes such as problem solving and analytical ability, employers had fewer work around strategies, though mentorship and coaching were sometimes cited as successful models to employ.

RESUME PANEL

The research also included a resume panel, where employers were asked to evaluate resumes for positions that they hire for in their offices. This panel included including reporting on their willingness to interview the candidate, perceived strengths and weaknesses of the candidates, and then several questions about the local labor pool and the supply of education and training programs in the area. It is important to note that the positions tested were predominantly those in general office, professional service, and retail establishments.

The following positions were tested in the resume panels:

For each position, four resumes were presented, each with only one minor change, to determine the impact of several attributes. A baseline resume was developed that used a predominantly male name, unemployed for one month, and a high school graduation date in the mid-1990s. Test resumes were each altered by only one attribute. The female resume changed only the first name of the applicant to a predominantly female name. The older worker resume changed only the high school graduation date to the early 1970s. The long-term unemployed resume changed the length of unemployment from one month to 13 months.

A review of the results indicates that women were the most likely to be interviewed, with a weighted average of 6.8. This is significantly higher than the baseline of 5.7. The likelihood of interviewing older workers resumes (5.6) was not significantly different than the baseline, though the long-term unemployed were significantly less likely to be interviewed (4.5) than the baseline applicant. These findings suggest that identically qualified female applicants were viewed more favorably than male applicants, and long-term unemployment is a significant obstacle, while age does not appear to be.

Women were preferred over identically qualified male applicants for most of the occupations tested, though were slightly less preferred for management positions. Older workers faced few obstacles, especially for management and technology-support positions. Long-term unemployed applicants, defined as out of work longer than one year, faced the most difficulties, especially for help desk or technology support jobs, but their lengthier unemployment did not hurt their chances to be interviewed for administrative jobs.

Wheelchair-user

Despite legal protection, people with disabilities face significant employment discrimination all across the country. While there have been several reasons proposed for this discrimination, the term “disability” is too generic to have significant meaning in the employment context. To gain specificity, employers were asked specifically about wheelchair users.

The findings, illustrated graphically below, suggest that the principal barrier for people with disabilities is in fact a physical one. Rather than belief that the applicant could not do the job, the overwhelming majority of “negative” comments related to access, and the unwillingness or inability to make reasonable accommodations for people with disabilities or comply with the Americans with Disabilities Act. This finding suggests that people with disabilities would benefit from programs to aid employers to make their workspaces compliant.

Positive



Negative



Formerly Incarcerated (non-violent crime)

Formerly incarcerated applicants, even those committing non-violent crimes, seem to have the greatest obstacle of proving trustworthiness. As seen in some previous research, while there is significant concern over what the crime was and how long they were incarcerated, much of the difference for employers comes down to how long the applicant has been out and what he or she has done with that time since release. Many employers are willing to give a person a second chance if they have some positive indication that they have spent that time productively and have proven that they are unlikely to return to crime.

Positive



Negative



APPENDIX A: METHODOLOGY

Data for this report were compiled from both primary and secondary data sources. The primary research conducted for this study included a survey of 1,377 local employers, 144 interviews with company executives, an online resume panel with 99 employer participants, and verification over the phone or through a web survey of training providers and programs in the D.C. area. Secondary data was drawn from the District of Columbia Office of Employment Services' (DOES) website, the Bureau of Labor Statistics (BLS), and Economic Modeling Specialists, Intl. (EMSI).

SURVEY DESIGN

For each phase of questionnaire design (employer occupational survey, executive interviews, online resume panels, and training provider survey), through an iterative process, BW Research worked closely with DOES to develop survey instruments that met the research objectives of the study. In developing the employer occupational survey instrument, BW Research utilized techniques to overcome known biases in survey research and minimize potential sources of measurement error within the survey. The online resume panels and the executive interviews were informed by the results of the employer occupational survey.

SAMPLING METHOD

Online employer panels were provided by Research Now and Cint and included employers in the D.C. area. Only individuals that were involved with hiring at their firms were asked to take part in each phase of the study. The panels were supplemented by a database of employers obtained by BW Research. For this supplemental panel, employers in the D.C. area were sent invitational letters asking for their online participation in the survey.

An extensive list of training providers in the D.C. area were either called directly to verify programs, called to request their participation in an online survey, or were emailed a survey link to verify programs offered at their institution.

DATA COLLECTION

The employer occupational survey, which asked employers to identify occupations at their organization as well as detailed characteristics associated with those occupations, was fielded between June and July of 2013. The online resume panels and executive interviews were run concurrently between May and July 2014 and built on the information gathered by the previous year's survey.

A comprehensive list of training providers was called directly in February and March of 2013 to identify and confirm a list of programs offered at their institution. Additional contact with training providers was achieved in June 2014, whereby institutions were either called to request their participation in an online survey, or were emailed directly to take part in a survey designed to identify programs offered at their locations.

APPENDIX B: VERIFIED TRAINING PROVIDERS AND PROGRAMS

Provider	Phone	Course
3Soft USA	(703) 310-7760	Combination Course: A+, Network+, CCNA
3Soft USA/Tasc Management	(703) 310-7760	A+ Certification
3Soft USA/Tasc Management	(703) 310-7760	Certified Information Systems Security Professional (CISSP)
3Soft USA/Tasc Management	(703) 310-7760	CISCO Certified Network Associate (CCNA)
3Soft USA/Tasc Management	(703) 310-7760	CISCO Certified Network Professional (CCNP)
3Soft USA/Tasc Management	(703) 310-7760	Combination Course: CCNA/CCNP
3Soft USA/Tasc Management	(703) 310-7760	Combination Course: CISSP, Oracle 10g Database Administrator
3Soft USA/Tasc Management	(703) 310-7760	CIW Web Development Ecommerce Specialist
3Soft USA/Tasc Management	(703) 310-7760	Microsoft Certified IT Professional (MCITP)
3Soft USA/Tasc Management	(703) 310-7760	Microsoft SQL Server
3Soft USA/Tasc Management	(703) 310-7760	Network+ Certification
3Soft USA/Tasc Management	(703) 310-7760	Security+ Certification
3Soft USA/Tasc Management	(703) 310-7760	A+ and Network+
3Soft USA/Tasc Management	(703) 310-7760	Certified Internet Webmaster (CIW) Certification
Aarcher Institute of Environmental Training	(410) 897-0037	EPCRA Planning and Reporting Manager
Aarcher Institute of Environmental Training	(410) 897-0037	High Performing Buildings: Energy Assessment and Conservation (ECOA)
Aarcher Institute of Environmental Training	(410) 897-0037	Environmental Management Systems (EMS): Implementation and Results
Aarcher Institute of Environmental Training	(410) 897-0037	The Original Environmental Compliance Bootcamp
Academy of Computer Education (ACE)	(301) 220-2802	A+ Certification
Academy of Computer Education (ACE)	(301) 220-2802	A+/Network+
Academy of Computer Education (ACE)	(301) 220-2802	Cisco Certified Design Associate CCDA (CRS)
Academy of Computer Education (ACE)	(301) 220-2802	Cisco Certified Network Associate (CCNA)
Academy of Computer Education (ACE)	(301) 220-2802	Cisco Certified Network Professional (CCNP) (CRS)
Academy of Computer Education (ACE)	(301) 220-2802	Linux+ (CRS)
Academy of Computer Education (ACE)	(301) 220-2802	Microsoft Certified Desktop Support Technician (MCDST)
Academy of Computer Education (ACE)	(301) 220-2802	Microsoft Certified IT Professional – Enterprise Support Technician (MCITP-EST)
Academy of Computer Education (ACE)	(301) 220-2802	Microsoft Certified IT Professional - Server Administrator (MCITP-SA)
Academy of Computer Education (ACE)	(301) 220-2802	Microsoft Certified Solutions Associate (MCSA)
Academy of Computer Education (ACE)	(301) 220-2802	Microsoft Certified Systems Engineer (MCSE)
Academy of Computer Education (ACE)	(301) 220-2802	Microsoft Office Specialist (MOS)
Academy of Computer Education (ACE)	(301) 220-2802	Network+ Certification
Academy of Computer Education (ACE)	(301) 220-2802	Project Management Professional (PMP)
Academy of Computer Education (ACE)	(301) 220-2802	Security+
Academy of Hope	(202) 269-6623	MS Office (2007)
Academy of Hope	(202) 269-6623	The Internet and Computing Core Certification (IC3) (CRS)
All State Career School	(410) 631-1818	Class A CDL Advanced Tractor Trailer Driving
All State Career School	(410) 631-1818	Class B CDL Driver Training
American Computer Utopia	(301) 559-0234	A+ Certification Program
American Computer Utopia	(301) 559-0234	Accounting and Bookkeeping Technologies
American Computer Utopia	(301) 559-0234	Computer Knowledge Essentials (CKE)
American Computer Utopia	(301) 559-0234	Microsoft Certified Systems Engineer (MCSE)
American Computer Utopia	(301) 559-0234	Microsoft Office User Specialist (MOUS)
American Computer Utopia	(301) 559-0234	Network + Certification Program

