

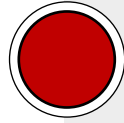


# THE UNIVERSITY OF PHOENIX CAREER OPTIMISM INDEX™ STUDY 2022

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RESEARCH FINDINGS – SURVEY OF U.S. WORKERS + EMPLOYERS  
MARCH 2022

# CAREER OPTIMISM INDEX™, WAVE 2



- Research study to examine American Workers' sense of optimism about their careers in the context of workplace, economic and societal trends and challenges.
- First conducted among Workers in 2021, the report includes year-over-year tracking data among this audience.
- This year, the study also explores insights from Employers to provide comparison between the workforce and those who hire, train and retain them.

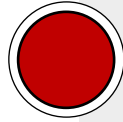
## RESEARCH APPROACH

### SURVEY METHODOLOGY + SAMPLE DEFINITIONS

- 20-minute, online survey of:
  - Gen Pop: n=5000 US, nationally representative adults, age 18+, who either currently work or wish to be working (MOE +/- 1.39%)
  - Oversamples of n=300 adults in each of the top 20 designated market areas (DMAs): New York City, Los Angeles, Chicago, Philadelphia, Dallas, San Francisco-Oakland-San Jose, Washington D.C., Houston, Boston, Atlanta, Phoenix, Tampa, Seattle, Detroit, Minneapolis, Miami, Denver, Orlando, Cleveland, Sacramento (sample sizes + MOEs below)
  - Employers: n=500 US employers who are influential or play a critical role in hiring and workplace decisions within a range of departments, company sizes and industries (MOE +/- 4.38%)
- Gen Pop and Employer fieldwork was conducted between December 12, 2021 – January 6, 2022; DMA fieldwork was conducted between December 12, 2021 – January 15, 2022
- DMA sample sizes and margins of error:

• New York City +/- 5.64 (n=302)	• Washington D.C. +/- 5.55 (n=312)	• Detroit +/- 5.64 (n=302)
• Los Angeles +/- 5.68 (n=298)	• Houston +/- 5.67 (n=299)	• Minneapolis +/- 5.64 (n=302)
• Chicago +/- 5.65 (n=301)	• Boston +/- 5.65 (n=301)	• Miami +/- 5.67 (n=299)
• Philadelphia +/- 5.66 (n=300)	• Atlanta +/- 5.63 (n=303)	• Denver +/- 5.65 (n=301)
• Dallas +/- 5.67 (n=299)	• Phoenix +/- 5.64 (n=302)	• Orlando +/- 5.57 (n=309)
• SF-Oak-San Jose +/- 5.66 (n=300)	• Tampa +/- 5.63 (n=303)	• Cleveland +/- 5.65 (n=301)
	• Seattle +/- 5.64 (n=302)	• Sacramento +/- 5.66 (n=300)





## ANALYSIS SHOWN IN THIS REPORT

- American Workers - This report reflects analysis of the Gen Pop audience of 5000 US adults and includes shifts from last year for tracked questions. Throughout the report, there are several demographic and psychographic data call-outs to help readers understand the differences between different types of workers among broader audience.
- DMAs: There are several data slides for the top 20 U.S. DMAs, which are also tracked year over year.
- Employers – The report also includes data for 500 employers, which is a new audience being studied as part of this initiative.

# CAREER OPTIMISM INDEX™, WAVE 2 OVERVIEW

As employers across the country face significant retention issues amid The Great Resignation, the Index identified a significant gap between employer perspective and employee reality – and the core disparities that need to be addressed in order to shift to The Great Retention.

While nearly 1 in 3 Americans say they would quit their current jobs without having another job lined up, the Index found that an astonishing 69% would consider staying in their current roles if things with their current employer changed. With 76% of employers concerned about retention and 90% prioritizing it, these gaps are critical for employers:

- **Compensation:** 86% of employers think their employees are satisfied with their compensation but in reality, nearly half of employees are unsatisfied and 56% are living paycheck to paycheck.
- **Training:** 89% of employers say upskilling opportunities are provided frequently, in comparison to 61% of employees who say these opportunities are provided frequently.
- **Advocacy:** 91% of employers believe their employees have someone in their professional life who advocates for them, but only 63% of employees agree.
- **Mental Health:** 85% of employers say their employees have mental health resources available yet less than half of the workforce have taken advantage of resources available to manage work-related stress.
- **Job Security:** 91% of employers believe their employees feel empowered in their job, but 52% of American workers see themselves as easily replaceable in their position and 41% worry about losing their job.

In addition to these gaps, 40% of Americans say COVID-19 has taken their career off course. But despite these challenges, 81% remain hopeful about the future of their careers, with 73% saying that hope is what got them through the past year. By taking concrete steps to address these gaps, employers can successfully transition away from the Great Resignation and into the Great Retention, stabilizing the American workforce and advancing employee career trajectories at the same time.



# CAREER OPTIMISM INDEX™, DMA OVERVIEW

By surveying workers in the top 20 DMAs across the U.S. the Index shows remarkable consistency – the core disparities among workers and employers are evident in America's top cities, with interesting differences in the details.

Workers in Denver and Washington, D.C. are among the most likely to say they would quit their job without a backup, while New Yorkers and Philadelphians are among the least likely. While a staggering 69% of American workers say they would consider staying in current role if things with their current employer changed, workers in Denver and Dallas are most likely to say they would stay if things changed at their current jobs, and Chicagoans are most likely to say there's nothing that would make them stay.

Across the top 20 DMAs here are some additional highs and lows with regard to the most prominent issues facing workers:

- **Compensation:** While at least one-third of workers across each of the top 20 DMAs are not satisfied with their compensation, workers in Cleveland and Chicago are least satisfied. Most DMAs saw increases in workers saying they're living paycheck to paycheck – the highest increases since last year were in Cleveland, Phoenix, Philadelphia, Seattle, and Los Angeles.
- **Training:** 61% of workers nationally say they have opportunities for upskilling, but half or fewer agree in Boston, Chicago and Minneapolis.
- **Advocacy:** Workers in Chicago and Boston are the least likely to say they have someone in their professional life who advocates for them.
- **Mental Health:** Workers in nearly every DMA are more likely than last year to have sought out resources to manage work-related stress.
- **Job Security:** A bright spot – while a majority of American workers overall feel replaceable in their jobs, this sentiment has declined in 17 out the top 20 U.S. DMAs.

Two years in, workers in 12 out of 20 of the top U.S. DMAs are even more likely than last year to say COVID-19 has taken their career off course. Despite these challenges, workers across the top DMAs remain hopeful about the future of their careers.

# Additional DMA Insights, Key Standouts

## **Washington, D.C. is a highly volatile DMA**

- Workers in D.C. are the most likely to say they are actively looking for a new job or expecting to look for one in the next 6 months (61%).
- D.C. workers are the most worried about losing their job (44%), but also among the most willing to say they would quit their job without having a backup (34%).
- Nearly half of workers in D.C. say they live paycheck to paycheck (49%), and more than a third feel overwhelmed by debt (36%).
- And still people in D.C. have been the most reliant on hope, with 86% saying they are hopeful about the future of their career and 78% saying hope has helped them get through the past year.

## **Chicago workers feel unsupported and unsatisfied**

- Chicagoans are among the least likely to say they have frequent upskilling opportunities (46%) and among the least likely to cite having an advocate in their professional lives (53%).
- Additionally, Chicago workers are among the least satisfied with their pay compared to other DMAs (49%), and the least likely of any DMA to say they would stay in their current jobs if something changed (56% in Chicago, compared to 69% nationally).

## **Minneapolis workers also feel unsupported but are more satisfied with the status quo**

- Workers in Minneapolis are among the least likely to say they have someone in their professional life who advocates for them (57%) and among the most likely to say mentorship programs are not currently offered by their employer (65%).
- However, Minneapolis workers are more satisfied with the amount of money they make than the national average (65% vs. 56%) and are among the least likely to be looking for a new job (30%).

# Additional DMA Insights, Key Standouts (cont.)

## **Boston workers feel financially secure**

- Boston workers have the highest career optimism out of all 20 top DMAs.
- Workers in Boston are financially secure – it is the city where people are least likely to say they live paycheck-to-paycheck (33%) or feel overwhelmed by debt (21%). Workers here are also more likely than the national average to say they are satisfied with the amount of money they currently make (62% vs. 56%).
- They are also among the least likely to say they are worried about losing their job (29%).

## **Los Angeles workers have a positive mindset related to their careers**

- L.A. leads as the DMA where people have the most optimism related to their own mental health, which is driven by a sense of resiliency that is well above the national average (91% vs. 85%) and a high sense of adaptability (88%) (on par with the national average).
- They are among the most likely to feel empowered in their current jobs (80%) and have continued to rely on hope – with 77% saying hope has helped them get through the past year.
- L.A. workers are more satisfied with the amount of money they make than the national average (64% vs. 56%) and are less likely than the national average to be looking for a job (41% vs. 52%).

## **New Yorkers express little desire to switch jobs**

- New Yorkers are among the least prepared to search for a new job (74%) and among the least likely to be actively looking for a new job or expecting to in the next 6 months (36%). New York is also the second lowest DMA in terms of feeling positive about the job opportunities available to them (72%).
- Workers in New York are simultaneously very secure in their finances and the least likely to quit their job without having a backup (21%).

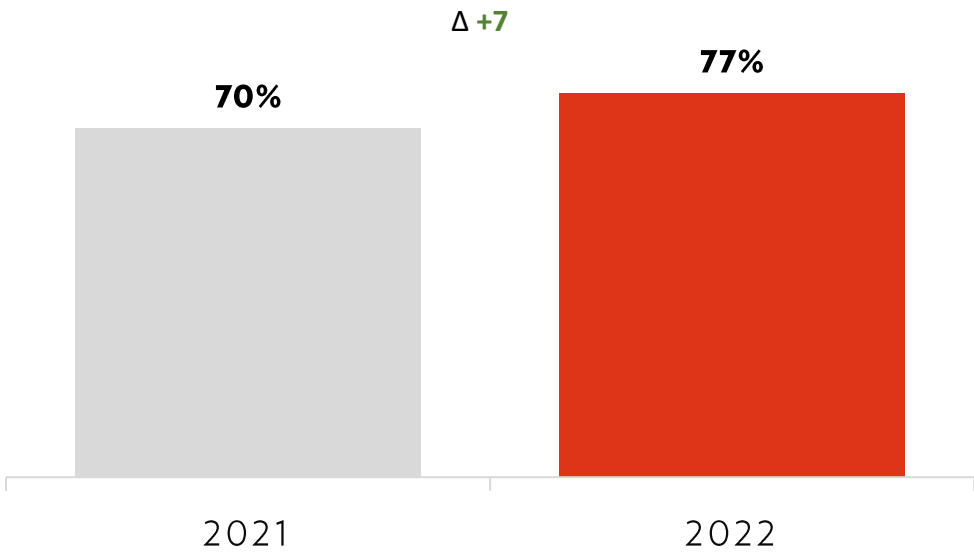


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**The U.S. workforce is moving  
around and Employers are  
understandably worried**

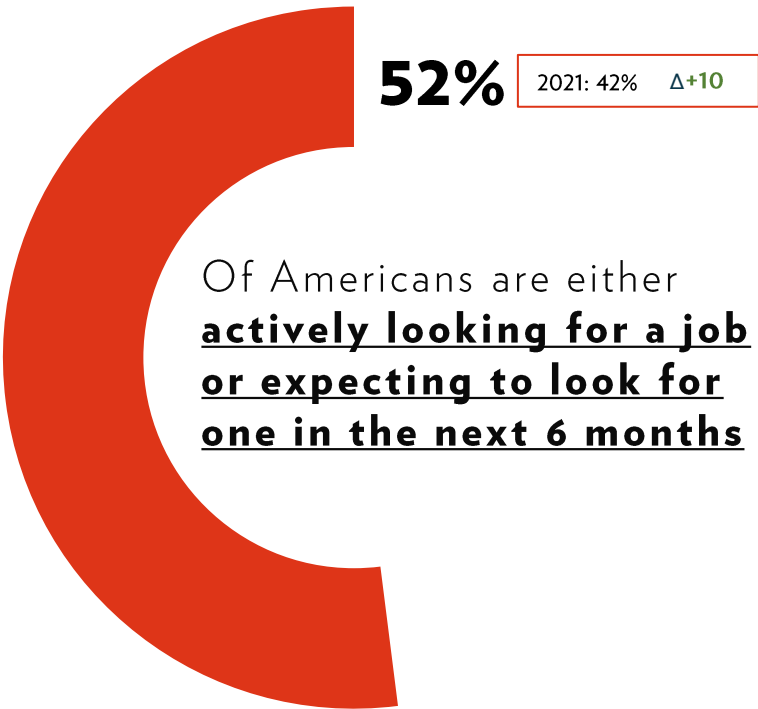
# AMERICANS FEEL EVEN MORE PREPARED THAN LAST YEAR TO SEARCH FOR A JOB, AND OVER HALF ARE LOOKING

JOB SEARCH READINESS  
*(Shown % Top 2 Prepared)*



Feel **prepared** to search for a job if they had to

LOOKING FOR A NEW JOB  
*(Shown % Selected Response)*

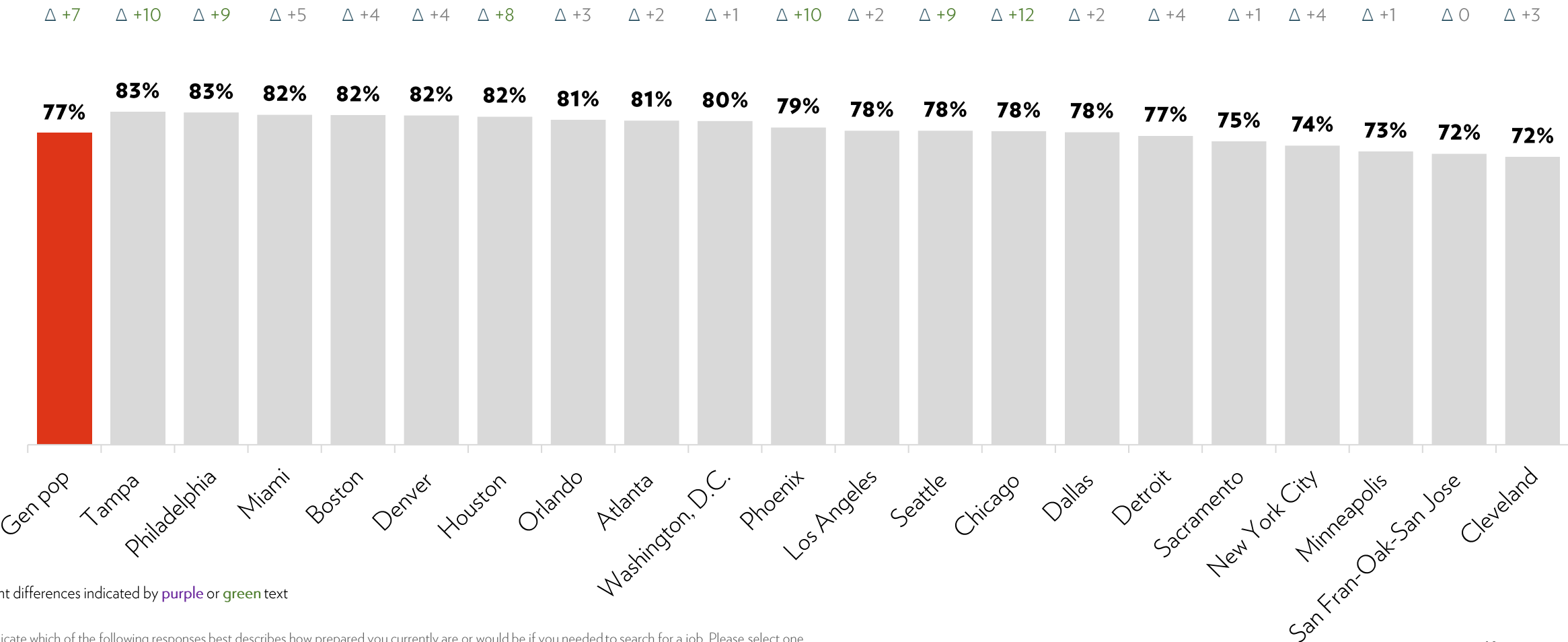


- 62% of Americans who are not hopeful about the future of their career are actively looking or expecting to look for new jobs
- Black Americans (73%), Gen Z (81%), Lower income Americans (Under \$50k, 61%)

\* Significant differences indicated by purple or green text

# MOST WORKERS FEEL PREPARED FOR A JOB SEARCH, WITH THOSE IN TAMPA AND PHILADELPHIA JUST ABOVE THE U.S. AVERAGE

JOB SEARCH READINESS  
(Shown % Top 2 Prepared)



\* Significant differences indicated by purple or green text

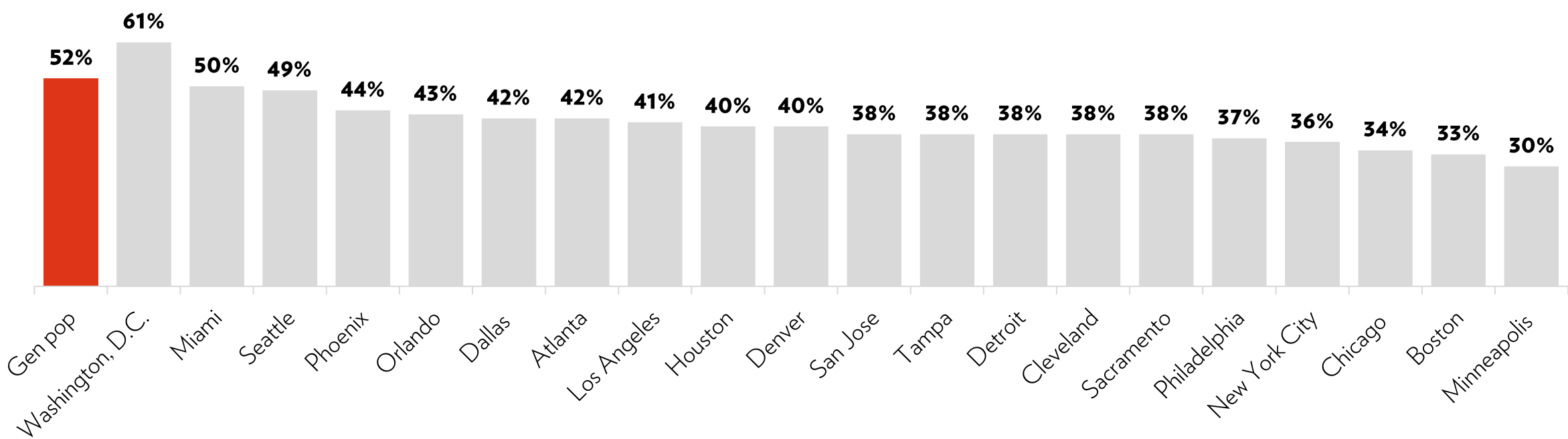
Q2. Please indicate which of the following responses best describes how prepared you currently are or would be if you needed to search for a job. Please select one.  
Base: Gen Pop n=5000, NYC n=302, Los Angeles n=298, Chicago n=301, Philadelphia n=300, Dallas n=299, SF-Oak-San Jose n=300, Washington, D.C. n=312, Houston n=299, Boston n=301, Atlanta n=303, Phoenix n=302, Tampa n=303, Seattle n=302, Detroit n=302, Minneapolis n=302, Miami n=299, Denver n=301, Orlando n=309, Cleveland n=301, Sacramento n=300.



# MANY ARE LOOKING FOR JOBS ACROSS THE U.S. AND THOSE IN WASHINGTON D.C., MIAMI AND SEATTLE ARE MOST LIKELY TO BE LOOKING

## LOOKING FOR A NEW JOB

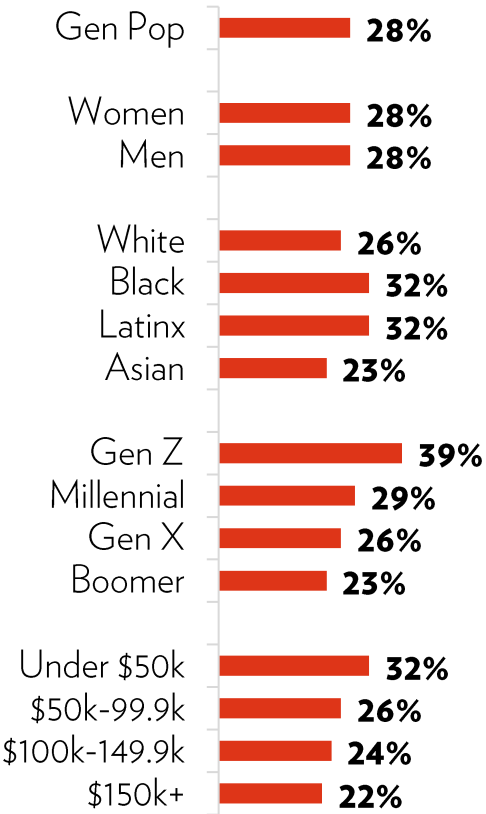
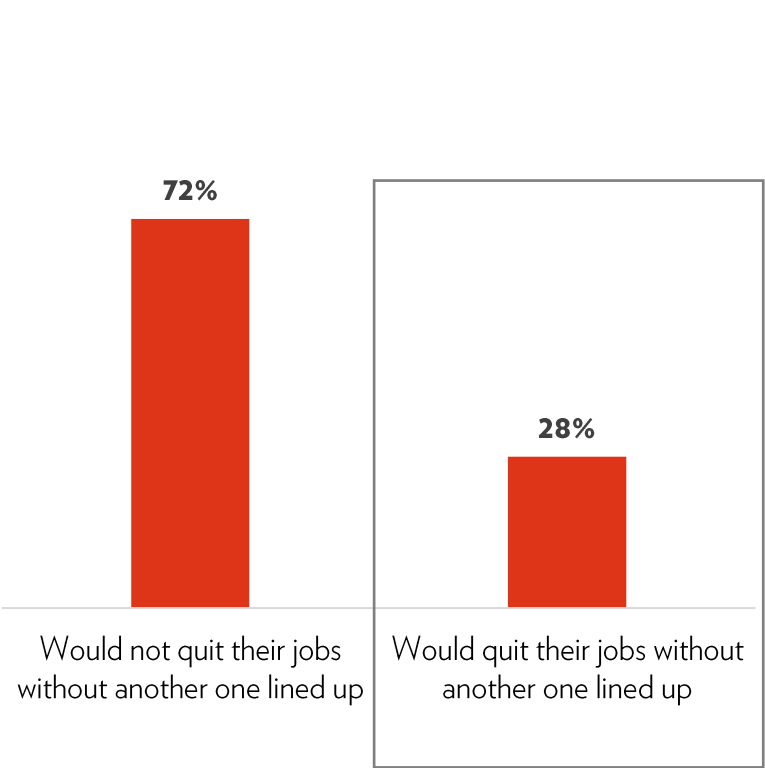
(Shown % Selected Actively Looking for a New Job or Expecting to Look for One in the Next 6 Months)



S9: Regardless of your current employment status, which of the following applies to you? Base: Gen Pop n=5000, NYC n=302, Los Angeles n=298, Chicago n=301, Philadelphia n=300, Dallas n=299, SF-Oak-San Jose n=300, Washington, D.C. n=312, Houston n=299, Boston n=301, Atlanta n=303, Phoenix n=302, Tampa n=303, Seattle n=302, Detroit n=302, Minneapolis n=302, Miami n=299, Denver n=301, Orlando n=309, Cleveland n=301, Sacramento n=300.

# ALMOST 1 IN 3 SAY THEY WOULD QUIT THEIR JOB WITHOUT HAVING ANOTHER ONE LINED UP

QUITTING JOBS WITHOUT A BACKUP  
*(Shown % Selected Response)*

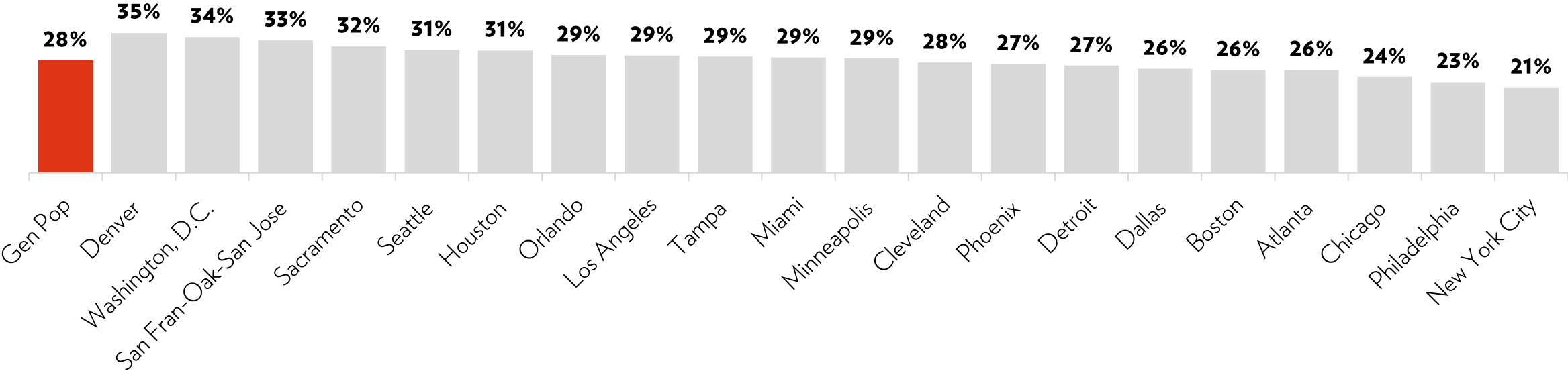


- Demographically, Black, Latinx, younger, and lower income Americans are the most willing to take the risk
- 36% of those who say they would quit their job without another one lined up are also less optimistic about the future of their career
- 29% do manual work, 31% provide direct services to others, and 22% work in office settings

Q71. Regardless of your current employment status, would you ever quit your job without having another one lined up? Base: Gen pop n=5000, Women n=2647, Men n=2349, White n= 3065, Black =397, Latinx n=1144, Asian n=203, Gen Z n=651, Millennial n=1853, Gen X n=1546, Boomer n=930, Under \$50k n=2195, \$50,00-\$99,999 n= 1570, \$100,000-\$149,999 n=740, \$150,000+ n=379, not hopeful about the future of their career n=4030, Manual workers n=1070, direct services n=1316, office workers n=2018.

# WORKERS IN DENVER AND D.C. ARE AMONG THE MOST LIKELY TO SAY THEY WOULD QUIT THEIR JOB WITHOUT A BACKUP; NEW YORKERS AND PHILADELPHIANS AMONG LEAST LIKELY

QUITTING JOBS WITHOUT A BACKUP  
*(Shown % Selected Response)*



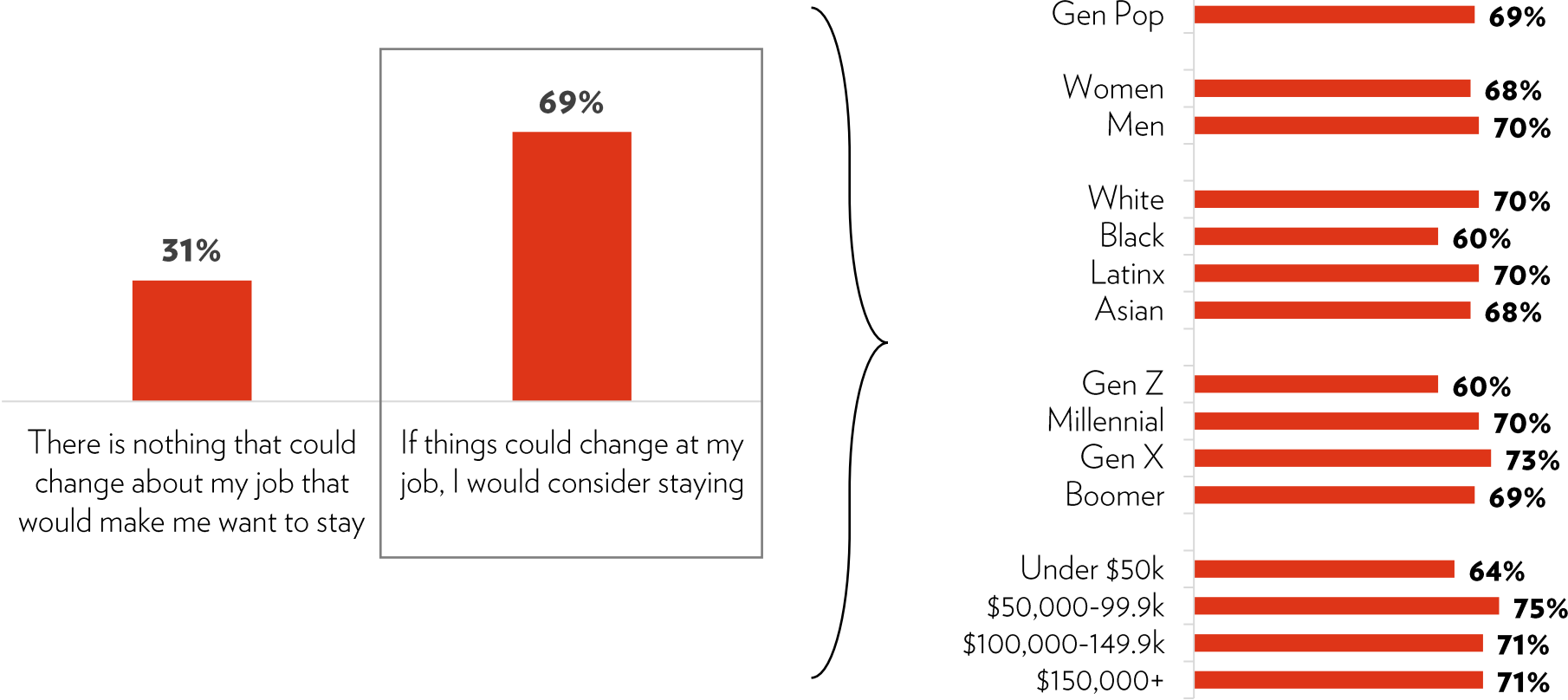
Q71: Regardless of your current employment status, would you ever quit a job without having another one lined up? Base: Gen Pop n=5000, NYC n=302, Los Angeles n=298, Chicago n=301, Philadelphia n=300, Dallas n=299, SF- Oak-San Jose n=300, Washington, D.C. n=312, Houston n=299, Boston n=301, Atlanta n=303, Phoenix n=302, Tampa n=303, Seattle n=302, Detroit n=302, Minneapolis n=302, Miami n=299, Denver n=301, Orlando n=309, Cleveland n=301, Sacramento n=300.



