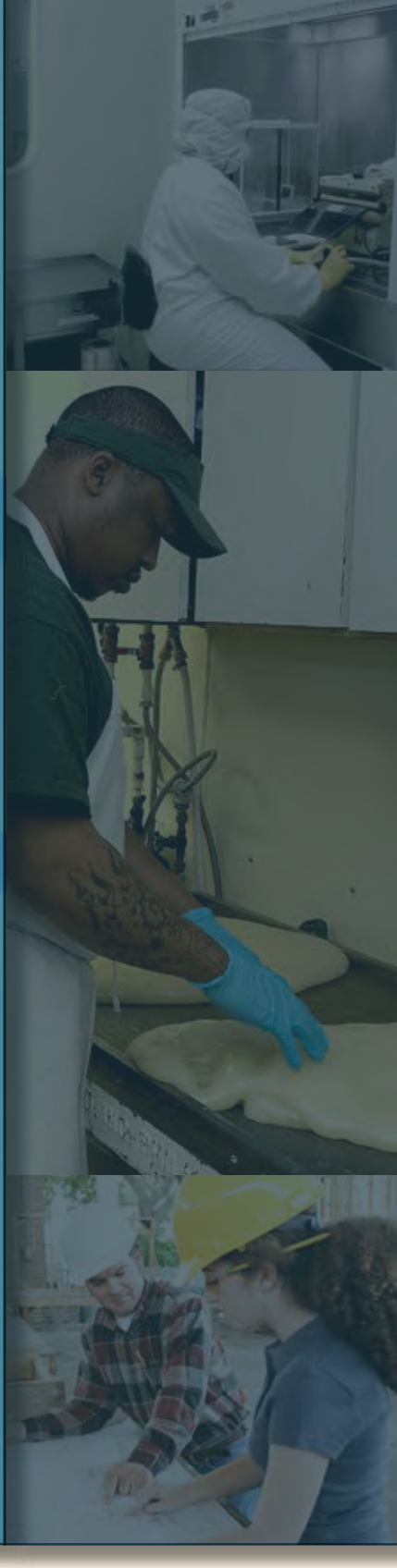
WIOA
Annual Report
2015



State of Maryland
DLLR
Department of Labor, Licensing and Regulation
Division of Workforce Development and Adult Learning

Workforce Innovation and Opportunity Act
Title I-B • Program Year 2015

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MARYLAND ANNUAL REPORT
Workforce Innovation and Opportunity Act Title 1-B
Program Year 2015

October 3, 2016

Larry Hogan
Governor

Boyd K. Rutherford
Lt. Governor

Kelly M. Schulz
Secretary
Department of Labor, Licensing and Regulation

James Rzepkowski
Assistant Secretary
Department of Labor, Licensing and Regulation
Division of Workforce Development and Adult Learning

Mission Statement

The Division of Workforce Development and Adult Learning's mission is to ensure businesses have the skilled workforce they need to be competitive in today's environment as well as help people get jobs by working to better serve the unemployed, jobless veterans, newly dislocated workers, trade-impacted workers, New Americans, ex-offenders, low-wage workers, and the "hardest to serve."

On behalf of Governor Larry Hogan, it is my pleasure to present the Workforce Innovation and Opportunity Act Title 1-B Program Year 2015 Annual Report. This publication illustrates Maryland's successful job placement and training activities as well as the required financial and performance details for the reporting period of July 1, 2015, through June 30, 2016.

Governor Hogan's vision is to change Maryland for the better. That vision drives the collaborative efforts of the Department of Labor, Licensing and Regulation as well as our State and local workforce partners. In the pages of the ***Maryland Workforce Innovation and Opportunity Act State Plan,*** all partners dedicated to learn together, discuss pressing issues, and come to lasting solutions for our collective customers. I am proud to report that with every regulation promulgated pursuant to the federal Act, with every piece of guidance issued by the federal agencies charged with oversight of the programs included in this Plan, with every technical assistance and training received, Maryland is doing just that.

I am excited to share with you the many successes of the workforce system as contained in this report. Utilizing an employer-driven model, and through partnerships formed in the State's 32 American Job Centers (AJCs), 12 Local Workforce Development Areas, and WIOA partnerships, Maryland is providing services fundamental to Maryland's economic stability and growth.

During this year, Maryland has made key investments in the work-and-learn model of Registered Apprenticeships, transferred responsibilities of the Senior Community Service Employment Program, and received funds to serve individuals with significant disabilities. Thanks to Maryland's EARN program, over 1,000 formerly unemployed individuals now have jobs and over 2,500 incumbent workers received the skills they need to compete in today's economy. Flexible and innovative, EARN Maryland ensures that Maryland employers have the talent they need to compete and grow while providing targeted education and skills training to Maryland workers.

By communicating and collaborating with State and local partners, thoughtfully implementing changes resulting from the newly-passed WIOA, and developing strategies that engage populations with significant barriers to employment, we are enabling citizens to obtain the skills and expertise they need. In short, we are changing Maryland for the better.

Best regards,

Kelly M. Schulz
Secretary

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Overview

Division of Workforce Development and Adult Learning (DWDAL)

Mission

The Division of Workforce Development and Adult Learning's mission is to ensure businesses have the skilled workforce they need to be competitive in today's environment as well as help people get jobs by working to better serve the unemployed, jobless veterans, newly dislocated workers, trade-impacted workers, New Americans, ex-offenders, low-wage workers, and the "hardest to serve."

General Information

The Division of Workforce Development and Adult Learning (DWDAL) coordinates Maryland's workforce and adult education, literacy, and correctional education programs to establish a comprehensive system of workforce creation. The American Job Center System, a partnership among 32 Job Centers and 12 Local Workforce Development Areas, is part of Maryland Jobs Now, a proud partner of the American Job Center (AJC) Network, investing in training, services, industry partnerships, and initiatives. DWDAL maintains and develops Maryland's dynamic workforce by assisting in job searches, providing avenues for training, reporting needs and demands of the labor market, and connecting businesses with employees. Staff proudly deliver priority of service to eligible veterans and their spouses as well as qualified family members.

The Office of Adult Education and Literacy Services (AELS), a part of the Division since 2010, provides leadership for the establishment of adult education goals, oversight for implementation of the federal instructional program, and administration of the Statewide GED® testing program with 28 testing sites and 27 Adult Education Programs located throughout Maryland. The Office of Correctional Education (CE), working with their partners, provides academic, special education, occupational, English Language acquisition, college, library, and transitional programs for approximately 3,200 students per day. The CE program provides incarcerated individuals with high quality services facilitating successful reenter into our communities. Marylanders seamlessly access a broad array of employment and support resources to assist individuals in achieving their employment goals and encourage lifelong learning.

The Workforce Innovation and Opportunity Act (WIOA) was signed into law on July 22, 2014, and went into effect July 1, 2015. WIOA supersedes the Workforce Investment Act of 1998 and amends the Adult Education and Family Literacy Act, the Wagner-Peyser Act, and the Rehabilitation Act of 1973. WIOA is designed to help both job seekers and businesses. WIOA addresses the needs of jobseekers through establishing a workforce system that helps them access employment, education, training and support services to succeed in the labor market, and WIOA addresses employer needs by matching them to the skilled workers they need to compete in the global economy.

In order to ensure Maryland's effective implementation of the requirements of the new federal law, DLLR and its WIOA partners agreed on the development and implementation of proven best practices and strategies towards system improvement. As a part of the transition, DLLR convened nine WIOA Work Groups comprised of subject matter experts and advocates from a variety of State agencies, LWDAs, community colleges, businesses, and key advocacy groups:

- Adult Education and Career Pathways
- American Job Center (AJC) Operations and Partnerships
- Business and Industry Partnerships
- Fiscal Accountability
- Governance
- Labor Market Information and Sector Strategies
- Performance Accountability
- Policy
- Youth Services and Partnerships

By design, all workgroups were chaired by DLLR leadership staff and co-chaired by Local Workforce Develoopment Area leadership staff in an effort to ensure collaborative decision making. More detailed information about Maryland's WIOA implementation efforts and activities will be included later in the "Program Highlights and Partnerships" and "Systems Innovations and Looking Forward" sections of this report.

The Division also oversees the functioning of the **Maryland Workforce Exchange**, Maryland's Job Bank. The Maryland Workforce Exchange is an online site where jobseekers can upload their résumé. It is also a powerful tool for Maryland's businesses. The website connects with popular job search sites like Monster.com. The Division also just launched its **MWEJOBS Mobile App** that is now available on the Apple iTunes App Store and Google Play.

During PY 2015, Maryland's Workforce System placed 49,884 jobseekers into jobs – a 55.8 percent placement rate. Of those, 16,930 were claiming unemployment insurance benefits. More than 110,850 Marylanders received services at Maryland's 32 American Job Centers, including more than 70,584 who received staff-assisted services. Of all participants employed after program participation, 81.5 percent have maintained employment for six months with average six-month earnings of $15,429.

DWDAL Programs

Office of Workforce Development (OWD)

The Office of Workforce Development coordinates the State partnership with the American Job Centers (AJC) System located across Maryland. Staffed by both State and local workforce development professionals, these 32 AJC's provide comprehensive services to both jobseekers and businesses. A wide range of adult and dislocated worker employment and training services is provided to jobseekers: basic career services and assistance with best utilizing the Maryland Workforce Exchange Virtual One Stop (MWE-VOS); outreach, intake, assessment, orientation, eligibility determination, job placement assistance, career guidance, training referral, follow-up assistance, and labor market information.

The AJC System is the primary means by which adults and dislocated workers access career services. Individual career services are provided to unemployed or underemployed individuals experiencing difficulty securing appropriate employment through career services. Individual career services include but are not limited to the following: comprehensive and specialized evaluation, individual employment plan development, group and individual counseling, career planning, case management, and short-term pre-vocational services. Services may include out-of-area job search, relocation assistance, literacy readiness, internships, and work experience.

The Local Workforce Development Boards in Maryland develop job training programs for implementation in their respective local areas, manage the operation of those programs, and determine which companies, educational institutions, and community organizations receive funding for program operation. The local partners work with employers in their areas and governments to create the workforce development programs most beneficial to the region, and program are tailored to meet local employment and training needs. Maryland's Statewide Monitoring Manager oversees the monitoring responsibilities of Adult, Youth, and Dislocated Worker programs, including the Job Driven National Emergency Grant and Trade. This monitoring is conducted annually or more frequently as needed through OWD.

Veterans Services

USDOL Funding for Veterans

Through funds from USDOL's non-competitive Jobs for Veterans State Grants (JVSG) Program, AJC staff assists veterans as they seek employment, training, and placement services under qualified job training programs. Veterans are referred on a priority of service (POS) basis – veterans and eligible spouses are identified at all access and entry points at the American Job Centers and receive priority referral to services over non-veterans. Statewide, thirteen (13) Local Veterans Employment Representatives (LVERs), twenty-three (23) Disabled Veterans Outreach Program (DVOP) specialists, and one State Administrator provide services to all veterans who Title 38 indicates are eligible for services.

Focus on Veteran Job Seekers and Businesses

For veterans, securing employment can be an even greater challenge because of the complexities accompanying the transition from military to civilian life. Job seeking veterans must acknowledge the importance of discussing specific military skills which can translate into civilian skills, such as discipline, teamwork, problem-solving, and working under pressure. Veterans are taught to avoid military jargon and explain their strengths effectively will ensure a more effective interview.