American Computer Utopia	(301) 559-0234	New Millennium Office Automation Technologies
American Physical Therapy Association	(703) 684-2782	Specialist Certification: Women's Health
American University	(202) 885-1000	Lawyer Re-Entry Program
American University	(202) 885-1001	Computer Systems Organization and Programming
American University	(202) 885-1002	Master of Arts in International Affairs (US Foreign Policy Specialization)
American University	(202) 885-1003	Quantitative Methods in Policial Science
American University	(202) 885-1004	Web Programming (CRS)
Anchor Mental Health Association	(202) 635-0694	Office Clerk
Anne Arundel Community College	(410) 777-2222	ADvance Gas Metal Arc Welding
Anne Arundel Community College	(410) 777-2222	Certificate Program in Information and Cybersecurity
Anne Arundel Community College	(410) 777-2222	Certified STICK Welder
Anne Arundel Community College	(410) 777-2222	Construction Management
Anne Arundel Community College	(410) 777-2222	Courses in Support of Certificate in Paralegal Studies (BRAC)
Anne Arundel Community College	(410) 777-2222	Fundamentals of Welding Certified Training
Anne Arundel Community College	(410) 777-2222	Intermediate STICK Welding Certification Program
ARC of DC	(202) 636-2950	Mail Clerk
Argosy University	(703) 526-5800	Four Courses to Complete MBA Degree (BRAC Only)
ARRIBA Center	(202) 393-7490	Employability Skills Training
ASM Educational Center Inc. (ASM)	(301) 984-7400	Certified Ethical Hacker (CEH)
ASM Educational Center Inc. (ASM)	(301) 984-7400	Certified Information System Security Professional (CISSP)
ASM Educational Center Inc. (ASM)	(301) 984-7400	Certified Information System Security Professional (CISSP)--Boot Camp Program
ASM Educational Center Inc. (ASM)	(301) 984-7400	Cisco Certified Internetwork Expert (CCIE)
ASM Educational Center Inc. (ASM)	(301) 984-7400	Cisco Certified Internetwork Expert (CCIE)--Boot Camp Program
ASM Educational Center Inc. (ASM)	(301) 984-7400	Cisco Certified Network Associate (CCNA)
ASM Educational Center Inc. (ASM)	(301) 984-7400	Cisco Certified Network Associate (CCNA) -- Boot Camp Program
ASM Educational Center Inc. (ASM)	(301) 984-7400	Cisco Certified Network Professional (CCNP)
ASM Educational Center Inc. (ASM)	(301) 984-7400	Cisco Certified Network Professional (CCNP)--Boot Camp Program
ASM Educational Center Inc. (ASM)	(301) 984-7400	Combination Course: A+/Network+ (CRS)
ASM Educational Center Inc. (ASM)	(301) 984-7400	Combination Course: CCNA/CCNP
ASM Educational Center Inc. (ASM)	(301) 984-7400	CompTIA A+ Certification
ASM Educational Center Inc. (ASM)	(301) 984-7400	CompTIA Network+ Certification
ASM Educational Center Inc. (ASM)	(301) 984-7400	CompTIA Security+ - Boot Camp Program
ASM Educational Center Inc. (ASM)	(301) 984-7400	CompTIA Security+ Certification
ASM Educational Center Inc. (ASM)	(301) 984-7400	Information Technology Infrastructure Library (ITIL) Boot Camp Training
ASM Educational Center Inc. (ASM)	(301) 984-7400	Microsoft Certified IT Professional (MCITP) Server Administrator
ASM Educational Center Inc. (ASM)	(301) 984-7400	Microsoft Certified Systems Administrator (MCSA)
ASM Educational Center Inc. (ASM)	(301) 984-7400	Microsoft Certified Systems Engineer (MCSE)
ASM Educational Center Inc. (ASM)	(301) 984-7400	Combination A+/ Network+/ ITILv3F Regular Training Program
ASM Educational Center Inc. (ASM)	(301) 984-7400	Combination CompTIA A+/Security+ Regular Training Program
ASM Educational Center Inc. (ASM)	(301) 984-7400	Combination CompTIA Network+/Cisco Certified Network Associate (CCNA)
ASM Educational Center Inc. (ASM)	(301) 984-7400	Combination CompTIA Security+/CISSP -- Weekend Program
ASM Educational Center Inc. (ASM)	(301) 984-7400	Combination Course: A+/ Network+/ Security+/ MCITP-SA
ASM Educational Center Inc. (ASM)	(301) 984-7400	Combination Course: A+/ Network+/ Security+/ MCITP-SA
ASM Educational Center Inc. (ASM)	(301) 984-7400	Combination Course: A+/ Network+/ Security+/CCNA
ASM Educational Center Inc. (ASM)	(301) 984-7400	Combination Course: A+/ Network+/ Security+/CCNA (BRAC)
ASM Educational Center Inc. (ASM)	(301) 984-7400	Combination Course: A+/Network+/CCNA
ASM Educational Center Inc. (ASM)	(301) 984-7400	Combination Course: A+/Network+/MCITP_SA
ASM Educational Center Inc. (ASM)	(301) 984-7400	Combination Course: A+/Network+/MCITP-SA

ASM Educational Center Inc. (ASM)	(301) 984-7400	Combination Course: A+/Network+/Security+/CISSP
ASM Educational Center Inc. (ASM)	(301) 984-7400	Combination Course: A+/Network+/Security+/ITILv3F
ASM Educational Center Inc. (ASM)	(301) 984-7400	Combination Course: CompTIA A+/Network+
ASM Educational Center Inc. (ASM)	(301) 984-7400	Combination Course: CompTIA A+/Network+
ASM Educational Center Inc. (ASM)	(301) 984-7400	Combination Course: CompTIA Network+/Cisco Certified Network Associate (CCNA)
ASM Educational Center Inc. (ASM)	(301) 984-7400	Combination Course: CompTIA Network+/Security+ Regular Training Program
ASM Educational Center Inc. (ASM)	(301) 984-7400	Combination Course: Network+/ Microsoft MCITP-EA
ASM Educational Center Inc. (ASM)	(301) 984-7400	Combination Course: Network+/CCNA/CCNP (CRS)
ASM Educational Center Inc. (ASM)	(301) 984-7400	Combination Courses: A+, Network+, CCNA, and CCMP
ASM Educational Center Inc. (ASM)	(301) 984-7400	Combination Network+/ ITILv3F Boot Camp Program
ASM Educational Center Inc. (ASM)	(301) 984-7400	Combination: A+/Network+/MCSE
ASM Educational Center Inc. (ASM)	(301) 984-7400	Combination: Network+, CCNA and MCSE
ASM Educational Center Inc. (ASM)	(301) 984-7400	CompTIA A+ Essentials & Electives (A+) Boot Camp Program
ASM Educational Center Inc. (ASM)	(301) 984-7400	CompTIA Combination A+/Net+ Boot Camp Training (Day-Time Class)
ASM Educational Center Inc. (ASM)	(301) 984-7400	CompTIA Combination A+/Network+/Security+ Regular Training Program
ASM Educational Center Inc. (ASM)	(301) 984-7400	CompTIA Network+ Certification (BRAC)
ASM Educational Center Inc. (ASM)	(301) 984-7400	Customized Combination Course
ASM Educational Center Inc. (ASM)	(301) 984-7400	Local ITA - Cisco Certified Network Associate (CCNA)
ASM Educational Center Inc. (ASM)	(301) 984-7400	Local ITA - Combination CompTIA Network+/Cisco Certified Network Associate (CCNA)
ASM Educational Center Inc. (ASM)	(301) 984-7400	Local ITA - Combination CompTIA Security+/CISSP -- Weekend Program
ASM Educational Center Inc. (ASM)	(301) 984-7400	Local ITA - Combination Course: CompTIA Network+/Security+ Regular Train Program
ASM Educational Center Inc. (ASM)	(301) 984-7400	Local ITA - CompTIA Combination A+/Network+/Security+ Regular Training Program
ASM Educational Center Inc. (ASM)	(301) 984-7400	Local ITA - Microsoft Certified Information Technology Prof. Server Admin(MC)
ASM Educational Center Inc. (ASM)	(301) 984-7400	MCSE Windows 2000
ASM Educational Center Inc. (ASM)	(301) 984-7400	Project Management Professional (PMP Certification) Boot Camp Training
Associates for Renewal in Education (ARE), Inc.	(202) 483-9424	Out of School-Occupational Skill Training
Associates for Renewal in Education (ARE), Inc.	(202) 483-9424	Summer and After School Youth - Business Professionals
Associates for Renewal in Education (ARE), Inc.	(202) 483-9424	Summer and After School Youth - Financial Associations
Associates for Renewal in Education (ARE), Inc.	(202) 483-9424	Summer and After School Youth - Hospitality & Tourism
Associates for Renewal in Education (ARE), Inc.	(202) 483-9424	Summer and After School Youth - Job Development
Associates for Renewal in Education (ARE), Inc.	(202) 483-9424	Summer and After School Youth - Media/Communications
Authentic Bartending School of Maryland	(301) 277-0020	Mixology/Bartending
AVI Career Training	(703) 759-2200	Cosmetology
AYT Institute	(202) 797-1007	Automotive Electrical Systems
AYT Institute	(202) 797-1007	Automotive Technology
AYT Institute	(202) 797-1007	Electrical/Electronic Engineering Technician Program.
AYT Institute	(202) 797-1007	Engine Performance Diagnosis Theory and Service
AYT Institute	(202) 797-1007	Introduction to Auto Body Repair
AYT Institute	(202) 797-1007	Automotive Training
Beauty for All Seasons Inc.	(202) 887-5429	Cosmetology
Bennett Career Institute	(202) 526-1400	Barber Stylist