# MOST WORKERS SAY THEY WOULD CONSIDER STAYING AT THEIR CURRENT JOB IF THEY THOUGHT THINGS COULD CHANGE; THERE IS AN OPPORTUNITY FOR EMPLOYERS TO ADDRESS EMPLOYEE NEEDS

## IF SOMETHING CHANGED, WOULD YOU STAY?

(Shown % Selected, Among those employed and looking for a job or expecting to look for a job in the next six months)

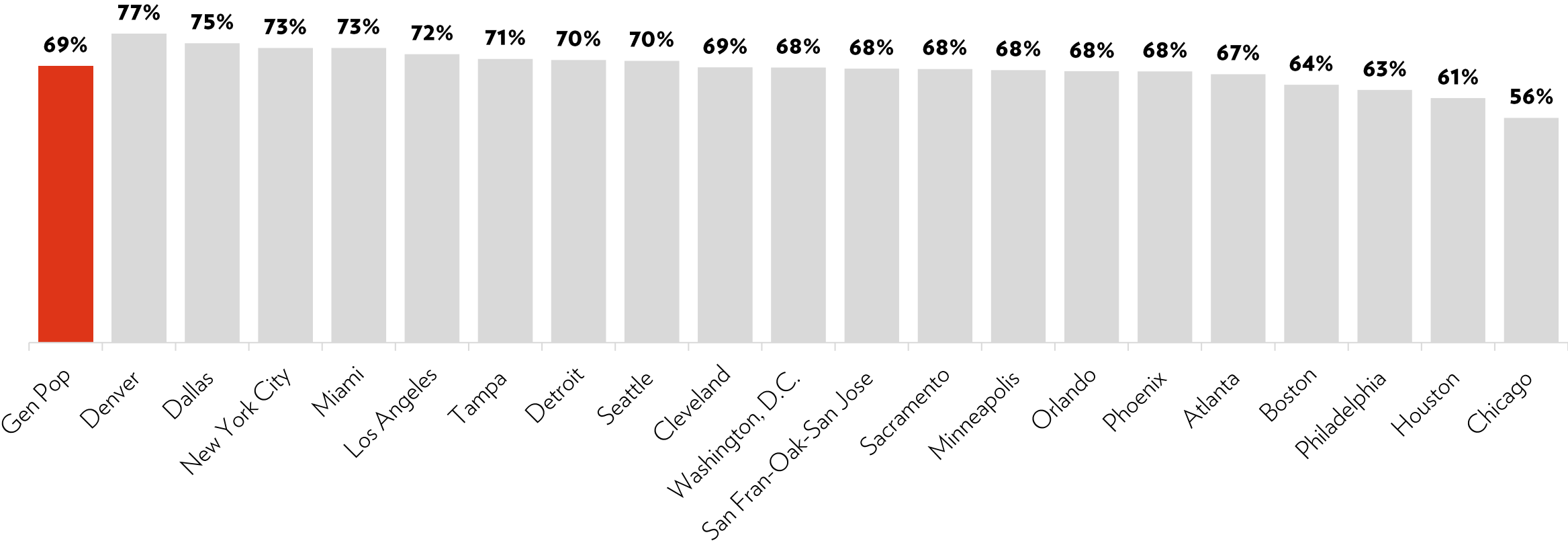


Q69. Which of the following best describes how you feel about your current job? Base: Among those employed and looking for a job or expecting to look for a job in the next six months: Gen Pop n=1992, Women n= 976, Men n=1015, White n=1046, Black n=212, Latinx n=561, Asian n=86\* (\*low base size), Gen Z n=332, Millennial n=890, Gen X n=580, Boomer n=191, Under \$50k n=910, \$50,00-\$99,999 n=624, \$100,000-\$149,999 n=300, \$150,000+ n=139, Chicago n=80, Houston n=106, Philadelphia n=94.

# DENVER AND DALLAS WORKERS ARE MOST LIKELY TO SAY THEY WOULD STAY IF THINGS CHANGED AT THEIR JOB; CHICAGOANS ARE MOST LIKELY TO SAY THERE'S NOTHING THAT WOULD MAKE THEM STAY

IF SOMETHING CHANGED, WOULD YOU STAY?

(Shown % Selected If Things Could Change at my Job, I Would Consider Staying; Among those employed and looking for a job or expecting to look for a job in the next six months)



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# RETENTION IS A TOP PRIORITY FOR EMPLOYERS; MOST CITE A HIGHER TURNOVER RATE THAN BEFORE

## TURNOVER THIS YEAR

(Shown % Top 2 Priority; Top 3 Concerned; Top 2 Higher)

90%

Of Employers say that talent retention is a **priority** at their organization

76%

Of Employers are **concerned** about the turnover rate at their company

55%

Of Employers say the turnover rate this year is **higher** than in previous years



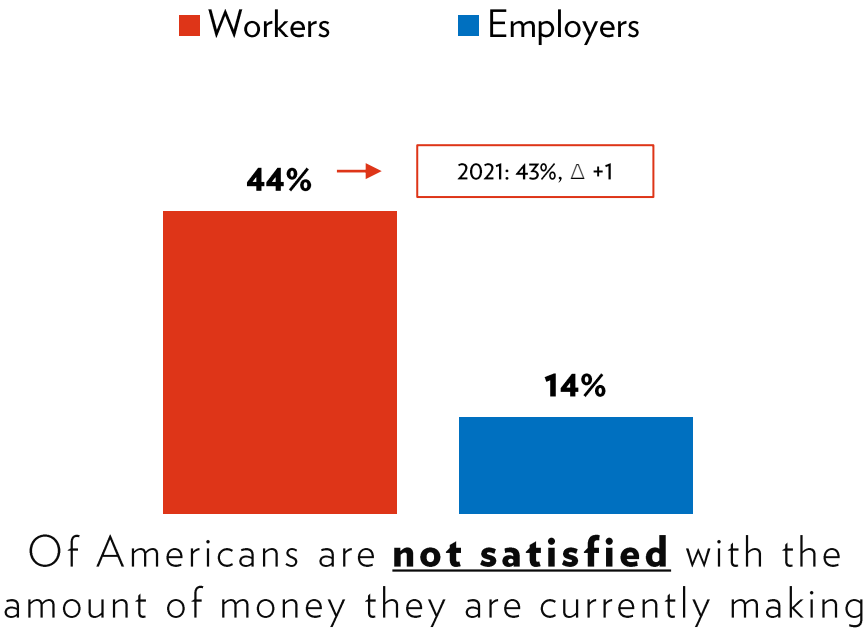
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**There are many notable disconnects  
between Workers and Employers**

# EMPLOYERS BELIEVE WORKERS ARE SATISFIED WITH THEIR COMPENSATION, BUT NEARLY HALF ARE NOT

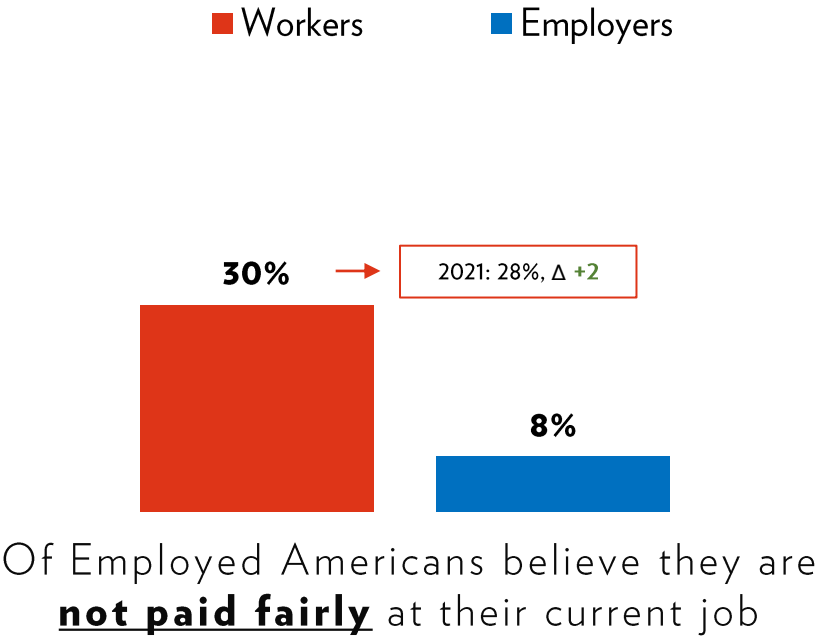
## SATISFACTION WITH COMPENSATION

(Shown % Bottom 2 Disagree, among Gen Pop and Employers)



## FAIRNESS OF PAY

(Shown % Bottom 2 Disagree, Among Employed Americans and Employers)

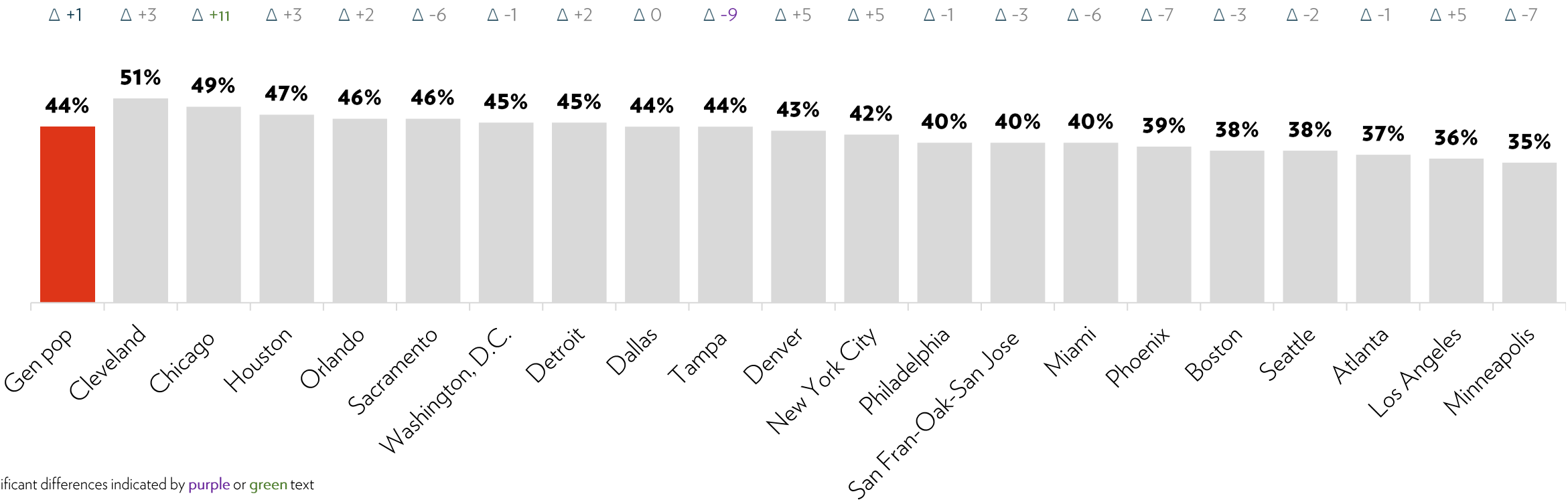


\* Significant differences indicated by purple or green text

Q7: How much do you agree or disagree with the following statements? Base: Among those employed: Gen Pop 2021/2022 n=4123/n=4404. Q7\_EMP: How much do you agree or disagree with the following statements? Please try to think about the majority or most employees when you respond. Base: Employers n=500. Q13: How much do you agree or disagree with the following statements about finances? Base: Gen Pop 2021/2022 n=5000/n=5000. Q13\_EMP: How much do you agree or disagree with the following statements about finances as it relates to your employees? Please try to think about the majority or most employees when you respond. Base: Employers n=500.

# WORKERS IN CLEVELAND AND CHICAGO ARE LEAST SATISFIED WITH HOW MUCH MONEY THEY CURRENTLY MAKE

“I AM NOT SATISFIED WITH THE AMOUNT OF MONEY I AM CURRENTLY MAKING”  
(Shown % Bottom 2 Disagree)

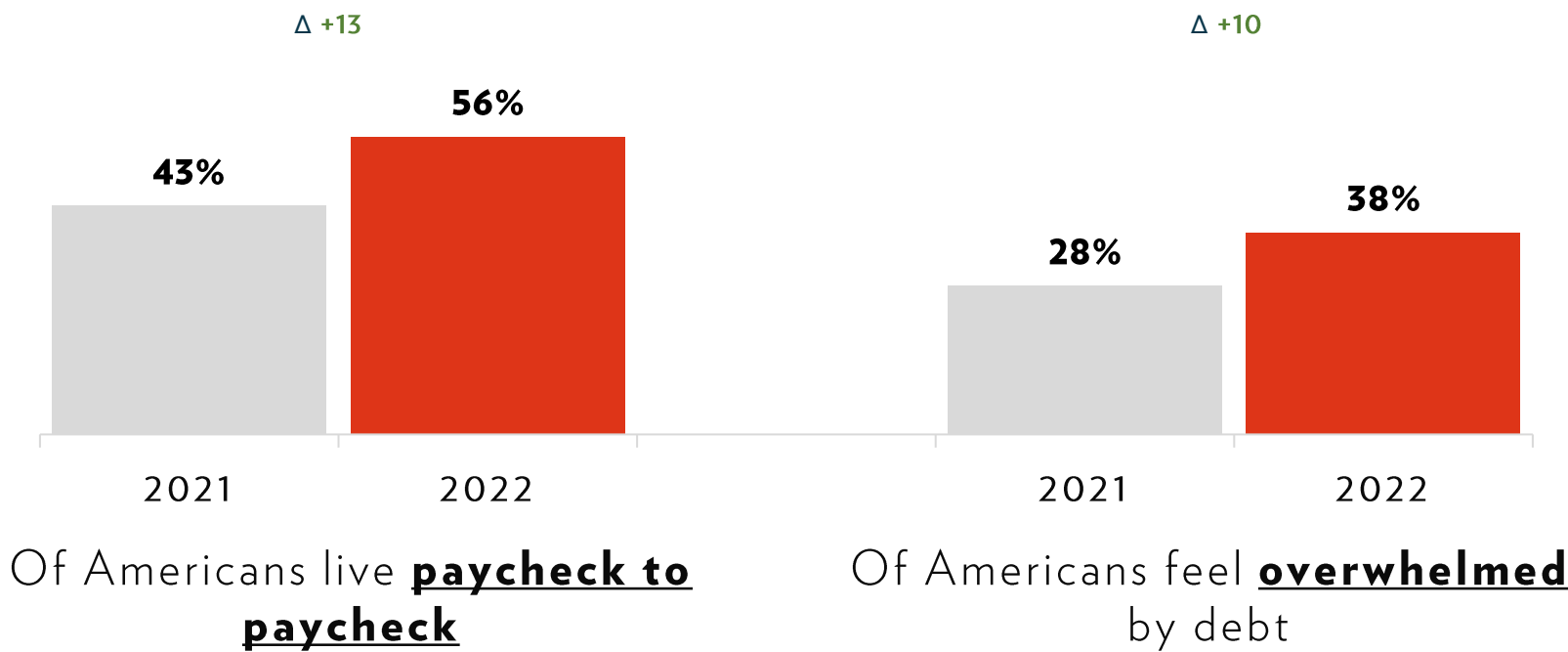


\* Significant differences indicated by purple or green text

# MORE THAN HALF OF AMERICAN WORKERS LIVE PAYCHECK TO PAYCHECK AND MANY FEEL OVERWHELMED BY DEBT

FINANCIAL SECURITY  
*(Shown % Top 2 Agree)*

- Women (61%), Gen Z (66%), and Black Americans (61%) are most likely to say they live paycheck to paycheck

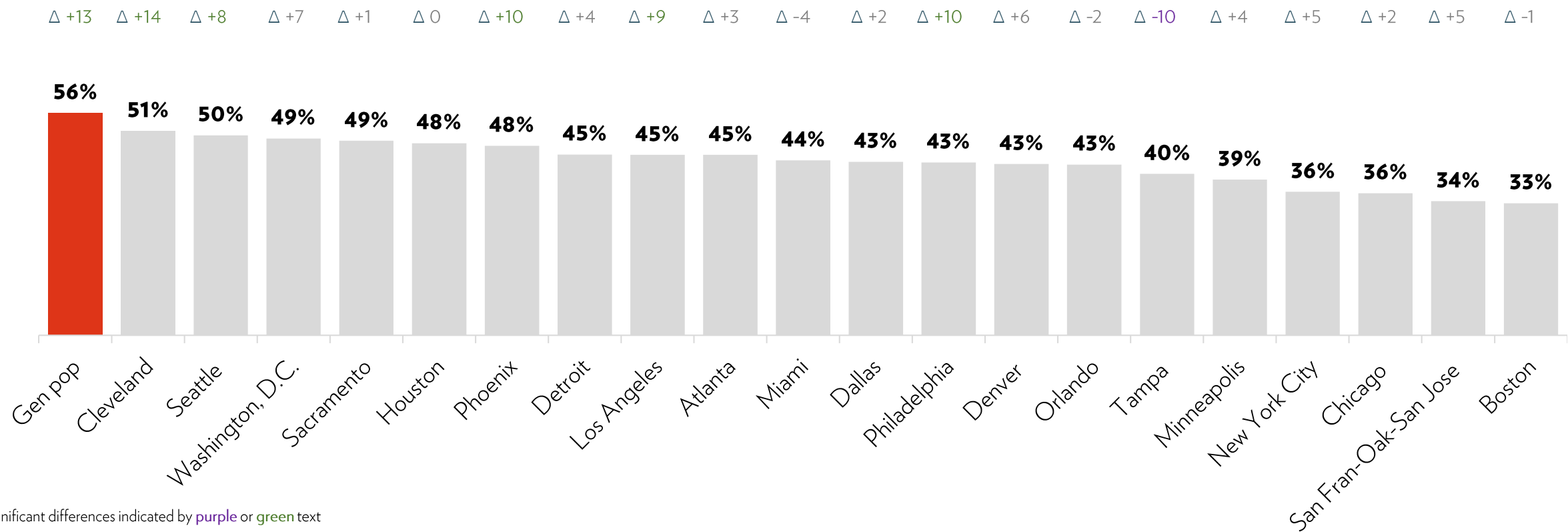


- Women (42%), Gen Z (45%), Millennials (44%) and Latinx Americans (41%) are most likely to say they are overwhelmed by debt
- Cleveland (34%) had a 9-point increase from 2021

\* Significant differences indicated by purple or green text

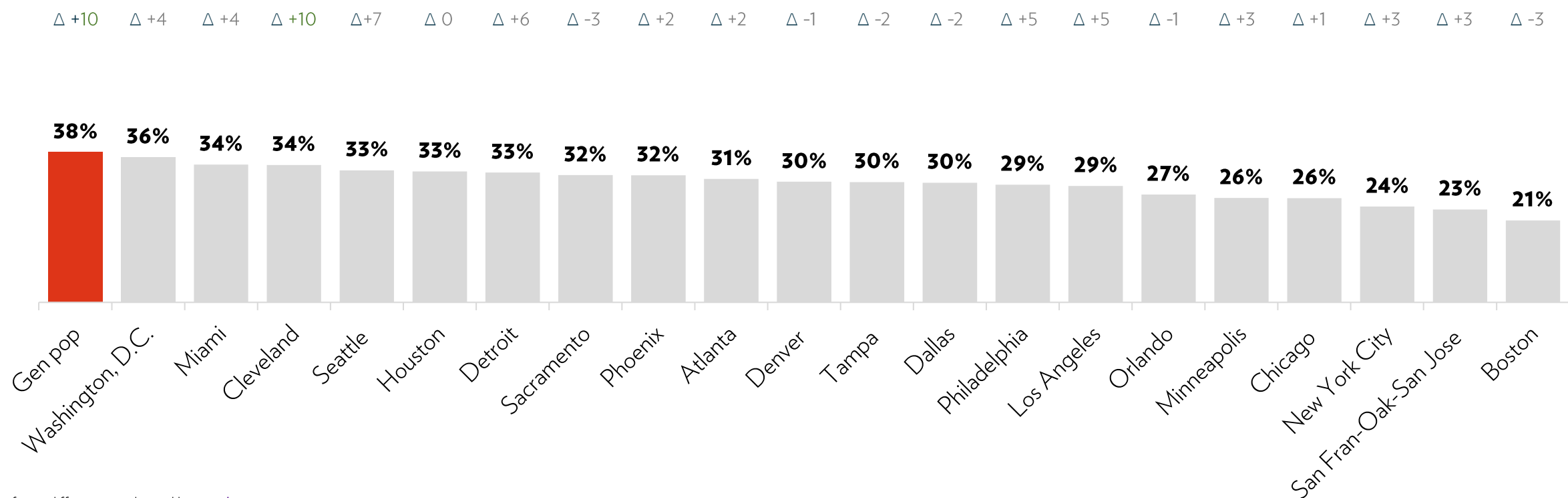
# MOST DMAS SAW INCREASES IN LIVING PAYCHECK TO PAYCHECK – THE HIGHEST INCREASES IN CLEVELAND, PHOENIX, PHILADELPHIA, SEATTLE AND L.A.

“I LIVE PAYCHECK TO PAYCHECK”  
(Shown % Top 2 Agree)



# SIMILARLY, CLEVELAND SAW THE HIGHEST INCREASE IN FEELING OVERWHELMED BY DEBT, FOLLOWED CLOSELY BY SEATTLE

“I AM OVERWHELMED BY DEBT”  
(Shown % Top 2 Agree)



\* Significant differences indicated by purple or green text

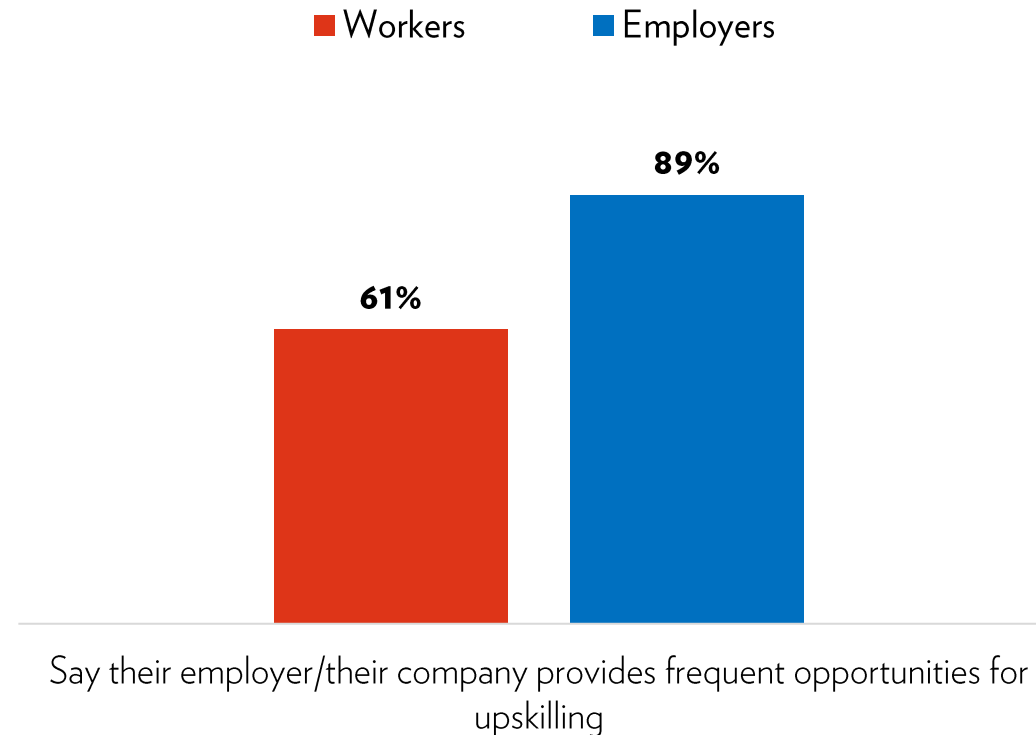
Q13: How much do you agree or disagree with the following statements about finances? Base: Gen Pop n=5000, NYC n=302, Los Angeles n=298, Chicago n=301, Philadelphia n=300, Dallas n=299, SF-Oak-San Jose n=300, Washington, D.C. n=312, Houston n=299, Boston n=301, Atlanta n=303, Phoenix n=302, Tampa n=303, Seattle n=302, Detroit n=302, Minneapolis n=302, Miami n=299, Denver n=301, Orlando n=309, Cleveland n=301, Sacramento n=300.