As a result of DLLR's work for veterans, jobseekers have experienced the following benefits:

- In PY 2015, Maryland's workforce system served approximately 7,221 veterans, referred 462 for training, guided 6,826 with employment services, ensured 5,004 veterans received staff-assisted services, and assisted 3,116 veterans in successfully obtaining employment.
- Veteran job seekers are better able to discuss and match skill sets to those for which businesses need - they are able to fully explain their skills and talents on a résumé, have employers understand their experience, and better apply their military skills to a non-military setting.

Businesses have experienced the following benefits:

- Cultural differences being addressed
- Veterans and businesses "speaking the same language"
- High caliber, well-qualified, and hard-working veteran jobseekers fulfilling needs

Through the assistance of the AJC's, veterans are enrolled in MWE-VOS. During the registration process, the veteran will be instructed to complete a form identifying any significant barriers to employment he/she may be experiencing. Such barriers may include any of the following:

1. A special disability or disabled veteran, as these terms are defined in 38 U.S.C. 4211 (1) and (3)
   a. Entitled to compensation (or who but for the receipt of military retired pay would be entitled to compensation) under the laws administered by the Secretary of Veterans Affairs
   b. Discharged or released from active duty because of service-connected disability
2. Homeless as defined in Section 103(a) of the McKinney-Vento Homeless Assistance Act 42 U.S.C. 11302(a)
3. A recently-separated veteran as defined in 38U.S.C. 4211 (6) who has been unemployed for a total of 27 or more weeks in the previous 12 months
4. An offender as defined by WIOA Section 3 (38), who is currently incarcerated or who has been release from incarceration
5. Lacking a high school diploma or equivalent certificate
6. Low-income (as defined by WIOA Section 3 (36)
7. A veteran age 18-24 who has been designated by the Secretary as an additional population per TEGL 19-13

8. A wounded, ill, or injured Armed Forces member, spouse, or caregiver
9. A service member who does not meet military services' Capstone Career Readiness Standards
10. An active-duty service member being involuntarily separated through a Service reduction-in-force

If a veteran is identified as having any of the above significant barriers to employment, he/she will be referred immediately to a Disabled Veteran Outreach Program (DVOP) Specialist and offered intensive services and enrolled in Case Management to assist he/she in overcoming these barriers. Veterans not needing intensive services will then be assisted by other AJC staff.

All veterans can take advantage of all services available at the AJCs, including

- Job search assistance workshops
- Résumé assistance
- Labor market information
- Career counseling
- Job referral
- Training and supportive services referrals
- Housing information
- Mental health resources

The American Job Center's management team and veteran staff monitor Title 38 U.S.C. veterans and post 9/11 Gold Card job seekers, ensuring they receive priority of service in accordance with applicable laws.

Veterans Full Employment Act

Maryland's Veterans Full Employment Act of 2013 is designed to assist veterans, current service members, and military spouses to obtain occupational and professional licenses. Its core features require state agencies to do the following:

- Give credit for relevant military training, education, and experience
- Expedite licensing procedures for veterans, service members, and military spouses actively licensed and relocated to Maryland

List of Activities and Efforts

- **National Association of State Workforce Agencies (NASWA) Veterans Conference 2016**
  Held at the Omni Shoreham Hotel in Washington, D.C. from Wednesday, August 24 – Thursday, August 25, 2016, the mission of the NASWA conference was to provide comprehensive leadership, staff development, and technical assistance to veteran services representatives in United States' workforce development system. NASWA focuses on promoting quality and excellence as well as improving the system's capacity to deliver services to veterans and businesses seeking to hire veterans. Leading the conference were staff from NASWA, USDOL, a panel comprised of employers and veterans (who have used the workforce system and are employed), and the National Veterans Training Institute (NVTI). Local Veterans Employment Representatives (LVERs) and Disabled Veterans Outreach Program (DVOPs) Specialists were updated on future national changes, shown examples of best practices, and provided new tools to place in their toolboxes.

- **Veterans Job Club Program**
  Since its inception, the Vets Job Club Program has been a great success story. Businesses may participate free-of-charge.
  - ***Local*** – Monthly Veterans Job Clubs are held to provide information on employment, green jobs, training referral, housing, job fairs, and supportive agencies' services. Job clubs are open to all military veterans and their qualified dependents. During PY 2015, seventy-eight (78) Job Clubs were conducted at all of the American Job Centers throughout the State.
  - ***Regional*** – Five (5) Regional Veterans Job Club "Hiring Events" were held in Baltimore City, Anne Arundel County, and Frederick (to include Montgomery, Frederick, and Washington counties). Between the five events, over two hundred-fifty (250) veterans and over sixty (60) employers participated.

- **Veteran Services Website**
  The DLLR veteran services webpages are continually updated with new information to include expanded resources for veterans as well as a new Staffing Portal for veterans to gain direct access to Maryland staffing company websites.

- **Publications**
  Veteran's services publications are available in hard copy and on DLLR's website via hyperlinks to PDF versions. Currently, five publications are available on the DLLR website/in the American Job Centers/at all DLLR events and conferences:
  - Military to Federal Jobs flyer
  - Veterans Priority of Service poster
  - Veterans Priority of Service flyer
  - Veterans Full Employment Act fact sheet flyer
  - Veterans Priority of Service postcard
  - Operation Hire Maryland flyer

- **Operation Hire Maryland**
  Replacing the hugely successful "Operation Hire – the 100 Day Initiative," Operation Hire Maryland was created to be an ongoing program supporting businesses as they develop or expand upon their veteran hiring and retention initiatives. Through the collaboration and efforts of Operation Hire Maryland participants, a veteran-friendly business network was established to share best practices and proven methods for veteran recruitment, hiring, on-boarding, and retention in the civilian work place. In partnership with Maryland Department of Veterans Affairs, staff members display the fact sheet at AJCs, job fairs, outreach events, and on the DLLR website. Information can be obtained on MWE-VOS as well.

- **Veterans Courts**
  Maryland now has two Veteran Courts established. The first was approved in Prince George's County and the most recent in Baltimore City. In collaboration with the two counties circuit courts, social services, mental health (state & community organizations), and DLLR/DWDAL Veterans Program, cases will be reviewed separately from the usual system. Through this court, the team will be able to address cases that will stem from post-traumatic stress syndrome, drug and alcohol abuse, and mental illness. They will ensure that veterans get the services they need and work with the veterans through recovery. These services will go a long way to restore pride, dignity, and family relationships. The success of the Veteran Courts has caused counties such as Anne Arundel County to pursue research in establishing a Treatment Court.

- **Veterans Re-entry Associate Program**
  In collaboration with Maryland's Department of Public Safety and Correctional Services, DLLR is launching a more intensive statewide program transitioning veterans who are returning to the community. USDOL has established new laws allowing DVOPS to enter prisons and detention centers before prisoners are released. As a result, some services being offered to veterans prior to their release from incarceration. This practice expedites the returnee's access to available assistance for housing, counseling, and benefits, resulting in the returning veteran getting a "jump start" on being job-ready.

- **Veterans' Notable Events**
  In collaboration with the veterans' programs from Washington D.C. and Virginia, Maryland hosted its first joint veterans "Hiring Event" on September 22, 2015. At this event, businesses interviewed candidates pre-screened by DLLR staff. This targeted event yields more jobs for veterans than any single event typically does. Also, on November 10, 2015, Maryland's veteran's services staff collaborated with Morgan State University to host a statewide Veterans Hiring Event which was open to the veterans, their spouses, dependents, and caregivers.

Staff Development and Training

During PY 2015, conferences and course offerings continued to develop responding to the need for quality employment and training services available to veterans and returning service members. DWDAL has nineteen (19) DVOPs trained and certified as Offender Workforce Development Specialists (OWDS). This training will enhance the service delivery DVOPs render to veterans who are incarcerated or ex-offenders. Of interest was the inclusion of the periodic trainings for the entire staff which has enhanced their ability to better serve Maryland veterans while remaining in compliance to the laws that they are required to follow.

Course offerings for veteran staff continued to expand, as professional development conferences enabled staff to be qualified in the following areas:

- Veterans Service Best Practices
- Global Career Development Facilitators
- Facilitating Veterans Employment
- Intensive Services
- Employer Outreach

Additional conferences and technical assistance trainings will continue to expand in PY 2016.

Youth Services

As a result of the implementation of the Workforce Innovation and Opportunity Act, Maryland's Title I Youth programs have made various changes to program design in 2016. Youth programs throughout Maryland have identified new resources, partners, and promising practices increasing the ability to successfully serve older/out-of-school youth. Local Workforce Development Boards have improved and established new partnerships, allowing them to be better prepared when address the significant barriers often presented by older youth who have been disconnected from services. In June 2016, DLLR hosted YOUTHServe—a symposium for Maryland Workforce Professionals—to assist local areas with this initiative. This event had eight key State agencies that serve youth in various capacities to present on their services, contacts, and key initiatives at the state and local level. The purpose was to increase collaboration, partnerships, and resource sharing among state and local youth providers, leading to enhanced delivery of services for youth across agencies. As a result of this event, several state and local youth providers have reported increased communication with various agencies that have resulted in an increase in their knowledge of resources available for the youth they serve.

Disability Services

WIOA has challenged workforce programs to improve access to improve collaboration, partnerships, and workforce programs design as well as accessibility for individuals with disabilities. As a result, DLLR had a representative to serve on these various committees and councils hosted by lead agencies for this population to serve as a liaison and to provide workforce staff of various disability related resources, agency updates, and evidenced-based best practices.

- Governor's Interagency Transition Council for youth with disabilities - this council recommends policies and identifies funding requirements to ensure effective, efficient, and comprehensive services to meet the transition needs of Maryland students with disabilities.

- Maryland Healthy Transition Committe (a sub-committee of the Interagency Transition Council) - is a committee collaborates on opportunities to improve services for transition age youth, mental health, and substance use disorders. Various agencies work to identify gaps and ways to improve coordination of services for youth who may be connected or eligible for funding through the Behavioral Health Administration.

- Maryland Capacity Building State Leadership Team - led by Maryland's State Department of Education's Division of Special Education & Early Learning Intervention Services in partnership with the National Technical Assistance Center on Transition, works to improve graduation and post-school outcomes for youth with disabilities. DLLR's representative serves as a core state leadership team member and participates in various capacity building activities including: engaging in national technical assistance; participating in needs assessments; and improving graduation rates as well as post-secondary school enrollment and employment.

- Employment First State Leadership Mentoring Program - DLLR had representation on Maryland's leadership team that worked with US Office of Disability Employment Policy and other subject matter experts in the field of competitive integrated employment. This team was charged to participate in a community of practice forum to share ideas and develop strategies and promising practices helping Maryland to increase integrated employment outcomes for individuals with significant disabilities.

Maryland Re-entry Initiative (MRI)

The Maryland Re-entry Initiative (MRI) works to ensure Maryland jobseekers with criminal backgrounds are afforded equal opportunity to services and information thus increasing their employability skills, and prospects for gainful employment. MRI provides ongoing support to the American Job Centers (AJCs) and their partners through technical assistance, information sharing, and training to provide a comprehensive, collaborative network of services and resources to assist justice involved jobseekers.