Bennett Career Institute	(202) 526-1400	Cosmetology
Bethel Training Institute	(202) 723-0755	Nursing Assistant
Boston University Center for Digital Imaging Arts	(202) 625-1110	Graphic Design Certificate
Boston University Center for Digital Imaging Arts	(202) 625-1110	Web Design Certificate
Boston University Center for Digital Imaging Arts	(202) 625-1110	Web Development Certificate
Bowie State University	(301) 860-4000	BS in Business Administration
Bowie State University	(301) 860-4000	Computer Science I and II
Bowie State University	(301) 860-4000	Computer Science I and II (CRS)
Bricklayers' & Allied Crafts Workers Union No. 1 of MD, VA & DC	(240) 695-9463	Pre-Apprenticeship Training for Bricklayers
Business Interface	(301) 883-8701	Administrative Assistant Professional
Business Interface	(301) 883-8701	Call Center Agent
Business Interface	(301) 883-8701	Customer Service Associate
Business Interface	(301) 883-8701	Warehouse Associate
Byte Back Inc.	(202) 529-3395	CompTIA Network+ Certification
Byte Back Inc.	(202) 529-3395	Linux+ Certification program
Byte Back Inc.	(202) 529-3395	Microsoft Office Specialist (MOS): Cert. Program for Training and Development Sp
Byte Back Inc.	(202) 529-3395	Microsoft Office Specialist (MOS): Certification Program for Database Admin.
Byte Back Inc.	(202) 529-3395	Network+ Certification
Byte Back Inc.	(202) 529-3395	Security+ Certification Program
Byte Back Inc.	(202) 529-3395	Microsoft Certified Application Specialist (MCAS)
Byte Back Inc.	(202) 529-3395	Microsoft Certified Desktop Support Technician (MCDST)
Byte Back Inc.	(202) 529-3395	Microsoft Certified Desktop Support Technician (MCDST)
Byte Back Inc.	(202) 529-3395	Microsoft Certified Desktop Support Technician (MCDST) Program
Byte Back Inc.	(202) 529-3395	A+ Certification
Capital College	(800) 879-3821	A+/ NET+ Certification Program
Capital College	(800) 879-3821	Cisco Certified Design Professional (CCDP) Certification
Capital College	(800) 879-3821	Cisco Certified Network Associate (CCNA) Certification
Capital Commitment, Inc.	(202) 546-9696	BICSI Cabling Installer Level One
Capital Commitment, Inc.	(202) 546-9696	BICSI Cabling Installer Level Two
Capital Commitment, Inc.	(202) 546-9696	BICSI Cabling Installer Technician Level
Capital Commitment, Inc.	(202) 546-9696	Telecommunications Mechanic 1
Capital Health Institute	(202) 722-8830	Home Health Aide (CRS)
Capital Health Institute	(202) 722-8830	Nursing Assistant Program
Capital Health Institute	(202) 722-8830	Nursing Assistant Program (CRS)
Career Technical Institute	(202) 467-4223	Help Desk Professional
Career Technical Institute	(202) 467-4223	Medical Office Professional
Career Technical Institute	(202) 467-4223	Medical Office Professional (Billing and Coding)
Career Technical Institute	(202) 467-4223	Medical Office Specialist
Career Technical Institute	(202) 467-4223	Microsoft Certified Systems Administrator (MCSA)
Career Technical Institute	(202) 467-4223	Office Support Specialist
Career Technical Institute	(202) 467-4223	PC Specialist Plus (Bookkeeping Specialization)
Career Technical Institute	(202) 467-4223	PC Specialist Plus (Computer Support Specialization)
Career Technical Institute	(202) 467-4223	PC Specialist Plus (General Specialization)
Career Technical Institute	(202) 467-4223	PC Specialist Plus (Medical Office Specialization)
Career Technical Institute	(202) 467-4223	Basic Office Support
Career Technical Institute	(202) 467-4223	Basic Office Support
Career Technical Institute	(202) 467-4223	Help Desk Support Specialist (CRS)

Career Technical Institute	(202) 467-4223	Internet Office User Specialist
Career Technical Institute	(202) 467-4223	Microsoft Certified Systems Engineer (MCSE)
Career Technical Institute	(202) 467-4223	Network Administrator (MCSE):Full Curriculum- Design Speciality (CRS)
Career Technical Institute	(202) 467-4223	PC Specialist Plus/A+ Certification (CRS)
Career Technical Institute	(202) 467-4223	Tri-Net Plus
Career Technical Institute	(202) 467-4223	Tri-Net Plus (CRS)
Career Technical Institute	(202) 467-4223	Web Design Specialist
Career Technical Institute	(202) 467-4223	Web Development Professional
Career Technical Institute	(202) 467-4223	Web Development Professional
Career Technical Institute	(202) 467-4223	Computer Programmer
Carlos Rosario Career Center	(202) 797-4700	Computer Support Specialist (CRS)
Carlos Rosario Career Center	(202) 797-4700	Culinary Arts
Catholic Charities	(202) 772-4300	Green Pre-Apprenticeship Construction Program
Catholic Charities	(202) 772-4300	Office Clerk
Catholic University of America	(202) 319-5000	Certificate Course: Business Management
Catholic University of America	(202) 319-5000	Certificate in Human Resource Management
Catholic University of America	(202) 319-5000	Test Preparation Course: PHR/SPHR Certification
Catholic University of America	(202) 319-5000	Healthcare Career Skills (CNA)
Center for Employment Training	(703) 461-9767	Building Maintenance
Center for Employment Training	(703) 461-9767	HVAC Specialist
Citiwide Computer Training Center	(202) 667-3719	A+ Certification
Citiwide Computer Training Center	(202) 667-3719	Computer Systems Analysis
Citiwide Computer Training Center	(202) 667-3719	Nursing Assistant
Citiwide Computer Training Center	(202) 667-3719	Out-of-School/WIA/OCC Training - Home Health Aide
Citiwide Computer Training Center	(202) 667-3719	Out-of-School/WIA/OCC Training - Nursing Assistant
Citiwide Computer Training Center	(202) 667-3719	Out-of-School/WIA/OCC Training -IC3 Computer Technology Training
College of Southern Maryland	(301) 934-2251	Certificate in Accounting
College of Southern Maryland	(301) 934-2251	Registered Nurse
Columbia Lighthouse for the Blind	(202) 454-6400	Digital Data Scan- Document Management Conversion
Community College of the District of Columbia (CCDC)	(202) 274-5800	A+ Certification
Community College of the District of Columbia (CCDC)	(202) 274-5800	Telecommunications Training Program
Community College of the District of Columbia (CCDC)	(202) 274-5800	CISCO CERTIFIED NETWORK ASSOCIATE (CCNA)
Computer Institute	(301) 424-0044	A+ Certification
Computer Institute	(301) 424-0044	Cisco Certified Network Associate (CCNA)
Computer Institute	(301) 424-0044	Microsoft Certified Systems Engineer
Computer Institute	(301) 424-0044	Network+
Computer Institute	(301) 424-0044	Oracle Developer/Administration Certified Associate (OCA)
Computer Institute	(301) 424-0044	Web Publishing and Design
Computer Institute	(301) 424-0044	Certified Netware Administrator (CNA)
Computer Institute	(301) 424-0044	Combination: MCSE and CCNA
Computer Institute	(301) 424-0044	Combination: MCSE and Web Designer
Computer Institute	(301) 424-0044	Combination: MCSE, CCNA, A+ and Network+
Computer Institute	(301) 424-0044	Combination: Oracle Developer and Web Designer
Computer Institute	(301) 424-0044	DOS
Computer Institute	(301) 424-0044	Internet Security+
Computer Institute	(301) 424-0044	Oracle Developer and Web Designer
Computer Institute	(301) 424-0044	Windows 98
Covenant House	(202) 610-9600	Out-of-School/WIA/OCC/Customer Service Training
DC Office on Aging	(202) 724-5622	Computer/Clerical (General)