# EMPLOYERS THINK THEY ARE PROVIDING FREQUENT OPPORTUNITIES FOR UPSKILLING - BUT WORKERS DON'T SEE IT THIS WAY

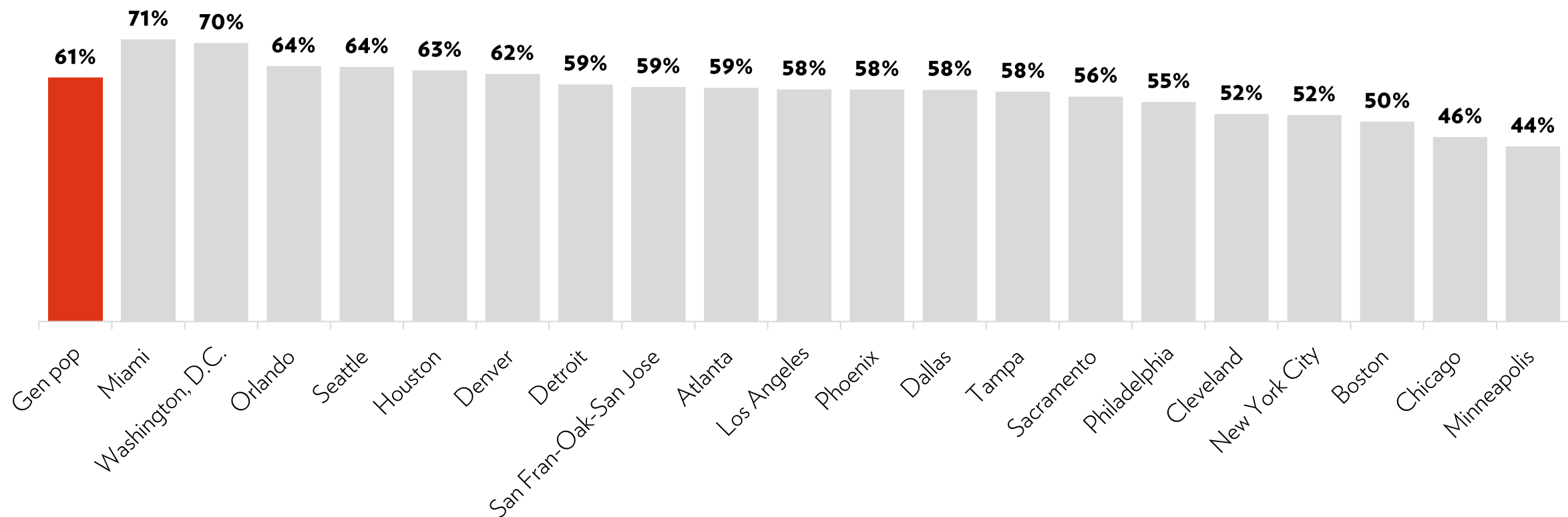
## EMPLOYEE/EMPLOYER PERSPECTIVES ON UPSKILLING OPPORTUNITIES

*(Shown % Top 2 Sometimes/Often, Among Employed Americans and Employers)*



# MINNEAPOLIS, CHICAGO AND BOSTON CITE THE LEAST FREQUENT OPPORTUNITIES FOR UPSKILLING

EMPLOYEE PERSPECTIVES ON UPSKILLING OPPORTUNITIES  
*(Shown % Top 2 Sometimes/Often, Among Employed Americans)*

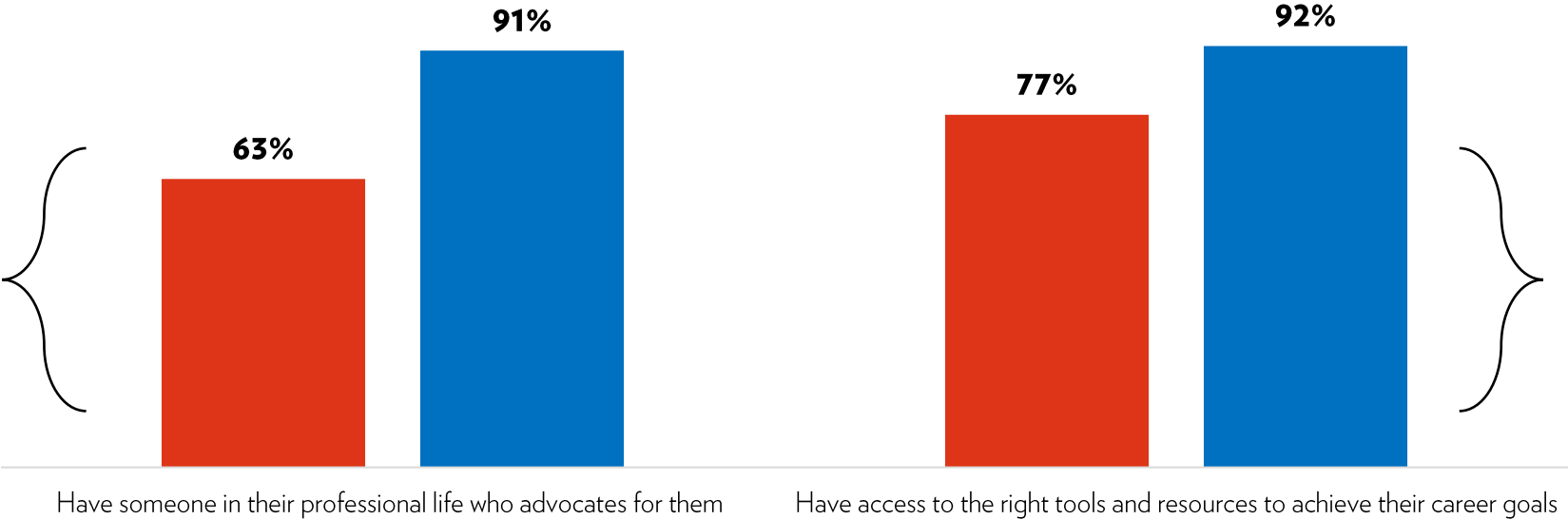


# WHILE THE NUMBERS ARE GENERALLY HIGH, WORKERS ARE FAR LESS LIKELY THAN EMPLOYERS TO BELIEVE THEY HAVE ADVOCATES AND THE RIGHT TOOLS TO SUCCEED

CAREER SUPPORT  
*(Shown % Top 2 Agree, Among Gen Pop and Employers)*

Workers Employers

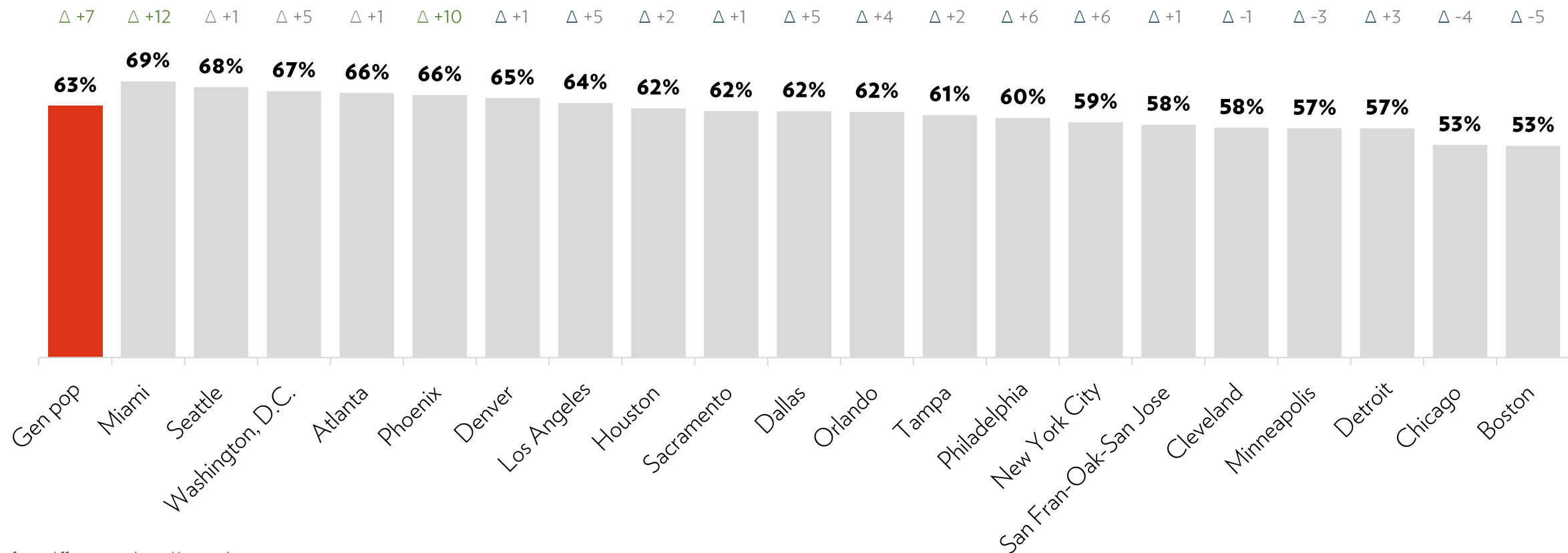
• Females (61%), Boomers (53%), and lower income Americans (Under \$50k, 56%) are the least likely to say they have someone in their professional life who advocates for them



• Females (74%), Gen Zers (71%), and lower income Americans (Under \$50k, 71%) are the least likely to feel they have access to the right tools and resources to achieve their career goals

# WORKERS IN CHICAGO AND BOSTON ARE THE LEAST LIKELY TO AGREE THEY HAVE SOMEONE IN THEIR PROFESSIONAL LIFE WHO ADVOCATES FOR THEM

“I HAVE SOMEONE IN MY PROFESSIONAL LIFE WHO ADVOCATES FOR ME”  
(Shown % Top 2 Agree)

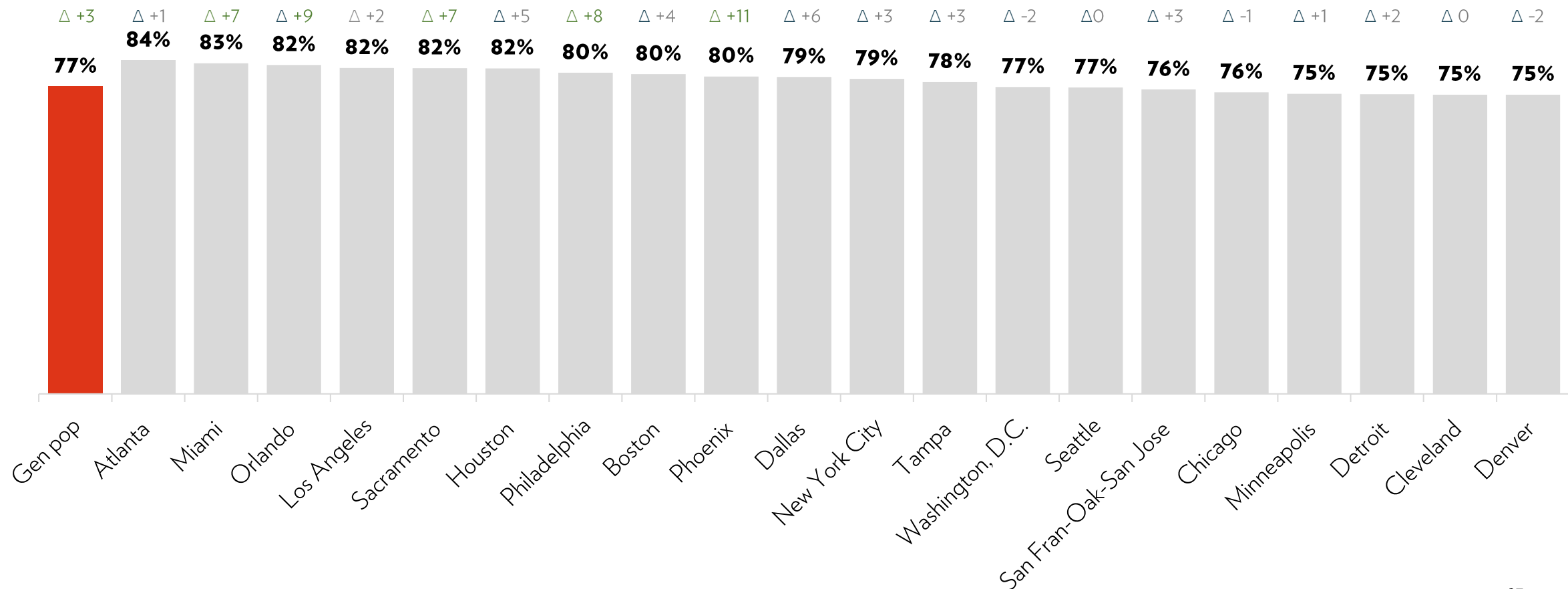


\* Significant differences indicated by purple or green text

Q16: How much do you agree or disagree with the following statements about your career trajectory? Base: Gen Pop n=5000, NYC n=302, Los Angeles n=298, Chicago n=301, Philadelphia n=300, Dallas n=299, SF-Oak-San Jose n=300, Washington, D.C. n=312, Houston n=299, Boston n=301, Atlanta n=303, Phoenix n=302, Tampa n=303, Seattle n=302, Detroit n=302, Minneapolis n=302, Miami n=299, Denver n=301, Orlando n=309, Cleveland n=301, Sacramento n=300.

# THERE IS STRONG ALIGNMENT ACROSS DMAS ABOUT ACCESS TO THE TOOLS AND RESOURCES THEY NEED, DESPITE THE MISALIGNMENT WITH EMPLOYERS

“I FEEL I HAVE ACCESS TO THE RIGHT TOOLS AND RESOURCES TO ACHIEVE MY CAREER GOALS”  
(Shown % Top 2 Agree)



Q16: How much do you agree or disagree with the following statements about your career trajectory? Base: Gen Pop n=5000, NYC n=302, Los Angeles n=298, Chicago n=301, Philadelphia n=300, Dallas n=299, SF-Oak-San Jose n=300, Washington, D.C. n=312, Houston n=299, Boston n=301, Atlanta n=303, Phoenix n=302, Tampa n=303, Seattle n=302, Detroit n=302, Minneapolis n=302, Miami n=299, Denver n=301, Orlando n=309, Cleveland n=301, Sacramento n=300.

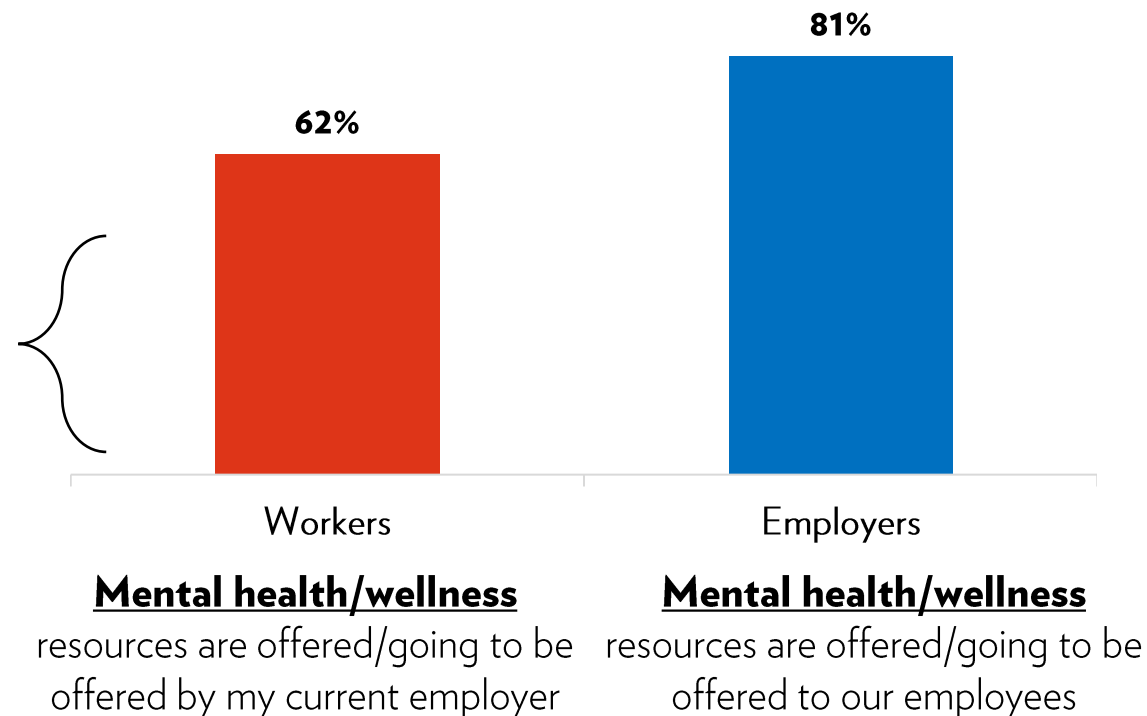
# WORKERS MAY NOT SEE THEIR EMPLOYER AS A SOURCE OF MENTAL HEALTH SUPPORT – LESS THAN HALF HAVE TAKEN ADVANTAGE OF THE RESOURCES OFFERED BY THEIR EMPLOYER

## MENTAL HEALTH/WELLNESS RESOURCES OFFERED

(Shown % Top 2 Agree, Among Employed Americans and Employers)

- Nearly half (**48%**) of Americans say they need support managing their mental health/wellness
- **44%** have looked for mental health resources to help them manage work-related stress

- Younger generations (Gen Zers, 59% and Millennials, 57%), Latinx (51%) and Black (50%) Americans, and people who have income \$100k-\$149.9k (49%) are most likely to have looked for mental health resources to help them manage work-related stress

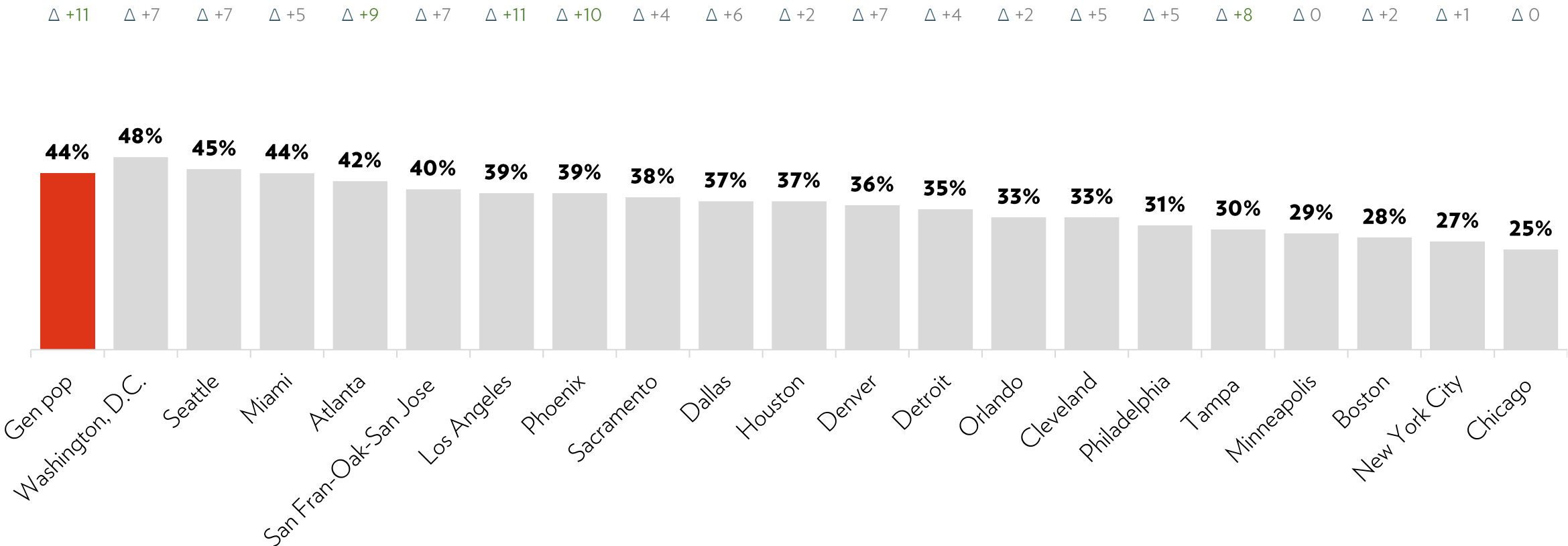




# WORKERS IN NEARLY EVERY DMA HAVE BECOME INCREASINGLY DEPENDENT ON MENTAL HEALTH RESOURCES OVER THE LAST YEAR

“I HAVE LOOKED FOR MENTAL HEALTH RESOURCES TO HELP ME  
MANAGE WORK-RELATED STRESS”

(Shown % Top 2 Agree)

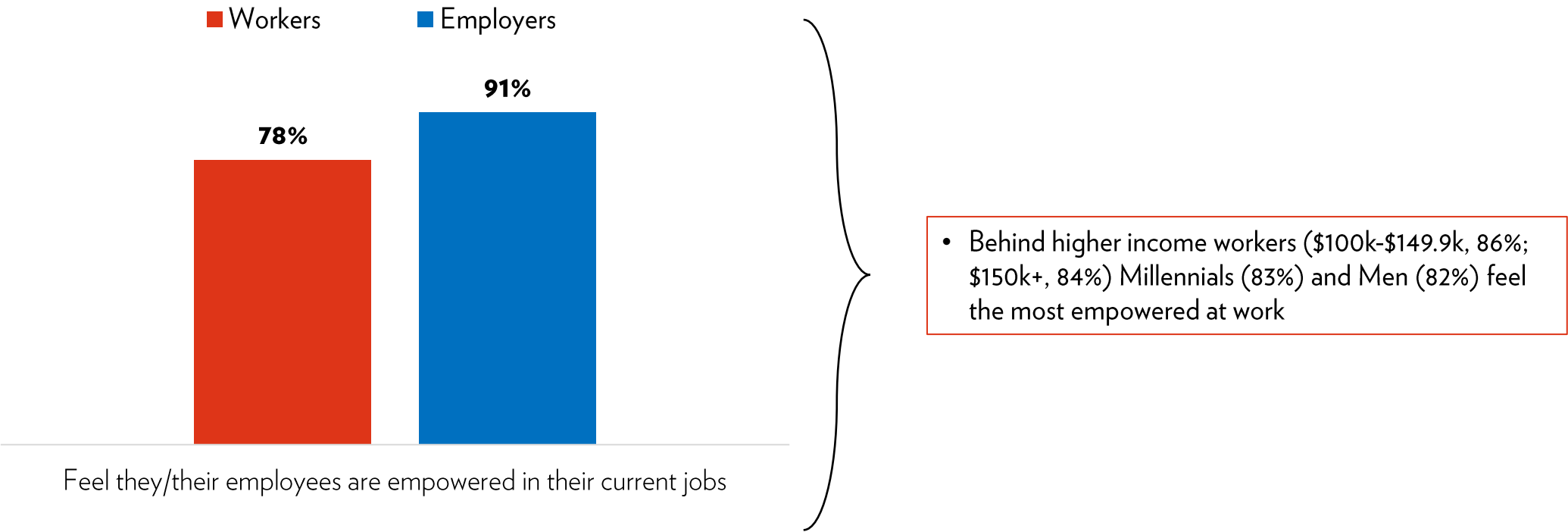


\* Significant differences indicated by purple or green text

Q15: How much do you agree or disagree with the following statements about your mental health/ well-being? Base: Gen Pop n=5000, NYC n=302, Los Angeles n=298, Chicago n=301, Philadelphia n=300, Dallas n=299, SF-Oak-San Jose n=300, Washington, D.C. n=312, Houston n=299, Boston n=301, Atlanta n=303, Phoenix n=302, Tampa n=303, Seattle n=302, Detroit n=302, Minneapolis n=302, Miami n=299, Denver n=301, Orlando n=309, Cleveland n=301, Sacramento n=300.

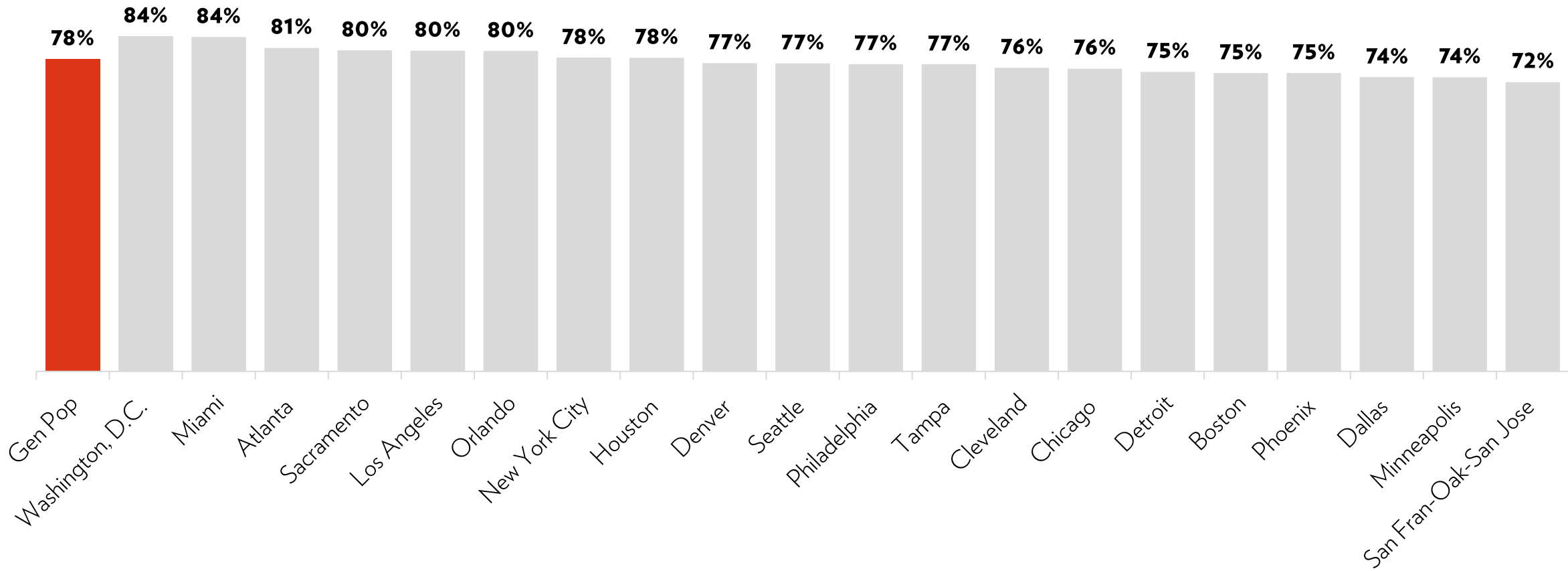
# EMPLOYERS SEE AMERICAN WORKERS AS MORE EMPOWERED THAN THEY ACTUALLY FEEL

EMPOWERMENT IN CURRENT JOB  
*(Shown % Top 2 Somewhat/Very Empowered, Among Employed Americans and Employers)*



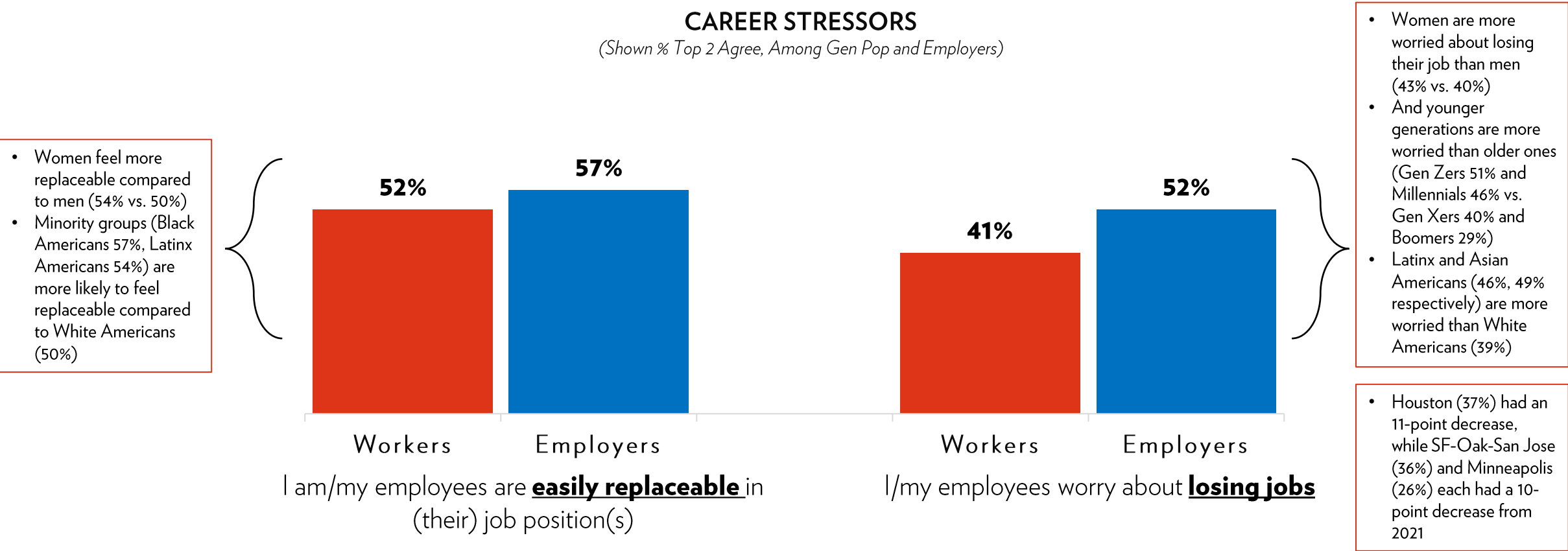
# DESPITE NOTED CHALLENGES, WORKERS IN D.C. AND MIAMI SAY THEY ARE MORE EMPOWERED IN THEIR JOBS THAN THE AVERAGE WORKER

EMPOWERMENT IN CURRENT JOB  
*(Shown % Top 2 Somewhat/Very Empowered, Among Employed Americans)*



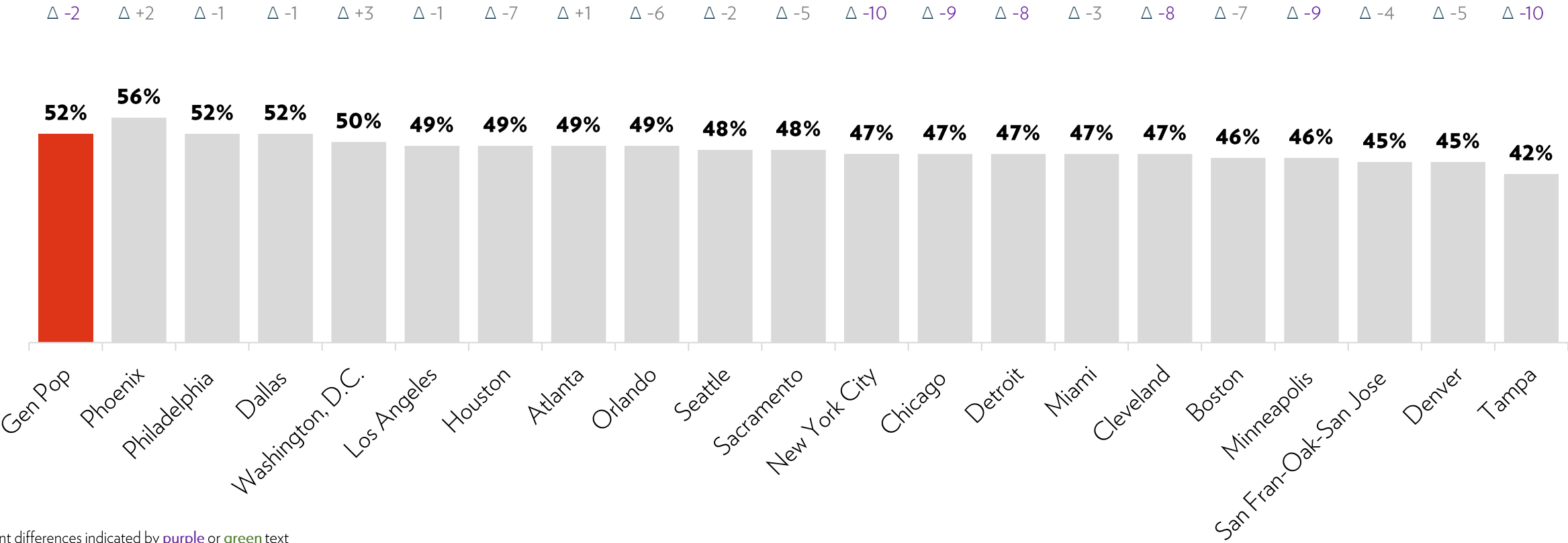
Q49. How empowered do you feel in your current job? Please select one. Base: Among those employed Gen Pop: n=4404, Washington, D.C. n=259, Miami n=281, Atlanta n=297, Sacramento n=266, Los Angeles n=282, Orlando n=293, New York City n=286, Houston n=286, Denver n=287, Seattle n=280, Philadelphia n=282, Tampa n=287, Cleveland n=276, Chicago n=279, Detroit n=293, Boston n=286, Phoenix n=294, Dallas n=280, Minneapolis n=293, San Fran-Oak-San Jose n=288.