MRI continues to maximize resources and coordinate services through intra- and inter-agency collaborative partnerships thus achieving statewide goals of increasing employability skills and employment opportunities for individuals with criminal history through occupational skills training; education; workshops on effective online and hardcopy applications and assessments, explaining criminal records, and understanding the employment process. Workshops and information sessions are held at various correctional facilities for those incarcerated citizens who would be returning to local communities and to justice involved citizens already living in local communities. Workshops and staff training are provided to the AJCs, community/faith-based, and government agency staff to ensure that those providing re-entry services to Maryland's returning citizens are indeed providing up-to-date resources and information. In PY 2015, staff development for service providers included workshops and/or training in the following:

- National certification as an Offender Workforce Development Specialist (OWDS)
- Offender Employment Specialist (OES)
- Employment Retention

- Best Practices in Re-entry Workforce Development
- 21st Century Employability/Job Readiness Standards
- Federal Bonding Procedures and Process and
- Collaboration as an Effective Strategy in Assisting Justice Involved Citizens

In addition, MRI contributes information regarding Workforce Development and the GOCCP Re-entry Project to the Correctional Education Annual Report, as Correctional Education is an internal partners in Maryland's re-entry efforts.

In PY 2015, approximately 2,878 re-entry jobseekers were enrolled in MWE-VOS and received employment services, training, and supportive services. Approximately 821 incarcerated and 237 community based justice involved individuals received information regarding employability skills, effective job search strategies, employer incentives, community resources, and AJC services. In addition, approximately 310 professionals received training and other services that included workforce development best practices, 21st century employment readiness standards, proven strategies and tools for assisting jobseekers, and referrals for obtaining additional information.

Projects and Partnerships

Many projects and partnerships exist between various Maryland counties and agencies as the MRI program strives to maximize resources and coordinate services through intra-agency and inter-agency collaborative partnerships. Some examples are listed below.

- **Federal Bonding Program**
  Federal Bonding is offered to employers as an incentive to hire qualified job applicants who have a criminal record. Each AJC has Local Bonding Coordinators who assist job seekers with receiving a Letter of Eligibility which is used as an incentive by job seekers who qualify for the position advertised.

- **Maryland Offender Workforce Development (OWDS) Partnership**
  The OWDS Partnership, established in 2005 provides training to Maryland's Workforce Development (AJCs and others), DPSCS, and faith/community-based organizations. Maryland has 181 certified OWDS which includes staff at local AJCs. One hundred and Seventy-nine were trained by the Partnership.

- **Governor's Office of Crime Control Prevention (GOCCP)**
  In PY 2015, the GOCCP Re-entry Project continued with (2) contractual Re-entry Coordinators hired for Washington County (Hagerstown) and Wicomico County (Salisbury). The grant also subsidized the salary of the Re-entry Coordinator in Howard County (Howard County Detention Center). The project has demonstrated consistent progress in utilizing its interagency collaborations to provide effective services to assist jobseekers in obtaining gainful employment.

Collaboration continues to be the key in successfully assisting individuals with criminal records and minimizing and/or ameliorating the negative effects of the collateral consequences of their past choices. The Re-entry Interagency Partnerships established in each jurisdiction participating in this project continue to assure that project participants receive services and resources to assist them in becoming positive, tax paying citizens within their local communities. It cannot be emphasized enough, public safety improves when individuals remain in the community and do not reengage in criminal activities. Gainful employment, providing livable wages, continues to be a significant measure for reducing the probability that an individual will recidivate. The crucial point is opportunity for gainful employment that provides a livable wage. During the last two quarters of the PY 2015 119 individuals were employed bringing the total number employed since the project's inception to 404.

Veterans' Treatment Court

MRI's Re-entry Specialist in Baltimore County provided services to the Veterans Treatment Court. Forty-one (41) individuals were entered into the Veterans' Treatment Docket. Thirty-three (33) worked with the Re-entry Specialist and other service providers such as housing. Six (6) graduated from the program.

Staff Development and Training

During PY 2015, MRI responded to various requests for information and strategies for working with re-entry jobseekers. MRI provided staff development for AJC staff, DPSCS Parole & Probation, several faith-based organizations, Goodwill Industries, Federal Bureau of Prisons Correctional Facilities, State Legislators, the Department of Human Resources (DHR), and the Office of Child Support Enforcement. Technical Assistance and Staff Development were also provided to educators at the Correctional Education Transitions Staff In-Service, MOED, Goodwill, Washington County Re-entry Job Club, Disabled Veterans Outreach Programs (DVOPs), faith-based organizations, DHR, the Department of Social Services (DSS) and the Office of the Public Defender. The focus of all training is customer service, evidence-based strategies for working with individuals who have criminal backgrounds, and other factors that may hinder them from securing gainful employment. Details regarding how to effectively utilize Employer Incentive Programs such as the Federal Bonding Program are discussed at length as well. Training topic examples are the following:

- Re-entry 101 Basic Understanding of Re-entry
- Collaboration as a Model for Getting the Job Done with Scarce Resources
- 21st Century Employability Skills and Job Readiness Standards
- Engaging Resistant Client: Understanding the Impact of Long-Term Unemployment on Customers
- Barriers: Recognizing Internal and External Potential Obstacles to Achieving Goals

Dislocated Services Unit (DSU)

Any individual who loses a job or has received notice indicating separation as part of a facility closure or layoff is considered to be a "dislocated worker." Title I of the Federal Workforce Investment Act extends a wide range of services to dislocated workers.

In Maryland, an extensive network of service providers is in place assisting dislocated workers during their transitions. Maryland's DSU works closely with this network - including American Job Center state staff partnering with local Workforce Investment Boards in Maryland's 12 Workforce Investment Opportunity Areas - and provides early intervention on behalf of the worker. In an ideal situation, service provision is initiated before the employee's last day of work. Rapid Response orientation sessions are held on-site or at a local AJC informing workers of the range of services as well as where, when, and how to access those services.

The DSU is responsible for the oversight and administration of Maryland's Rapid Response, Trade, and Early Intervention Program activities. Each of these programs is designed to facilitate the efficient re-employment of dislocated workers - existing resources are leveraged and state and local investments are designed to aid individuals and their families through this transition.

Rapid Response Activities

Authorized under the Workforce Investment Act, Rapid Response is an early intervention strategy designed to provide and inform individuals of services supporting them during transition between positions. Rapid Response is designed to shorten or eliminate time between employment opportunities for an individual, reducing or eliminating the time an individual would receive Unemployment Insurance. Services are provided to businesses faced with reducing their workforce regardless of the reason(s) for the reductions.

> *"I really appreciate your referral and guidance through the hiring process with Washington Metropolitan Area Transit Authority (WMATA). I am excited to inform you that I am now a full-time WMATA Bus Operator after several months of training and am graduating on April 8, 2016. Again, I just want to say thank you for all of your support and confidence you had in me."*
>
> *Mac, WorkSource Montgomery AJC customer, to Barbara, Labor Exchange Administrator, Montgomery and Prince George's counties*

Led by the Office of Workforce Development, DSU, a Rapid Response team (consisting of a state representative and a local WIOA representative) confidentially meets on short notice with companies to assess potential layoffs and closings and work collaboratively planning the most appropriate response meeting workers' needs. Depending upon the needs of the impacted workers, coordination with other partners may be necessary, such as Division of Unemployment Insurance, Veteran Services, Division of Rehabilitative Services, and approved State of Maryland Contract Interpretation Services.

From July 2015 - June 2016, the Rapid Response team supported forty-eight (48) Rapid Response events resulting from Work Adjustment and Retraining Notifications (WARN):

- Total number of impacted workers = 4,964
- WARN related Rapid Response events were held in twelve (13) of twenty-six (24) Maryland counties, with the majority taking place in Baltimore County.

Staff Development and Training

The Rapid Response team has modified the way business is conducted to better meet the needs of impacted companies as well as impacted individuals by focusing on "Layoff Aversion." This "Layoff Aversion" approach is facilitated in conjunction with Business Services and has shifted the focus to what, if anything can be done to prevent the closure or lessen the reduction to the workforce. The Rapid Response team has continued to work on efforts to better align services and continuity throughout all regions in Maryland.

As a result of the above efforts, job seekers experience the following benefits:

- By keeping the Unit visible to the community and getting to know the statewide trends of businesses and the current labor market, DSU can better work with both the businesses and their employees on strategies to prevent or minimize layoffs and/or closures, thus lessening the impact on unemployment.
- The Rapid Response team works cohesively throughout the state increasing the potential to link impacted workers to available services and current job vacancies existing within other businesses
- The DSU may be able to provide services and resources to assist a company that is struggling in an effort to eliminate or reduce the impact of the lay-off or avoid a closure of the facility. With the appropriate resources being utilized, a company may be able continue to conduct business and become financially viable once again in its current location.

The Trade Adjustment Assistance Program

In order for a layoff to be determined eligible under the Trade Act, a petition must be filed with the U.S. Department of Labor (USDOL). A petition can be filed by the employer, a Union, three (3) or more impacted workers, or a representative from the state. Members of the DSU are available to provide information and assistance on filing a trade petition.

The Trade Adjustment Assistance (TAA) program is a Federal program established under the Sunset Provisions of the Amendments to the Trade Act of 1974, enacted by the Trade Adjustment Assistance Extension Act of 2011. TAA provides aid to workers who lose their jobs or whose hours of work and wages are reduced as a result of increased imports.

In order for the USDOL to issue a Certification Regarding Eligibility to Apply for Worker Adjustment Assistance, the following requirements must be met:

- Workers have been totally or partially laid-off
- Sales or productions have declined
- Increased imports have contributed significantly to worker layoffs

Once the USDOL issues a Certification Regarding Eligibility, trade-affected workers may apply for benefits under the TAA program. If an event is deemed trade-eligible, the following additional benefits are available:

- Increased training opportunities
- Greater length of time for retraining or skills upgrades
- Financial assistance with out-of-area job interviews (limits apply)
- Financial assistance with relocating for employment (limits apply)
- Income supplements for older workers who qualify
- Increased timeframes to receive cash benefits

On June 29, 2015, President Barack Obama signed into law the Trade Adjustment Assistance Reauthorization Act of 2015 (TAARA 2015), title IV of the Trade Preferences Extension Act of 2015 (Public Law 114-27). These amendments reauthorize the TAA program for six years.

During the most recent year, the DSU has been ready to serve individuals under four different sets of Trade Program guidelines.

From July 2015 - June 2016, the Trade Program experienced the following:

- Five (7) trade petitions were filed on behalf of impacted workers in Maryland
- Petitions located in six (6) different counties in Maryland
- Potential to impact of approximately 1,084 workers in Maryland

Of the seven petitions filed, the "status" is as follows:

- Four (4) remain under investigation by DOL
- Three (3) have been certified by DOL

Staff Development and Training

The DSU team has continued to provide technical assistance to Trade staff to ensure service delivery to participants is efficient, organized and timely. Comprehensive Trade Training is provided annually; and targeted training is provided quarterly. The DSU continues to work with Trade staff on refining LEAN processes within the Trade program and its related activities.