DC Office on Aging	(202) 724-5622	Home Health Aide
DC Department of Employment Services	(202) 724-7000	Youth Services-Computer Courses/Job Search
DC Department of Employment Services	(202) 724-7000	Way to Work-In School Occupational Skills
DC Department of Fire & Emergency Services	(202) 673-3320	Fire Cadet Program
DC Job Corps	(202) 574-5000	Occupational Skills - Bricklaying
DC Job Corps	(202) 574-5000	Occupational Skills - Carpentry
DC Job Corps	(202) 574-5000	Occupational Skills - Cement Masonry
DC Job Corps	(202) 574-5000	Occupational Skills - Culinary Arts
DC Job Corps	(202) 574-5000	Occupational Skills - Electrical
DC Job Corps	(202) 574-5000	Occupational Skills - Facilities Maintenance
DC Job Corps	(202) 574-5000	Occupational Skills - Painting
DC Job Corps	(202) 574-5000	Occupational Skills - Plumbing
DC Job Corps	(202) 574-5000	Occupational Skills - Security
DC Job Corps	(202) 574-5000	Occupational Skills - Accounting/Data Processing
DC Job Corps	(202) 574-5000	Occupational Skills - Auto Body Repair
DC Job Corps	(202) 574-5000	Occupational Skills - Auto Mechanics
DC Job Corps	(202) 574-5000	Occupational Skills - Computer Repair
DC Job Corps	(202) 574-5000	Occupational Skills - Data Entry
DC Job Corps	(202) 574-5000	Occupational Skills - Health Occupations
DC Job Corps	(202) 574-5000	Occupational Skills - Heavy Equipment
DC Job Corps	(202) 574-5000	Occupational Skills - Hotel Clerk
DC Job Corps	(202) 574-5000	Occupational Skills - Retail Sales
DC Job Corps	(202) 574-5000	Occupational Skills - Warehousing
DC Job Corps	(202) 574-5000	Occupational Skills - Welding
DC Jr. Police Academy	(202) 645-6669	Jr. Police Academy - WIA
DC Public Schools	(202) 442-5885	Office Clerk
Dudley Beauty College of Washington	(202) 269-3666	Cosmetology
EdWel Programs	800-544-1995	PMP Exam Preparation (BRAC)
EEl Communications	(410) 309-8200	Computer Programmer
Energy Institute of the Healing Arts	301-249-2445	Massage Therapist
Excel Institute	(202) 832-3426	Automotive Service Technician
Excel Institute	(202) 832-3426	Automotive Technology
Excel Institute	(202) 832-3426	Basic Automotive Training
Excel Institute	(202) 832-3426	Brakes, Steering & Suspension Specialist
Excel Institute	(202) 832-3426	Electrical/Electronic Specialist
Excel Institute	(202) 832-3426	Engine Specialist
Excel Institute	(202) 832-3426	General Service Technician/Pre-Apprenticeship (CRS)
Excel Institute	(202) 832-3426	Heating and Air Conditioning Specialist
ExecuTrain	(703) 506-9800	Computer Applications
ExecuTrain	(703) 506-9800	Computer Programmer
Friends of the Carter Barron (Contractual)	(202) 232-5610	Out-of-School/WIA/OCC Training - Barbering
Friends of the Carter Barron (Contractual)	(202) 232-5610	Out-of-School/WIA/OCC Training - Cosmetology
Friends of the Carter Barron (Contractual)	(202) 232-5610	Out-of-School/WIA/OCC Training - Information Technology Training
George Mason University	(703) 993-1000	A+ Certification
George Mason University	(703) 993-1000	Advanced Web Solutions
George Mason University	(703) 993-1000	Certificate in Human Resource Management
George Mason University	(703) 993-1000	Certificate in Information Technology (CRS)
George Mason University	(703) 993-1000	Certificate in Project Management
George Mason University	(703) 993-1000	Certified Ethical Hacker (CEH)
George Mason University	(703) 993-1000	Certified Hacking Forensic Investigator
George Mason University	(703) 993-1000	Certified Information System Security Professional (CISSP)

George Mason University	(703) 993-1000	Cisco Certified Network Associate (CCNA)
George Mason University	(703) 993-1000	Enterprise Administrator Windows Server 2008 (MCITP)
George Mason University	(703) 993-1000	Information Technology Foundations ((A+/Network+/MCTS/CCNA/Security+)
George Mason University	(703) 993-1000	Introduction - Oracle 11g Structured Query Language (SQL).
George Mason University	(703) 993-1000	IT Business Analyst
George Mason University	(703) 993-1000	Microsoft Office Sharepoint 2010: Configuration and Administration
George Mason University	(703) 993-1000	Network+
George Mason University	(703) 993-1000	Oracle 11g Certified Associate (OCA)
George Mason University	(703) 993-1000	Oracle 11g Certified Professional (OCP)
George Mason University	(703) 993-1000	Oracle 11g Database Administration
George Mason University	(703) 993-1000	Oracle 11g Procedural Language and Structured Query Language
George Mason University	(703) 993-1000	Oracle Database 11g Real Application Clusters (RAC) Administration
George Mason University	(703) 993-1000	Security+
George Mason University	(703) 993-1000	Web Design and Developer
George Washington University	(202) 994-1000	Certificate in Paralegal Studies
George Washington University	(202) 994-1000	Event & Destination Management Certificate Program
George Washington University	(202) 994-1000	Introduction to Web Software Development (CRS)
George Washington University	(202) 994-1000	Legal Assistant
George Washington University	(202) 994-1000	Microsoft Certified Systems Engineer (MCSE)
George Washington University	(202) 994-1000	Microsoft Office User Specialist (MOUS) (CRS)
George Washington University	(202) 994-1000	Newspaper Editing and Design
George Washington University	(202) 994-1000	Newspaper Editing and Design (CRS)
Georgetown University	(202) 687-0100	Certificate in Budget and Finance
Georgetown University	(202) 687-0100	Certificate in Project Management
Georgetown University	(202) 687-0100	Financial Planning
Georgetown University	(202) 687-0100	Paralegal Studies Program
Georgetown University	(202) 687-0100	A+ Certification (CRS)
Georgetown University	(202) 687-0100	Certificate in Web Design & Development
Georgetown University	(202) 687-0100	Certificate in Web Design & Development (CRS)
Georgetown University	(202) 687-0100	Certificate: Web Design (CRS)
Georgetown University	(202) 687-0100	Certified Information System Security Professional (CISSP) (CRS)
Georgetown University	(202) 687-0100	Cisco Certified Network Associate (CCNA) (CRS)
Georgetown University	(202) 687-0100	Combination Course: A+, Network+, MCP,CCNA, Security+, CISSP (CRS)
Georgetown University	(202) 687-0100	Combination Course: A+, Network+, MCSE (CRS)
Georgetown University	(202) 687-0100	Combination Course: MCSE and CCNA (CRS)
Georgetown University	(202) 687-0100	Combination Course: Multi-Certificate and OCA
Georgetown University	(202) 687-0100	Combination Course: Multi-Certificate and OCA
Georgetown University	(202) 687-0100	Combination: MCSE and CCNA
Georgetown University	(202) 687-0100	Combinaton Course: A+/Network+/CCNA/MCP/Security/Web Design (CRS)
Georgetown University	(202) 687-0100	Customized Combination Course
Georgetown University	(202) 687-0100	Exective Certificate in Financial Planning
Georgetown University	(202) 687-0100	Exective Certificate in Financial Planning
Georgetown University	(202) 687-0100	Information Technology Infrastructure Library (ITIL) Certification
Georgetown University	(202) 687-0100	Legal Assistant
Georgetown University	(202) 687-0100	Legal Assistant (CRS)
Georgetown University	(202) 687-0100	Microsoft Certified Systems Administrator (MCSA) (CRS)
Georgetown University	(202) 687-0100	Microsoft Certified Systems Engineer (MCSE)
Georgetown University	(202) 687-0100	Microsoft Certified Systems Engineer (MCSE)
Georgetown University	(202) 687-0100	Microsoft Certified Systems Engineer (MCSE)
Georgetown University	(202) 687-0100	Microsoft Office User Specialist (MOUS)