# WORKERS WORRY ABOUT LOSING THEIR JOBS AND FEEL REPLACEABLE



# WHILE A SIGNIFICANT PORTION FEEL REPLACEABLE, THIS SENTIMENT HAS DECLINED IN 17 OUT OF THE TOP 20 U.S. DMAS

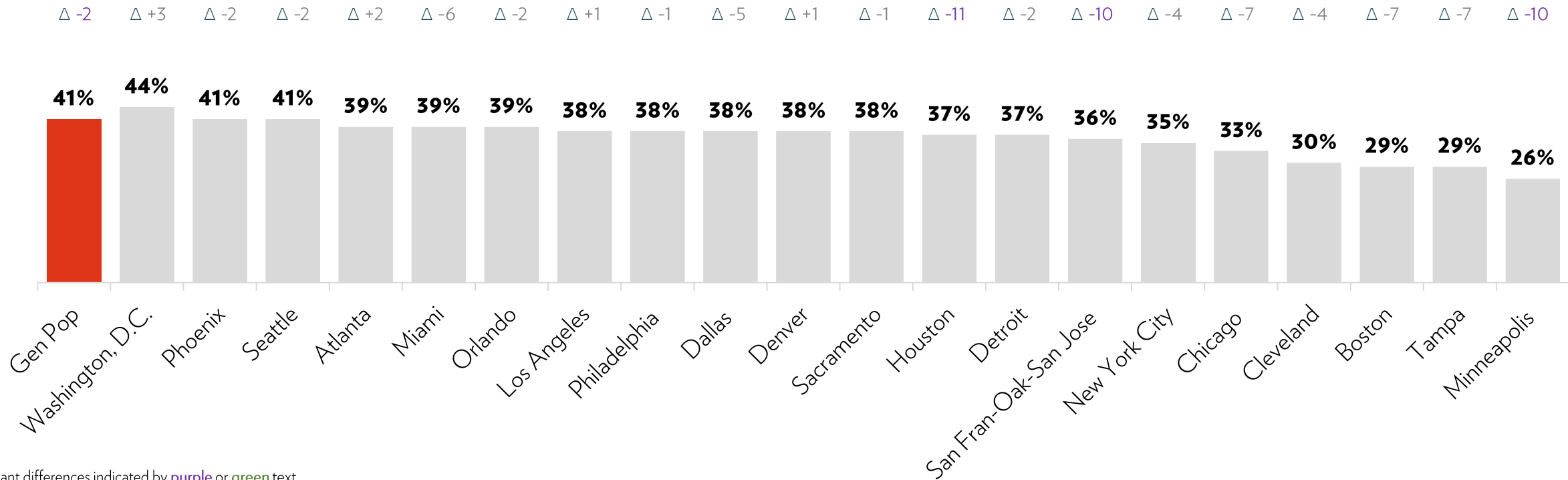
“I AM EASILY REPLACEABLE IN MY JOB POSITION”  
(Shown % Top 2 Agree)



\* Significant differences indicated by purple or green text

# AMERICANS IN NYC, CHICAGO, CLEVELAND, BOSTON, TAMPA AND MINNEAPOLIS ARE LESS WORRIED ABOUT LOSING THEIR JOBS THAN THE AVERAGE AMERICAN WORKER

“I WORRY ABOUT LOSING JOBS”  
(Shown % Top 2 Agree)

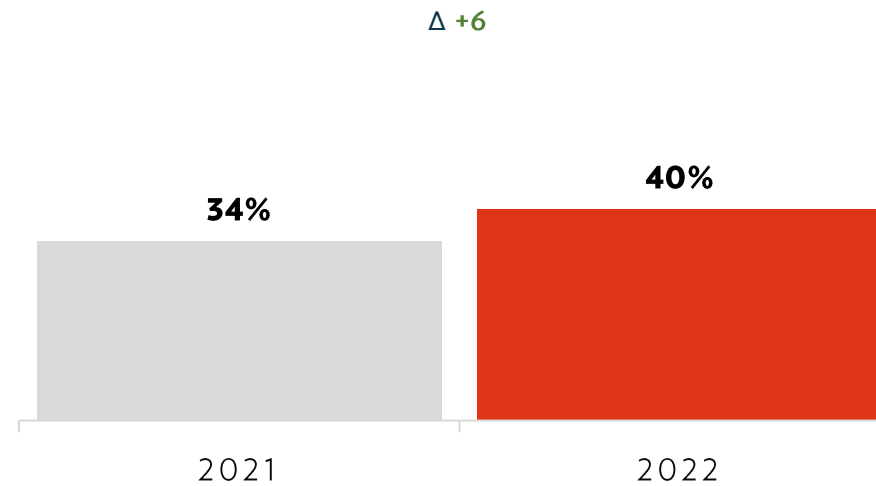


\* Significant differences indicated by purple or green text

Q12: How much do you agree or disagree with the following statements about job security? Base: Gen Pop n=5000, NYC n=302, Los Angeles n=298, Chicago n=301, Philadelphia n=300, Dallas n=299, SF-Oak-San Jose n=300, Washington, D.C. n=312, Houston n=299, Boston n=301, Atlanta n=303, Phoenix n=302, Tampa n=303, Seattle n=302, Detroit n=302, Minneapolis n=302, Miami n=299, Denver n=301, Orlando n=309, Cleveland n=301, Sacramento n=300.

# ON TOP OF IT ALL, THE PANDEMIC CONTINUES TO NEGATIVELY IMPACT AMERICAN WORKERS' CAREERS

## CAREER HAS BEEN DERAILED (Shown % Top 2 Agree)



- Younger generations (Gen Z, 50%; Millennials, 46%) and minority groups (Black Americans, 48%; Latinx Americans, 47%) are more likely to think COVID has derailed their career

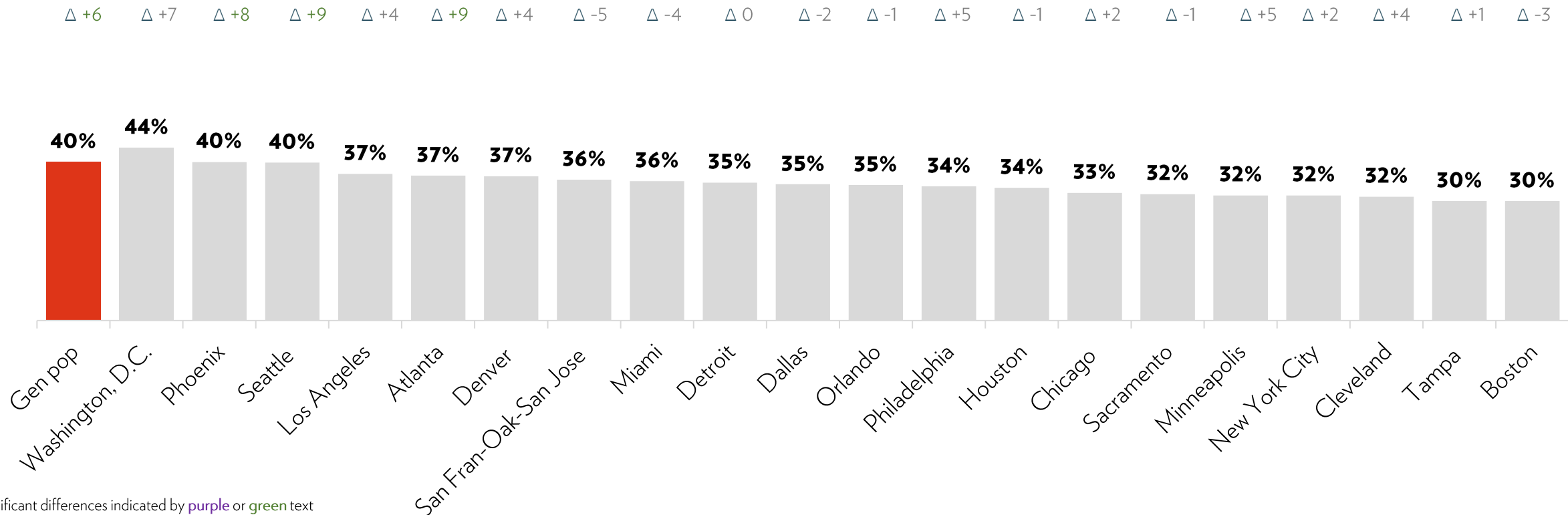
% of Americans say their career has been **taken off course/ derailed** due to COVID-19

\* Significant differences indicated by purple or green text



# TWO YEARS IN, WORKERS IN 12 OUT OF 20 OF THE TOP U.S. DMAS ARE EVEN MORE LIKELY THAN LAST YEAR TO SAY THE PANDEMIC HAS DERAILED THEIR CAREER

CAREER HAS BEEN DERAILED  
(Shown % Top 2 Agree)



\* Significant differences indicated by purple or green text

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**Skills development is so important to workers, yet they feel opportunities are limited**

# WORKERS THINK LEARNING AND BUILDING SKILLS ARE CRITICAL, ESPECIALLY WHEN CONSIDERING A CAREER CHANGE

## ACTIONS TAKEN TO SUCCESSFULLY CHANGE CAREERS

(Shown % Selected Response)



# SKILLS DEVELOPMENT IS A TOP-OF-MIND CONCERN FOR LARGE PROPORTIONS OF AMERICAN WORKERS

MINDSET AND ACTION AROUND SKILLS  
*(Shown % Selected Response; % Top 2 Agree, Among Employed Americans)*

52%

Of workers say they will need to **learn new skills within the next year** to continue their current job

- More Men (55%) than Women (49%)
- More Gen Z (68%) and Millennials (62%) than Gen X (46%) and Boomers (33%)
- More Black (66%), Asian (63%), and Latinx (59%) Americans than White (47%) Americans
- More people with higher incomes, \$100k-\$149.9k (60%), \$150k+ (56%) than lower incomes, \$50k-\$99.9k (50%), under \$50k (50%)

47%

Of workers say **seeking out opportunities to build skills is necessary to change careers**

- More Women (49%) than Men (45%)
- More Boomers (52%) and Gen X (50%) than Millennials (44%) and Gen Z (41%)
- More White Americans (49%) than Black (43%) and Latinx (40%) Americans

46%

Of workers say they are **not as skilled as they need to be**

- More Gen Zers (59%) than Millennials (50%), Gen Xers (43%), and Boomers (36%)
- More Black (55%) and Latinx (51%) Americans than White (42%) Americans
- More people with incomes of under \$50k (49%), \$50k-\$99.9k (42%), \$100k-\$149.9k (42%) than \$150k+ (36%)

# A FULL THIRD OF AMERICANS DON'T FEEL OPTIMISTIC ABOUT OPPORTUNITIES FOR TRAINING/UPSKILLING/LEARNING NEW SKILLS IN THEIR CAREERS

## EMPLOYEE PERSPECTIVES ON UPSKILLING/RESKILLING OPPORTUNITIES (Shown % Bottom 2 Pessimistic)

29%

Of Americans **do not feel optimistic** about opportunities for training/upskilling/learning new skills in their career

- More Boomers (34%) than Millennials (26%) and Gen Xers (28%)
- More people with lower incomes, Under \$50k (34%) than higher incomes \$50k-\$99.9k (27%), \$100k-\$149.9k (21%), \$150k+ (22%)

*"My employer **doesn't pay for schooling** to learn new skills so I can advance in my current workplace." – Female, Gen X*

*"There is **little to no training** to go into a job and there is no training for people prompted in my office." – Female, Boomer*

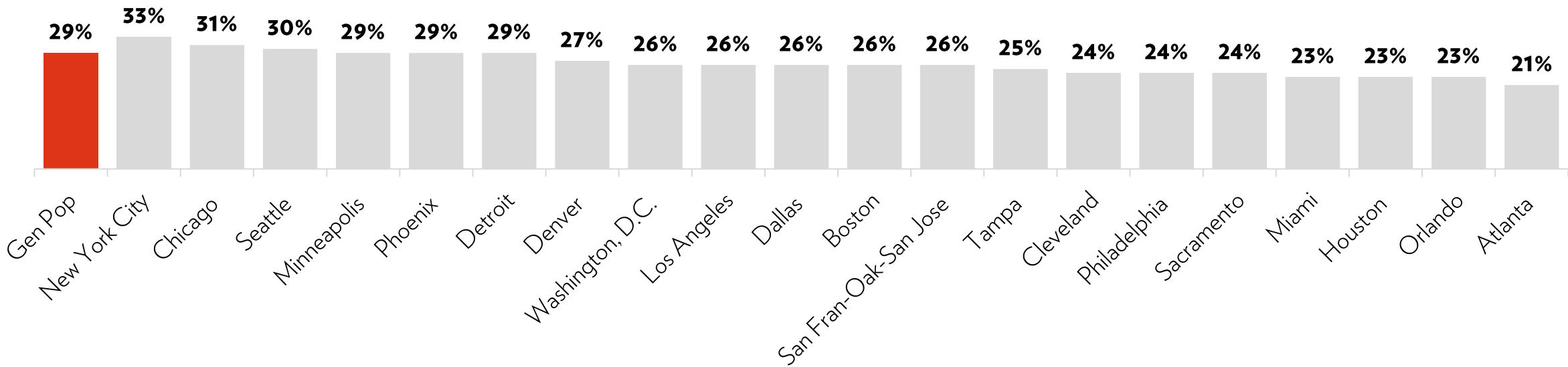
*"I feel like at my current job I **don't learn useful skills** or get certifications towards my career." – Male, Millennial*

*"**Technology is changing** so much I fear that by the time I take some college courses I would have new technology to contend with." - Male, Gen X*

*"To have work/life balance it is difficult to work 45+ hours and attend classes and such to learn new skills" - Male, Boomer*

# NEW YORKERS AND CHICAGOANS FEEL THE LEAST OPTIMISTIC ABOUT OPPORTUNITIES FOR TRAINING AND DEVELOPMENT IN THEIR CAREERS

DO NOT FEEL OPTIMISTIC ABOUT OPPORTUNITIES FOR  
TRAINING/UPSKILLING/LEARNING NEW SKILLS IN THEIR CAREER  
*(Shown % Bottom 2 Pessimistic)*



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# A QUARTER OF WORKERS FEEL THAT A LACK OF OPPORTUNITIES FOR UPSKILLING IS HOLDING THEM BACK AND EMPLOYERS AGREE

OPPORTUNITIES FOR  
UPSKILLING/DEVELOPMENT  
*(Shown % Selected "Yes")*

25%

&

35%

Of Americans feel held back in their careers because of a **lack of opportunities for upskilling/development**

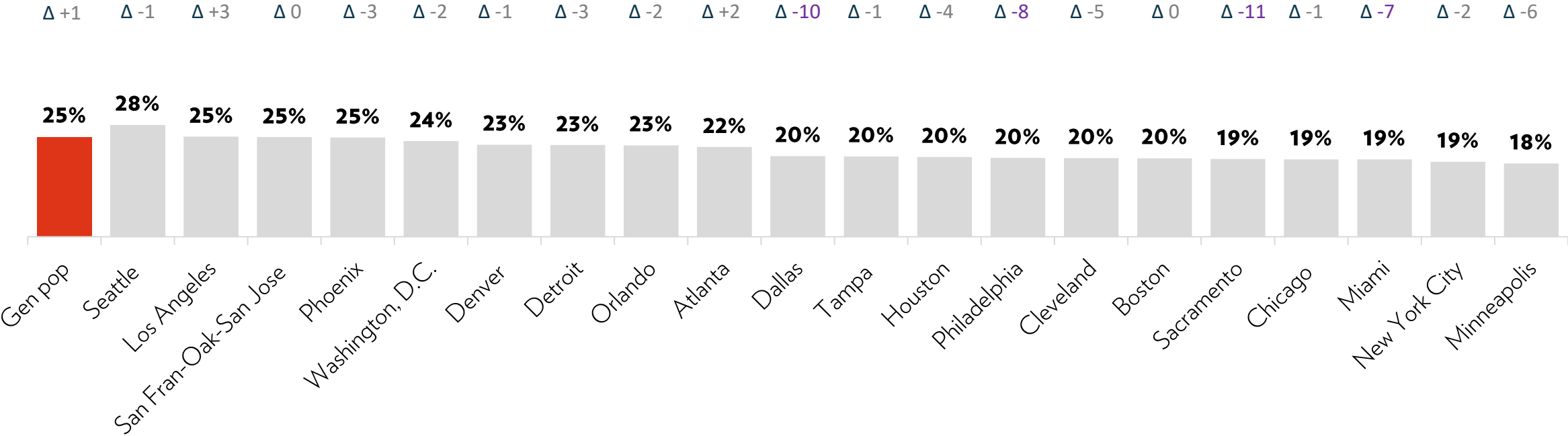
- More Gen Z (31%) and Millennials (28%) than Gen X (24%) and Boomers (18%)
- More Asian Americans (32%) than White (24%) and Black (24%) Americans
- More people with incomes under \$50k (28%) than higher incomes, \$50k-\$99.9k (23%), \$100k-\$149.9k (23%), \$150k+ (19%)

Of Employers say their employees feel held back in their careers because of a **lack of opportunities for upskilling/development**



# A FULL QUARTER OF WORKERS ACROSS THE U.S. AND IN SEATTLE, L.A., SAN FRAN, PHOENIX FEEL HELD BACK BECAUSE OF A LACK OF OPPORTUNITIES FOR DEVELOPMENT

FEEL HELD BACK IN THEIR CAREERS BECAUSE OF A LACK OF OPPORTUNITIES FOR UPSKILLING/DEVELOPMENT  
*(Shown % Selected "Yes")*



\* Significant differences indicated by purple or green text

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# A MAJORITY OF WORKERS SAY THEY WOULD BE MORE LIKELY TO STAY AT THEIR COMPANY IF AN EMPHASIS WAS PLACED ON UPSKILLING AND RESKILLING

## IMPACT OF RESKILLING/UPSKILLING ON RETENTION

*(Shown % Top 2 Agree, Among Employed Americans)*

“If my company did more to **upskill** me, I would be more likely to stay throughout my career”

68%

- More Men (70%) than Women (66%)
- More Gen Zers (74%) and Millennials (77%) than Gen Xers (65%) and Boomers (50%)
- More Black (72%) and Latinx (71%) Americans than White (65%) Americans
- More people with income \$100k-\$149.9k (76%) than income under \$50k (65%) and \$50k-\$99.9k (67%)

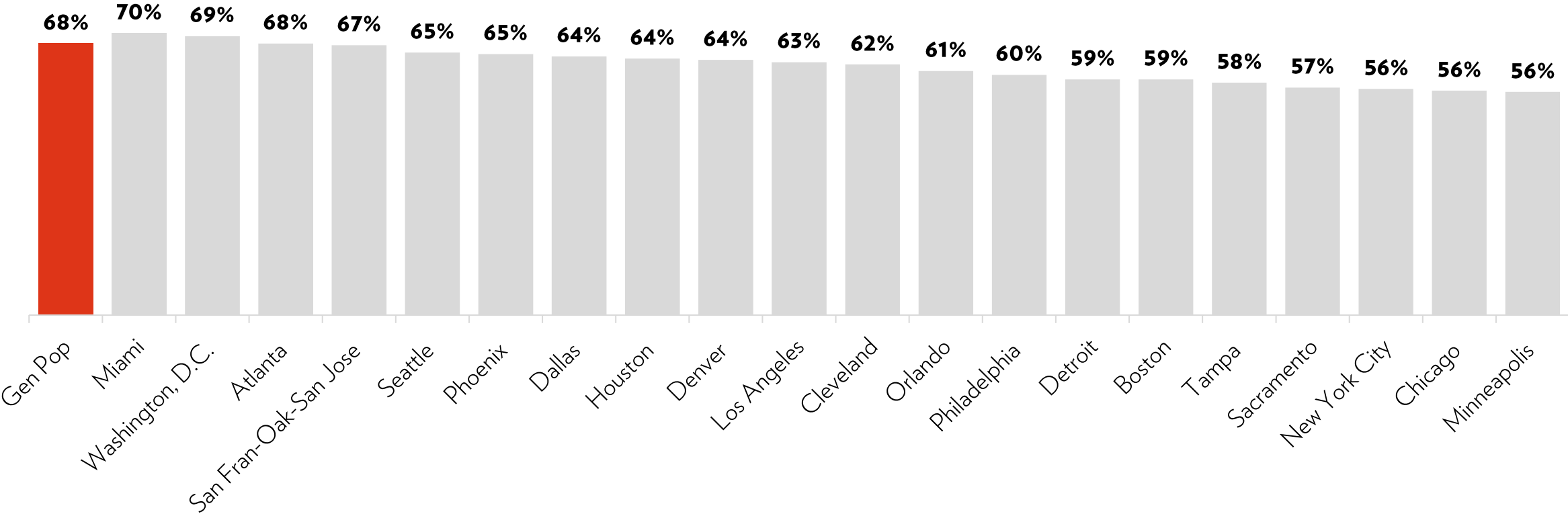
“If my company did more to **reskill** me, I would be more likely to stay throughout my career”

65%

- More Millennials (74%) and Gen Zers (71%) than Gen Xers (64%) and Boomers (47%)
- More Latinx (71%) and Black (69%) Americans than White (62%) Americans
- More people with incomes of \$100k-\$149.9k (71%) than under \$50k (63%) and \$50k-\$99.9k (65%)

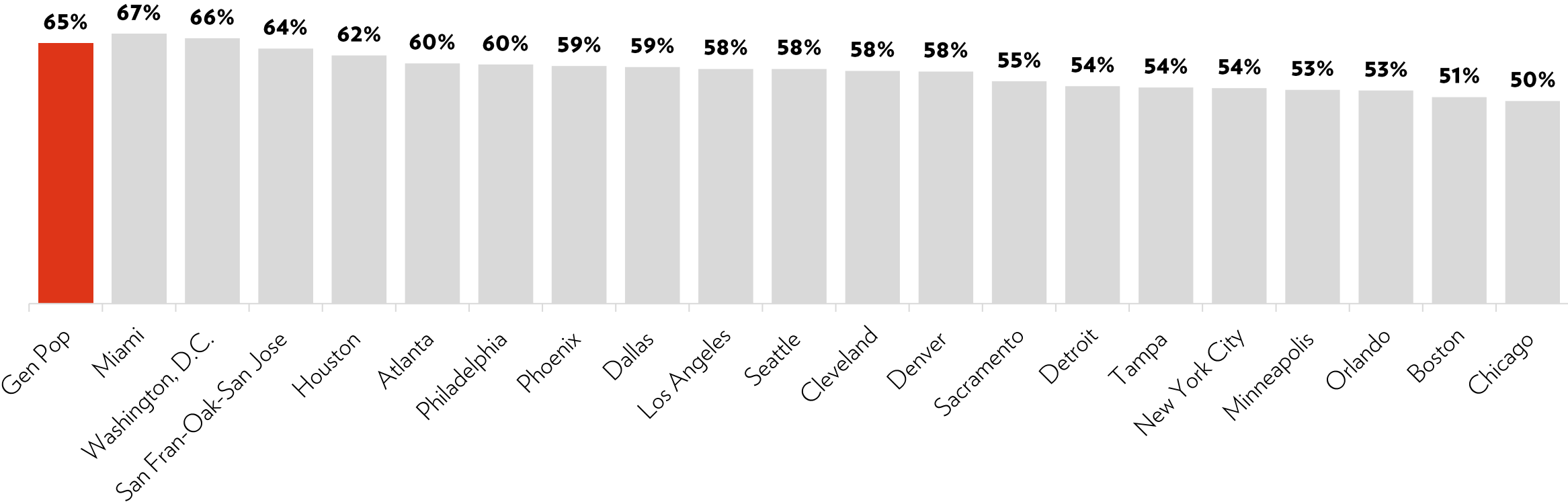
# ACROSS ALL DMAS, OVER HALF OF WORKERS WOULD STAY IF MORE WAS DONE TO UPSKILL THEM

“IF MY COMPANY DID MORE TO UPSKILL ME, I WOULD BE MORE LIKELY TO STAY THROUGHOUT MY CAREER”  
*(Shown % Selected Top 2 Agree, Among Employed Americans)*



# A SIMILAR PATTERN EXISTS FOR RESKILLING – WITH HIGHEST LEVELS IN MIAMI AND D.C.

“IF MY COMPANY DID MORE TO RESKILL ME, I WOULD BE MORE LIKELY TO STAY THROUGHOUT MY CAREER”  
*(Shown % Selected Top 2 Agree, Among Employed Americans)*



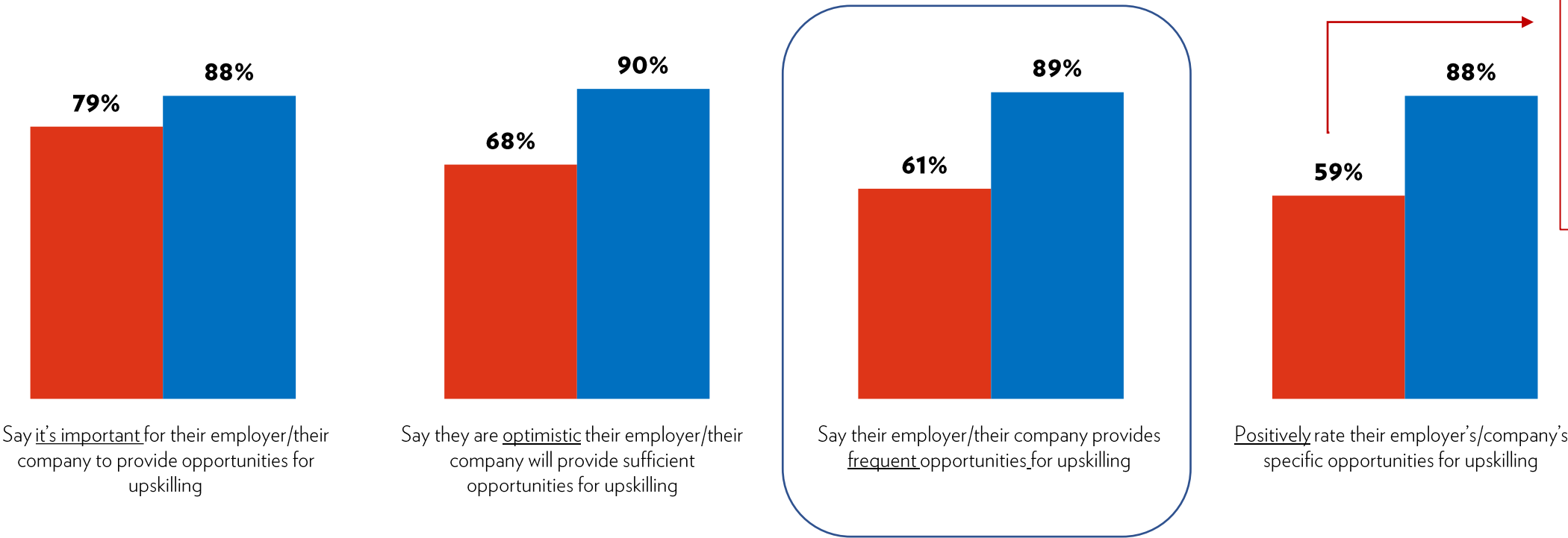
Q59: How much do you agree or disagree with the following statements? Base: Among those employed Gen Pop: n=4404, Washington, D.C. n=259, Miami n=281, Atlanta n=297, Sacramento n=266, Los Angeles n=282, Orlando n=293, New York City n=286, Houston n=286, Denver n=287, Seattle n=280, Philadelphia n=282, Tampa n=287, Cleveland n=276, Chicago n=279, Detroit n=293, Boston n=286, Phoenix n=294, Dallas n=280, Minneapolis n=293, San Fran-Oak-San Jose n=288.