To improve workforce outcomes, priorities of the Trade Program include the following:

- Providing consistent and ongoing training to frontline staff will allow them to better guide individuals involved in the Trade program

- Ensuring no duplication of efforts
- As a result of the above efforts, job seekers experience the following benefits:
  - Acquisition of clear and concise information
  - Better understanding of rules and next-steps in the Trade Program process

As a result of the above efforts, businesses have experience the following benefits:

- Trade impacted businesses are assured individuals who were laid off are being introduced to the many different services that are available to them under the Trade Program
- Businesses looking to hire new employees trained through the Trade Program will have highly skilled, in-demand applicants from which to choose

Migrant Seasonal Farm Workers (MSFW)

Maryland's outreach activities in the agricultural community via the Migrant Seasonal Farm Workers (MSFW) program remain consistent with federal Wagner-Peyser regulations. Wagner-Peyser staff provide information to agricultural employers, distribute print materials, encourage employers and workers to utilize American Job Center (AJC) services, and host informational sessions in places where MSFWs are known to live or work. During outreach visits, outreach staff provide workers with informational packets in Spanish and English regarding many DLLR programs complete with contact information for all the AJCs throughout the state.

Maryland achieved its proven success in outreach to the MSFWs in PY 2015 and reported 613 MSFW outreach contacts, representing a 94% achievement of the planned goal of 650 contacts. Although the target population is on the decline statewide, Maryland continues to remain successful in establishing contact with local MSFWs.

The Reemployment Opportunity Workshop (ROW) Program

The Reemployment Opportunity Workshop (ROW), formerly Early Intervention (EI), in Maryland is a re-employment strategy that assists unemployment insurance (UI) claimants identified as least likely to exhaust benefits before securing employment. ROW participants are provided assistance with transition to new employment and participate in reemployment services, such as job search assistance.

The workshop includes topics ranging from finding job openings in today's market to fine-tuning skills, such as interviewing, résumé development, negotiating salaries, and utilizing social media to create a marketing plan for re-employment. During PY 2015, meetings with staff and management have begun to revamp this workshop as well as formalize policies and procedures on outreach and reporting. Maryland will use ROW as a reemployment strategy for UI claimants to reduce average week's duration and continuously engage customers.

In PY 2015

- 37,988 candidates were invited to workshops
- 11,314 completed workshops
- 48,722 were referred to employment, training and other services

Program participants are provided career guidance on the use of information from the workshops as a foundation upon which employment readiness skills can be built. Information learned coupled with more in-depth services offered at the American Job Centers greatly improves opportunities for employment.

Reemployment Services and Eligibility Assessment (RESEA) Program

Reemployment Services and Eligibility Assessment (RESEA) Program is jointly administered by DWDAL and the Division of Unemployment Insurance (UI). USDOL issued guidelines in April 2015 which began the process of restructuring the previous Reemployment Assistance (REA) Program into RESEA. These guidelines challenged Maryland to target UI claimants who were most likely to exhaust their benefits and newly-separated veterans. The RESEA program further required more intensive and individualized reemployment services that directly relate to the needs of participating claimants.

Federal guidelines require that each RESEA experience must include the following core components:

- UI Eligibility assessment and referral to adjudication, as appropriate, if an issue is identified
- Claimants must be seen in an American Job Center (AJC)
- Provide labor market information that addresses the claimant's specific needs
- Registration on in the state job bank
- Orientation to AJC services
- Development of an individual reemployment plan that includes work search activities, accessing services provided by an AJC or using self-service tools, and/or approved training to which the claimant acknowledges agreement
- Referral to at least one (1) reemployment service and/or training

The above components are delivered to UI claimants designated as most likely to exhaust their benefits and newly-separated veterans through a combination of workshops, individual interviews, and other services in an effort to meet claimant needs and experiences. The program is offered in every local area of Maryland though not in the most rural counties where numbers are profiled UI claimants are less concentrated. As a result of the program, participants are the recipients of an array of comprehensive services, training, and information to which they otherwise would not have been exposed, as many claimants state they are unaware of all that the AJCs have to offer.

Access to Labor Market Information (LMI) and individual guidance provided to RESEA participants serve as invaluable tools. A wide variety of reemployment services are provided by Wagner-Peyser staff, Workforce Innovation and Opportunity Act (WIOA) staff, or other American Job Center (AJC) staff according to individual needs. Eligibility Assessments are conducted by AJC staff and issues are collected and referred to UI staff for review. This cooperation has resulted in savings to the state's Unemployment Insurance fund.

In PY 2015 many individuals were assisted:

- 18,934 claimants were scheduled for RESEA
- 18,443 claimants completed RESEA
- 8,496 claimants reported for reemployment services and training

Professional Outplacement Assistance Center (POAC)

The Professional Outplacement Assistance Center is a reemployment service offered by DWDAL and has provided Marylanders–in the professional, executive, technical, management, and scientific occupations–reemployment assistance since 1992. Services have expanded to include recent college graduates who have the credentials but not the experience to compete in the global marketplace.

The main entry point for POAC services is the unique JumpStart program—an interactive, two-day training program for the jobseeker designed for job acquisition in the new millennium.

> *I just want to touch base and update you…I got the job at CNN back in November! There aren't words for my gratitude to you for coaching me and helping me with my résumé…a million thanks to you! You truly are gifted in what you do!*
>
> *Natalia, AJC customer, to Suja, AJC Workforce Trainer, Columbia American Job Center*

During PY 2015, POAC:

- Served 1081 professionals enrolled in the JumpStart program
- Provided over 19,489 contact hours of support to those seeking employment
- Using the services of a volunteer professional photographer, provided 51 customers professional "headshots" for social media networking sites
- Provided outplacement services to assist in layoffs statewide involving professional, executive, technical, managerial, and scientific workers; POAC assisted the Baltimore City School system and Graham Packaging during their downsizing process
- "The Résumé Doctors" participated in twelve (12) job fairs/offsite résumé sessions across Maryland and provided résumé advice in design and editing of basic résumés as well as on-site career advisory services
- Delivered access its LinkedIn Group comprised of 2,700+ active members with a posting service reaching over 10,000 customers; job opportunities, events, and other information were provided helping customers stay current with updated information on workforce issues

Two (2) POAC-managed, customer-run networking meetings are held bi-weekly. The POAC Exchange is held in the mornings and uses subject matter experts to present topics and trends pertinent to the job acquisition process–often utilizing experts as guest speakers. The afternoon sessions, entitled SHARE (Skill-building, Hot-to's, Accountability, Re-charging, and Engagement) allow customers to work in smaller groups and address job acquisition challenges. Both groups keep participants connected to their occupations and motivated to expand/enhance their job acquisition activities.

POAC offers monthly sessions on:

- Applying for Federal Employment
- Using Social Media to Enhance Your Job Acquisition Campaign
- Hands-on LinkedIn Training
- Résumé Clinic

Sessions offered on a rotating basis:

- Networking – Face-to-Face and Using Social Media
- Applicant Tracking Systems
- Exploring Entrepreneurship
- Using DISC for Better Job Acquisition Results
- Life Reimagined (partnering with AARP)
- Financial Literacy
- Strategies for Filling out an SF-86

- Staying Positive in Challenging Times
- Intentional Business Relationship Strategies
- Introduction to the Dependable Strengths Articulation Process
- Career Mapping Strategies
- Career Management 2.1 with Jason Alba
- Bridging Generational Gaps in the Workplace

Additionally, staff monthly provide electronic résumé critiques and one-on-one counseling (either in-person or telephonically).

In conjunction with the expansion of the POAC model, staff enjoy training opportunities. They have open invitations to participate in the JumpStart as well as other value-added programs, on a space-available basis, to experience actual program content and delivery.

Business Services

The purpose of the DLLR DWDAL business services program is to help companies grow, thrive, and provide Marylanders with opportunities for gainful employment. The business services program is the demand-driven component the state's workforce system and is funded by the U. S. Department of Labor. Businesses are the primary customers of any demand-driven workforce system because businesses create the demand for workers, which in turn pulls from the supply of job seekers. Businesses must play a central role in the workforce system. Businesses create jobs and employ Marylanders. They directly benefit from the creation of a pipeline of skilled and knowledgeable workforce. As such, business is a key customer of the workforce system. Business can play an important role in developing training criteria and identifying emerging jobs.

DWDAL's Business Services focus is holistic in approach, one of "solve and serve" regarding jobs, unemployment, and economic stability. This mindset has and will continue to influence the manner in which services are delivered to both business and talent.

Solutions lie in a multi-directional approach:

- Focusing on talent acquisition, retention and succession planning, business growth (layoff aversion) and exit strategies (rapid response)
- Building long-term relationships with businesses through communication, outreach, and service delivery
- Collaboratively working with communities and partners to connect business with talent
- Participating in workgroup discussions with leading/high growth industry sectors regarding layoff aversion, business needs and strategies to meet those needs
- Using a proactive or "forecasting" approach to engage with businesses throughout the life cycle to avert layoffs, reduce unemployment, and increase retention
- Training has been expanded to include partner agencies in enhancing communication and collaboration

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WIOA Transition

Business Services is working more closely with the Dislocation Services Unit (DSU) to better serve employers. Assistance is offered throughout the business life cycle by providing layoff aversion strategies and contributing as part of the Rapid Response Team to place workers in gainful employment as quickly as possible. Affected workers' skillsets, job titles, salary ranges, and locations are identified in order to match those workers with other potential employers, reducing unemployment and providing a smooth, seamless transition that lessens the economic impact on those individuals and their families.

Responding to repeated requests of Maryland's businesses, DLLR, in consultation with the Maryland Department of Commerce, announced the return of Maryland Business Works, a highly successful incumbent worker training program. With a substantial initial investment of $1,000,000 in business engagement funds, DLLR will partner with Maryland's businesses to support employer strategies for retention, growth and, expansion.

Training funds can be used to upgrade the skills of current employees while creating opportunities for new hires in in-demand occupations and skills per Maryland's State Plan. Participants completing the program will gain transferable skills or industry-recognized certifications or credentials, leading to potential career growth and increased wages. Projects will be industry-focused and employer-based, targeting small business, particularly at the local level.

Business Services created a web-based "ready resource" toolkit, ***http://dllr.maryland.gov/employment/busservtools.shtml***, for staff and public access on the DLLR web site. This resource brings together information about services offered across state agencies that are beneficial to the business community.

In PY 2015, Maryland's Business Services Team, while actively serving 7,487 businesses, provided 33,616 services while receiving a total of 104,979 job orders, resulting in 170,574 job openings. Staff referred job seekers to approximately 56,868 job openings, resulting in 49,884 confirmed job placements through June 30, 2016.

Tax Credit Programs

Designed specifically to serve as employer incentives, Federal Work Opportunity Tax Credit (WOTC) programs encourage the hiring of individuals from targeted groups who historically have experienced barriers to employment. Federal and state credits and may be taken concurrently.

The following groups render employers eligible under the WOTC program:

Veterans

- Recipients of Temporary Assistance for Needy Families (TANF)
- Recipients of Supplemental Nutrition Assistance Program (SNAP/Food Stamps)
- Designated Community Residents (18-39 years of age)
- Vocational Rehabilitation Referrals
- Returning Citizens convicted of a felony
- Supplemental Security Income Participants

Others who do not qualify within these target groups include

- Relatives or dependents
- Former employees
- Majority owners of the employer

Additionally, each of the targeted groups has other criteria, such as timeframes for having received benefits, geographic designation, and terms of service. Specific state tax credits requirements and procedures for designated community residents and vocational rehabilitation referrals exist as well.

Wages paid to employees eligible for WOTC must be wages for which the employer pays Federal Unemployment Taxes (FUTA) as well as wages actually paid by the employer, including those paid to on-the-job training participants.