Georgetown University	(202) 687-0100	Microsoft Office User Specialist (MOUS) (CRS)
Georgetown University	(202) 687-0100	Multi Certificate (A+/Network+/CCNA/ MCP/Security+)
Georgetown University	(202) 687-0100	Multi Certificate (A+/Network+/MCP/CCNA/Security+)
Georgetown University	(202) 687-0100	Multi-Certificate Course: A+, Network+, MCP, CCNA, Security+
Georgetown University	(202) 687-0100	Multi-Certificate Course: A+, Network+,MCP,CCNA, Security+ (CRS)
Georgetown University	(202) 687-0100	Nonprofit Management Executive Certificate (CRS)
Georgetown University	(202) 687-0100	Oracle Certified Associate (OCA) 9i (CRS)
Georgetown University	(202) 687-0100	Oracle Certified Associate 9i (OCA) (CRS)
Georgetown University	(202) 687-0100	Oracle Certified Professional (OCP) For Oracle 9I (CRS)
Georgetown University	(202) 687-0100	Oracle Database Administrator 10G (CRS)
Georgetown University	(202) 687-0100	Web Developer (CRS)
Georgetown University	(202) 687-0100	Wide Range of Courses
Germanna Community College	(540) 891-3000	Accounting Career Studies Certificate
Goodwill Of Greater Washington	(202) 636-4225	Hospitality
Graduate School	(202) 314-3300	Administrative Office Mgmnt
Graduate School	(202) 314-3300	Human Resources Management Certificate
Graduate School	(202) 314-3300	Certificate of Accomplishment in Personnel Administration
Graduate School	(202) 314-3300	Medical Office Administrative Assistant Certificate Program
Graduate School	(202) 314-3300	Phlebotomy Technician Certificate Program
Graduate School USA	(202) 314-3300	A+ Certification Program (CRS)
Graduate School USA	(202) 314-3300	Accounting Certificate Program
Graduate School USA	(202) 314-3300	Master Certificate in Federal Financial Management (MCFFM)
Graduate School USA	(202) 314-3300	Paralegal Studies Certificate Program
Graduate School USA	(202) 314-3300	Certificate of Accomplishment in Personal Property Management (CRS)
Graduate School USA	(202) 314-3300	Certificate of Accomplishment in Program and Management Analysis
Graduate School USA	(202) 314-3300	Administrative Procedures Certificate
Graduate School USA	(202) 314-3300	Certificate of Accomplishment in Computer Programming (CRS)
Graduate School USA	(202) 314-3300	Combination Course: A+ and MCDST (CRS)
Graduate School USA	(202) 314-3300	Combination: A+ and MCSA
Graduate School USA	(202) 314-3300	Information Security Specialist Certification Program
Graduate School USA	(202) 314-3300	Information Security Specialist Certification Program (CRS)
Graduate School USA	(202) 314-3300	Microsoft Certified Desktop Support Technician (MCDST) Certification Program
Graduate School USA	(202) 314-3300	Network+ Certification
Graduate School USA	(202) 314-3300	Network+ Certification Program (CRS)
Graduate School USA	(202) 314-3300	Web Developer Certification
Graduate School USA	(202) 314-3300	Webmaster Certification Program (CRS)
Greater Washington Urban League Inc.	(202) 265-8200	Local Grant - Entrepreneurial
Healthwrite Training Academy	(202) 678-7279	Medical Assistant
Healthwrite Training Academy	(202) 678-7279	Green Environmental Services Associate
Healthwrite Training Academy	(202) 678-7279	Home Health Aide
Hightech & Automation	301-424-0044	MCSE
Howard County Community College	(443) 518-1000	A+ Certification
Howard University	(202) 806-6100	Out-of-School Computer Software Training
Howard University	(202) 806-6100	Out-of-School Program
Howard University	(202) 806-6100	Summer Youth Academic Enrichment - Career Training
Howard University	(202) 806-6100	Summer Youth Academic Enrichment - Computer Training
Howard University	(202) 806-6100	Summer Youth Academic Enrichment - Skills Training
Howard University Center for Urban Progress	(202) 865-8572	Microsoft Office User Specialist (MOUS) Training
ICI Systems Inc.	(202) 887-0510	Certified Ethical Hacker (CEH)
ICI Systems Inc.	(202) 887-0510	Certified Information Systems Security Professional Certification

		(CISSP)
ICI Systems Inc.	(202) 887-0510	Cisco Certified Network Associate (CCNA) Certification
ICI Systems Inc.	(202) 887-0510	CompTIA A+
ICI Systems Inc.	(202) 887-0510	CompTIA Network+
ICI Systems Inc.	(202) 887-0510	CompTIA Security+
ICI Systems Inc.	(202) 887-0510	Microsoft Certified IT Professional - Enterprise Desktop Support Technician (MCITP-EST)
ICI Systems Inc.	(202) 887-0510	Microsoft Certified IT Professional Server Administrator (MCITP-SA)
ICI Systems Inc.	(202) 887-0510	Project Management Professional (PMP) Certification
ICI Systems Inc.	(202) 887-0510	Combination Course: Cisco Certified Network Associate (CCNA)/CCNA Wireless
ICI Systems Inc.	(202) 887-0510	Combination Course: CompTIA A+/Network+/Security+
ICI Systems Inc.	(202) 887-0510	Microsoft Certified Application Specialist (MCAS)
ICI Systems Inc.	(202) 887-0510	Network Administrator
ICI Systems Inc.	(202) 887-0510	Network Technician
ICI Systems Inc.	(202) 887-0510	Network Technology Systems
ICI Systems, Inc.	(202) 887-0510	Combination Course: CompTIA A+/Network +/MCAS (BRAC)
International Graduate University	(202) 547-4535	Certified Addictions Counselor Education Training Program (CAC)
International Union of Operating Engineers	202 429-9100	Machinery Mechanic
Johns Hopkins University	(410) 516-8000	Master of Science in Real Estate
Johns Hopkins University	(410) 516-8000	Accounting I and II
Johns Hopkins University	(410) 516-8000	Certificate in Paralegal Studies
L'Academie de Cuisine	301-670-8670	Culinary Arts and Related Services, Other
Latin American Youth Center	(202) 319-2225	Out-of-School/WIA/Work Readiness Training
Latin American Youth Center	(202) 319-2225	Way to Work/Occupational Skills Training
Latin American Youth Center	(202) 319-2225	Youth Enrichment Program - Computer Training
Latin American Youth Center	(202) 319-2225	Youth Enrichment Program - Construction Trades
Latin American Youth Center	(202) 319-2225	Youth Enrichment Program - CPR Training
Latin American Youth Center	(202) 319-2225	Youth Enrichment Program - Health Training
Latin American Youth Center	(202) 319-2225	Youth Enrichment Program - Media Training
Latin American Youth Center	(202) 319-2225	Youth Enrichment Program - Retail Training
Latin American Youth Center	(202) 319-2225	Youth Occupational Skills - Youthbuild Program
Latin-American Youth Center	(202) 319-2225	Office Clerk
Lincoln Technical Institute	800-556-4624	Automotive Engineering Tech./Technician
Lincoln Technical Institute	800-556-4624	Heating, Air Conditioning and Refrigeration Tech./Technician
Marymount University	(703) 522-5600	Certificate in Health Care Management
Marymount University	(703) 522-5600	Certificate in Human Resource Management
Marymount University	(703) 522-5600	Certificate Program: Information Systems (CRS)
Marymount University	(703) 522-5600	Registered Nurse (AAS)
Marymount University	(703) 522-5600	Wide Variety of Courses
Maximus Human Services	855.532.5465	Retail Sales - HTS
Med-Code Data Institute (MCDI)	301-772-6007	Medical Office Management Billing & Coding (BRAC)
Medical Learning Center	(703) 527-0055	Nursing Assistant/Aide (CNA)
Medical Learning Center	(703) 527-0055	Practical Nurse (LPN)
Medstar Health Consortium/Georgetown University Hospital	301-560-7300	Health Unit Coordinator
MetroStar Training Center	703.481.9581	A+ (PC Technician)/ MCSE (Systems Engineer)
MetroStar Training Center	703.481.9582	A+ MCSE
MetroStar Training Center	703.481.9583	Information Technology
MitreTek Systems	(703) 610-2000	Computer Programmer
Montgomery College	(240) 567-5000	A+ Certification (CRS)
Montgomery College	(240) 567-5000	Accounting Certificate Program