# EMPLOYERS THINK THEY ARE PROVIDING FREQUENT OPPORTUNITIES FOR UPSKILLING - BUT EMPLOYEES DON'T SEE IT THIS WAY

## EMPLOYEE/EMPLOYER PERSPECTIVES ON UPSKILLING OPPORTUNITES

(Shown % Top 2 Important; Optimistic; Sometimes/Often; Good/Excellent, Among Employed Americans and Employers)

Workers Employers

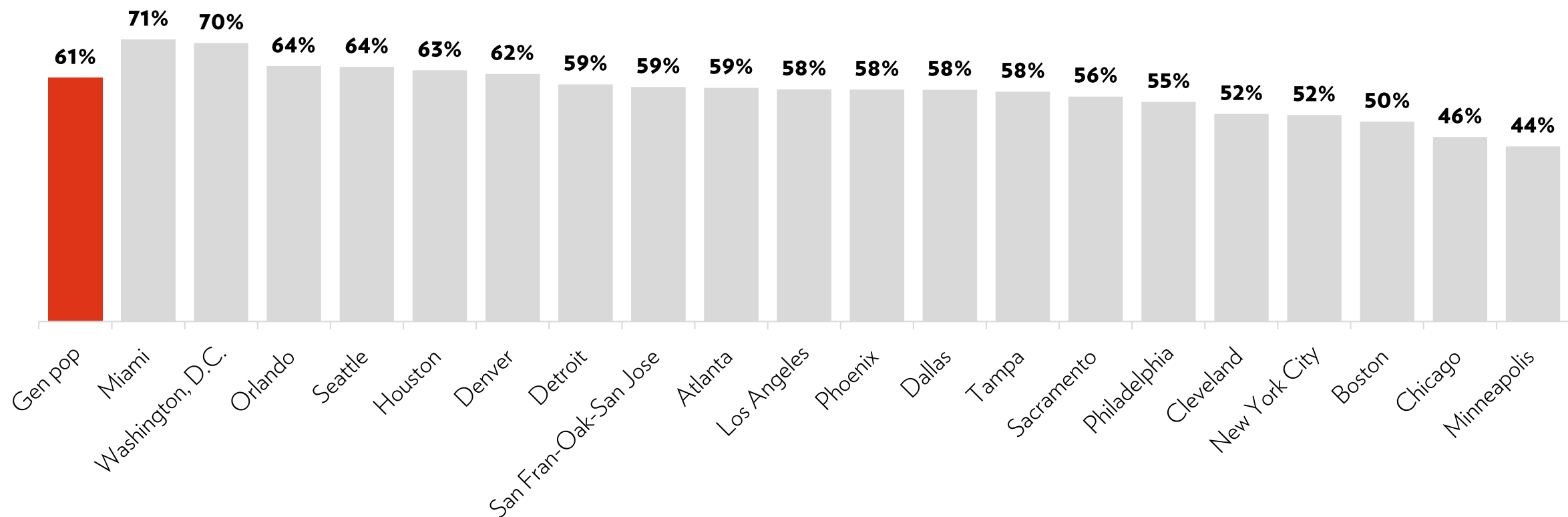


Men (61%), younger generations (Gen Z, 66%; Millennials, 68%) and minority groups (Black Americans, 70%; Latinx Americans, 65%) are more likely to positively rate their employer's upskilling opportunities

Q54. How important is it to you that your employer provides opportunities for: Base: Gen Pop among those Employed n=4404. Q55. How often does your employer provide specific opportunities for you to participate in: Base: Gen Pop among those Employed n=4404. Q56. How would you rate your employer's specific opportunities for: Base: Gen Pop among those Employed n=4404, Men n=2162, Gen Z n=457, Millennials n=1660, Black n=320, Latinx n=1014. Q57. When thinking about your career, how optimistic are you that you will have enough opportunity within your workplace for each of the following: Base: Gen Pop among those Employed n=4404. Q54\_EMP. How much does your company prioritize providing employees with opportunities for: Base: Employers n=500. Q55\_EMP. How often does your company provide specific opportunities for employees to participate in: Base: Employers n=500. Q56\_EMP. How would you rate your company's specific opportunities for employees: Base: Employers n=500. Q57\_EMP. How optimistic are you that your company will provide sufficient opportunities to employees for each of the following: Base: Employers n=500

# MINNEAPOLIS, CHICAGO AND BOSTON CITE THE LEAST FREQUENT OPPORTUNITIES FOR UPSKILLING

EMPLOYEE PERSPECTIVES ON UPSILLING OPPORTUNITIES - FREQUENCY  
*(Shown % Top 2 Sometimes/Often, Among Employed Americans)*



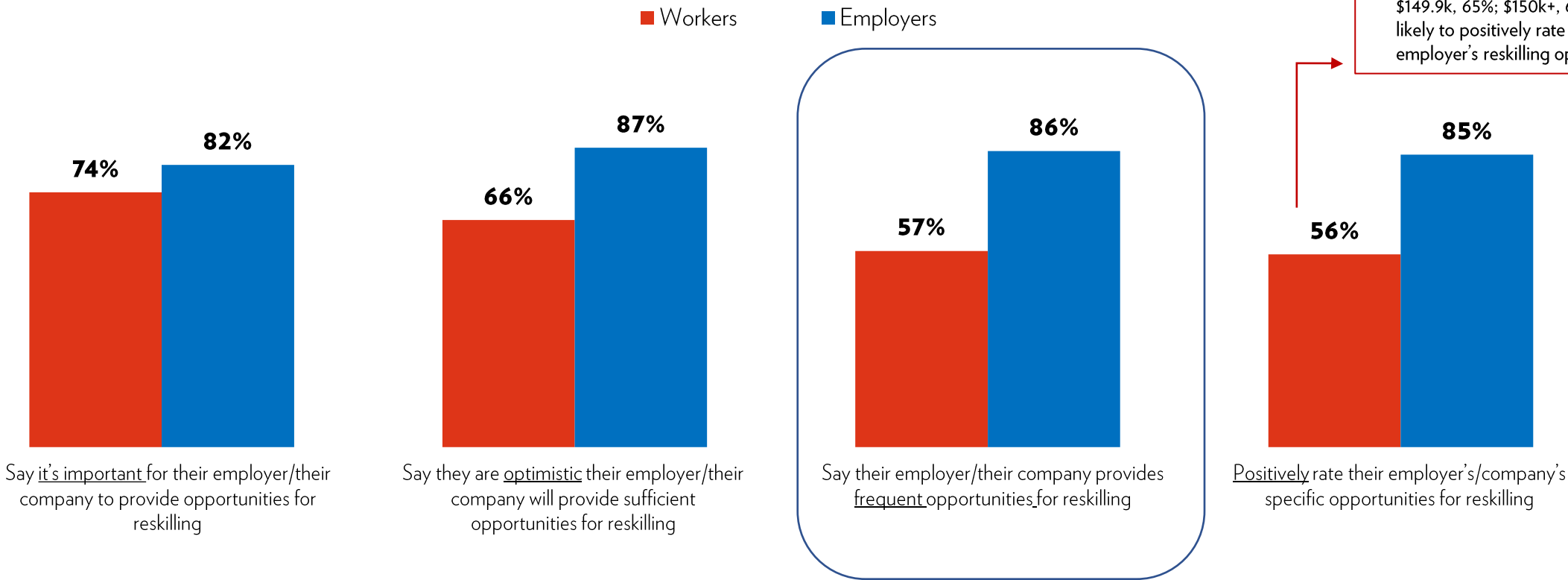
Q55. How often does your employer provide specific opportunities for you to participate in: Base: Among those employed Gen Pop: n=4404, Washington, D.C. n=259, Miami n=281, Atlanta n=297, Sacramento n=266, Los Angeles n=282, Orlando n=293, New York City n=286, Houston n=286, Denver n=287, Seattle n=280, Philadelphia n=282, Tampa n=287, Cleveland n=276, Chicago n=279, Detroit n=293, Boston n=286, Phoenix n=294, Dallas n=280, Minneapolis n=293, San Fran-Oak-San Jose n=288.

# A SIMILAR PATTERN EXISTS FOR RESKILLING

## EMPLOYEE/EMPLOYER PERSPECTIVES ON RESKILLING OPPORTUNITIES

(Shown % Top 2 Important; Optimistic; Sometimes/Often; Good/Excellent, Among Employed Americans and Employers)

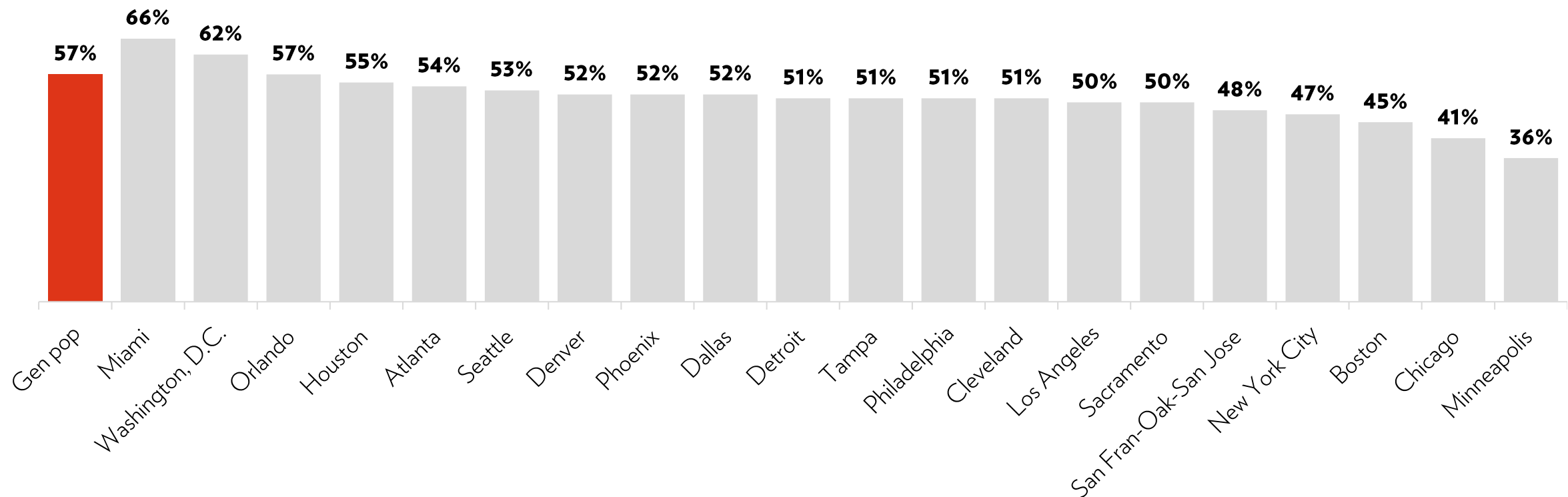
- Men (59%), younger generations (Gen Z, 64%; Millennials, 67%), minority groups (Black Americans, 69%; Latinx Americans, 63%), and those with higher incomes (\$100-\$149.9k, 65%; \$150k+, 61%) are more likely to positively rate their employer's reskilling opportunities



Q54. How important is it to you that your employer provides opportunities for: Base size: Gen Pop among those Employed n=4404. Q55. How often does your employer provide specific opportunities for you to participate in: Base size: Gen Pop among those Employed n=4404. Q56. How would you rate your employer's specific opportunities for: Base size: Gen Pop among those Employed n=4404, Men n=2162, Gen Z n=457, Millennials n=1660, Black n=320, Latinx n=1014, \$100-\$149.9k n=721, \$150k n=359. Q57. When thinking about your career, how optimistic are you that you will have enough opportunity within your workplace for each of the following: Base size: Gen Pop among those Employed n=4404. Q54\_EMP. How much does your company prioritize providing employees with opportunities for: Base: Employers n=500. Q55\_EMP. How often does your company provide specific opportunities for employees to participate in: Base: Employers n=500. Q56\_EMP. How would you rate your company's specific opportunities for employees: Base: Employers n=500. Q57\_EMP. How optimistic are you that your company will provide sufficient opportunities to employees for each of the following: Base: Employers n=500

# MIAMI AND DC ARE MORE LIKELY THAN THE NATIONAL AVERAGE TO SAY THEIR EMPLOYER PROVIDES FREQUENT OPPORTUNITIES FOR RESKILLING, WHILE CHICAGO AND MINNEAPOLIS ARE AT THE BOTTOM OF THE LIST

EMPLOYEE PERSPECTIVES ON RESKILLING OPPORTUNITIES - FREQUENCY  
*(Shown % Top 2 Sometimes/Often, Among Employed Americans)*



Q55. How often does your employer provide specific opportunities for you to participate in: Base: Among those employed Gen Pop: n=4404, Washington, D.C. n=259, Miami n=281, Atlanta n=297, Sacramento n=266, Los Angeles n=282, Orlando n=293, New York City n=286, Houston n=286, Denver n=287, Seattle n=280, Philadelphia n=282, Tampa n=287, Cleveland n=276, Chicago n=279, Detroit n=293, Boston n=286, Phoenix n=294, Dallas n=280, Minneapolis n=293, San Fran-Oak-San Jose n=288.

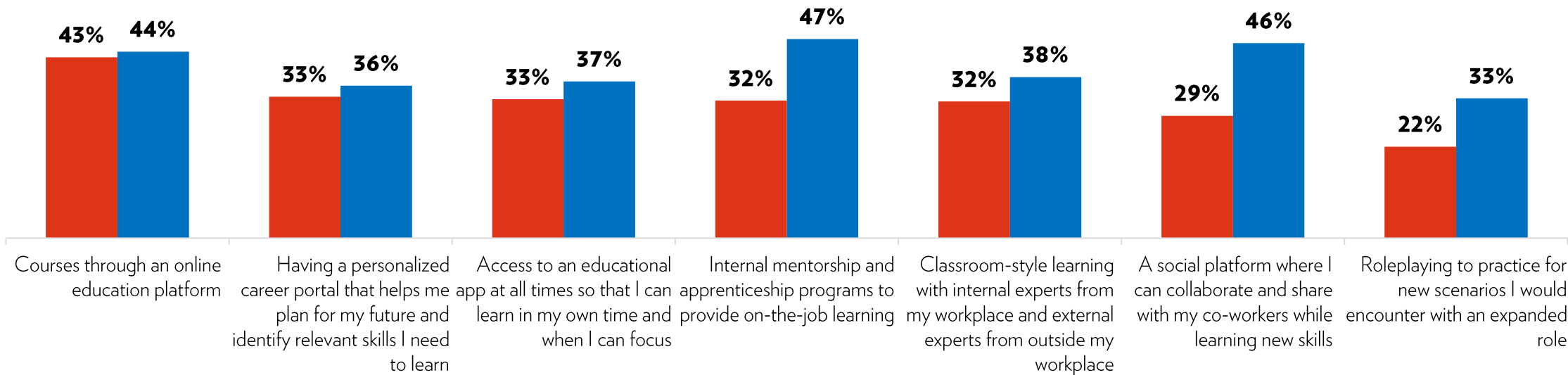


# WHICH CAN BE ACHIEVED IN A VARIETY OF WAYS THAT EMPLOYERS SAY THEY CURRENTLY PROVIDE

## RESOURCES THAT MATCH LEARNING STYLES/TOOLS EMPLOYERS CURRENTLY OFFER

(Shown % Selected Response, Among Employed Americans and Employers)

Workers Employers



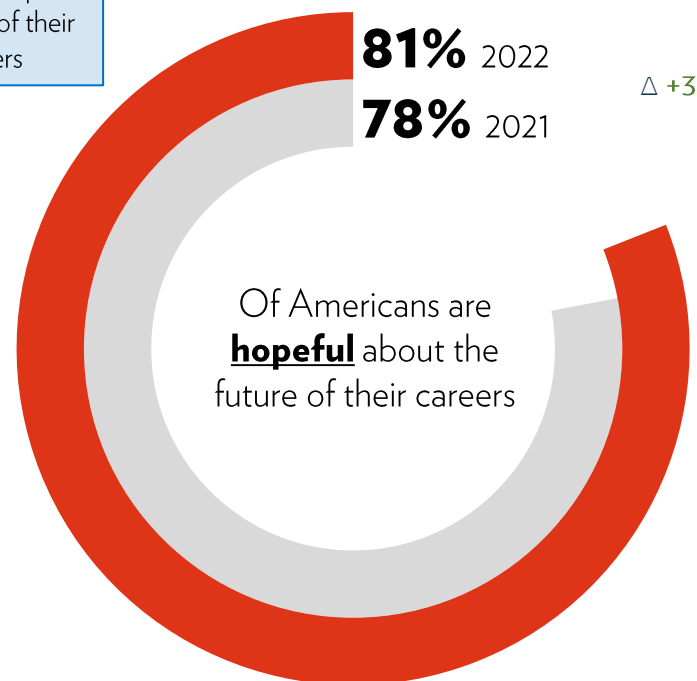
Q58. Many companies have done the following to help their employees either reskill or upskill. Which of the following sound like they match your learning style best? Please select all that apply. Base: Gen Pop among those Employed n=4404, Q60\_EMP. Which of the following tools does your company currently provide to employees for reskilling or upskilling? Please select all that apply. Base: Employers n=500

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**Despite another incredibly challenging year, American workers remain resilient, optimistic and hopeful about the future when it comes to their careers**

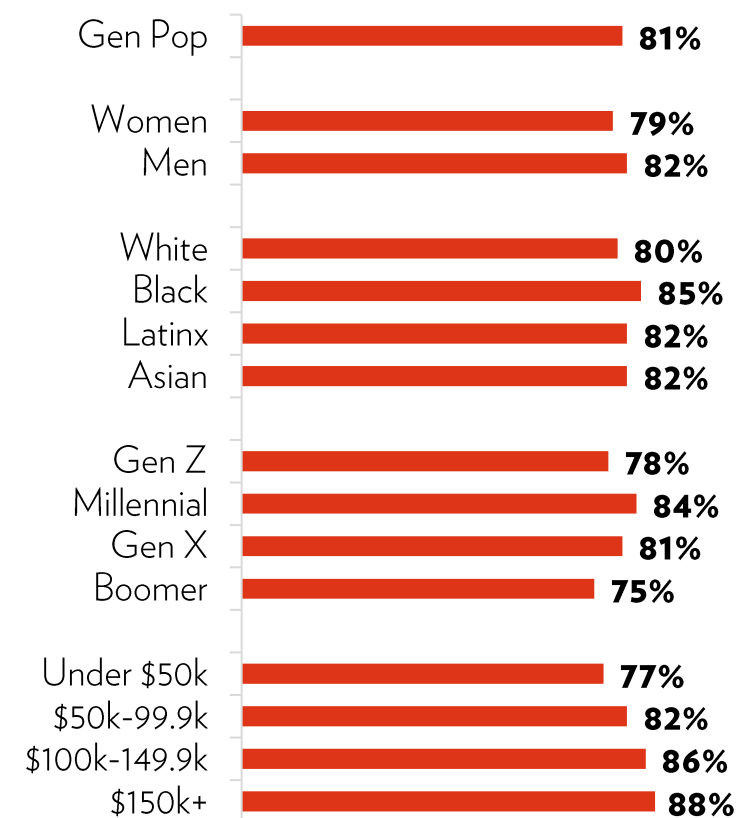
# CAREER OPTIMISM CONTINUES TO GROW AMID ANOTHER DIFFICULT YEAR

Even more – 95% of Employers – are hopeful about the future of their employees' careers



## HOPEFUL ABOUT CAREER

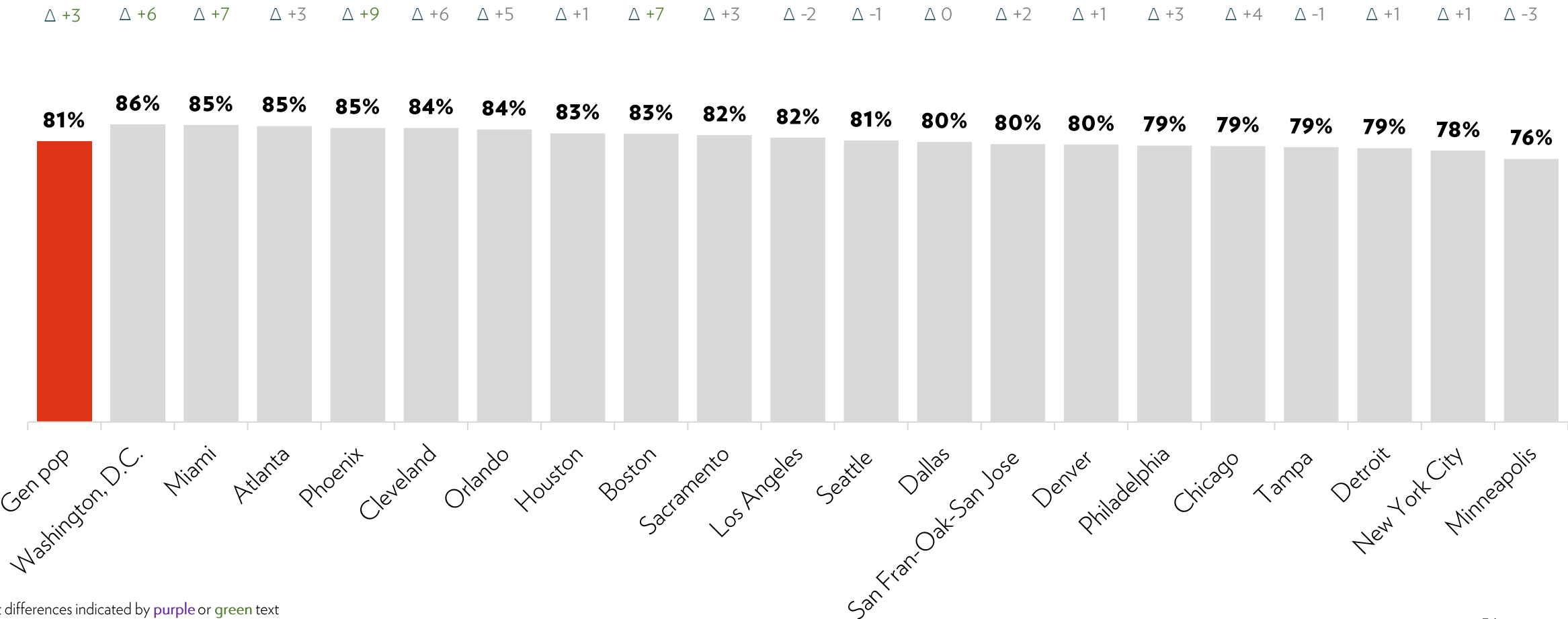
(Shown % Top 2 Agree)



\* Significant differences indicated by purple or green text

# THE LARGEST INCREASES IN CAREER OPTIMISM SINCE LAST YEAR WERE IN PHOENIX, MIAMI, BOSTON, D.C. AND CLEVELAND

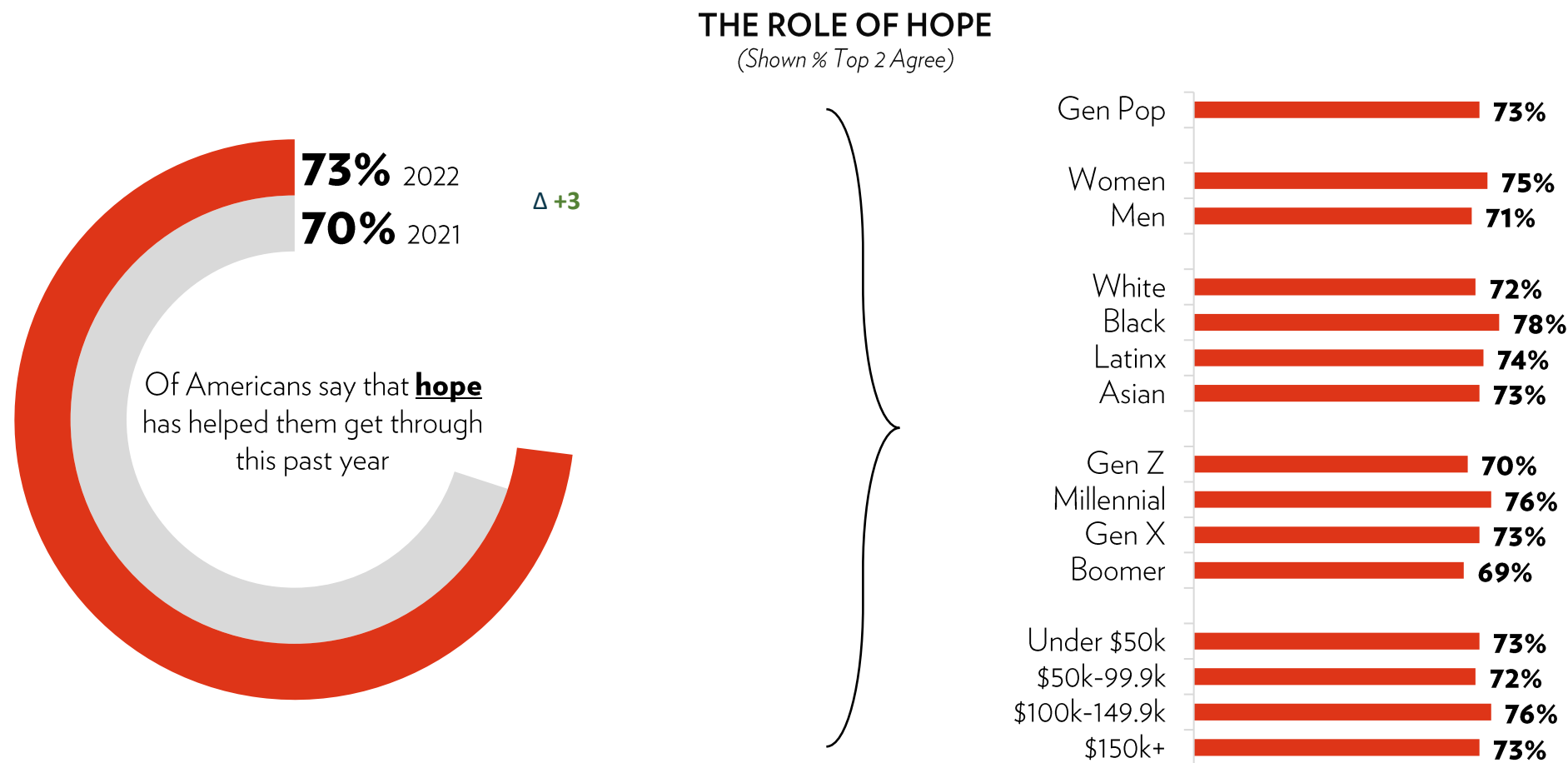
“I AM HOPEFUL ABOUT THE FUTURE OF MY CAREER”  
(Shown % Top 2 Agree)



\* Significant differences indicated by purple or green text

Q16: How much do you agree or disagree with the following statements about your career trajectory? Base: Gen Pop n=5000, NYC n=302, Los Angeles n=298, Chicago n=301, Philadelphia n=300, Dallas n=299, SF-Oak-San Jose n=300, Washington, D.C. n=312, Houston n=299, Boston n=301, Atlanta n=303, Phoenix n=302, Tampa n=303, Seattle n=302, Detroit n=302, Minneapolis n=302, Miami n=299, Denver n=301, Orlando n=309, Cleveland n=301, Sacramento n=300.

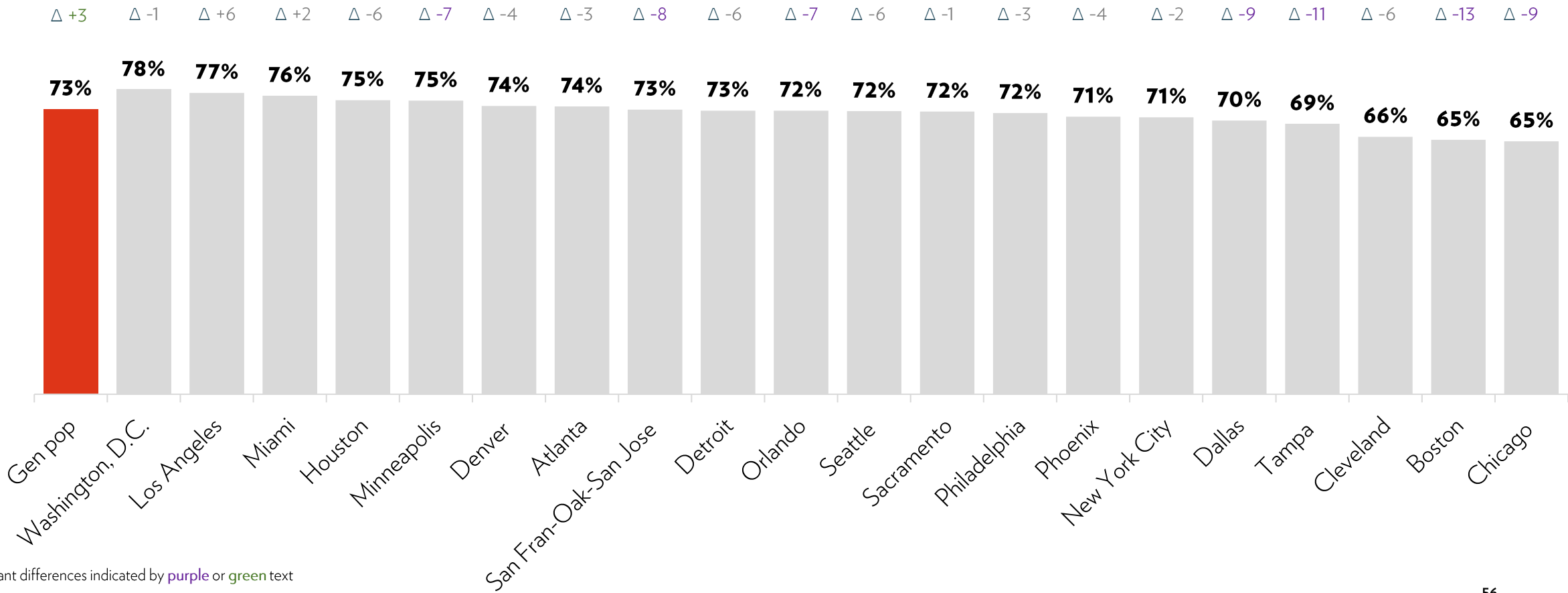
# AMERICANS CONTINUE TO RELY HEAVILY ON HOPE



\* Significant differences indicated by purple or green text

# RELIANCE ON HOPE IS PERVASIVE, THOUGH IT DECLINED IN MANY DMAS

“HOPE HAS HELPED ME GET THROUGH THIS PAST YEAR”  
(Shown % Selected Top 2 Agree)

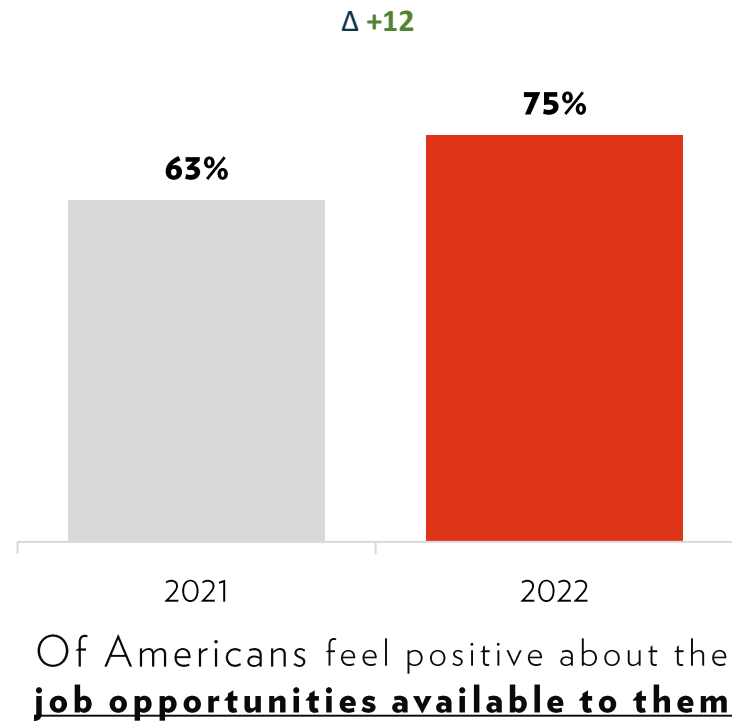


Q27: How much do you agree or disagree with the following statements about the pandemic and how it may have impacted you? Base: Gen Pop n=5000, NYC n=302, Los Angeles n=298, Chicago n=301, Philadelphia n=300, Dallas n=299, SF-Oak-San Jose n=300, Washington, D.C. n=312, Houston n=299, Boston n=301, Atlanta n=303, Phoenix n=302, Tampa n=303, Seattle n=302, Detroit n=302, Minneapolis n=302, Miami n=299, Denver n=301, Orlando n=309, Cleveland n=301, Sacramento n=300.

