2021 in Review

Dear Friends and Supporters,

2020 was a year of upheaval, uncertainly, and loss, and, in many ways, it was surreal. In contrast, 2021, with the COVID vaccine rollout, some experience navigating the pandemic, and opportunities beginning to open up, provided a flicker of hope. For many CareerCatchers’ clients that hope came from the hard work of 2020—taking more workforce development classes, learning new skills to function in a remote environment world, and making more connections with CareerCatchers’ staff and community resources. For our part, in 2021 we added to our staff, hired two new VISTA members, made more connections with local employers wanting to hire our clients, and expanded the client-requested services we added in response to COVID. The 2021 results were amazing: more clients served, larger staff, more services, more client jobs, more client training, more employer connections, and an estimated annual value of $8.2 million in new jobs started by our clients. Thanks for your support through these unprecedented times. Onward and upward we go.

With Gratitude,
Mariana McNeill
Executive Director
CareerCatchers' Mission

CareerCatchers works to promote career stability and self-sufficiency for every client through individualized counseling, training, and support. Since 2007, CareerCatchers has provided one-on-one sustained guidance to 3,000 low-income and otherwise disadvantaged local residents. Our services are provided through the efforts of our staff, board of directors, volunteers, and partners.

CareerCatchers’ mission is to help every client start training and to establish a long-term career through individualized employment and job skills counseling to:

- Ensure stable employment and upward mobility
- Identify and encourage participation in work skills and training programs
- Enhance self-esteem and foster empowerment
Meet the Team

Mariana A. McNeill
Executive Director/Co-Founder

K. Kunda
Program Director

Chris Stephens
Career Coach

William Hegwood
Career Coach

Maria Herald
Career Coach

Shamsun Nahar
AmeriCorps VISTA Fundraiser

Rogger Valle
Career Coach

Christopher Botros
Career Coach

Dave Cabrera
AmeriCorps VISTA Data Analyst

Emma Kunda
Volunteer Coordinator

Justin Dignan
Data Analyst

Sokunthea Chan Soeun
AmeriCorps VISTA Fundraiser
Meet Our Board

- CARLENE GOODMAN
- CAROL O'CONNELL
- CHASE ENGEL
- DONNA BOXER
- IVANA MCNEILL
- JANE KERSCHNER
- KAREN SHAINES
- MELISSA BARRINGTON
- SARA MAZIE
670 clients served

Who We Served

- 75% Female
- 50% Foreign-born

Top 5 Zip Codes Served
- 20850
- 20877
- 20878
- 20910
- 20874

Age

- 18-29: 26%
- 30-39: 29%
- 40-49: 22%
- 50-59: 15%
- 60-64: 6%
- 65+: 2%

Ethnicity/Race

- Black/African American: 54%
- Latino: 18%
- Caucasian: 13%
- Asian: 6%
- Middle Eastern: 2%
- Other: 7%
We work with

- Domestic Violence Victims
- Single Parents
- Homeless Individuals
- Previously Incarcerated
- People with Disabilities
- Low Income Earners

Barriers we help overcome

- Limited Business Network
- Lack of Childcare
- Financial Issues/Debt
- Criminal Record
- Limited Work Experience
- Lack of Education and Training
- And Many More...

Client Programs

<table>
<thead>
<tr>
<th>Program</th>
<th>Total</th>
<th>Percent</th>
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</thead>
<tbody>
<tr>
<td>Rapid Rehousing</td>
<td>207</td>
<td>31%</td>
</tr>
<tr>
<td>Housing</td>
<td>195</td>
<td>29%</td>
</tr>
<tr>
<td>Domestic Violence</td>
<td>146</td>
<td>22%</td>
</tr>
<tr>
<td>Direct Access</td>
<td>98</td>
<td>14%</td>
</tr>
<tr>
<td>Educational</td>
<td>24</td>
<td>4%</td>
</tr>
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</table>
Increased Resources = Increased Success

Increased funding allowed us to hire six new staff members. Each client received expanded and more intensive assistance. An improving economy, lessening of COVID restrictions, and the more intensive assistance resulted in improved outcomes.

- Seen Intensively: 291 (2020) to 465 (2021) (+60%)
- Participated in Training: 212 (2020) to 266 (2021) (+25%)
- Started a New Job: 136 (2020) to 204 (2021) (+92%)
- Job Retention Support: 140 (2020) to 197 (2021) (+41%)

*Excludes clients receiving non-career coaching assistance.
Building Relationships

- 670 clients served.
- 465 (70%) of clients served were ready for intensive assistance.
- 266 (57%) of intensively served clients completed workforce development training.
Job Placement Support

Improving economic conditions, an increase in our resources, and focus on job readiness training, resulted in 68 more clients starting new jobs in 2021 than in 2020. We also provided ongoing job retention support to more clients.