Montgomery College	(240) 567-5000	CDL Truck Driver Training (Class A)
Montgomery College	(240) 567-5000	CDL Truck Driver Training (Class B)
Montgomery College	(240) 567-5000	Heating, Air Conditioning and Refrigeration Technician (CRS)
Montgomery College	(240) 567-5000	Hospitality Management (CRS)
Montgomery College	(240) 567-5000	Human Anatomy and Physiology I and II (BRAC Only)
Montgomery College	(240) 567-5000	Human Anatomy and Physiology I and II (BRAC)
Montgomery College	(240) 567-5000	Introduction to Word Processing Applications
Montgomery College	(240) 567-5000	Oracle Database Fundamentals
Montgomery College	(240) 567-5000	Oracle Database Fundamentals (CRS)
Montgomery College	(240) 567-5000	Paralegal Studies Certificate (CRS)
Montgomery College	(240) 567-5000	Physical Therapist Assistant (CRS)
Montgomery College	(240) 567-5000	Physical Therapist Assistant A.A.S.
Montgomery College	(240) 567-5000	Real Estate Appraisal (CRS)
Montgomery College	(240) 567-5000	Wide Range of Courses
National Association of Power Engineers (DC Chapter)	703-845-7055	Engineering
National Housing Corporation	(202) 546-4603	Customer Service Specialist
National Housing Corporation	(202) 546-4603	Mortgage Loan Finance Specialist
National Housing Corporation	(202) 546-4603	Microsoft Office PC Specialist
National Phlebotomy Association	(301) 386-4200	Phlebotomy Training
Neighbors' Consejo	(202) 234-6855	Food License Certification (CRS)
Neighbors' Consejo	(202) 234-6855	Food License Certifications
Neighbors' Consejo	(202) 234-6855	Food License Certifications (CRS)
Nextec, Inc.	(703) 464-6250	CCNA
Nextec, Inc.	(703) 464-6250	Certified Information Systems Security Professional (CISSP) (CRS)
Nextec, Inc.	(703) 464-6250	Cisco Certified Network Professional (CCNP) (CRS)
Nextec, Inc.	(703) 464-6250	CompTIA A+
Nextec, Inc.	(703) 464-6250	CompTIA Network+
Nextec, Inc.	(703) 464-6250	ITIL Foundation
Nextec, Inc.	(703) 464-6250	Java Programming
Nextec, Inc.	(703) 464-6250	Microsoft Certified Desktop Support Technician
Nextec, Inc.	(703) 464-6250	Microsoft Certified IT Professional (MCITP)
Nextec, Inc.	(703) 464-6250	Microsoft Certified Systems Administrator (MCSA) (CRS)
Nextec, Inc.	(703) 464-6250	Microsoft Certified Systems Engineer (MCSE) 2003
Nextec, Inc.	(703) 464-6250	Microsoft Office Specialist (MOS)
Nextec, Inc.	(703) 464-6250	Project Management Professional (PMP) Essentials
Nextec, Inc.	(703) 464-6250	Security+ Certification
Nextec, Inc.	(703) 464-6250	Web Design (CRS)
Nextec, Inc.	(703) 464-6250	Cisco Security Pix FireWall (CRS)
Nextec, Inc.	(703) 464-6250	Combination CompTIA+/MCDST
Nextec, Inc.	(703) 464-6250	Combination Course: CCNA/CCNP
Nextec, Inc.	(703) 464-6250	Combination Course: CCNA/MCSE 2003
Nextec, Inc.	(703) 464-6250	Combination Course: CCNA/Network+
Nextec, Inc.	(703) 464-6250	Combination Course: CompTIA A+/MCSE 2003
Nextec, Inc.	(703) 464-6250	Combination Course: CompTIA A+/Network+
Nextec, Inc.	(703) 464-6250	Combination Course: CompTIA A+/Network+/CCNA
Nextec, Inc.	(703) 464-6250	Combination Course: CompTIA A+/Security +
Nextec, Inc.	(703) 464-6250	Combination Course: CompTIA Network+/CCNA
Nextec, Inc.	(703) 464-6250	Combination Course: CompTIA Network+/MCDST
Nextec, Inc.	(703) 464-6250	Combination Course: CompTIA Security+/CISSP
Nextec, Inc.	(703) 464-6250	Combination Course: Network+/Security +

Nextec, Inc.	(703) 464-6250	Combination: A+, Network+ and MCP
Nextec, Inc.	(703) 464-6250	Combination: A+, Network+, MCSE and CCNA
Nextec, Inc.	(703) 464-6250	Combination: CCNA and MCSE 2003
Nextec, Inc.	(703) 464-6250	Combination: JAVA & Web Development
Nextec, Inc.	(703) 464-6250	Customized Combination Course
Nextec, Inc.	(703) 464-6250	E-Commerce (CRS)
Nextec, Inc.	(703) 464-6250	Microsoft Certified Professional (MCP) (CRS)
Nextec, Inc.	(703) 464-6250	MS Project 2003
Nextec, Inc.	(703) 464-6250	MS Project 2003
Nextec, Inc.	(703) 464-6250	Network+
Nextec, Inc.	(703) 464-6250	Oracle Database 10g Oracle Certified Assistant (OCA)
Nextec, Inc.	(703) 464-6250	Oracle Database 10g Oracle Certified Professional (OCP)
Nextec, Inc.	(703) 464-6250	Oracle DBA 9i (CRS)
Nextec, Inc.	(703) 464-6250	Oracle Developer (CRS)
Nextec, Inc.	(703) 464-6250	Oracle Developer/DBA
Nextec, Inc.	(703) 464-6250	UNIX Essentials
Nextec, Inc.	(703) 464-6250	UNIX Essentials for Solaris 9 (CRS)
Nextec, Inc.	(703) 464-6250	Web Master
Northern Virginia Community College	(703) 323-3000	Career Studies Certificate in Business Management Principles
Northern Virginia Community College	(703) 323-3000	Advance Gas Metal Arc Welding (CRS)
Northern Virginia Community College	(703) 323-3000	Computer Installer and Repairer (CRS)
Northern Virginia Community College	(703) 323-3000	Computer Systems Analysis (CRS)
Northern Virginia Community College	(703) 323-3000	Construction Management Certificate (BRAC)
Northern Virginia Community College	(703) 323-3000	Fundamentals of Welding Certified Training (CRS)
Northern Virginia Community College	(703) 323-3000	Intermediate STICK Welding Certified Training (CRS)
Northern Virginia Community College (NOVA)	(703) 323-3000	COMPTIA A+ Certification
Northern Virginia Community College (NOVA)	(703) 323-3000	Introduction to Law and the Legal Assistant
Northern Virginia Community College (NOVA)	(703) 323-3000	Microsoft Certified Systems Engineer (MCSE)
Northern Virginia Community College (NOVA)	(703) 323-3000	Principles of Accounting
Northern Virginia Community College (NOVA)	(703) 323-3000	Web Page Design
Nursing Enterprises, Inc.	(202) 832-9555	Certified Nursing Assistant (CNA)
Nursing Enterprises, Inc.	(202) 832-9555	Certified Nursing Assistant (CNA) (CRS)
Operation Hope	202-582-2212	Entrepreneurial Training
Opportunities Industrialization Center of Washington-OIC/DC	202-373-0330	A+ Certification
Opportunities Industrialization Center of Washington-OIC/DC	202-373-0330	Customer Service Certification/Hospitality & Retail Sales
Opportunities Industrialization Center of Washington-OIC/DC	202-373-0330	Home Health Aide
Opportunities Industrialization Center of Washington-OIC/DC	202-373-0330	Medical Records Technician Training
Opportunities Industrialization Center of Washington-OIC/DC	202-373-0330	Microsoft Office Specialist (MOS) Certification
Opportunities Industrialization Center of Washington-OIC/DC	202-373-0330	OIC/America Construction Skills Training
Opportunities Industrialization Center of Washington-OIC/DC	202-373-0330	Out of School/Occupational Skills Training
Opportunities Industrialization Center of Washington-OIC/DC	202-373-0330	Customer Service Training Certification
Opportunities Industrialization Center of Washington-OIC/DC	202-373-0330	Way to Work/Out of School/Occupational Skills Training