# AMERICANS ARE EVEN MORE OPTIMISTIC THIS YEAR ABOUT THE OPPORTUNITIES AVAILABLE TO THEM THAN THEY WERE IN 2021

## AVAILABILITY OF JOB OPPORTUNITIES

(Shown % Top 2 Positive)



### Employers are even more

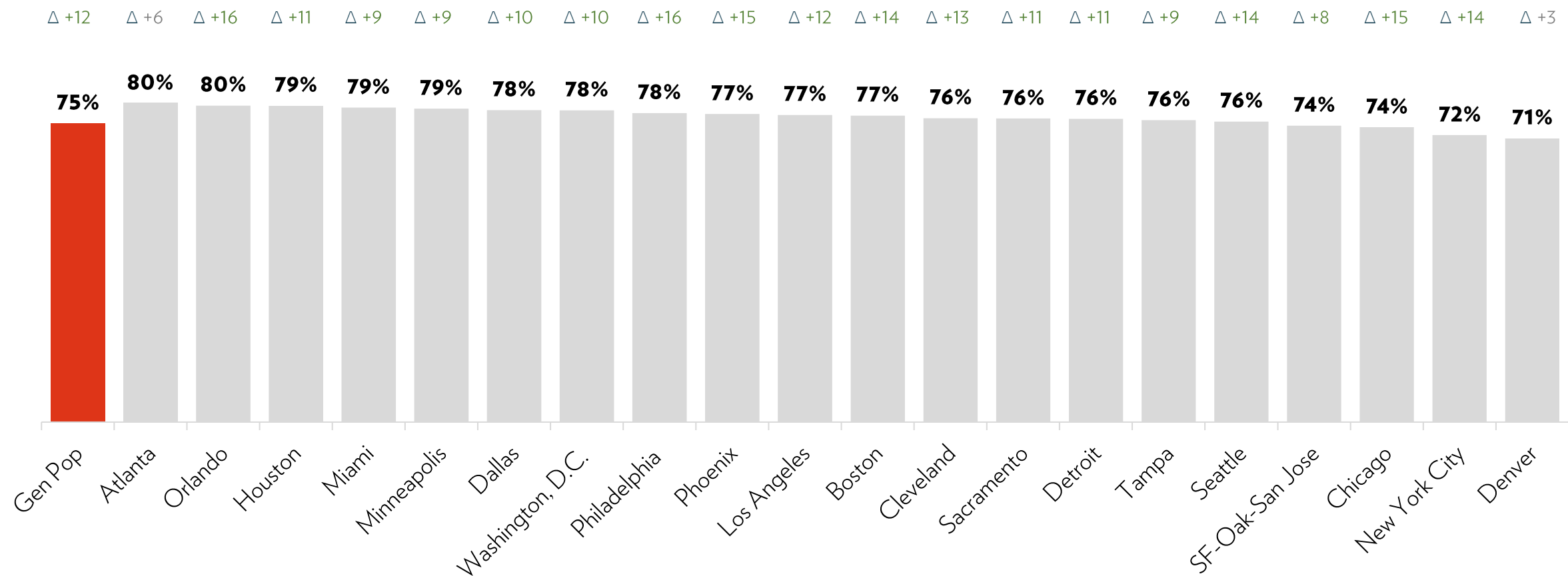
optimistic: 89% feel positive about the job opportunities available to the workforce at this time

- Men feel more positively about available job opportunities than women (78% vs. 72%)
- High income Americans (\$100k-149.9k, 86%) (\$150k+, 84%), Black Americans (79%), Gen Xers (76%) and Millennials (78%) feel the most positive about the job opportunities available to them

\* Significant differences indicated by purple or green text

# WORKERS ACROSS EVERY DMA ARE FEELING MORE POSITIVE THIS YEAR ABOUT THE JOB OPPORTUNITIES AVAILABLE TO THEM

AVAILABILITY OF JOB OPPORTUNITIES  
(Shown % Top 2 Positive)



\* Significant differences indicated by purple or green text



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# Measuring Optimism: The Index Scores

# THE CAREER OPTIMISM INDEX™: KEY COMPONENTS

## What is the Career Optimism Index™?

The Career Optimism Index™ is a measure of how optimistic people feel about their careers in terms of five pillars:

- **Job Security:** Employability and job retention
- **Financial Security:** Satisfaction with pay, economic concerns, and debt
- **Skill Development:** Confidence in critical skillset and opportunities for development
- **Mental Health / Wellness:** Emotional, psychological and physical well-being as it pertains to careers
- **Career Trajectory:** Beliefs about the future of their careers, mentorship/advocacy and impacts of technology

## What insight does the Career Optimism Index™ provide?

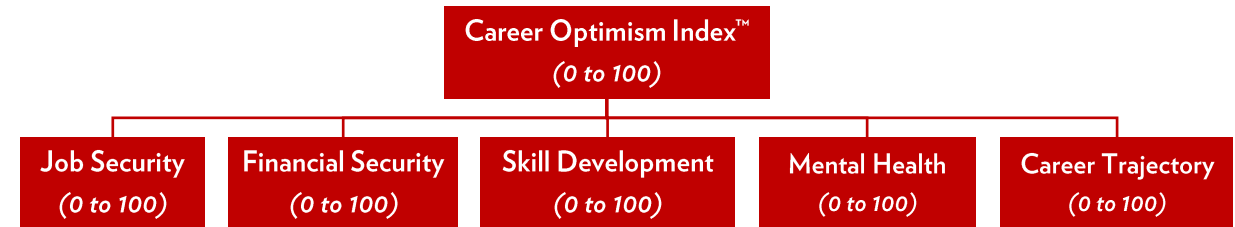
The Career Optimism Index™ provides a current snapshot of career optimism among Workers and Employers in the United States. It was first conducted in 2021 among Workers only, with the Employer audience added this year for comparison.

The Career Optimism Index™ identifies:

- Opportunities to increase career optimism
- Barriers to optimism
- Which groups are most or least optimistic
- How optimism changes over time

## What do the five pillars represent?

The five pillars are the result of multiple years of research and input from partners, students, employers and others regarding barriers to career development and advancement and provide structure for understanding the core elements driving or detracting from career optimism.



# INDEX SCALE AND SCORING SYSTEM

## How is it calculated?

The Career Optimism Index™ is based on a yearly tracking study (first wave in 2021) of a nationally representative sample of 5,000 Americans, and 300 Americans in each of the 20 largest cities in the United States. This year, it also includes Employers as a new audience.

The Career Optimism Index™ started with 20 agree and disagree statements around five pillars of career optimism. The final 10 statements that are included in The Career Optimism Index™ have been statistically validated through a confirmatory factor analysis that they are unique and represent each pillar.

The index calculates an average score for all statements within each of the five pillars, and then each pillar is averaged together to calculate the overall Index score. Each pillar within the Index has been given equal weight.

## The Scale

The Career Optimism Index™ scale ranges from 0 to 100, with 0 being least optimistic and 100 most optimistic about their careers overall and for each of the five pillars. The scores are scaled to be out of 100 for ease of interpretation.



## Statements Included in Career Optimism Index™

### **Financial Security** (*Satisfaction with pay, economic concerns, and debt*)

- I do not have access to opportunities to develop the skills I need to advance in my career
- I want to develop my skillset, but I don't know where to begin

### **Skill Development:** (*Confidence in critical skillset and opportunities for development*)

- I do not have access to opportunities to develop the skills I need to advance in my career
- I want to develop my skillset, but I don't know where to begin

### **Mental Health / Wellness** (*Emotional, psychological and physical well-being as it pertains to careers*)

- I adapt easily to new work situations
- I am resilient when facing challenges in my career

### **Career Trajectory** (*Beliefs about the future of their careers, mentorship/advocacy, and impacts of technology*)

- I am hopeful about the future of my career
- I feel I have access to the right tools and resources to achieve my career goals
- I have someone in my professional life who advocates for me

### **Job Security** (*Employability and job retention*)

- I am highly employable

# CAREER OPTIMISM REMAINS STABLE, DESPITE SIGNIFICANT CHALLENGES OF FINANCIAL SECURITY AND SKILL DEVELOPMENT

**Overall Career Optimism Index™ Score:**  
**64**  
(2021: 65 Δ-1)



**Job Security: 75**  
(2021: 71 Δ+4)

- The job market is booming, and Americans know they're employable, leaving them feeling more optimistic about their job security than they did last year (improved from 71 to 75)



**Mental Health: 73**  
(2021: 69 Δ+4)

- It has been another challenging year, and mental health is a major focus for most, yet Americans are optimistic about their resilience and ability to adapt to new situations (improved from 69 to 73)



**Career Trajectory: 65**  
(2021 : 61 Δ+4)

- They are more optimistic about their career trajectory, as they are armed with hope for the future of their careers, the tools to reach their goals, and colleagues to advocate for them (improved from 61 to 65)



**Financial Security: 54**  
(2021 : 63 Δ-9)

- Americans are faced with a myriad of financial struggles which have worsened since last year; the effects of the pandemic and inflation weigh heavily – financial optimism has declined, with more living paycheck to paycheck and feeling overwhelmed by debt (declined from 63 to 54)



**Skill Development: 53**  
(2021: 58 Δ-5)

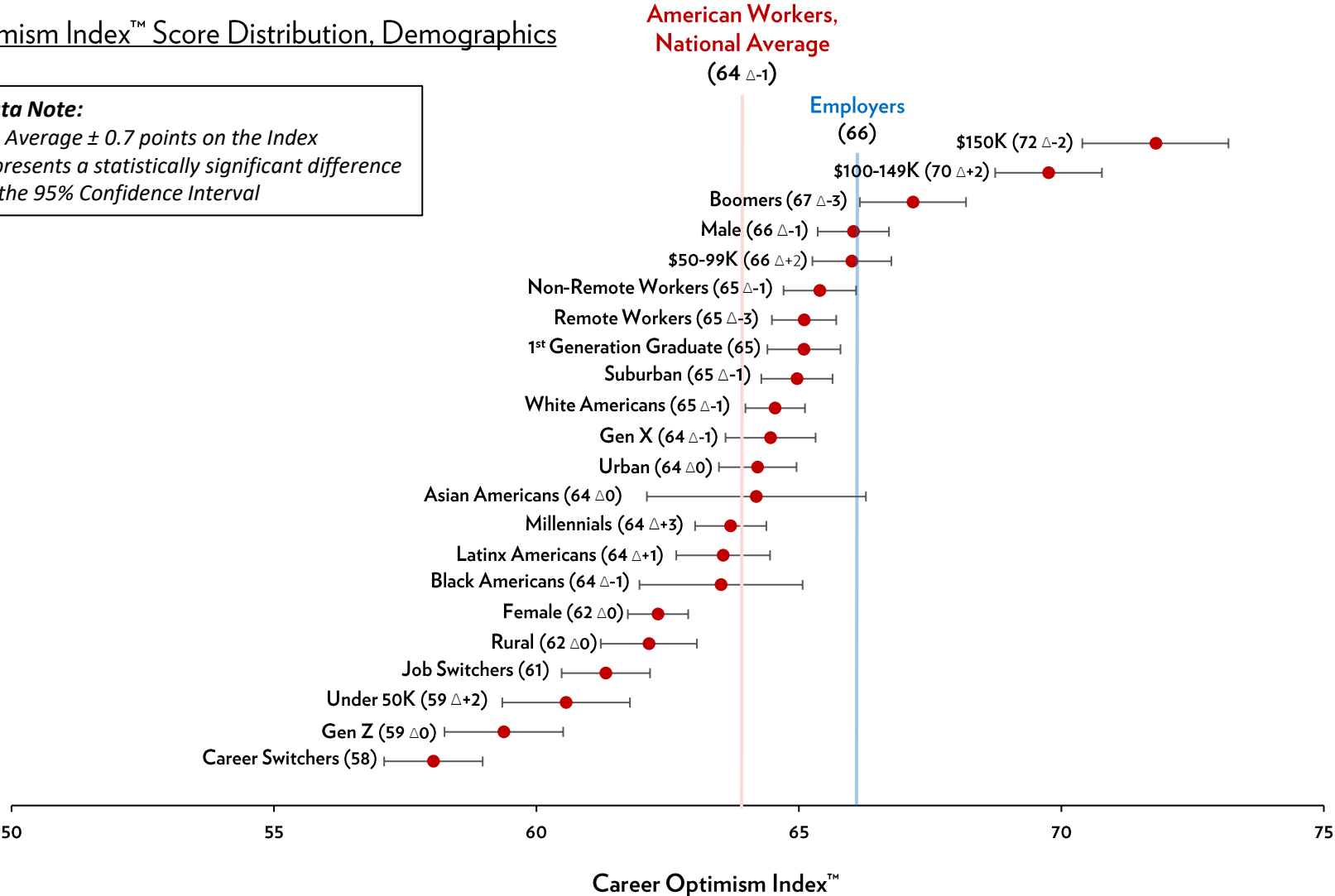
- When it comes to skills development, Americans aren't confident in their current skills and don't feel they have access to the right opportunities to advance their careers (declined from 58 to 53)

*Index Scores among Gen Pop overall and across each of the five pillars, 2021 and 2022. The Career Optimism Index™ is a measure of how optimistic people feel about their careers in terms of the five pillars below. Respondents reacted to a range of statements within each pillar, each statement and pillar are weighted equally. The Career Optimism Index™ ranges from 0 to 100, with 0 being least optimistic and 100 most optimistic about their careers overall and for each of the five pillars.*

# THOSE WITH HIGHER INCOMES, BOOMERS, AND MEN ARE MORE OPTIMISTIC THAN THE AVERAGE AMERICAN WORKER – YOUNGER GENERATIONS, LOWER INCOME EARNERS, PROSPECTIVE STUDENTS, AND WOMEN ARE LEAST OPTIMISTIC

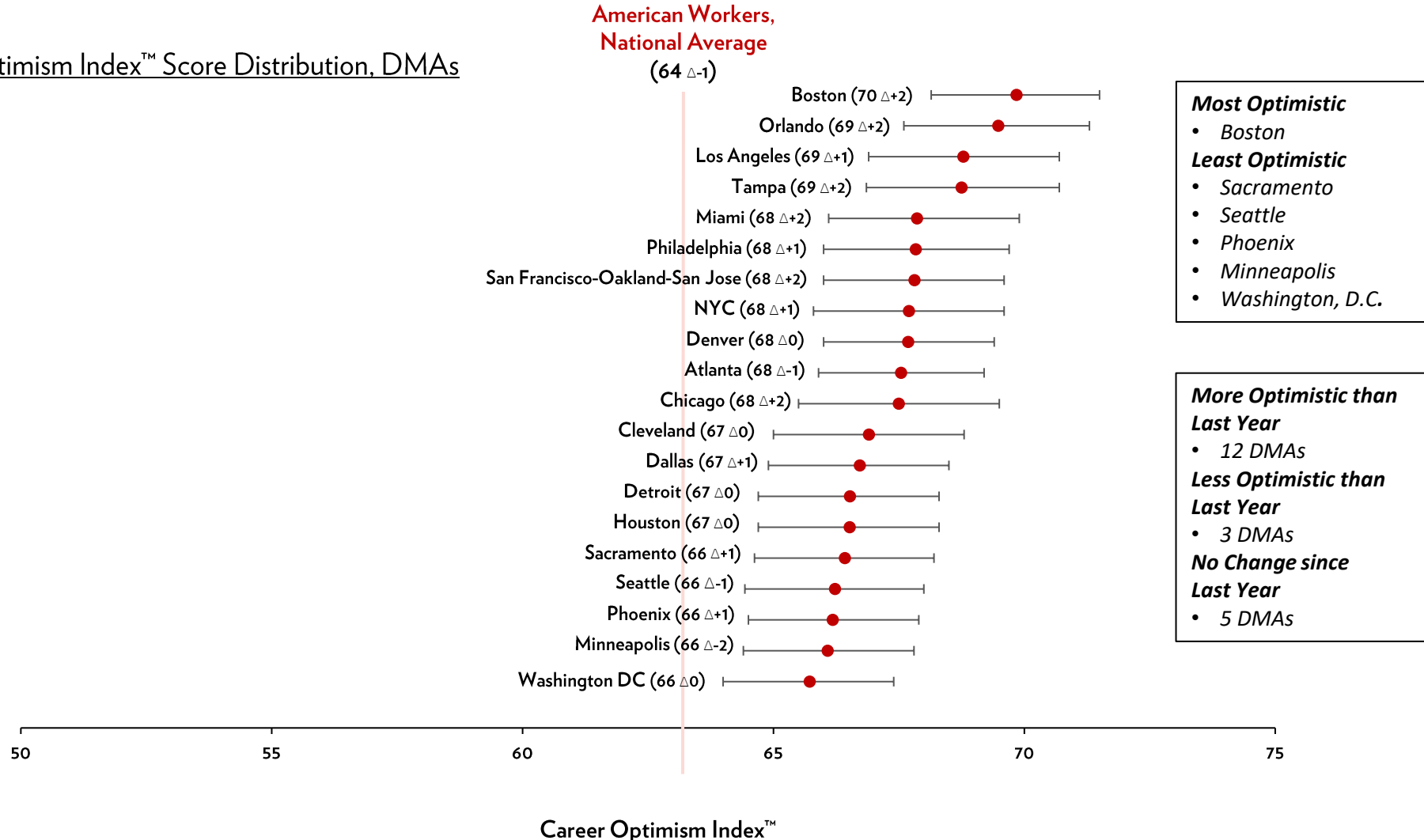
Career Optimism Index™ Score Distribution, Demographics

**Data Note:**  
On Average  $\pm 0.7$  points on the Index represents a statistically significant difference at the 95% Confidence Interval



# THERE IS A 4-POINT SPREAD BETWEEN THE MOST AND LEAST OPTIMISTIC DMAS – ALL OF THE TOP 20 U.S. DMAS ARE ABOVE THE NATIONAL AVERAGE BY A STATISTICALLY VALID MARGIN

Career Optimism Index™ Score Distribution, DMAs



# SKILL DEVELOPMENT IS KEY DRIVER FOR MOST OPTIMISTIC DMAS – DENVER, ATLANTA, MINNEAPOLIS, AND LOS ANGELES

DMA	Career Optimism Index Score: National Avg. 64	Skill Development: National Avg. 53	Financial Security: National Avg. 54	Career Trajectory: National Avg. 65	Job Security: National Avg. 75	Mental Health: National Avg. 73
Boston	70 (Δ+2)	65 (Δ0)	71 (Δ+2)	63 (Δ+3)	76 (Δ+3)	75 (Δ+2)
Orlando	69 (Δ+2)	64 (Δ+3)	63 (Δ+1)	67 (Δ+5)	79 (Δ+4)	75 (Δ+2)
LA	69 (Δ+1)	62 (Δ-2)	64 (Δ-4)	67 (Δ+3)	74 (Δ+2)	77 (Δ+3)
Tampa	69 (Δ+2)	64 (Δ+1)	65 (Δ+5)	64 (Δ+2)	75 (Δ+3)	75 (Δ-1)
Miami	68 (Δ+2)	60 (Δ0)	60 (Δ0)	69 (Δ+2)	76 (Δ+2)	75 (Δ+3)
Philadelphia	68 (Δ+1)	61 (Δ-2)	62 (Δ-6)	64 (Δ+5)	78 (Δ+5)	74 (Δ+2)
SF-Oak-San Jose	68 (Δ+2)	62 (Δ+3)	69 (Δ-2)	62 (Δ+3)	73 (Δ+2)	73 (Δ+3)
NYC	68 (Δ+1)	63 (Δ0)	68 (Δ-5)	62 (Δ+3)	71 (Δ+3)	74 (Δ+1)
Denver	68 (Δ0)	61 (Δ-3)	63 (Δ-2)	63 (Δ-1)	76 (Δ+2)	75 (Δ+1)
Atlanta	68 (Δ-1)	59 (Δ-5)	61 (Δ-4)	68 (Δ+3)	76 (Δ0)	74 (Δ+2)
Chicago	68 (Δ+2)	66 (Δ+4)	67 (Δ-2)	61 (Δ0)	70 (Δ+3)	73 (Δ+1)
Cleveland	67 (Δ0)	62 (Δ-3)	59 (Δ-7)	63 (Δ+1)	77 (Δ+4)	74 (Δ+2)
Dallas	67 (Δ+1)	61 (Δ+2)	62 (Δ-2)	64 (Δ+3)	74 (Δ+1)	73 (Δ-1)
Detroit	67 (Δ0)	60 (Δ-2)	61 (Δ-4)	64 (Δ+4)	76 (Δ+1)	72 (Δ-1)
Houston	67 (Δ0)	60 (Δ0)	59 (Δ-2)	66 (Δ+3)	75 (Δ-2)	73 (Δ0)
Sacramento	66 (Δ+1)	59 (Δ0)	59 (Δ0)	66 (Δ+4)	75 (Δ0)	73 (Δ+2)
Seattle	66 (Δ-1)	59 (Δ-1)	59 (Δ-8)	66 (Δ+1)	75 (Δ+2)	72 (Δ0)
Phoenix	66 (Δ+1)	58 (Δ-2)	61 (Δ-3)	65 (Δ+7)	75 (Δ+3)	72 (Δ+1)
Minneapolis	66 (Δ-2)	63 (Δ-2)	67 (Δ-1)	60 (Δ-1)	71 (Δ-2)	69 (Δ-3)
Washington DC	66 (Δ0)	55 (Δ-3)	56 (Δ-6)	67 (Δ+3)	78 (Δ+3)	74 (Δ+3)

- LA leads as the DMA where people have the most optimism related to their own mental health, which is driven by a strong sense of resilience and adaptability.
- Americans in Orlando and Philadelphia feel the most secure in their jobs, whereas those in NYC, Chicago and Minneapolis have doubts about their job security.
- Americans in Minneapolis and Chicago feel that their career trajectory is most at risk, whereas those in Miami and Atlanta remain optimistic about their career trajectories.
- Americans in major cities feel more optimistic about their opportunities for skills development and financial security compared to the national average.

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## **DMA Snapshots**

**The following are high level overviews of each DMA separately, with comparison to the national average. They are listed in order from lowest levels of optimism to highest.)**



# BOSTON

Boston rates highest in optimism on the index and its workers report solid footing in many aspects of their careers. This city has one of the highest overall scores, well above the U.S. average for optimism in both financial security and skills. Bucking the overall U.S. trend, there has been a decline among Boston workers saying they live paycheck to paycheck and being overwhelmed by debt. Boston workers are also far less likely than the average American worker to be “on the market” right now and bucking another trend of not seeing a clear career path forward.

## CAREER OPTIMISM INDEX SCORES

	Boston	Gen Pop
Overall score	70	64
Skills	65	53
Financial security	71	54
Job security	76	75
Career trajectory	63	65
Mental health	75	73

## OPTIMISTIC CAREER MINDSET

	Boston	Gen Pop
I am resilient when facing challenges in my career	87% $\Delta -4$	85% $\Delta +3$
I adapt easily to new work situations	89% $\Delta +2$	87% $\Delta +4$
I am highly employable	87% $\Delta +1$	85% $\Delta +2$
I am always looking for ways to expand my skillset	81% $\Delta 0$	84% $\Delta +2$
Prepared to search for a job if needed	82% $\Delta +4$	77% $\Delta +7$

## CAREER PATH + ACCESS

	Boston	Gen Pop
I do not see a clear path forward in advancing my career	37% $\Delta -4$	43% $\Delta +2$
I do not have someone in my professional life who advocates for me	47% $\Delta +5$	37% $\Delta -6$
I do not have access to opportunities to develop the skills I need to advance in my career	26% $\Delta -2$	41% $\Delta +6$
Pessimistic about training opportunities/upskilling/learning new skills	26%	29%

## CAREER STRESSORS

I am easily replaceable in my position	46% $\Delta -7$	52% $\Delta -2$
I am worried that my job skills will become outdated because of advancements in technology	33% $\Delta -4$	42% $\Delta 0$

## FINANCIAL CONCERNS

I live paycheck to paycheck	33% $\Delta -1$	56% $\Delta +13$
I am overwhelmed by debt	21% $\Delta -3$	38% $\Delta +10$

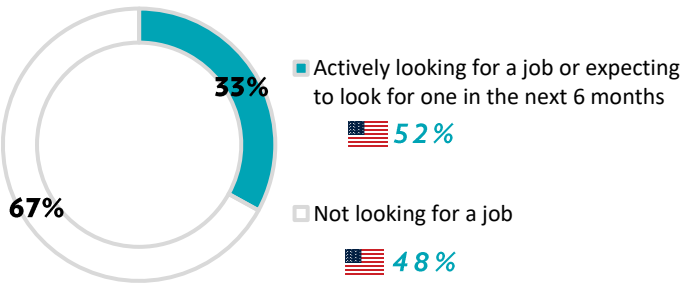
## MENTAL HEALTH

I have looked for mental health resources to help me manage work-related stress	28% $\Delta +1$	44% $\Delta +11$
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## JOB OPPORTUNITIES

$\Delta +14$   
**77%**  $\Delta +12$  Feel positively about the job opportunities available to them  
75%

## JOB SEEKING



## EMPLOYERS SHOULD KNOW

**64%**  $\Delta +9$  If things could change at my job, I would consider staying  
69%

**26%**  $\Delta +8$  Would quit a job without another lined up  
28%

# ORLANDO

People in Orlando feel that they are both resilient and highly employable – which contribute to making it the second most optimistic DMA in this study. Optimism related to skills development and financial security are also well above the national average. Most feel positively about the job opportunities available to them – this metric improved 16-points since 2021. Further, Orlando workers are less likely to feel replaceable than they felt last year and fewer are currently seeking a job when compared to the national average.

## CAREER OPTIMISM INDEX SCORES

	Orlando	Gen Pop
Overall score	69	64
Skills	64	53
Financial security	63	54
Job security	79	75
Career trajectory	67	65
Mental health	75	73

## OPTIMISTIC CAREER MINDSET

	Orlando	Gen Pop
I am resilient when facing challenges in my career	89% $\Delta+3$	85% $\Delta+3$
I adapt easily to new work situations	87% $\Delta+2$	87% $\Delta+4$
I am highly employable	88% $\Delta 0$	85% $\Delta+2$
I am always looking for ways to expand my skillset	85% $\Delta 0$	84% $\Delta+2$
Prepared to search for a job if needed	81% $\Delta+3$	77% $\Delta+7$

## CAREER PATH + ACCESS

	Orlando	Gen Pop
I do not see a clear path forward in advancing my career	37% $\Delta-4$	43% $\Delta+2$
I do not have someone in my professional life who advocates for me	38% $\Delta-4$	37% $\Delta-6$
I do not have access to opportunities to develop the skills I need to advance in my career	29% $\Delta-4$	41% $\Delta+6$
Pessimistic about training opportunities/upskilling/learning new skills	23%	29%

## CAREER STRESSORS

I am easily replaceable in my position	49% $\Delta-6$	52% $\Delta-2$
I am worried that my job skills will become outdated because of advancements in technology	34% $\Delta-6$	42% $\Delta 0$

## FINANCIAL CONCERNS

I live paycheck to paycheck	43% $\Delta-2$	56% $\Delta+13$
I am overwhelmed by debt	27% $\Delta-1$	38% $\Delta+10$

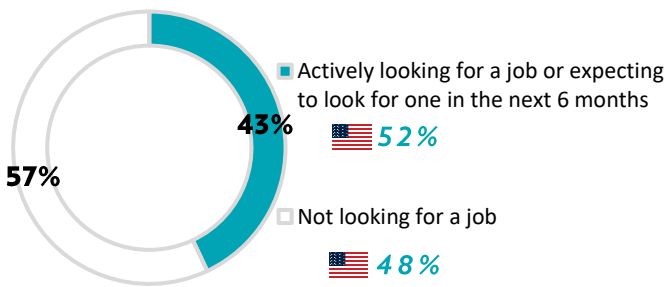
## MENTAL HEALTH

I have looked for mental health resources to help me manage work-related stress	33% $\Delta+2$	44% $\Delta+11$
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## JOB OPPORTUNITIES

$\Delta+15$   
**80%**  $\Delta+12$  **75%** Feel positively about the job opportunities available to them

## JOB SEEKING



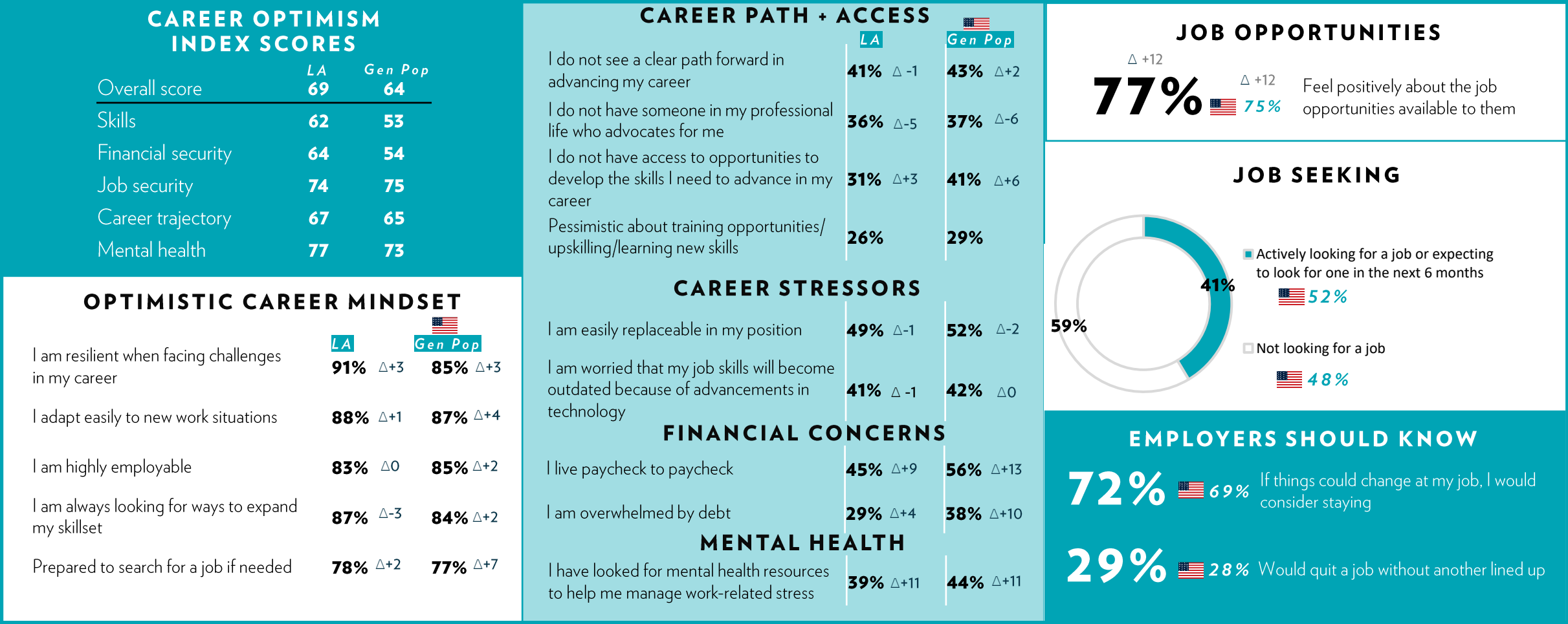
## EMPLOYERS SHOULD KNOW

**68%** **69%** If things could change at my job, I would consider staying

**29%** **28%** Would quit a job without another lined up

# LOS ANGELES

Workers in LA are feeling very positive about job opportunities available to them, even though fewer are actively seeking a new job than the national average. People in LA are among the most optimistic about their careers – LA’s overall Index score is higher than the national average, with particularly sizeable differences on both Skills and Financial Security, and this is further demonstrated by the lower “stress” ratings around major facets of career pathing, skills development and financial challenges compared to the national average.