Maryland adopted a WOTC online system in October of 2014, which allowed for electronic submission and processing of applications. Gradually since this adoption, Maryland has consistently increased its efficiency and responsiveness to those applying for tax credits. This electronic system has become the norm for processing applications.

In PY 2015, 23,556 individuals qualified for federal tax credits, representing a 52% increase over applications processed in the previous program year. This increase is due to the electronic processing system now in use by Maryland and many of its partners. Recent changes in federal laws and categories have presented challenges that enable the state to utilize continuous quality improvement measures.

Further information about WOTC targeted groups and applicable wages is available on the USDOL web site at ***http://www.doleta.gov/business/incentives/opptax***.

One Baltimore for Jobs (1B4J)

The One Baltimore for Jobs (1B4J) grant program was jointly established by USDOL, DLLR, and the Baltimore City Mayor's Office of Employment Development (MOED) in direct response to the civil unrest that Baltimore experienced in April 2015.

The 1B4J Initiative targets unemployed and underemployed individuals in predominately African-American, low-income neighborhoods in Baltimore City, with an emphasis on serving residents between the ages of 16-29 living in areas hard hit by damage caused by the April 2015 events. The grant objective is not only to help residents to receive training and obtain a job—but perhaps more importantly—to build a sustainable infrastructure that more closely partners city and State agencies, nonprofit organizations, and community associations. 1B4J uses three strategies to achieve this objective:

1. Increase Access to Occupational Skills via training in high-growth sectors of Baltimore's economy, including healthcare, construction, technology, manufacturing, and transportation and logistics;
2. Reduce Barriers to Employment & Training by focusing on obstacles that currently deter many City residents, including lack of educational background, struggles with deteriorating mental health, and barriers related to criminal backgrounds; and
3. Support Community Based Projects and Establish Linkages with Career Opportunities through developing workforce opportunities, offering career support, and partnering with local philanthropic organizations to help expand efforts and ensure long-term success.

Additional details are listed in the "Program Highlights and Partnerships" section of this report, and a success story is shared in the section entitled, Statewide Success Stories.

Adult Learning

Having the Adult Learning Programs – **Adult Education and Literacy Services** and **Correctional Education** – work side-by-side with the workforce development programs ensures a comprehensive and collaborative system of workforce creation that better aligns educational systems with workforce needs.

Office of Adult Education and Literacy Services (AELS)

Adult Education and Literacy Services oversees instructional and assessment programs designed for Maryland adults wishing to complete a high school level of education, improve their basic reading, writing, and mathematical skills, or acquire English Language skills. Two (2) options are available for adults to earn a Maryland High School Diploma: GED® testing and the National External Diploma Program (NEDP).

Instructional programming for adults with less than a high school education is offered throughout Maryland in every jurisdiction by twenty-six (26) grantee organizations, including community colleges, local public school systems, community-based organizations, public libraries, and the State correctional education programs. Many of the instructional grantees provide programming partnering with agencies for career pathways instruction/training, family literacy, and instruction for locally-incarcerated individuals. Adults enrolling in instructional programs may also receive assistance with career exploration, job training, parenting, and various life skill needs.

Adults needing to improve their basic reading, writing, and mathematical skills enroll in classes available in their local communities. Small classes characteristic of this program offer the best opportunity for low-skilled adults to increase their educational functioning levels. Instruction is contextualized within life skills (e.g., Financial, Health, Family Literacy, and Career Exploration), thus offering practical support for everyday situations while engaging the specific learning style of the individual. Adults completing this level of instruction will advance to diploma preparation programs or may qualify for job training or employment.

Adults with high school level skills are placed in Adult Secondary Education instructional programs. Instruction at this level focuses on the skills necessary to succeed in earning a Maryland High School Diploma via the GED® tests or NEDP assessments. Similar to the Adult Basic Skills instruction, the lessons are delivered within a context of relevance to individuals' goals (e.g., employment, post-secondary education, job training, or personal).

Additionally, Maryland offers standards-based English literacy and Civics Education classes to help prepare Adult Limited English speakers for success in their personal as well as family lives, in the workplace, as members of the community, and in their academic pursuits. In PY 2015, the grantee organizations collectively offered services to over 35,000 adults across Maryland.

Distance Learning: Maryland i-Pathways

Maryland i-Pathways is a unique online instructional program designed to prepare qualifying students to pass the GED® tests. In order to qualify for enrollment, adults or out-of-school youth must demonstrate academic and computer skills at levels in which success is a reasonable expectation in mastering skills required for the GED® tests. Once enrolled, students participate in a virtually-conducted class interacting regularly with experienced instructors on individual bases. Moving forward, this curriculum is anticipated to offer career and college-readiness level instruction – consistent with changes to the GED® tests.

Maryland High School Diploma Options

GED® Testing

The GED® testing program serves as a nationally-recognized high school equivalency program, measuring high school level academic knowledge and skills in major content areas: Language Arts, Mathematics, Science, and Social Studies. The complete test requires just over seven (7) hours to complete and sets a rigorous standard that only 70 percent of graduating high school seniors would pass on the first attempt. GED® testing in Maryland is offered only in official testing centers approved by DLLR's GED® testing office in accordance with the policies and procedures of the National GED® Testing Service. The National GED® Testing Service issued a new version of the test in January 2014 that is only available via computer delivery.

In PY 2015, 4,927 individuals completed all four (4) GED® subject areas, and 75% percent—3,682 test-takers—passed the tests and received their high school diplomas.

National External Diploma Program (NEDP)

The NEDP is a program for individuals, ages 18 and older, who are not enrolled in regular high school and can demonstrate essential academic competencies and life skills. Academic skill areas include the following: reading, writing, mathematics, oral communication, and critical thinking. Life skills relate to occupational, self, social, aesthetic, consumer, and scientific awareness. This program is not attendance-based. Participants are expected to meet periodically with an assessor to develop a portfolio providing they have acquired the skills necessary to be awarded a Maryland High School Diploma. This online-formatted program is designed for self-directed youth and adults with life and work experiences as well as familiarity with the computer. This program offers flexible scheduling and confidentiality. During PY 2015, 227 adults earned their high school diplomas through NEDP.

Career Pathways Programming

Career Pathways programming integrates adult education instruction with career training opportunities. Any of the adult instructional services may be integrated with specific job training/credentialing programs placing the student on a career pathway, or in many cases, provides a re-entry to a pathway. This program offers opportunities beyond the terminal goal of a high school diploma – which is the first step on a career pathways ladder. Career Pathways programs are designed around specific industry needs for trained employees at various levels. For adult education students, the focus is on entry-level jobs with future potential as well as the availability of appropriate training opportunities.

Since 2010, Adult Education programs have engaged in programming to integrate education and training through curriculum models and projects such as Career Awareness, MI-BEST, Career Pathways, and EARN Maryland. After years of successful implementation of MI-BEST, the State-specific replica of Washington's highly successful Integrated Basic Education and Skills Training (I-BEST) Initiative, funding has been a challenge. The MI-BEST and Career Pathways projects are planned programs that involve integration of local Workforce Development Boards and businesses, higher education continuing with education/training programs, and the Consolidated Adult Education and Family Literacy grantees to leverage resources.

Staff Development and Training

Statewide professional development training ensures the adult education workforce is cognizant of current research and evidence-based instructional strategies. Maryland uses a train-the-trainer model in partnership with the local leadership team to deliver required foundation training—provided to new and experienced staff on the local level by the Instructional Specialist (IS), the Intake and Assessment Specialist (IAS), and Management Information Specialist (MIS). The State-facilitated sharing sessions for leadership team members are among the most valued professional development experiences by local staff. These sessions are designed to promote collegial collaboration and sharing of best practices.

Adult Education practitioners may select training that meets their individual professional development needs. Teachers of English Language Learners received training in ELL Content Standards, Civics, differentiate instructions, and transitioning for EEL to ABE. Teachers of Adult Basic Education (ABE) and Adult Secondary Education (ASE) select training in common core math, reading, and writing instruction as well as technology integration. Professional development initiatives addressed the need for training in competencies related to the GED® tests. The trainers utilized the standardized training modules developed by a GED® Testing Planning Team. Additionally, in partnership with the Annie E. Casey Foundation and the Job Opportunities Task Force (JOTF), a series of webinars was offered to provide guidance to adult education practitioners for the GED® 2014 tests.

Projects and Partnerships

Adult Education Service providers have many partners and stakeholders who promote and support the integration of education and training systems for adult learners. The Maryland Adult Learning Advisory Council (MALAC) meets quarterly to discuss issues related to its shared constituencies. The Council, which represents government agencies, Maryland delegates, community colleges, public schools, and community-based organizations, provides important feedback. Council members are provided updates on state and national initiatives affecting the adult student, such as the national report Time for the U.S. to Re-skill Initiative, Maryland House Bill 830: Alternative High School Measures, Career Pathways initiative, and the Maryland EARN initiative. Council members provide recommendations for policy development and implementation.

Office of Correctional Education (CE)

The Office of Correctional Education (CE) provides academic, library, occupational, and transitional services to incarcerated students in State correctional institutions. The academic program includes Adult Basic Education, GED® Preparation, Special Education, English for Language Learners, and college classes. The Library Program provides recreational, informational, and research services. Currently there are twenty-three (23) occupational programs with fifteen (15) nationally recognized certifications. Transitional classes include Employment Readiness, Introduction to Computers, Career Exploration, Life Skills, and Financial Literacy. Correctional Education assists incarcerated students in preparing to become responsible members of their communities.

From July 1, 2015 – June 30, 2016, Correctional Education served approximately 13,000 students. Additionally, 471 students earned a high school diploma by successfully passing the new 2014 GED® test; 3,457 students completed a transitional program; and 893 students completed an occupational program.

To improve workforce outcomes, Correctional Education's priorities include the following:

- Continuing the enhancement of "behind the fence" employment services by nurturing a partnership with the Department of Public Safety and Correctional Services (DPSCS); providing limited internet access for job search and transitional services in the community where inmates will learn to utilize and navigate three (3) websites including the Maryland Workforce Exchange Virtual One Stop (MWE-VOS), the Maryland Community Services Locator, and America's Job Exchange;
- Delivering professional development workshops to CE transition instructors – topics include the Governor's Office of Crime, Control and Prevention (GOCCP) re-entry initiatives, the Second Chance grant best practices, Maryland Department of Human Resources (MDHR) benefits overview, and Social Media for jobseekers with a criminal background;
- Continuing the partnership with DWDAL's Maryland Re-entry Initiative Administrator who provides local and statewide staff development trainings designed to strengthen skills and best practices for those who assist AJC customers with criminal backgrounds;

- Participating in a multi-agency partnership, the Re-entry Center Partnership Network's first Annual Re-entry Practitioners' Symposium, with over one hundred and seventy (170) professionals attending the event;

- Continuing the delivery of extensive professional development for teachers and staff on the new format and extended rigor of the 2014 GED® test;

- Delivering Special Education workforce developmentservices for all eligible students as mandated by federal law (IDEA 2004) and Code of Maryland Regulations (COMAR) instruction is aligned with the Maryland State Department of Education (MSDE) Common Core State Standards, the Professional Development Framework, and the Response to Intervention Model;

- Training and testing instructors for the pre-apprenticeship programs in Electrical Wiring and Welding so they could become certified as National Center for Construction Education and Research (NCCER) instructors; in addition, CORE, the basic NCCER construction course, has been added to Roofing with a trained and certified instructor; finally, certified basic welding has been added to the Sheet Metal Fabrication program at the Maryland Correctional Institution - Hagerstown (MCI-H);

- For the "Automotive Maintenance and Inspection Course," partnering with DPSCS provide online testing using limited-internet computers for the Automotive Service Excellence (ASE) certification students who have taken the test online have passed with very high scores ranging from the 69th to the 98th percentiles.