Of the 204 clients that obtained employment...

50 jobs were obtained using our industry contacts.

90 clients obtained a new job after attending workforce development training.

197 received post job placement support.

44% of clients seen intensively started a new job.

$8,200,000 estimated total value of these jobs on an annual basis.
2021 in Photos

Senator Chris Van Hollen visiting CareerCatchers.

A client graduating from DC Central Kitchen's Culinary Training program.

Delivering a Chromebook to a client in the process of applying to the MedCert program for IT.

November 3rd 2021 job club presentation.

October 26th 2021 empowerment workshop.
Continuing COVID-19 Related Services

Starting in 2020 and continuing through 2021, CareerCatchers hired eight new staff members including two VISTA members. This allowed us to create and send out a weekly Community Resources email, start a weekly Empowerment Workshop, host 11 volunteer-led classes, expand our Job Club Workshops, enhance our website, and offer hybrid services in response to changing COVID-19 guidelines.
Job Club and Empowerment Workshops

2021 saw an increase in workshop attendance and the quality and diversity of our discussions.

**49 JOB CLUBS**

- Total Attendance: 493
- Popular Topics:
  - Intro to LinkedIn
  - Job Search Skills
  - The Hidden Job Market
  - Personal Branding
  - Interviewing Skills

**50 EMPOWERMENT WORKSHOPS**

- Total Attendance: 376
- Popular Topics:
  - Setting Boundaries
  - The Power of "No"
  - Creating a Positive Mindset
  - Overcoming Self-Sabotage
  - Self Advocacy

**Client Survey Responses**

- The presentations are very educational and interactive. Also, attending these workshops are a good way to network with people from different backgrounds.
- The instructors are very thorough and informative. This workshop really gets you ready for employment. It's truly worth attending.
- 2021 saw an increase in workshop attendance and the quality and diversity of our discussions.
Hear what our community is saying:

**CareerCatchers Clients**

CareerCatchers is the place you want to go because the support you receive transcends what workforce development is all about.
- MB

I've been telling my friend how much CareerCatchers helped me get back to employment. [She] has some great skills and I think CareerCatchers would really be that step she needs to get her back on her feet.
- KV

I had a great experience working with CareerCatchers. I've had a lot of support from my Career Coach, I'm learning new ways to interview, and I'm able to get better paying jobs.
- YB
Two years ago I put a client of mine in touch with you. I still remember when she called me after her first conversation to tell me about you updating her resume and how hopeful she was. I just got the update on the job you helped her land this past year.

- ML, Catholic Charities

CareerCatchers’ staff is professional, responsive and attentive to clients, some of whom are facing difficult challenges beyond the vocational arena. Their services are greatly appreciated here in the City by staff and most importantly by the many residents who have and continue to benefit from their guidance and resources.

- City of Gaithersburg
Learning Community Partners and Model

CareerCatchers held seven Learning Communities in 2021.
The RRH program provided CareerCatchers with increased funding to expand our services in 2021. We hired more Career Coaches and added new clients while providing them more attention and support.

- Catholic Charities
- Interfaith Works
- Bethesda Cares
- NCCF
- Helping Hands Shelter
- MC Coalition for the Homeless
- DHHS Services to End & Prevent Homelessness
Volunteer Programs

- 50 community volunteers worked with CareerCatchers and our clients
- 32 clients received individual support from a volunteer
- 11 skills classes, attended by 61 clients, were offered by community volunteers

Client Survey Responses

- The workshops provide excellent information and resources that help get you job ready, even if you have been unemployed for a very long time.
- I have a much better understanding of accounting. I can apply what I have learned comfortably in any work situation that requires bookkeeping.
- These classes are designed to help clients get hired and keep their jobs. They are priceless, and would cost hundreds of dollars if they were offered by a for-profit organization.
Client Story

GA, who lost her job as a Certified Ophthalmic Assistant due to COVID-19, was referred to CareerCatchers in March 2021 by the Jewish Coalition Against Domestic Abuse. She says CareerCatchers helped her with career guidance and other life skills that impact career readiness through one-on-one sessions and presenting Job Club and Empowerment Workshops. "Empowerment and Job Club are super helpful for someone who wants to get motivated and get a career they like", GA says. The guidance, support, and interviewing tips from CareerCatchers helped her land a paid Salesforce internship in July 2021. With CareerCatchers' guidance, in March 2022, her internship experience paid off and she was offered and accepted a Salesforce Administrator position at another company. She accomplished her goal of finding a new career in IT where she can work from home. She says that "CareerCatchers was a key support system" during her career transition and she recommends CareerCatchers "to learn how to improve yourself and for career advice".