# TAMPA

Workers in Tampa are among the most optimistic about their careers. Tampa has one of the highest scores for optimism in both skills development and financial security. Tampa workers feel less replaceable and more ready to search for a new job if needed. While they are one of the DMAs least likely to be actively looking or expecting to search for a new job soon, they still feel more positively about job opportunities than they did last year. Fewer are living paycheck to paycheck compared to last year as well.

## CAREER OPTIMISM INDEX SCORES

	Tampa	Gen Pop
Overall score	69	64
Skills	64	53
Financial security	65	54
Job security	75	75
Career trajectory	64	65
Mental health	75	73

## OPTIMISTIC CAREER MINDSET

	Tampa	Gen Pop
I am resilient when facing challenges in my career	87% $\Delta$ -2	85% $\Delta$ +3
I adapt easily to new work situations	88% $\Delta$ +3	87% $\Delta$ +4
I am highly employable	85% $\Delta$ +1	85% $\Delta$ +2
I am always looking for ways to expand my skillset	78% $\Delta$ +1	84% $\Delta$ +2
Prepared to search for a job if needed	83% $\Delta$ +10	77% $\Delta$ +7

## CAREER PATH + ACCESS

	Tampa	Gen Pop
I do not see a clear path forward in advancing my career	38% $\Delta$ -1	43% $\Delta$ +2
I do not have someone in my professional life who advocates for me	39% $\Delta$ -2	37% $\Delta$ -6
I do not have access to opportunities to develop the skills I need to advance in my career	32% $\Delta$ +4	41% $\Delta$ +6
Pessimistic about training opportunities/upskilling/learning new skills	25%	29%

## CAREER STRESSORS

I am easily replaceable in my position	42% $\Delta$ -9	52% $\Delta$ -2
I am worried that my job skills will become outdated because of advancements in technology	35% $\Delta$ -3	42% $\Delta$ 0

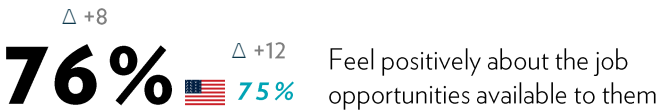
## FINANCIAL CONCERNS

I live paycheck to paycheck	40% $\Delta$ -10	56% $\Delta$ +13
I am overwhelmed by debt	30% $\Delta$ -2	38% $\Delta$ +10

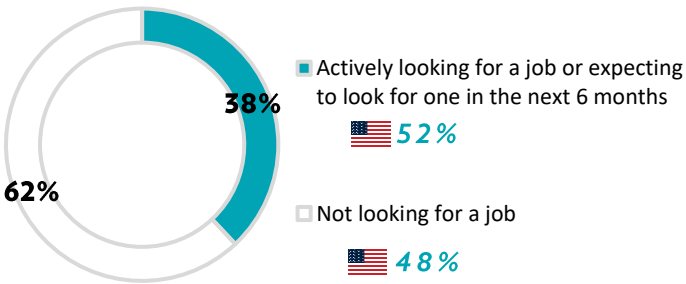
## MENTAL HEALTH

I have looked for mental health resources to help me manage work-related stress	30% $\Delta$ +8	44% $\Delta$ +11
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## JOB OPPORTUNITIES



## JOB SEEKING

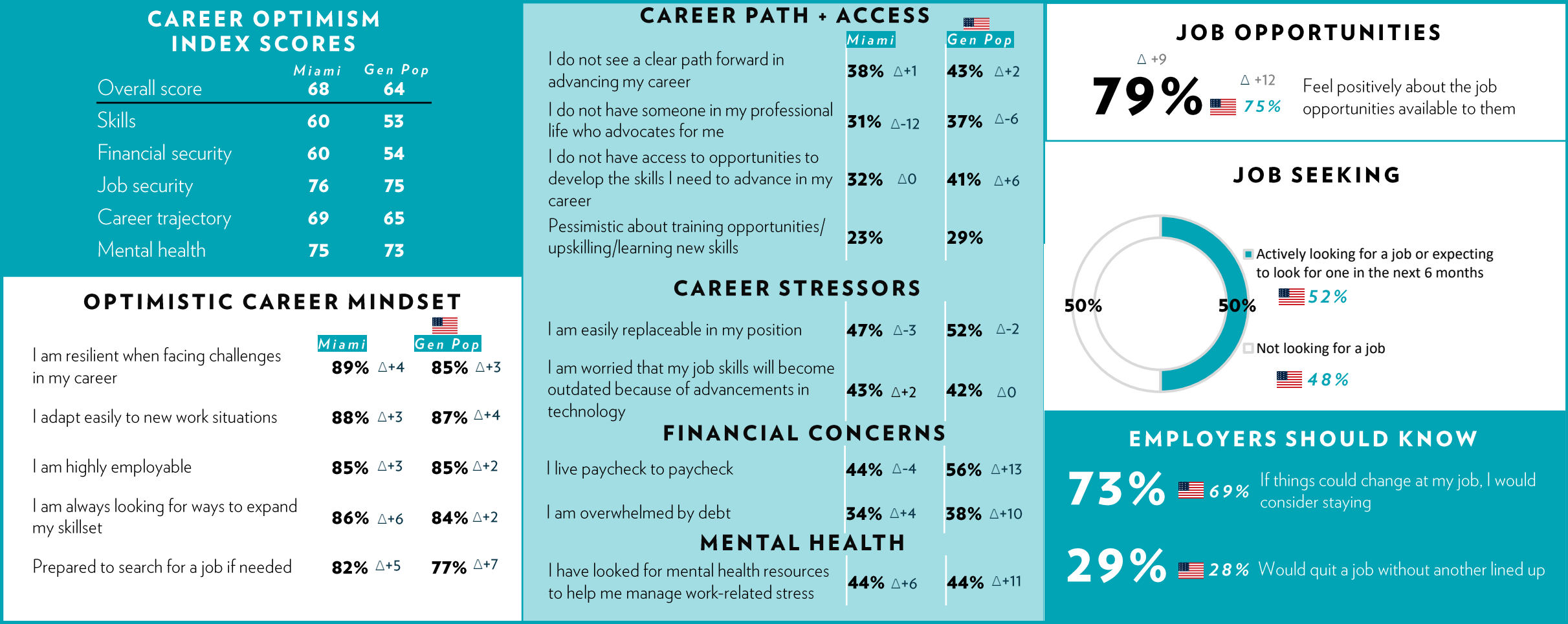


## EMPLOYERS SHOULD KNOW



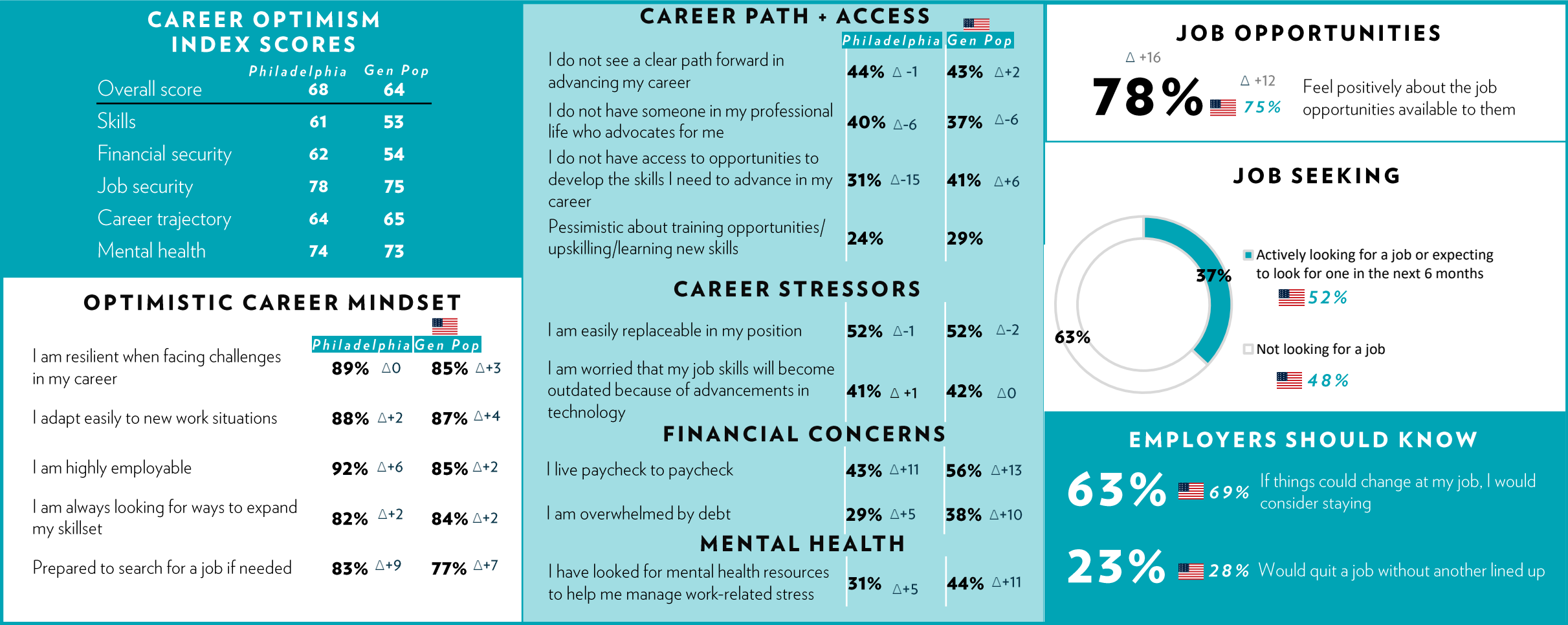
# MIAMI

People in Miami are among the most optimistic about their careers, and similar to DMAs with the highest optimism scores, skills and financial security are key factors. Many are prepared to look for a job if needed compared to other DMAs, and more cite having have a professional advocate compared to last year. The city is one of the top DMAs for resiliency in the face of challenges.



# PHILADELPHIA

Philadelphia workers are among the most optimistic about job security, feel positively about the job opportunities available to them and believe that they are highly employable. Since last year, there has been a large increase in the number of people who feel prepared to search for a job if needed, a level that is higher than the national average. Compared to other DMAs, workers in Philadelphia are among least likely to quit a job without having another one lined up.



# SAN FRANCISCO-OAKLAND-SAN JOSE

1in financial security. Compared to other DMAs, workers in this market are among the least likely to live paycheck to paycheck or be overwhelmed by debt. Although not many are looking for or expecting to look for a job in the next six months, people in SF-Oak-San Jose are among the most likely to say they would quit their job without having another one lined up.

## CAREER OPTIMISM INDEX SCORES

	SF-OAK-San Jose	Gen Pop
Overall score	68	64
Skills	62	53
Financial security	69	54
Job security	73	75
Career trajectory	62	65
Mental health	73	73

## OPTIMISTIC CAREER MINDSET

	SF-Oak-San Jose	Gen Pop
I am resilient when facing challenges in my career	88% $\Delta+1$	85% $\Delta+3$
I adapt easily to new work situations	87% $\Delta+2$	87% $\Delta+4$
I am highly employable	83% $\Delta 0$	85% $\Delta+2$
I am always looking for ways to expand my skillset	80% $\Delta-2$	84% $\Delta+2$
Prepared to search for a job if needed	72% $\Delta 0$	77% $\Delta+7$

## CAREER PATH + ACCESS

	SF-Oak-San Jose	Gen Pop
I do not see a clear path forward in advancing my career	40% $\Delta-4$	43% $\Delta+2$
I do not have someone in my professional life who advocates for me	42% $\Delta-1$	37% $\Delta-6$
I do not have access to opportunities to develop the skills I need to advance in my career	35% $\Delta+2$	41% $\Delta+6$
Pessimistic about training opportunities/upskilling/learning new skills	26%	29%

## CAREER STRESSORS

I am easily replaceable in my position	45% $\Delta-4$	52% $\Delta-2$
I am worried that my job skills will become outdated because of advancements in technology	43% $\Delta-1$	42% $\Delta 0$

## FINANCIAL CONCERNS

I live paycheck to paycheck	34% $\Delta+4$	56% $\Delta+13$
I am overwhelmed by debt	23% $\Delta+2$	38% $\Delta+10$

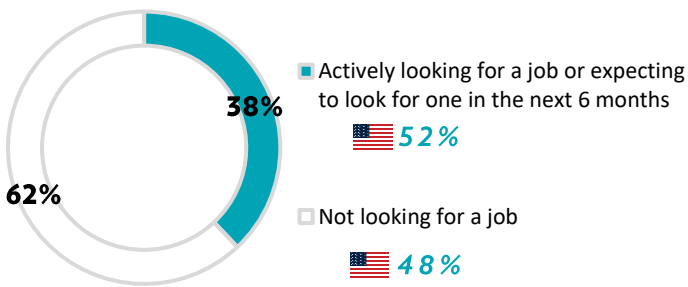
## MENTAL HEALTH

I have looked for mental health resources to help me manage work-related stress	40% $\Delta+7$	44% $\Delta+11$
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## JOB OPPORTUNITIES

$\Delta+9$   
**74%**  $\Delta+12$  **75%** Feel positively about the job opportunities available to them

## JOB SEEKING



## EMPLOYERS SHOULD KNOW

**68%** **69%** If things could change at my job, I would consider staying

**33%** **28%** Would quit a job without another lined up



# NEW YORK CITY

New York City has very interesting contrasts – while it has a relatively high score for financial security metrics, New Yorkers feel less job security than the average American worker and buck the trend of feeling more resilient than last year. New York City has one of the highest scores for optimism in financial security with less people living paycheck to paycheck and being overwhelmed by debt. Yet while there has been a large decrease in the number of people who feel easily replaceable in their position since 2021, NYC has one of the lowest optimism scores in job security. Among DMAs, workers in NYC are least likely to quit a job without having another one lined up, a metric linked to higher incomes.

## CAREER OPTIMISM INDEX SCORES

	NYC	Gen Pop
Overall score	68	64
Skills	63	53
Financial security	68	54
Job security	71	75
Career trajectory	62	65
Mental health	74	73

## OPTIMISTIC CAREER MINDSET

	NYC	Gen Pop
I am resilient when facing challenges in my career	86% $\Delta -5$	85% $\Delta +3$
I adapt easily to new work situations	89% $\Delta 0$	87% $\Delta +4$
I am highly employable	80% $\Delta +2$	85% $\Delta +2$
I am always looking for ways to expand my skillset	81% $\Delta +5$	84% $\Delta +2$
Prepared to search for a job if needed	74% $\Delta +4$	77% $\Delta +7$

## CAREER PATH + ACCESS

	NYC	Gen Pop
I do not see a clear path forward in advancing my career	42% $\Delta +2$	43% $\Delta +2$
I do not have someone in my professional life who advocates for me	41% $\Delta -6$	37% $\Delta -6$
I do not have access to opportunities to develop the skills I need to advance in my career	32% $\Delta -2$	41% $\Delta +6$
Pessimistic about training opportunities/upskilling/learning new skills	33%	29%

## CAREER STRESSORS

I am easily replaceable in my position	47% $\Delta -10$	52% $\Delta -2$
I am worried that my job skills will become outdated because of advancements in technology	39% $\Delta -5$	42% $\Delta 0$

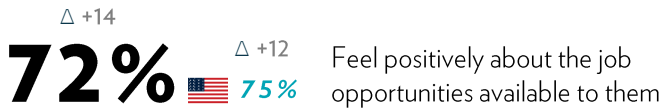
## FINANCIAL CONCERNS

I live paycheck to paycheck	36% $\Delta +5$	56% $\Delta +13$
I am overwhelmed by debt	24% $\Delta +3$	38% $\Delta +10$

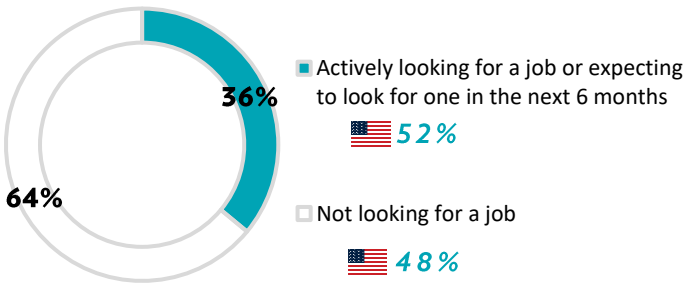
## MENTAL HEALTH

I have looked for mental health resources to help me manage work-related stress	27% $\Delta +1$	44% $\Delta +11$
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## JOB OPPORTUNITIES



## JOB SEEKING



## EMPLOYERS SHOULD KNOW





# DENVER

Workers in Denver are more optimistic about their careers compared to the national average, following the trend of skills and financial security being the largest contributors to optimism. They are more prepared to search for new roles and don't see themselves as easily replaceable as the average American worker. Setting Denver apart from other DMAs and the national average is a dynamic openness: More than any other market, workers in Denver say they would quit their job without another lined up, but they are also more willing to consider staying if things changed at their current jobs.

## CAREER OPTIMISM INDEX SCORES

	Denver	Gen Pop
Overall score	68	64
Skills	61	53
Financial security	63	54
Job security	76	75
Career trajectory	63	65
Mental health	75	73

## OPTIMISTIC CAREER MINDSET

	Denver	Gen Pop
I am resilient when facing challenges in my career	90% $\Delta 0$	85% $\Delta +3$
I adapt easily to new work situations	91% $\Delta +2$	87% $\Delta +4$
I am highly employable	86% $\Delta -1$	85% $\Delta +2$
I am always looking for ways to expand my skillset	85% $\Delta +1$	84% $\Delta +2$
Prepared to search for a job if needed	82% $\Delta +5$	77% $\Delta +7$

## CAREER PATH + ACCESS

	Denver	Gen Pop
I do not see a clear path forward in advancing my career	42% $\Delta +3$	43% $\Delta +2$
I do not have someone in my professional life who advocates for me	35% $\Delta -1$	37% $\Delta -6$
I do not have access to opportunities to develop the skills I need to advance in my career	32% $\Delta +4$	41% $\Delta +6$
Pessimistic about training opportunities/upskilling/learning new skills	27%	29%

## CAREER STRESSORS

I am easily replaceable in my position	45% $\Delta -5$	52% $\Delta -2$
I am worried that my job skills will become outdated because of advancements in technology	33% $\Delta -2$	42% $\Delta 0$

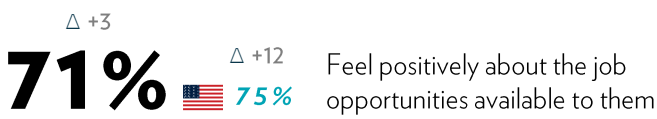
## FINANCIAL CONCERNS

I live paycheck to paycheck	43% $\Delta +6$	56% $\Delta +13$
I am overwhelmed by debt	30% $\Delta -1$	38% $\Delta +10$

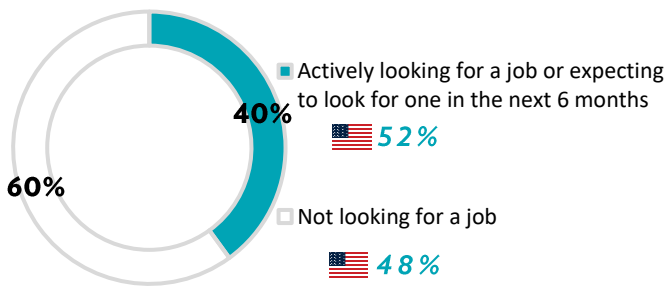
## MENTAL HEALTH

I have looked for mental health resources to help me manage work-related stress	36% $\Delta +7$	44% $\Delta +11$
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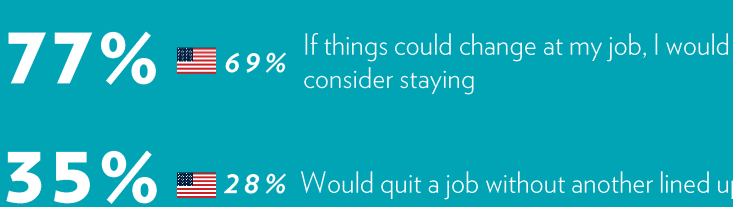
## JOB OPPORTUNITIES



## JOB SEEKING



## EMPLOYERS SHOULD KNOW



# ATLANTA

Atlanta's optimism score is higher than the national average but is one of only two DMAs whose scores declined year over year. Atlanta has one of the highest optimism scores for career trajectory, with most workers in this DMA feeling positively about the job opportunities available to them. However, compared to last year, more people in Atlanta report not having access to opportunities to develop their skills and report being worried about their job skills becoming outdated due to advancements in technology. This is reflected in Atlanta's skills optimism being among the lowest in the U.S.

## CAREER OPTIMISM INDEX SCORES

	Atlanta	Gen Pop
Overall score	68	64
Skills	59	53
Financial security	61	54
Job security	76	75
Career trajectory	68	65
Mental health	74	73

## OPTIMISTIC CAREER MINDSET

	Atlanta	Gen Pop
I am resilient when facing challenges in my career	87% $\Delta+2$	85% $\Delta+3$
I adapt easily to new work situations	89% $\Delta+4$	87% $\Delta+4$
I am highly employable	86% $\Delta-3$	85% $\Delta+2$
I am always looking for ways to expand my skillset	82% $\Delta 0$	84% $\Delta+2$
Prepared to search for a job if needed	81% $\Delta+2$	77% $\Delta+7$

## CAREER PATH + ACCESS

	Atlanta	Gen Pop
I do not see a clear path forward in advancing my career	39% $\Delta+2$	43% $\Delta+2$
I do not have someone in my professional life who advocates for me	34% $\Delta-1$	37% $\Delta-6$
I do not have access to opportunities to develop the skills I need to advance in my career	35% $\Delta+9$	41% $\Delta+6$
Pessimistic about training opportunities/upskilling/learning new skills	21%	29%

## CAREER STRESSORS

I am easily replaceable in my position	49% $\Delta+1$	52% $\Delta-2$
I am worried that my job skills will become outdated because of advancements in technology	43% $\Delta+11$	42% $\Delta 0$

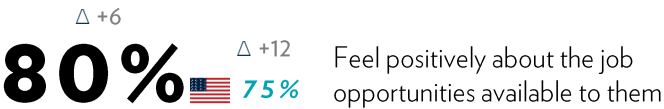
## FINANCIAL CONCERNS

I live paycheck to paycheck	45% $\Delta+3$	56% $\Delta+13$
I am overwhelmed by debt	31% $\Delta+2$	38% $\Delta+10$

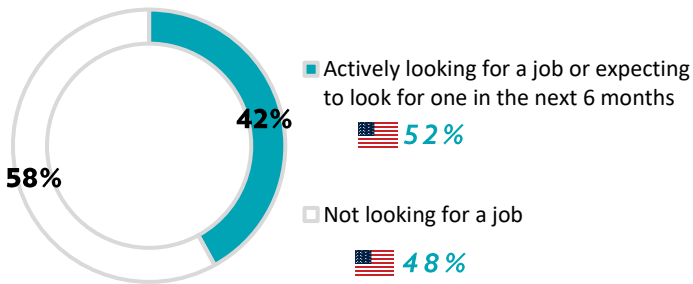
## MENTAL HEALTH

I have looked for mental health resources to help me manage work-related stress	42% $\Delta+9$	44% $\Delta+11$
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## JOB OPPORTUNITIES



## JOB SEEKING



## EMPLOYERS SHOULD KNOW



# CHICAGO

Chicago presents as one of the least satisfied and least supported cities across the U.S. While Chicago has the highest score for optimism in skills, it also has the lowest score in job security. Nearly half of Chicago workers say they do not have an advocate in their professional life. Additionally, fewer people in Chicago would consider staying at their current job even if things there changed compared to the national average.

## CAREER OPTIMISM INDEX SCORES

	Chicago	Gen Pop
Overall score	68	64
Skills	66	53
Financial security	67	54
Job security	70	75
Career trajectory	61	65
Mental health	73	73

## OPTIMISTIC CAREER MINDSET

	Chicago	Gen Pop
I am resilient when facing challenges in my career	88% $\Delta+2$	85% $\Delta+3$
I adapt easily to new work situations	86% $\Delta+2$	87% $\Delta+4$
I am highly employable	81% $\Delta+2$	85% $\Delta+2$
I am always looking for ways to expand my skillset	77% $\Delta-4$	84% $\Delta+2$
Prepared to search for a job if needed	78% $\Delta+12$	77% $\Delta+7$

## CAREER PATH + ACCESS

	Chicago	Gen Pop
I do not see a clear path forward in advancing my career	42% $\Delta-2$	43% $\Delta+2$
I do not have someone in my professional life who advocates for me	47% $\Delta+4$	37% $\Delta-6$
I do not have access to opportunities to develop the skills I need to advance in my career	31% $\Delta-1$	41% $\Delta+6$
Pessimistic about training opportunities/upskilling/learning new skills	31%	29%

## CAREER STRESSORS

I am easily replaceable in my position	47% $\Delta-9$	52% $\Delta-2$
I am worried that my job skills will become outdated because of advancements in technology	38% $\Delta+1$	42% $\Delta 0$

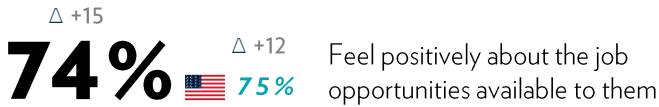
## FINANCIAL CONCERNS

I live paycheck to paycheck	36% $\Delta+2$	56% $\Delta+13$
I am overwhelmed by debt	26% $\Delta+1$	38% $\Delta+10$

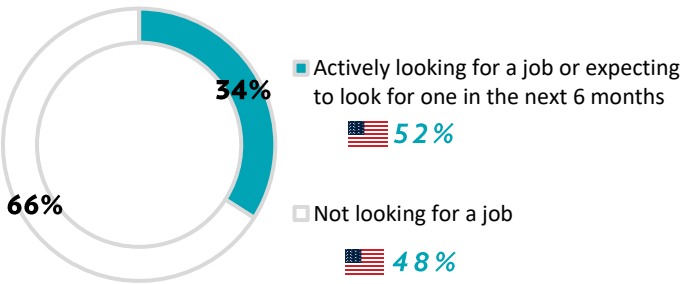
## MENTAL HEALTH

I have looked for mental health resources to help me manage work-related stress	25% $\Delta 0$	44% $\Delta+11$
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## JOB OPPORTUNITIES



## JOB SEEKING



## EMPLOYERS SHOULD KNOW



# CLEVELAND

Workers in Cleveland have become somewhat more optimistic about their careers over the past year. They continue to struggle with having career advocates and skill development opportunities, but they are less likely to feel replaceable as employees. However, significantly more workers in Cleveland are facing financial struggles like debt and living paycheck to paycheck compared to last year, which brings down optimism considerably.