Opportunities Industrialization Center of Washington-OIC/DC	202-373-0330	Way to Work-Out of School-Basic Microsoft
Opportunities Industrialization Center of Washington-OIC/DC	202-373-0330	Weatherization Technician/Pre-Apprenticeship Training in Construction
Opportunities Industrialization Center of Washington-OIC/DC	202-373-0330	Hospitality/Customer Service Certification with MOS
Opportunities Industrialization Center of Washington-OIC/DC	202-373-0330	Youth Enrichment Program - Jobs Training
Opportunities Industrialization Center of Washington-OIC/DC	202-373-0330	Local Grant - Entrepreneurial Training
Paralegal Institute of Washington DC	(202) 955-4562	Paralegal Certification Program
PEECC	(202) 399-2959	WayToWork/Occupational Skills Training
PEECC	(202) 399-2959	WIA-Occupational Skills Training
Petra Group For Atlas Program		Youth Enrichment Program - Apprenticeship Exams Coaching
Petra Group For Atlas Program		Youth Enrichment Program - Computer Repair
Petra Group For Atlas Program		Youth Enrichment Program - Entrepreneurial Training
Petra Group For Atlas Program		Youth Enrichment Program - General Office
Petra Group For Atlas Program		Youth Enrichment Program - Microsoft Office Training
Petra Group For Atlas Program		Youth Way to Work-Out of School-Clerk
Potomac College	(202) 274-2303	Advanced Certificate in General Management
Potomac College	(202) 274-2303	Advanced Certificate in Health Systems Management (BRAC)
Potomac Massage Training Institute	(202) 686-7046	Massage Therapist Professional Training Program (PTP)
Prince Georges Community College	(301) 322-0900	Accounting Certificate
Prince Georges Community College	(301) 322-0900	Automotive Technology
Prince Georges Community College	(301) 322-0900	Certificate in Information Technology
Prince Georges Community College	(301) 322-0900	Class A Commercial Drivers License (CDL)
Prince Georges Community College	(301) 322-0900	Class B Commercial Drivers License (CDL)
Prince Georges Community College	(301) 322-0900	Computer Repair/A+ Certification
Prince Georges Community College	(301) 322-0900	Computer-Aided Drafting (CAD) (CRS)
Prince Georges Community College	(301) 322-0900	Emergency Medical Technician (EMT): Basic
Prince Georges Community College	(301) 322-0900	Heavy Equipment Operation
Prince Georges Community College	(301) 322-0900	Licensed Practical Nurse (LPN)
Prince Georges Community College	(301) 322-0900	Microcomputer Applications for the Business Manager
Prince Georges Community College	(301) 322-0900	Paralegal/Legal Assistant Certificate
Prince Georges Community College	(301) 322-0900	Real Estate New Loan Officer Certificate Program
Quality First Career Center	(301) 270-5105	Geriatric Nursing Assistant
Quality First Career Center	(301) 270-5105	Nursing Assistant
Quality First Career Center	(301) 270-5105	Phlebotomy Technician
Refrigeration Supply Company Inc.	(202) 462-2600	HVAC Technician
Resume Place Inc.	(410) 744-4324	Resume Preparation
RizeUp Technology Training Center	202-257-4653	Microsoft Certified Desktop Support Technician (MCDST)
RizeUp Technology Training Center	202-257-4653	Microsoft Office Support Specialist (MOS)
RizeUp Technology Training Center	202-257-4653	CompTIA A + Certification
RizeUp Technology Training Center	202-257-4653	CompTIA Network + Certification
RizeUp Technology Training Center	202-257-4653	Windows 7, Enterprise Desktop Support Technician
Sanz College	877-287-1612	Medical Assistant
Sanz College	877-287-1612	Medical Billing & Coding Specialist
Sanz College	877-287-1612	Medical Office Specialist
Sanz College	877-287-1612	Phlebotomy
Sanz College	877-287-1612	Computer Applications Specialist
Sanz College	877-287-1612	Medical Office Assistant (CRS)
Sanz College	877-287-1612	Medical Office Management

Sanz College	877-287-1612	MOUS/Computer Applications Specialist (CRS)
See Forever Foundation	(202) 232-2885	Youth Enrichment - Catering Skills
Serenity Workforce Development Institute	(202) 373-2853	Environmental Maintenance Green Technician
Serenity Workforce Development Institute	(202) 373-2853	Local ITA - Environmental Maintenance
Services Source (Fairfax Opportunities)	(703) 212-8318	Food Service Worker
Sheet Metal Workers' Local Union No. 100 Training Center	800-492-8004	Sheet Metal Pre-Apprenticeship Program
Sheppards Academy of Cosmetology	(202) 562-7000	Basic Cosmetology
Sheppards Academy of Cosmetology	(202) 562-7000	Basic Cosmetology
Sheppards Academy of Cosmetology	(202) 562-7000	Cosmetology Instructor/Manager
Shipper's Choice of Virginia	703-396-8822	Professional Bus Driver Training
Shipper's Choice of Virginia	703-396-8822	Professional Commercial Driver Training
Shipper's Choice of Virginia	703-396-8822	Professional Tractor-Trailer Driver Training
Southeast Children's Fund	703-396-8822	Child Development Associate - Direct Assessment Training
Southeast Children's Fund	703-396-8822	Child Development Associate - Professional Preparation Program
Spanish Catholic Center	(202) 939-2400	Microsoft Applications
Spectrum Beauty Academy LLC	(703) 370-9700	Barber
Spectrum Beauty Academy LLC	(703) 370-9700	Cosmetology
Spectrum Beauty Academy LLC	(703) 370-9700	Esthetics (CRS)
Spectrum Beauty Academy LLC	(703) 370-9700	Nail Technician
StrategyUSA Inc.	(703) 898-7725	Certified Internet Webmaster (CIW)
StrategyUSA Inc.	(703) 898-7725	Computer Applications (Microsoft Certified Application Specialist)
StrategyUSA Inc.	(703) 898-7725	Help Desk Certification
StrategyUSA Inc.	(703) 898-7725	Medical Office Administration
StrategyUSA Inc.	(703) 898-7725	Multi-Certificate (A+/Network+/MCP/CCNA/Security+)
StrategyUSA Inc.	(703) 898-7725	Web Design and Development
Stratford University	(703) 821-8570	AAS Degree in Advanced Culinary Arts (CRS)
Strayer University	(202) 408-2400	Certificate in Business Administration
Strayer University	(202) 408-2400	Undergraduate Certificate in Business Administration
Strayer University	(202) 408-2400	Certificate in Computer Information Systems
Strayer University	(202) 408-2400	Certificate in Computer Information Systems (CRS)
Strayer University	(202) 408-2400	Certificate in Information Systems (CRS)
Strayer University	(202) 408-2400	Certificate in Professional Accounting
Strayer University	(202) 408-2400	Computer Networking Windows 2000
Strayer University	(202) 408-2400	Executive Graduate Certificate in Information Systems - Networking Emphasis
Strayer University	(202) 408-2400	Undergraduate Certificate in Accounting
Strayer University	(202) 408-2400	Web Development
Strayer University	(202) 408-2400	Web Development (CRS)
Technical Learning Centers	(202) 223-3500	Electronic Health Records Specialist (EHR-320)
Technical Learning Centers	(202) 223-3500	Medical Assistant (M-720)
Technical Learning Centers	(202) 223-3500	Medical Office Administration (MOA-720)
Technical Learning Centers	(202) 223-3500	Medical Phlebotomy Technician (MPT-720)
Technical Learning Centers	(202) 223-3500	PC Specialist (PC-600Q)
Technical Learning Centers	(202) 223-3500	PC Specialist Level I (PC-601)
The French Institute	(202) 362-8667	Cosmetology
The French Institute	(202) 362-8667	Cosmetology
The French Institute	(202) 362-8667	Cosmetology (CRS)
The French Institute	(202) 362-8667	Cosmetology Instructor
The French Institute	(202) 362-8667	Esthetics
The French Institute	(202) 362-8667	Makeup Artist

The French Institute	(202) 362-8667	Manicure (Nail Artistry) Technician
The Training Source, Inc.	(301) 499-8872	Office Automation and Professional Skills Training
Time Organization Inc.	(410) 225-0062	Certified Nursing Assistant (CNA) (BRAC)
Time Organization Inc.	(410) 225-0062	Environmental Management (Lead Abatement/Hazardous Waste Management) (BRAC)
Toni Thomas Associates	(202) 678-6700	Medical Office Assistant (MOA)
Toni Thomas Associates	(202) 678-6700	Security Officer Training
TOTAL HEALTHCARE INNOVATIONS, INC.	202-747-3451	BRIDGE PROGRAM (C.N.A TO H.H.A)
TOTAL HEALTHCARE INNOVATIONS, INC.	202-747-3451	HOME HEALTH AIDE (H.H.A)
Training Source Inc.	(301) 499-8872	Office Automation Training
Transportation Management/Express Enterprises Inc.	(202) 269-3265	CDL (Commercial Drivers License)
Trinity Ambassadors International (TAI) College	703 - 491 - 5193	Medical Assistant
Trinity Washington University	(202) 884-9000	BA in Human Relations
Trinity Washington University	(202) 884-9000	Certificate in Human Resource Management
Trinity Washington University	(202) 884-9000	Certificate in Human Resource Management (CRS)
Trinity Washington University	(202) 884-9000	Teacher Certification Program
Trinity Washington University	(202) 884-9000	Wide Range of Courses
UDC/WMATA	202-962-1234	Electrician Helper
Ultrasound Diagnostic Schools	(301) 918-3882	Medical Assistant
United Planning Organization (UPO)	(202) 238-4609	Youth Academic Enrichment - Occupational Skills
United Planning Organization (UPO)	(202) 238-4609	Youth Academic Enrichment - Short Term Training
University of Maryland	(301) 405-1000	Bachelor of Science Degree in Business Administration
University of Maryland	(301) 405-1000	Certificate in Human Resources Management
University of Maryland	(301) 405-1000	Certificate in Management Foundations (BRAC)
University of Maryland	(301) 405-1000	Graduate Certificate in Bioinformatics (BRAC Only)
University of Maryland	(301) 405-1000	Master of Science in Management: Public Relations (BRAC Only)
University of Maryland	(301) 405-1000	Customer Service Management
University of Maryland	(301) 405-1000	Customer Service Management (CRS)
University of Maryland	(301) 405-1000	Graduate Certificate in Procurement and Contract Management (BRAC Only)
University of Maryland	(301) 405-1000	Graduate Certificate in Procurement and Contract Management (BRAC)
University of Maryland	(301) 405-1000	Oracle Certification (CRS)
University of Maryland	(301) 405-1000	Oracle Certification DBA
University of Maryland - Baltimore County Training Centers	(443) 692-6600	Combination Certificate: Computer & Network Technology; Info & Network Security
University of Maryland - Baltimore County Training Centers	(443) 692-6600	Oracle DBA
University of the District of Columbia (UDC)	(202) 274-5000	A+ Certification
University of the District of Columbia (UDC)	(202) 274-5000	Associate of Applied Science in Business Technology
University of the District of Columbia (UDC)	(202) 274-5000	Associate of Applied Science in Computer Accounting Technology
University of the District of Columbia (UDC)	(202) 274-5000	Associate of Applied Science in Computer Science Technology
University of the District of Columbia (UDC)	(202) 274-5000	Associate of Applied Science in Corrections Administration
University of the District of Columbia (UDC)	(202) 274-5000	Associate of Applied Science in Graphic Design
University of the District of Columbia (UDC)	(202) 274-5000	Associate of Applied Science in Mortuary Science
University of the District of Columbia (UDC)	(202) 274-5000	Associate of Applied Science in Nursing
University of the District of Columbia (UDC)	(202) 274-5000	Associate of Applied Science in Respiratory Therapy
University of the District of Columbia (UDC)	(202) 274-5000	Bachelor of Business Administration - Accounting (BBA) (CRS)
University of the District of Columbia (UDC)	(202) 274-5000	Certified Nursing Assistant (CNA)
University of the District of Columbia (UDC)	(202) 274-5000	Cisco Certified Network Associate (CCNA)
University of the District of Columbia (UDC)	(202) 274-5000	Home Health Aide