- Expanding the Joint Skills Training Partnership (JSTP) to the Jessup facilities—Maryland Correctional Institution-Jessup (MCI-J), Brockbridge Correctional Facility (BCF) Maryland Correctional Institution for Women (MCI-W), and Central Maryland Correctional Facility (CMCF). The program's purpose is to document the skills that inmates, working in various prison jobs, master "on the job." Normally, inmates work in these various jobs without realizing that they are learning some very significant job skills as well as gaining employability skills that will translate to employment once they are released. In the Hagerstown facilities—MCTC, MCI-H, RCI and WCI— 298 inmate workers received Certificates of Completion documenting skills attained in over 25 jobs. At the Jessup facilities, 77 inmate workers received Certificates of Completion in more than 12 jobs; and

- Expanding the JSTP with Vehicles for Change (VFC)—which opened its "Full Circle" automotive service center in June 2014. CE and VFC have established an efficient, well-run partnership providing paid internships and possible private sector employment for motivated inmate students who complete the Automotive Maintenance and Inspection Program and are then released back to the Baltimore area. They are interviewed and, if hired by VFC's Full Circle automotive repair business, expand their knowledge and skills in repairing automobiles. VFC has developed partnerships with many private sector employers who hire these interns as needed. During the 2015-2016 school years, VFC hired 31 interns; 22 of whom were employed. Six are current interns and three dropped out or were incarcerated. Of those employed in the private sector, three have been employed for at least a year, and six have been employed for at least six months. In addition, Correctional Education began the process of evaluating the feasibility of adding a diesel component to the automotive shops.

Program Highlights and Partnerships

Placing Maryland jobseekers and businesses at the center of workforce programming

As outlined in this report, the Division of Workforce Development and Adult Learning (DWDAL) coordinates Maryland's workforce and adult education, literacy, and correctional education programs to establish a comprehensive system of workforce creation. The Division is dedicated to building an efficient workforce system through staff training and sharing of information, increased collaboration, and deeper focus on streamlined service delivery. Using a "systems approach," partner strengths are relied upon and maximized, resulting in the forming of strategic partnerships, effective and efficient delivery of services, and improved customer service for all Marylanders. Some notable efforts from PY 2015 are outlined below.

WIOA Implementation

Maryland's Combined State Workforce Plan formulation process was unprecedented, as hundreds of specific comments poured in over two comment periods. A group of subject matter experts from the Division, the Governor's Workforce Development Board, the Maryland Department of Human Resources' Family Investment Administration, the Maryland State Department of Education's Division of Rehabilitative Services, and the Maryland Workforce Development Network met to review and discuss each comment received during the public comment period. Every comment submitted was thoroughly discussed and vetted. The Governor's Workforce Development Board ultimately reviewed the document submitted to the United States Department of Labor and other federal partners and unanimously recommended the Plan.

Under the leadership of Governor Larry Hogan, Maryland has taken this opportunity to "hit the reset button" by critically analyzing the current workforce system with the assistance of subject matter experts to ensure that Maryland's system under WIOA is highly responsive to the needs of both businesses and jobseekers. The Plan pledges that Maryland's approach to implementing the provisions of WIOA will continue to be collaborative and inclusive. With every regulation promulgated pursuant to the federal Act, with every guidance issued by the federal agencies charged with oversight of the programs included in this Plan, and with every technical assistance and training received, Maryland continually dedicates to learn together, to discuss pressing issues, and to come to lasting solutions for our collective customers.

As a part of the transition from the Workforce Investment Act (WIA) to WIOA, DLLR convened nine WIOA workgroups comprised of subject matter experts and advocates from a variety of State and local agencies, community colleges, businesses, and key advocacy groups. By design, all workgroups are chaired by DLLR leadership staff and co-chaired by local leadership staff in an effort to ensure collaborative decision making. Maryland's nine WIOA Workgroups are as follows:

- Adult Education & Career Pathways
- American Job Center Operations and Partnerships
- Business & Industry Partnerships
- Fiscal Accountability
- Governance
- Labor Market Information & Sector Strategies
- Performance Accountability
- Policy
- Youth Services and Partnerships

Maryland outlined, in the Combined State Workforce Plan, a strategy to "place people before performance." For us, this promise exemplifies our approach as we move forward with implementation rather than just a platitude on a page. Placing people before performance means that Maryland's workforce system is dedicated to focusing its efforts on those who need our assistance the most. While recognizing that resources and funding sources are often scarce, Maryland's WIOA Partners are dedicated to finding new opportunities to focus on the customer's needs and tailoring solutions to address those needs. Maryland is dedicated to helping individuals with barriers to employment attain meaningful jobs. Our goal is not merely to walk the individual through a pre-determined process, but to place jobseekers who desire to work on a path toward sustainability. This approach may require a longer term commitment to our customers.

The strategy of "placing people before performance" does not mean that Maryland is going to forsake all performance measures. Rather, this promise requires a change in focus from numbers and figures on a page to people who walk through the doors of any one of Maryland's American Job Centers, local Department of Social Services offices, or other workforce partners. It means that Maryland's workforce system is dedicated to improving the lives of Marylanders. As Maryland's workforce system focuses its attentions and efforts on the system's customers, we change the lives of the people we serve and grow our State and local economies.

To that end, Maryland began its work in PY 2015 to implement the federal Act. It began the process of developing common ***"Benchmarks for Success."*** The document, developed collaboratively between the State's WIOA Partners, sets forth a clear future vision of the systems' goals and measureable achievements that help define success and lay the core foundation of this new system. In keeping with Maryland's commitment to place "people before performance," these goals and corresponding benchmarks are focused around a central vision of increasing the earning capacity of Marylanders by maximizing access to employment, skills and credentialing, life management skills, and supportive services. These goals and benchmarks present a framework for service delivery that will lead to improved outcomes for Maryland jobseekers who need the system's assistance the most.

The 5 strategic goals and 12 benchmarks are centered around increasing the earning capacity of Marylanders by maximizing access to employment, skills and credentialing, life management skills, and supportive services. The benchmarks outlined in the document also intentionally set a high bar and are meant to be used as a leadership tool, guiding strategic conversations and defining a set of achievements for the workforce system to commit to and strive toward in our collective work to improve the lives of Marylanders.

EARN Maryland

EARN Maryland is a State-funded, competitive workforce and economic development grant program that is industry-led and regional in focus. It is flexible and innovative, designed to ensure that Maryland businesses have the talent they need to compete and grow while providing targeted education and skills training to Maryland workers. Included in this program are both career advancement strategies for incumbent workers and support for individuals with specific barriers to employment. EARN Maryland promotes the prosperity of working families and economic development across the State.

Since its inception, EARN Maryland has trained over 3,000 Marylanders. In PY 2015, 78 percent of participants who trained for entry level employment were placed into employment. As EARN Maryland training is ongoing and not bound by the end of a program year/fiscal year, additional EARN Maryland participants who received training in PY 2015 are projected to be placed. Therefore, successful employment statistics noted above are likely to increase. Additionally, 1,440 incumbent workers received training. To ensure that EARN Maryland remains an industry-led program, Grantees are tasked with growing their partnerships. EARN Maryland has over 500 employer and industry partners participating in the initiative.

Maryland Business Works

Maryland Business Works is an incumbent worker training program administered by DLLR's DWDAL in consultation with the Maryland Department of Commerce. The program was established in an effort to support employer strategies for retention, growth expansion, and layoff aversion through upgrading the skills of currently employed workers of Maryland's businesses. The program's training funds are available to businesses serious about increasing employee productivity, upgrading the skills of current employees, and creating opportunities for expanding the existing workforce. Projects funded through Maryland Business Works are focused on in-demand occupations and skillsets, as defined by business, and are intended to lead to potential career growth and increased wages for participating workers. Participating companies are required to match the funds provided by the Maryland Business Works program for the actual training costs on a dollar-to-dollar basis.

One Baltimore For Jobs (1B4J)

As was mentioned earlier in this report, USDOL established the 1B4J grant to be facilitated jointly by DLLR and the Baltimore City Mayor's Office of Employment Development (MOED) to explore innovative strategies for reengaging Baltimore City disconnected youth and young adult populations (up to age 29) in highly distressed communities. The objective of the grant is to help participating residents receive both quality skills training as well as to obtain employment in identified high-growth industry sectors.

As of June 30, 2016, a total of 423 participants have been enrolled in the grant—which is 60 percent of the total goal of 700 participants—in less than half of the grant's allocated time. Additionally, 421 of the 423 participants have enrolled in occupational skills training. While participant training is still ongoing, 78 individuals so far have already obtained their industry credentials, and 70 of those participants entering into subsequent employment. Those entering into employment have achieved an average hourly wage rate of $12.15, which is 110% of the established goal.

Maryland Apprenticeship and Training

"Apprenticeships in Maryland are seriously underutilized" was the bold and unequivocal 2014 finding of the Maryland Economic Development and Business Climate Commission, a bipartisan group charged with providing recommendations on how the State can improve its business climate.[1] In 2014, fewer than 7,600 apprentices were trained through the State's apprenticeship programs, accounting for less than 0.4% of the State's workforce.[2]

Maryland has used the issuance of the Augustine Commission's 2014 report noting the underutilization of apprenticeships in Maryland as a driving force to develop apprenticeships as a workforce solution. Governor Larry Hogan's strategic vision for the workforce system, as outlined in the State's Combined State Workforce Plan, is "provid[ing] businesses with the skilled workforce they need to compete in the global, regional, and local economies is central to ensur[ing] Maryland is 'open for business.'" A bedrock strategy within this vision is the expansion of apprenticeship opportunities. Specifically the plan notes, "[by] aligning apprenticeships with the Workforce Innovation and Opportunity Act (WIOA) system, Maryland will ensure traditional apprenticeship opportunities expand alongside the creation of new opportunities grounded in labor market demand."[3] The National Skills Coalition, in a July 2016 report, applauded Maryland's vision to invest in apprenticeships and other innovative training connected to jobs.[4]

In the spirit of WIOA, the Hogan Administration sought and unanimously obtained passage of Senate Bill 92 (2015), a measure that transferred the responsibility of the State's apprenticeship office to DWDAL. The measure aligns the workforce system with Registered Apprenticeships to make apprenticeship opportunities in the traditional and non-traditional fields the premiere workforce solution for Maryland's businesses and jobseekers.