## CAREER OPTIMISM INDEX SCORES

	Cleveland	Gen Pop
Overall score	67	64
Skills	62	53
Financial security	59	54
Job security	77	75
Career trajectory	63	65
Mental health	74	73

## OPTIMISTIC CAREER MINDSET

	Cleveland	Gen Pop
I am resilient when facing challenges in my career	87% $\Delta$ -1	85% $\Delta$ +3
I adapt easily to new work situations	87% $\Delta$ 0	87% $\Delta$ +4
I am highly employable	87% $\Delta$ +3	85% $\Delta$ +2
I am always looking for ways to expand my skillset	83% $\Delta$ +5	84% $\Delta$ +2
Prepared to search for a job if needed	72% $\Delta$ +3	77% $\Delta$ +7

## CAREER PATH + ACCESS

	Cleveland	Gen Pop
I do not see a clear path forward in advancing my career	38% $\Delta$ 0	43% $\Delta$ +2
I do not have someone in my professional life who advocates for me	42% $\Delta$ +1	37% $\Delta$ -6
I do not have access to opportunities to develop the skills I need to advance in my career	34% $\Delta$ +8	41% $\Delta$ +6
Pessimistic about training opportunities/upskilling/learning new skills	24%	29%

## CAREER STRESSORS

I am easily replaceable in my position	47% $\Delta$ -8	52% $\Delta$ -2
I am worried that my job skills will become outdated because of advancements in technology	32% $\Delta$ +2	42% $\Delta$ 0

## FINANCIAL CONCERNS

I live paycheck to paycheck	51% $\Delta$ +13	56% $\Delta$ +13
I am overwhelmed by debt	34% $\Delta$ +9	38% $\Delta$ +10

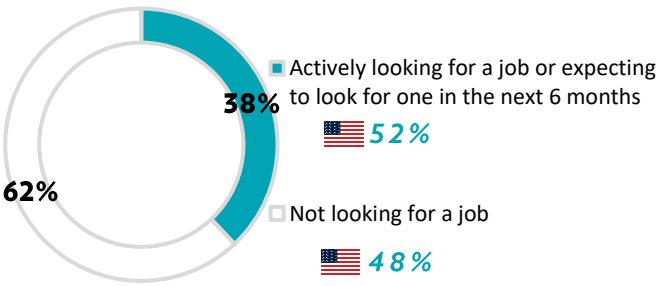
## MENTAL HEALTH

I have looked for mental health resources to help me manage work-related stress	33% $\Delta$ +5	44% $\Delta$ +11
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## JOB OPPORTUNITIES

$\Delta$  +14  
**76%**  $\Delta$  +12  
Feel positively about the job opportunities available to them

## JOB SEEKING



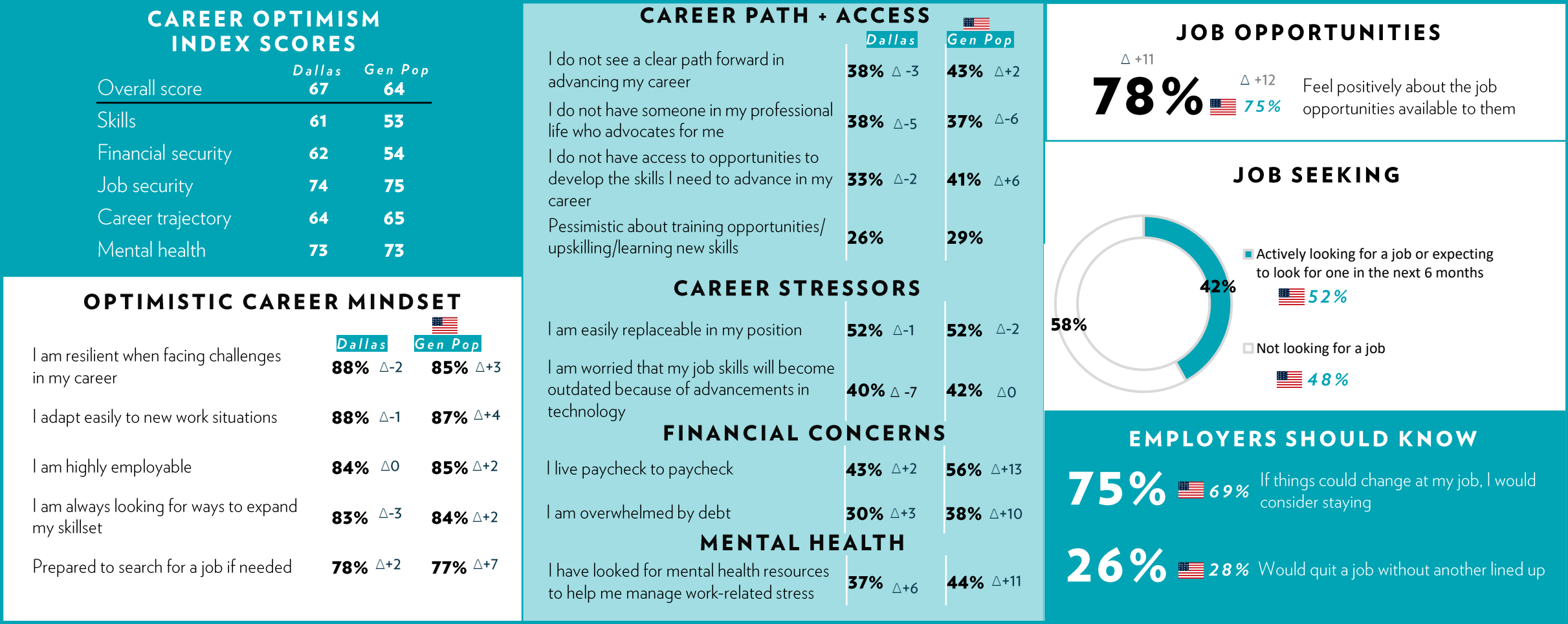
## EMPLOYERS SHOULD KNOW

**69%**  $\Delta$  69% If things could change at my job, I would consider staying

**28%**  $\Delta$  28% Would quit a job without another lined up

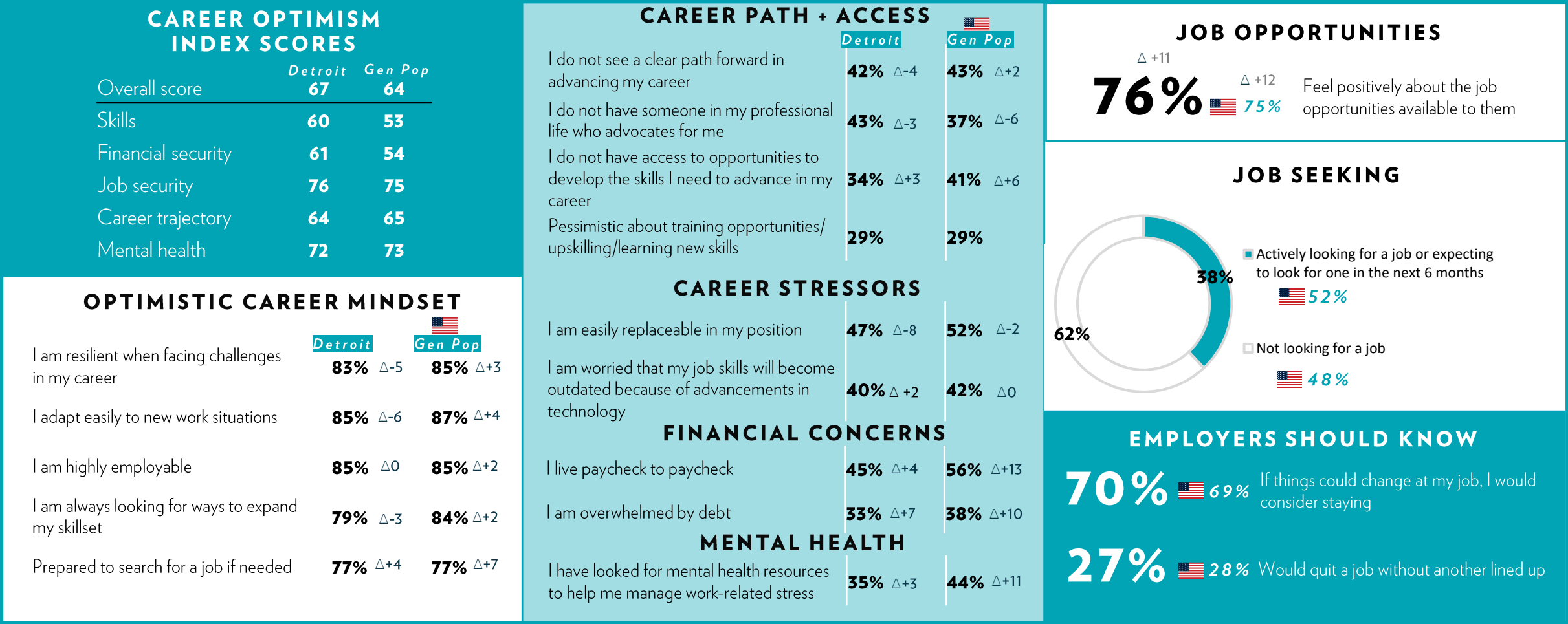
# DALLAS

Dallas workers are above the national average for optimism in skills and financial security. Compared to the national average, fewer in Dallas are living paycheck to paycheck or are overwhelmed by debt. Additionally, while Dallas is among the top DMAs that feel easily replaceable in their positions, many workers do feel positively about the job opportunities available to them and say that if things could change at their job, they would consider staying.



# DETROIT

While the overall optimism score in Detroit is close to the national average, a holistic look at the data suggest that workers in Detroit are less optimistic about their careers compared to other DMAs. They are struggling more financially now than last year while simultaneously feeling less resilient and adaptable. Detroit is also one of the top DMAs in reporting a lack of professional advocates. Important positive notes contributing to optimism include Detroit workers feeling less replaceable this year and bucking the national trend of not seeing a clear path forward in their careers.



# HOUSTON

Houston is one of five cities with no change to its overall optimism score and a city that bucks multiple national trends. Workers in Houston report a decline in positive mindset around resilience, adaptability and employability, whereas the national trend is upward for each of these metrics. On the upside, Houston workers also buck the trend of increased financial challenges over the past year. Additionally, they are trending in a positive direction on career path and access metrics and feeling positively about the job opportunities available to them. Fewer people in Houston than any other DMA (with one exception, Chicago) would consider staying at their current job even if things changed there.

## CAREER OPTIMISM INDEX SCORES

	Houston	Gen Pop
Overall score	67	64
Skills	60	53
Financial security	59	54
Job security	75	75
Career trajectory	66	65
Mental health	73	73

## OPTIMISTIC CAREER MINDSET

	Houston	Gen Pop
I am resilient when facing challenges in my career	84% $\Delta$ -1	85% $\Delta$ +3
I adapt easily to new work situations	86% $\Delta$ -3	87% $\Delta$ +4
I am highly employable	85% $\Delta$ -3	85% $\Delta$ +2
I am always looking for ways to expand my skillset	88% $\Delta$ +4	84% $\Delta$ +2
Prepared to search for a job if needed	82% $\Delta$ +8	77% $\Delta$ +7

## CAREER PATH + ACCESS

	Houston	Gen Pop
I do not see a clear path forward in advancing my career	43% $\Delta$ -2	43% $\Delta$ +2
I do not have someone in my professional life who advocates for me	38% $\Delta$ -2	37% $\Delta$ -6
I do not have access to opportunities to develop the skills I need to advance in my career	34% $\Delta$ -2	41% $\Delta$ +6
Pessimistic about training opportunities/upskilling/learning new skills	23%	29%

## CAREER STRESSORS

I am easily replaceable in my position	49% $\Delta$ -7	52% $\Delta$ -2
I am worried that my job skills will become outdated because of advancements in technology	39% $\Delta$ -4	42% $\Delta$ 0

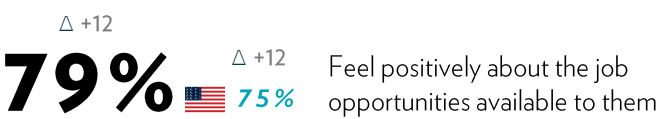
## FINANCIAL CONCERNS

I live paycheck to paycheck	48% $\Delta$ +1	56% $\Delta$ +13
I am overwhelmed by debt	33% $\Delta$ 0	38% $\Delta$ +10

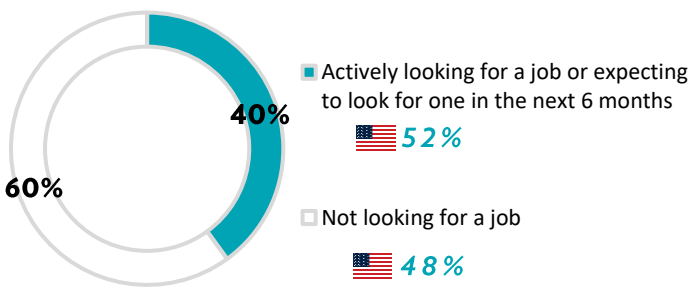
## MENTAL HEALTH

I have looked for mental health resources to help me manage work-related stress	37% $\Delta$ +2	44% $\Delta$ +11
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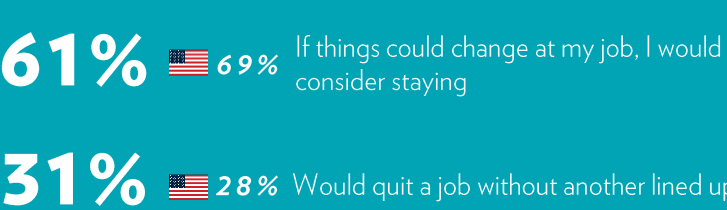
## JOB OPPORTUNITIES



## JOB SEEKING



## EMPLOYERS SHOULD KNOW





# SACRAMENTO

Sacramento has one of the lowest index scores among the top U.S. DMAs, yet workers in Sacramento maintain positivity about the job opportunities available to them. This city has one of the lower scores in financial security, with many saying they live paycheck to paycheck. Most people in Sacramento say they're not looking for a job – yet this group is among the most likely to say they would be willing to quit their job without having a backup. Sacramento is not markedly negative – it is closer to the national average on most metrics versus indexing higher on positive metrics.

## CAREER OPTIMISM INDEX SCORES

	Sacramento	Gen Pop
Overall score	66	64
Skills	59	53
Financial security	59	54
Job security	75	75
Career trajectory	66	65
Mental health	73	73

## OPTIMISTIC CAREER MINDSET

	Sacramento	Gen Pop
I am resilient when facing challenges in my career	84% Δ+1	85% Δ+3
I adapt easily to new work situations	84% Δ-1	87% Δ+4
I am highly employable	86% Δ0	85% Δ+2
I am always looking for ways to expand my skillset	85% Δ0	84% Δ+2
Prepared to search for a job if needed	75% Δ+1	77% Δ+7

## CAREER PATH + ACCESS

	Sacramento	Gen Pop
I do not see a clear path forward in advancing my career	38% Δ-6	43% Δ+2
I do not have someone in my professional life who advocates for me	38% Δ-1	37% Δ-6
I do not have access to opportunities to develop the skills I need to advance in my career	32% Δ-5	41% Δ+6
Pessimistic about training opportunities/upskilling/learning new skills	24%	29%

## CAREER STRESSORS

I am easily replaceable in my position	48% Δ-5	52% Δ-2
I am worried that my job skills will become outdated because of advancements in technology	38% Δ-1	42% Δ0

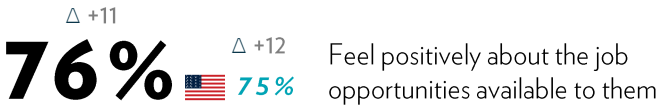
## FINANCIAL CONCERNS

I live paycheck to paycheck	49% Δ+1	56% Δ+13
I am overwhelmed by debt	32% Δ-3	38% Δ+10

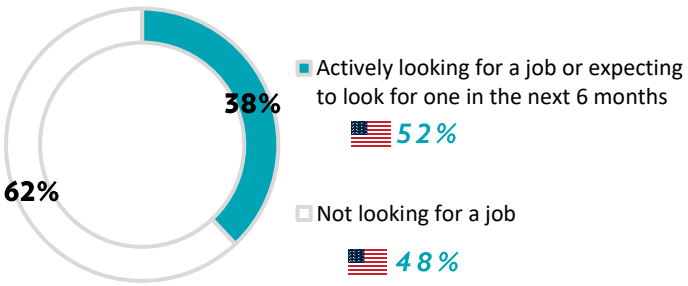
## MENTAL HEALTH

I have looked for mental health resources to help me manage work-related stress	38% Δ+3	44% Δ+11
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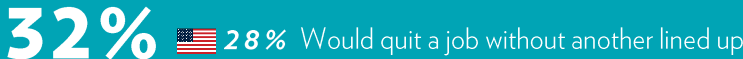
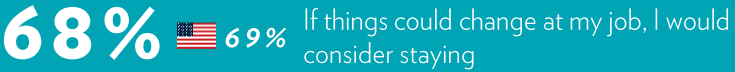
## JOB OPPORTUNITIES



## JOB SEEKING



## EMPLOYERS SHOULD KNOW





# SEATTLE

Seattle is one of the five DMAs at the bottom of the overall index score for career optimism. While the city has a better financial security score compared to the national average, aligning with the national trend, more people in Seattle are overwhelmed by debt and living paycheck to paycheck compared to last year. While Seattle workers are feeling as resilient as ever, they have personal concerns around adaptability and feeling employable that are moving in a different direction than most DMAs and the national trend. Seattle workers are also the third most likely DMA to be job seeking at this time.

## CAREER OPTIMISM INDEX SCORES

	Seattle	Gen Pop
Overall score	66	64
Skills	59	53
Financial security	59	54
Job security	75	75
Career trajectory	66	65
Mental health	72	73

## OPTIMISTIC CAREER MINDSET

	Seattle	Gen Pop
I am resilient when facing challenges in my career	87% $\Delta+5$	85% $\Delta+3$
I adapt easily to new work situations	86% $\Delta-3$	87% $\Delta+4$
I am highly employable	85% $\Delta-1$	85% $\Delta+2$
I am always looking for ways to expand my skillset	84% $\Delta 0$	84% $\Delta+2$
Prepared to search for a job if needed	78% $\Delta+9$	77% $\Delta+7$

## CAREER PATH + ACCESS

	Seattle	Gen Pop
I do not see a clear path forward in advancing my career	40% $\Delta-2$	43% $\Delta+2$
I do not have someone in my professional life who advocates for me	32% $\Delta-1$	37% $\Delta-6$
I do not have access to opportunities to develop the skills I need to advance in my career	36% $\Delta+3$	41% $\Delta+6$
Pessimistic about training opportunities/upskilling/learning new skills	30%	29%

## CAREER STRESSORS

I am easily replaceable in my position	48% $\Delta-2$	52% $\Delta-2$
I am worried that my job skills will become outdated because of advancements in technology	40% $\Delta+1$	42% $\Delta 0$

## FINANCIAL CONCERNS

I live paycheck to paycheck	50% $\Delta+8$	56% $\Delta+13$
I am overwhelmed by debt	33% $\Delta+7$	38% $\Delta+10$

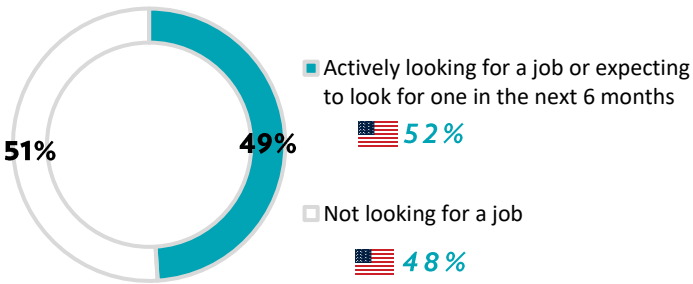
## MENTAL HEALTH

I have looked for mental health resources to help me manage work-related stress	45% $\Delta+7$	44% $\Delta+11$
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## JOB OPPORTUNITIES



## JOB SEEKING



## EMPLOYERS SHOULD KNOW



# PHOENIX

Phoenix is one of the five lowest scoring DMAs for overall career optimism, however, this means they are generally on par with national trends. Workers in Phoenix say they are resilient, adaptable, employable, and say they are more likely than last year to see a path forward in their careers. They also report being prepared to look for a job – many are in fact doing so – and they are among the top DMAs reporting they are easily replaceable. Workers in Phoenix are representative of national trends, when it comes to having a professional advocate, not having access to skills building opportunities, but feeling positive about job opportunities available to them, and unfortunately, increased financial stressors as well.

## CAREER OPTIMISM INDEX SCORES

	Phoenix	Gen Pop
Overall score	66	64
Skills	58	53
Financial security	61	54
Job security	75	75
Career trajectory	65	65
Mental health	72	73

## OPTIMISTIC CAREER MINDSET

	Phoenix	Gen Pop
I am resilient when facing challenges in my career	86% $\Delta+1$	85% $\Delta+3$
I adapt easily to new work situations	88% $\Delta+3$	87% $\Delta+4$
I am highly employable	87% $\Delta+7$	85% $\Delta+2$
I am always looking for ways to expand my skillset	81% $\Delta 0$	84% $\Delta+2$
Prepared to search for a job if needed	79% $\Delta+10$	77% $\Delta+7$

## CAREER PATH + ACCESS

	Phoenix	Gen Pop
I do not see a clear path forward in advancing my career	38% $\Delta -6$	43% $\Delta+2$
I do not have someone in my professional life who advocates for me	34% $\Delta-10$	37% $\Delta-6$
I do not have access to opportunities to develop the skills I need to advance in my career	40% $\Delta+9$	41% $\Delta+6$
Pessimistic about training opportunities/upskilling/learning new skills	29%	29%

## CAREER STRESSORS

I am easily replaceable in my position	56% $\Delta+2$	52% $\Delta-2$
I am worried that my job skills will become outdated because of advancements in technology	39% $\Delta -2$	42% $\Delta 0$

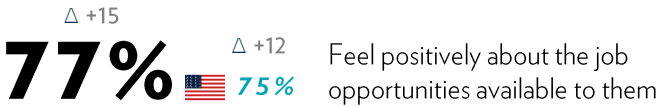
## FINANCIAL CONCERNS

I live paycheck to paycheck	48% $\Delta+10$	56% $\Delta+13$
I am overwhelmed by debt	32% $\Delta+2$	38% $\Delta+10$

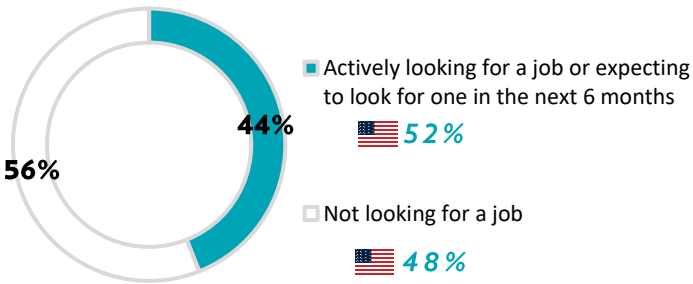
## MENTAL HEALTH

I have looked for mental health resources to help me manage work-related stress	39% $\Delta+10$	44% $\Delta+11$
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## JOB OPPORTUNITIES



## JOB SEEKING



## EMPLOYERS SHOULD KNOW



# MINNEAPOLIS

Minneapolis is among the lowest overall career optimism scores. It ranks among the highest in the country for financial security and skills, but performs lower than almost all other DMAs and the national average on job security, mental health, and career trajectory. They are one of the top DMAs reporting a lack of professional advocates and are moving in the opposite direction of an otherwise positive national trend. However, fewer people in Minneapolis feel replaceable or that their skills will become outdated, both compared to last year and to the national average. Workers in Minneapolis report being optimistic about job opportunities, however, are the least likely workers in the U.S. DMAs to be job seeking.

## CAREER OPTIMISM INDEX SCORES

	Minneapolis	Gen Pop
Overall score	66	64
Skills	63	53
Financial security	67	54
Job security	71	75
Career trajectory	60	65
Mental health	69	73

## OPTIMISTIC CAREER MINDSET

	Minneapolis	Gen Pop
I am resilient when facing challenges in my career	87% $\Delta$ -1	85% $\Delta$ +3
I adapt easily to new work situations	80% $\Delta$ -8	87% $\Delta$ +4
I am highly employable	84% $\Delta$ +1	85% $\Delta$ +2
I am always looking for ways to expand my skillset	80% $\Delta$ +2	84% $\Delta$ +2
Prepared to search for a job if needed	73% $\Delta$ +1	77% $\Delta$ +7

## CAREER PATH + ACCESS

	Minneapolis	Gen Pop
I do not see a clear path forward in advancing my career	45% $\Delta$ +4	43% $\Delta$ +2
I do not have someone in my professional life who advocates for me	43% $\Delta$ +3	37% $\Delta$ -6
I do not have access to opportunities to develop the skills I need to advance in my career	27% $\Delta$ +3	41% $\Delta$ +6
Pessimistic about training opportunities/upskilling/learning new skills	29%	29%

## CAREER STRESSORS

I am easily replaceable in my position	46% $\Delta$ -9	52% $\Delta$ -2
I am worried that my job skills will become outdated because of advancements in technology	31% $\Delta$ -4	42% $\Delta$ 0

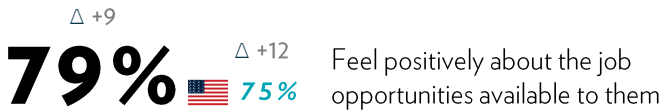
## FINANCIAL CONCERNS

I live paycheck to paycheck	39% $\Delta$ +4	56% $\Delta$ +13
I am overwhelmed by debt	26% $\Delta$ +2	38% $\Delta$ +10

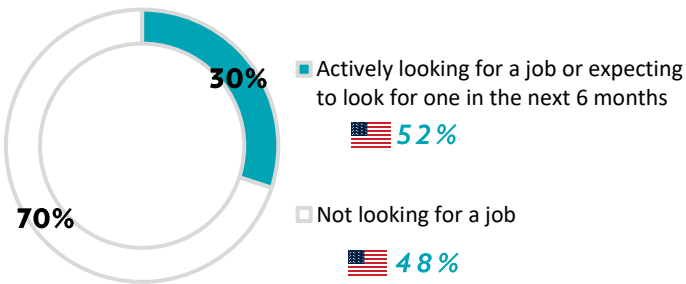
## MENTAL HEALTH

I have looked for mental health resources to help me manage work-related stress	29% $\Delta$ 0	44% $\Delta$ +11
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## JOB OPPORTUNITIES



## JOB SEEKING

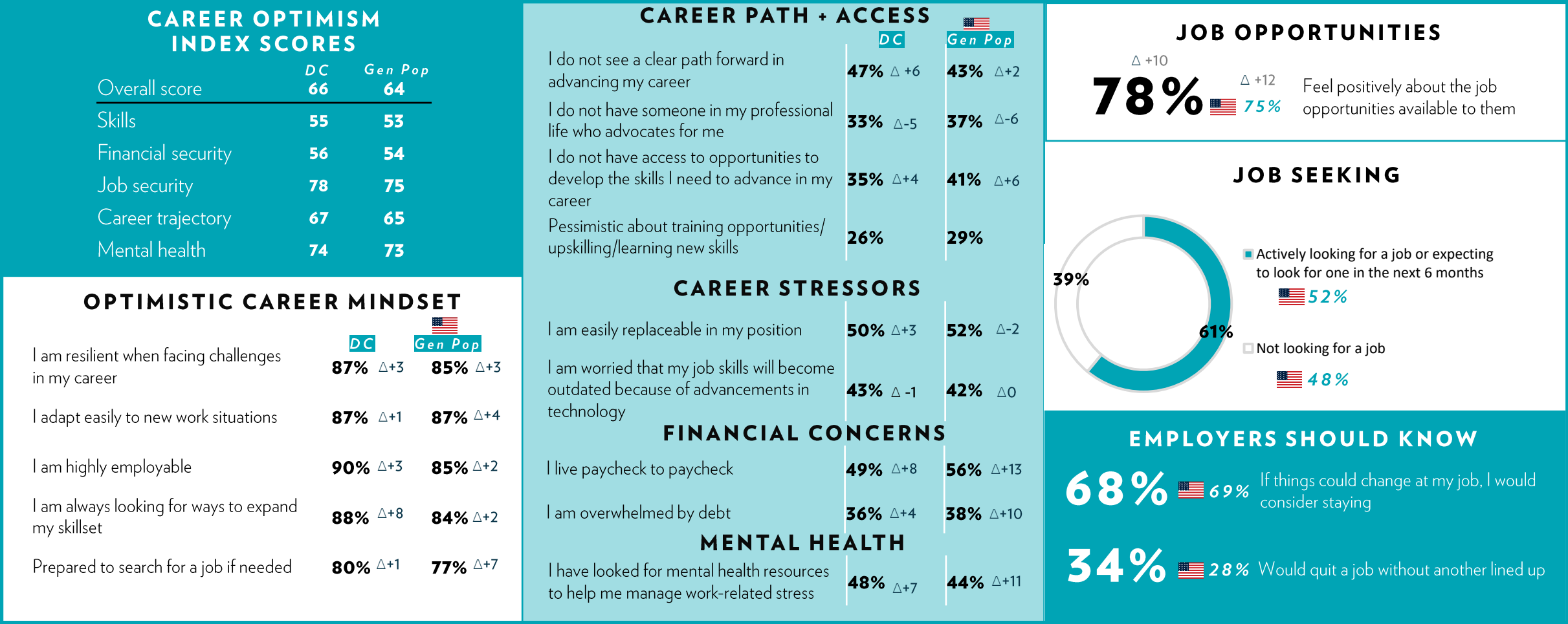


## EMPLOYERS SHOULD KNOW



# WASHINGTON, D.C.

D.C. represents a volatile market – while there was no change in its overall optimism score since last year, it’s at the bottom of the rankings, and it’s the market most likely to have workers looking for jobs by a significant margin. Workers in D.C. are also among the most likely to be overwhelmed by debt and be living paycheck to paycheck. Many do feel positively about job opportunities and believe they are highly employable, and they are the second highest proportion of workers across DMAs who are willing to quit their current jobs even if they don’t have a new one lined up.



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<https://www.phoenix.edu/career-institute>