University of the District of Columbia (UDC)	(202) 274-5000	Lead Abatement Worker	
University of the District of Columbia (UDC)	(202) 274-5000	Licensed Practical Nurse (LPN)	
University of the District of Columbia (UDC)	(202) 274-5000	Nursing Assistant	
University of the District of Columbia (UDC)	(202) 274-5000	Administrative Assistant Professional	
University of the District of Columbia (UDC)	(202) 274-5000	Administrative Assistant Professional	(CRS)
University of the District of Columbia (UDC)	(202) 274-5000	American Home Inspector Training	
University of the District of Columbia (UDC)	(202) 274-5000	American Home Inspector Training	(CRS)
University of the District of Columbia (UDC)	(202) 274-5000	Associate of Applied Science in Legal Studies	
University of the District of Columbia (UDC)	(202) 274-5000	Associate of Applied Science in Legal Studies	(CRS)
University of the District of Columbia (UDC)	(202) 274-5000	Associate of Applied Science in Medical Radiography	
University of the District of Columbia (UDC)	(202) 274-5000	Associate of Applied Science in Medical Radiography	(CRS)
University of the District of Columbia (UDC)	(202) 274-5000	Associate of Arts in Childhood Development	
University of the District of Columbia (UDC)	(202) 274-5000	Associate of Arts in Childhood Development	(CRS)
University of the District of Columbia (UDC)	(202) 274-5000	Associate of Arts in Electronics Engineering Technology	
University of the District of Columbia (UDC)	(202) 274-5000	Associate of Arts in Electronics Engineering Technology	(CRS)
University of the District of Columbia (UDC)	(202) 274-5000	Cable Installer	
University of the District of Columbia (UDC)	(202) 274-5000	Cabling Installer Technician	(CRS)
University of the District of Columbia (UDC)	(202) 274-5000	Cabling/Telecommunications Technician	
University of the District of Columbia (UDC)	(202) 274-5000	Cabling/Telecommunications Technician	
University of the District of Columbia (UDC)	(202) 274-5000	Certified Addiction Counselor	(CRS)
University of the District of Columbia (UDC)	(202) 274-5000	Certified Addiction Counselor	(CRS)
University of the District of Columbia (UDC)	(202) 274-5000	Certified Addictions Counselor (TEP)	
University of the District of Columbia (UDC)	(202) 274-5000	Certified Nursing Assistant/Home Health Aide (Dual Certification)	
University of the District of Columbia (UDC)	(202) 274-5000	Child Development Associate	
University of the District of Columbia (UDC)	(202) 274-5000	Commercial Driver License (CDL) Class A	(CRS)
University of the District of Columbia (UDC)	(202) 274-5000	Commercial Driver License (CDL) Class B	
University of the District of Columbia (UDC)	(202) 274-5000	Construction Pre-Apprenticeship Program	
University of the District of Columbia (UDC)	(202) 274-5000	Cosmetology	
University of the District of Columbia (UDC)	(202) 274-5000	Culinary Training	(CRS)
University of the District of Columbia (UDC)	(202) 274-5000	Customer Service Representative	(CRS)
University of the District of Columbia (UDC)	(202) 274-5000	ED2GO Career and Professional Development Series (BRAC Only)	
University of the District of Columbia (UDC)	(202) 274-5000	ED2GO Career and Professional Development Series (BRAC)	
University of the District of Columbia (UDC)	(202) 274-5000	Emergency Management Technician (EMT)	
University of the District of Columbia (UDC)	(202) 274-5000	Emergency Management Technician (EMT)	(CRS)
University of the District of Columbia (UDC)	(202) 274-5000	Emergency Medical Technician (EMT)	
University of the District of Columbia (UDC)	(202) 274-5000	Emergency Medical Technician (EMT)	
University of the District of Columbia (UDC)	(202) 274-5000	First Year Pre-Apprenticeship Carpentry	
University of the District of Columbia (UDC)	(202) 274-5000	First Year Pre-Apprenticeship Electrical Wiring	
University of the District of Columbia (UDC)	(202) 274-5000	First Year Pre-Apprenticeship Plumbing	
University of the District of Columbia (UDC)	(202) 274-5000	Food Service Supervisor Certification	
University of the District of Columbia (UDC)	(202) 274-5000	Food Service Supervisor Certification	
University of the District of Columbia (UDC)	(202) 274-5000	Food Supervisor Certification/Recertification	
University of the District of Columbia (UDC)	(202) 274-5000	Hospitality Training and Internship Program (HTIP)	
University of the District of Columbia (UDC)	(202) 274-5000	Microsoft Office User Specialist (MOUS)	
University of the District of Columbia (UDC)	(202) 274-5000	Microsoft Office User Specialist (MOUS)	(CRS)
University of the District of Columbia (UDC)	(202) 274-5000	UDC Workforce Productivity Program	
University of the District of Columbia (UDC)	(202) 274-5000	Wide Range of Courses	
Virginia Polytechnic Institute and State University	(540) 231-6000	Bachelor of Arts in Human Development	
VMT Education Center Inc.	(202) 282-3010	Certified Nursing Assistant (CNA)	
VMT Education Center Inc.	(202) 282-3010	Home Health Aide	

VMT Education Center Inc.	(202) 282-3010	Licensed Practical Nurse (LPN)
VMT Education Center Inc.	(202) 282-3010	Massage Therapist
VMT Education Center Inc.	(202) 282-3010	Pharmacy Technican
Washington Adventist University	(301) 891-4000	Respiratory Therapy Technician CRS)
Washington Adventist University	(301) 891-4000	Completion of Coursework for MS in Nursing and Business Leadership (BRAC)
Washington Adventist University	(301) 891-4000	Two Courses in Support of Masters of Nursing and Business Leadership (BRAC)
Washington Area Community Investment Fund	(202) 529-5505	Entrepreneurial Training
Washington Area New Automobile Dealers Association (WANADA)	(202) 237-7200	Pre-Apprenticeship Training for Auto Mechanics
Webster University	(202) 561-4382	Group Development and Change (HRDV 5560) - ONLINE COURSE (BRAC)
Westlink Career Institute	(202) 552-7385	Emergency Medical Technician - ADVANCED (EMT-A) - DAY
Westlink Career Institute	(202) 552-7385	Emergency Medical Technician - Advanced (EMT-A) - EVENING
Westlink Career Institute	(202) 552-7385	Emergency Medical Technician (EMT) - EVENING
Westlink Career Institute	(202) 552-7385	Emergency Medical Training (EMT) - DAY
Westlink Career Institute	(202) 552-7385	EMT Intermediate Paramedic Training
Westlink Career Institute	(202) 552-7385	EMT Intermediate Paramedic Training
Westlink Career Institute	(202) 552-7385	EMT Paramedic Training
Westlink Career Institute	(202) 552-7385	EMT Paramedic Training
Westlink Career Institute	(202) 552-7385	EMT Paramedic Training
Westlink Career Institute	(202) 552-7385	Local ITA - Basic EMT Training
Year Up Inc.	855-932-7871	Information Technology - STIMULUS
Year Up Inc.	855-932-7871	Information Technology - STIMULUS
Year Up Inc.	855-932-7871	Information Technology (I.T.) Help Desk
Year Up Inc.	855-932-7871	Local ITA - Information Technology (I.T.) Help Desk
YWCA of the National Capital Area	(202) 626-0700	Out-of-School/WIA/OCC- Microsoft Certification Training
YWCA of National Capital Area	(202) 626-0700	Practical Nursing Program