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[1] *Finding #8. Report of the Maryland Economic Development and Business Climate Commission. 2014 Interim Report (a/k/a "The Augustine Commission"). February 2015. Available online at http://msa.maryland.gov/megafile/msa/speccol/sc5300/sc5339/000113/020000/020859/unrestricted/20150235e.pdf.*

[2] *Ibid.*

[3] *Maryland's Workforce Innovation and Opportunity Act State Plan, available at:* ***http://www.dllr.maryland.gov/wdplan/wdstateplan.pdf***

[4] *Realizing Innovation and Opportunity in WIOA: Implementing the Playbook for Creating State Plans* ***http://www.nationalskillscoalition.org/resources/publications/file/Realizing-Innovation-and-Opportunity-in-WIOA-Implementing-the-Playbook-for-Creating-Effective-State-Plans.pdf***

The State will grow apprenticeship opportunities by bringing forward new and innovative ideas from thought and business leaders. With an enhanced focus on apprenticeships, Maryland has already created unique learning opportunities. DLLR held an all-day training, "Accelerating Apprenticeships in Maryland," on June 28, 2016. This professional development opportunity was conducted by national expert, Dr. Gerald Ghazi, and was made possible through ongoing technical assistance Maryland received through USDOL. The training focused on competency models and introducing Registered Apprenticeship (RA) to non-traditional sectors. Representatives from the Maryland State Department of Education (MSDE)/Division of Rehabilitation Services (DORS), Maryland Department of Human Resources (DHR), Department of Commerce (Commerce), Career and Technical Education (CTE) partners, and DLLR attended. Other attendees included representation from community colleges, traditional RA training providers, and a State legislator who is a champion of apprenticeships.

In PY 2015, Maryland received an ApprenticeshipUSA Accelerator grant that provided $200,000 to help the State plan around apprenticeship expansion opportunities. The State also applied for the ApprenticeshipUSA Expansion grant and viewed the opportunity as a critical investment in apprenticeship growth for the State.

Systems Innovations and Looking Forward

Fostering a workforce system that efficiently meets the needs of both Maryland businesses and jobseekers

DWDAL, with its partners under WIOA, is committed to thoughtfully cultivating a workforce system that meets the needs and exceeds the expectations of Maryland's businesses and the jobseekers. The enactment of WIOA and the development of the first-ever Maryland Combined State Plan creates a clear pathway for Maryland's customer-centric workforce system to develop an employer driven system. Many exciting programs and initiatives are underway, and several of these efforts are mentioned below.

WIOA Implementation

As detailed in "DWDAL Program Highlights and Partnerships," Maryland collaboratively and inclusively developed the WIOA Combined State Plan which focuses on providing services and programs to those individuals with the most need. Formed during the transition from WIA to WIOA, the nine inclusive WIOA Workgroups are reshaping in PY 2016 as Maryland's WIOA Partners pensively carve the framework for new and enhanced opportunities for individuals, ways to maximize access to employment, skills and credentialing, life management skills, and supportive services. We will continue our goal of helping put those who desire to work on a path toward sustainability.

Maryland Business Works

Responding to repeated requests of Maryland's businesses, the Maryland Department of Labor, Licensing and Regulation, in consultation with the Maryland Department of Commerce, announced the return of Maryland Business Works, a highly successful incumbent worker training program, in April 2016.

Utilizing the Governor's Set Aside funds, the Maryland Department of Labor, Licensing and Regulation will partner with the State's private sector businesses with 250 employees or fewer that provide in-demand products or services. The funds support employer strategies for retention, growth and, expansion. This project requires a dollar-for-dollar match by the employer.

Training funds can be used to upgrade the skills of current employees while also creating opportunities for new hires in in-demand occupations and skills. Participants completing the program will gain transferable skills or industry-recognized certifications or credentials, leading to potential career growth and increased wages. Projects will be industry-focused and employer-based, targeting small business, particularly at the local level. The Program funds classroom-based training, in-house staff training, apprenticeships, and other opportunities for Maryland's businesses as they create and foster their talent pipeline.

Working for Marylanders with Disabilities - a Disability Employment Initiative

Responding to the needs of Maryland's disabilities communities, and partnering with the State's disabilities agencies, the Maryland Department of Labor, Licensing and Regulation obtained funds through the Disability Employment Initiative (DEI). Historically, this population has had a low level of workforce participation; thus, the State took this opportunity to provide services to the severely disabled; thus, putting into practice the goal to "place people before performance."

Working for Marylanders with Disabilities, the pilot program outlined in Maryland's successful grant application, targets youth and adults with significant disabilities within Anne Arundel and Montgomery counties. The purpose of the program is to increase employment opportunities by creating individualized training opportunities leading to the attainment of stackable credentials in the industries of professional and business services, construction, healthcare, and retail. Various strategies will be put into place to ensure that individuals with significant disabilities have access to employment opportunities in these industries via partner staff who have the knowledge and resources to assist them with obtaining economic self-sufficiency:

1. Expand System Capacity: The project expands workforce services to address the needs of the customers with disabilities currently on the state's waitlist for services.

2. Extend Cross-Agency Training: Staff at participating American Job Centers (AJCs) will receive additional training to provide basic knowledge regarding the disability community so as to improve the referral process, ensuring that people with significant disabilities are not leaving the workforce because of inappropriate referrals.

3. Address the Needs of Businesses: This grant allows for Business Service Representatives from multiple agencies to partner with Employment Specialists from disability service agencies to prepare a large pool of qualified candidates for businesses.

4. Improve the AJC's infrastructure: The project includes funding to place a state-of-the-art disability workstation in each of the partner AJCs to encourage persons with disabilities to use the available AJC services.

5. Expanding Career Pathways: Career pathways are inclusive of three key components beneficial to people with significant disabilities seeking employment. New methods are being developed, such as customization to build upon existing career pathways within the workforce system that will accommodate the needs for people with significant disabilities.

The overarching goal of the project is to enhance the services available for youth and adults with significant disabilities so that employment rates improve for said populations in Maryland. Customized credential-based education and training pathways offered by WIOA approved training providers in the high-demand industries of professional and business services, construction, healthcare, and retail will accomplish this goal.

Maryland Apprenticeship and Training

New to DWDAL as of October 1, 2016, we will continue to carry out the fresh approach of aligning apprenticeships with WIOA—creating new apprenticeship opportunities as well as embracing and enhancing the traditional apprenticeship paths. Maryland will continue utilizing the PY 2015 Apprenticeship USA Accelerator grant for Apprenticeship expansion, and we are hopeful and eager to explore the many possibilities and opportunities for Marylanders in the world of Apprenticeship.

Senior Community Service Employment Program (SCSEP)

During the 2016 legislative session of the Maryland General Assembly, the Hogan Administration introduced and ultimately gained approval of legislation that transferred responsibility of the Senior Community Service Employment Program (SCSEP) from the Maryland Department of Aging to DLLR. The legislation took effect on July 1, 2016.

Authorized under Title V of the Older Americans Act, SCSEP is available to jobseekers ages 55 and older who are unemployed, meet established low-income guidelines, and desire an opportunity for training and employment. The program's purpose is to provide community service, employment training, and job placement opportunities for low-income individuals 55 years of age or older who are unemployed and have poor employment prospects. SCSEP participants gain work experience in a variety of community service activities at non-profit and public facilities, including schools, hospitals, day-care centers, and senior centers.

Since July 1, 2016, the Department receives an annual State appropriation to fund the program. The counties and localities for which DLLR provides services include Baltimore City, Allegany, Garrett, Washington, St. Mary's, Charles, Calvert, Kent, Dorchester, Talbot, and Queen Anne's Counties. Counties not listed are serviced by Senior Service America, a national nonprofit organization that also receives annual grant funding from the United States Department of Labor.

Governor's Workforce Development (Investment) Board

In Senate Bill 94 the Workforce Innovation and Opportunity Act (WIOA) changed the name "Governor's Workforce Investment Board (GWIB)" to the "Governor's Workforce Development Board (GWDB)." The name changed became effective July 1, 2016. For the purposes of this report, the Board will be referred to as the Governor's Workforce Development Board or GWDB.

The Governor's Workforce Development Board (GWDB) is the Governor's chief policy-making body for workforce development, innovation, and opportunity in Maryland. The GWDB is responsible for developing policies and strategies to form a coordinated workforce system incorporating a variety of educational as well as employment and training programs.

GWDB brings together and focuses various workforce development partners and stakeholders on two key outcomes: (1) a properly-prepared workforce that meets the current and future demands of Maryland employers; and (2) the provision of opportunities for all Marylanders to succeed in the 21st century workforce.

The GWDB promotes and advances policies and activities providing businesses with a competitive advantage. GWDB arms businesses with a skilled workforce that allows them to successfully compete in Maryland and globally. Two of the key strategies employed by GWIB include the following:

Strategic Industry Partnerships

Strategic Industry Partnerships are employer-led partnerships of companies from the same industry (sectors) in an economic region working together with education, workforce, and economic development to focus on a key set of priorities identified by the target industry. Traditionally, Strategic Industry Partnerships have focused on talent development issues, but many also focus on the issues related to an industry's overall economic competiveness. Strategic Industry Partners have been recognized nationally by organizations, such as the National Governor's Association (NGA), as an impactful strategy for responding to targeted industry needs. The GWDB has embraced this work by participating in and facilitating two NGA-sponsored Strategic Industry Partnership Policy Academies designed to share best practices and learn from subject matter experts on how best to design and implement a targeted industry strategy. Maryland is now a nationally-recognized leader in this area.

GWDB Taskforce Group Initiative

The GWDB Taskforce Groups were established and are essential catalysts to Maryland's job creation and economic recovery at the local, regional, and State levels. The Taskforce Groups are comprised of stakeholders from business, workforce, education, non-profit, and union leadership and represent Advanced Manufacturing, Changing Demographics, Cybersecurity, Information Technology, Healthcare and Life Sciences, Marketing and Branding, and Skilled Trades.

Highlights from PY 2015

- The appointing of Michael R. DiGiacomo, Executive Director of the Governor's Workforce Development Board
- The appointing of Francis Hall Chaney, III, Chair of the Governor's Workforce Development Board
- Participating in the Annual MACo Conference in Ocean City, Maryland.
- Attending the 2016 National Governors Association/National Association of State Workforce Board Chairs Winter Meeting in Washington, D.C.
- Along with DLLR, hosting the U.S. China Exchange Council Delegation site visit
- Meeting quarterly - March, June, September, and December – to discuss and decide issues important to Marylanders
- Partnering with the Maryland State Department of Education (MSDE)/Division of Career, and College Readiness (DCCR) to conduct Career and Technology Educations (CTE) monitoring visits

Statewide Success Stories

The following success stories, shared through the national ***Maryland Jobs Now*** website, (***http://www.workforceinvestmentworks.com/maryland/customer_successes.asp***), illustrate the end-result of the work accomplished each and every day at Maryland's American Job Centers.

RE-ENTRY | Meet Jasmine

Jasmine receives the help she needs to change her life (Baltimore City).

Workforce Challenge

After serving four years for committing a theft that triggered a violation on a former assault and battery conviction, Jasmine exited prison with the desire to work and improve her life.

Workforce Solution

While in prison, Jasmine had been told about the services and programs available at the American Job Centers (AJCs). Determined to change her life, Jasmine entered a Baltimore City AJC with renewed hope. Staff assisted her with upgrading her résumé and also referred her to the **Women Behind the Community** (WO-BE-CO) for clothing assistance–both for interviewing purposes and for her eventual job. Jasmine actively worked with staff and attended workshops and weekly Job Clubs offered. Recognizing Jasmine's interest in the culinary arts, the AJC Career Development Facilitator referred Jasmine to the **"Next Course" Food Service Training** offered by St. Vincent de Paul in Baltimore, Maryland. "Next Course" offers a 17-week program and an opportunity to obtain ServSafe Food Handlers Certification and the ServSafe Manager's Certification. She was accepted into the program and gained hands-on experience with the St. Vincent's KidzTable, a production kitchen providing over 11,000 quality meals to head start programs, daycares, shelters, and after-school programs throughout Baltimore.

Workforce Outcome

Jasmine was accepted into the training program. She also attended the AJC's recruitment for Hospitality Staff and secured a part-time position in food service for 20 hours per week at $8.75 per hour. Her training prepared her for her job, and WO-BE-CO provided appropriate clothes for her interview and two uniforms for work. Jasmine has achieved her goal of "securing stability with employment and adding plenty of certifications under my belt to make me more employable."

REENTRY, ONE BALTIMORE FOR JOBS (1B4J) PARTICIPANT | Meet Vernon

A successful 1B4J participant, Vernon can overcome his past and create a bright future (Baltimore City).

Workforce Challenge

A graduate of the North American Trade School, Vernon was a certified carpenter at the time of enrollment and an extremely hard worker. Despite his carpentry skills and work ethic, Vernon's criminal record was a major barrier that limited his employment opportunities. Having a young toddler to support, Vernon needed to find employment with a sustainable income and future.

Workforce Solution

Vernon enrolled in Civic Works' 1B4J Energy Retrofit Installer training in fall 2015. Civic Works provided Vernon with comprehensive occupational and essential skills training in energy efficiency. The training (a total of 519 hours) combined classroom instruction, industry-recognized certifications, hands-on practicum, on-the-job training, wrap-around case management, supportive/barrier-removal, and placement services.

Case management connected Vernon with supportive services provided by partners as needed in order to best meet his needs during and following the training. Vernon was enrolled in the Supplemental Nutrition Assistance Program (SNAP, i.e. food stamps) to help him meet his expenses during the training. Civic Works also partnered with Sharp Dressed Man, a non-profit provider of recycled men's suits, to provide Vernon with the necessary interview clothing free-of-charge.

Workforce Outcome

Soon after graduating, Vernon began working as a Residential Energy Installation Technician for a growing regional home performance company at a starting wage of $17.30 per hour, or an annual salary of $36,000. Over his first months of employment, Vernon became a valued member of his employer's team and demonstrated a strong potential for advancement. In order to qualify Vernon for advancement, his employer enrolled him in Civic Works' Energy Analyst incumbent worker training, funded by DLLR's EARN Maryland program, in spring 2016 so that he could obtain the BPI Building Analyst certification. Vernon has since advanced to independently perform weatherization installations without the aid of a supervisor. As a reflection of his growing responsibility at his employer company, Vernon's employer increased his wage to $18.27 per hour, or an annual salary of $38,000. Attaining this salary has enabled Vernon to achieve his primary goal taking better care of his family.

Vernon is eager to advance to a higher-skilled position and to continue to progressively advance so he may even better provide for his family. Vernon is grateful to be in a workplace where he knows that he has a clear career pathway with opportunities for advancement.

Vernon's story is featured in "DOL Working for You," a USDOL blog series which highlights the Labor Department's programs in action: https://blog.dol.gov/2016/09/15/from-a-dark-past-to-a-dream-come-true/

CORRECTIONAL EDUCATION – Occupational Skills Training Center (OSTC) | Meet Antoine

While in prison, Antoine achieves occupational skills training leading to successful re-entry.

Workforce Challenge

Antoine went to prison at the age of 17. He was released at the age of 38, having spent more than half of his life behind prison walls. The father of a young man in his early twenties, Antoine knew that he wanted to make a change and hit the ground running upon release. What was his is game plan? He would learn to repair automobiles.

Workforce Solution

While in prison, Antoine took classes at the Occupational Skills Training Center (OSTC). His teacher was duly impressed with Antoine and highly recommended him for the new prison re-entry automotive internship at Full Circle Service Center, Vehicles for Change's (VFC) new auto repair shop. Antoine was accepted into the new training program in September of 2015, making the journey from Baltimore Pre-Release Unit (BPRU) to Halethorpe, Maryland, each day. One of the lead mechanics at VFC quickly saw the potential that Antoine possessed and enlisted him to take on jobs with increasing complexity.

Workforce Outcome

Recognizing he may have opportunity for advancement as an intern, Antoine took his work seriously and became a leader at Full Circle Service Center. His transition within the program was no less compelling than that of a caterpillar going through the stages of becoming a butterfly under the tutelage of the lead instructor at VFC's lead automotive instructor. Antoine went from BPRU to home detention, picking up four ASE certifications along the way. In early February 2016, Antoine was released on parole and was later offered a full-time job as a mechanic at MileOne in Catonsville, MD. Antoine has the special honor of being the first former inmate to be hired at a MileOne dealership.

DISLOCATED WORKER | Meet William

William takes advantage of Résumé Doctors and finds employment (Frederick County).

Workforce Challenge

After working for the same home improvement company for nearly two decades, William found himself laid-off and in need of a new job. While he had been a dedicated employee, his existing skill set did not transfer well to non-manual labor positions.

Workforce Solution

William partnered with a Frederick County American Job Center Employment and Training Specialist to identify new job opportunities which would be a good match for his interests and abilities. After completing career assessment tests and reviewing options, he decided to pursue a job as a driver. William also took advantage of the Résumé Doctors expertise to ensure that his résumé would appeal to prospective employers.

Workforce Outcome

Upon successfully completing his CDL training, William obtained a full-time position as a dump truck driver with a local company.

DISLOCATED WORKER ▪ VETERAN SERVICES | Meet Terrance

Utilizing numerous resources from the Charles County AJC, Southern Maryland JobSource, Terrance is offered a supervisory position with benefits and a bonus (Southern Maryland).

Workforce Challenge

Terrance registered with the Maryland Workforce Exchange Virtual One Stop (MWE-VOS) after he was discharged from the United States Army. He faced challenges transitioning from military life to civilian life as well as being unemployed. Seeking employment assistance, he attended the Job Match Program Orientation at Waldorf's Southern Maryland JobSource.

Workforce Solution

Terrance took full advantage of the many resources available at the AJC. He attended the weekly Southern Maryland JobsSource Job Club to receive vital information that would help him in his job search. In addition, he completed the Reemployment Opportunity Workshop (ROW), Job Match Program, and advanced résumé workshops. He also worked on his elevator pitch, résumé, interviewing skills, job fair etiquette, and he participated in local customized recruitments to improve his chances of obtaining employment. His Workforce Investment Opportunity Act (WIOA) Career Counselor provided him with countless tips on how to successfully find employment.

Workforce Outcome

Terrance attended a job fair marketed on the WIOA Job Club "Hot Jobs" list. He was selected for an interview and utilized all the techniques he had learned from the many workshops, the WIOA Job Club, Job Match sessions, and ROW workshop. Terrance demonstrated impressive qualities during the interview and was offered the position of Supervisor of Production Assembly in Williamsport, Maryland. His starting salary more than met his financial needs. Terrance's remarkable delivery of his talents also led to a sign-on bonus with benefits.

DISLOCATED WORKER | Meet Jane

Jane's determination lands her a job (Mid-Maryland).

Workforce Challenge

Jane had an excellent background in editing and publishing, a field currently experiencing significant downsizing. While she had excellent communication skills, she visited to the Business and Employment Resource Center (Carroll County

American Job Center) seeking job search assistance as well as help with creating updated materials. Jane had been diligent in seeking jobs both in her field and otherwise; however, she had limited success.

Workforce Solution

AJC staff provided Jane with both individual and group assistance. They covered job search topics including interviewing, résumé writing, networking, assessment, and career research. Jane was guided on the timing and follow-up of applications and referred to the Maryland Workforce Exchange Virtual One Stop (MWE-VOS). She attended many of the workshops taught, submitted her résumé for critique, and took full advantage of many resources available at the AJC.

Workforce Outcome

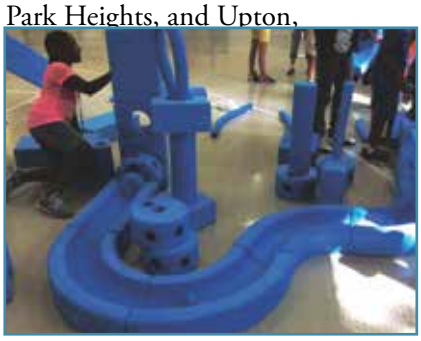
Utilizing the MWE-VOS, Jane sought and applied for various open positions. However, she never gave up on the company in which she was originally interested -- even though the original position was offered to someone else. The company was so impressed with– and interested in–her that after several months, she was referred to a position for which she had been previously unaware. Subsequently, she successfully applied and interviewed for the position.

YOUTH, BUSINESS SERVICES | Meet Baltimore Corps

Baltimore Corps utilizes an AJC for their services and facility to hire youth from areas around the Sandtown-Winchester Community (Baltimore City).

Workforce Challenge

Wanting to hire youth from designated communities such as Sandtown-Winchester, Park Heights, and Upton, Baltimore Corps contacted a Baltimore City AJC for assistance. Aged 15-18, these youth would help to build Imagination Playgrounds, or play spaces that are configured indoors, in community spaces and recreation centers in their neighborhoods.



Workforce Solution

The AJC assisted the Corps by reaching out to the youth and the community via phone calls, social media, radio shows, flyers, email messages, etc. Once the candidates were contacted, Baltimore Corps utilized AJC office space to conduct the interviews.

Workforce Outcome

At least seven youth were hired by Baltimore Corps.

VETERAN SERVICES | Meet Charles

Allegany County AJC veteran services staff help one of their own (Western Maryland).

Workforce Challenge

Charles is a service-connected disabled Combat Infantry Army Soldier who was medically retired. He was referred to the Allegany County AJC by a U.S. Department of Veterans Affairs' Vocational Rehabilitation and Employment (VR&E) coordinator.

Workforce Solution

Through VR&E's Workstudy program, Allegany County AJC hired Charles to assist with the veteran services program. Hiring Charles through Workstudy afforded him many opportunities; for example, he could

- help other veterans with employment needs,
- gain career choices insight,
- learn interview techniques,

- hone his résumé-writing skills,
- acquire key-wording strategies, and
- afford his mortgage and other life expenses.

Although not easy, Charles attended college as a full-time student while working full-time at the AJC. Realizing Charles' priority was attaining his education, AJC management catered a work schedule around his classes.

Workforce Outcome

The Allegany County AJC veteran services staff were thankful for the part they played in helping Charles achieve his education and employment goals. After attaining his cyber security degree, Charles was referred through the VR&E program to assist him in his employment needs. He was hired with the Department of Homeland Security in Harpers Ferry, West Virginia.

Job Driven NEG ("Train to Hire") | VETERAN SERVICES | SECTOR PARTNERSHIP ("Maryland Extension Partnership" (MEP)—part of the "EARN Maryland" Industry Led Partnership) | Meet Alan

Once homeless, Alan receives the services that would ultimately turn his life around (Baltimore City).

Workforce Challenge

Unemployed with a history of legal difficulties, veteran Alan was ordered by the court to become a participant in the Baltimore McVets Program.

Workforce Solution

Alan began the process of becoming connected to Workforce Development at McVets. The Manufacturing Extension Partnership (MEP) was conducting an informational outreach session for potential participants, and Alan realized this program could be what he needed. After being regarded eligible to participate in the MEP, he was referred for services to the Mayor's Office of Employment Development (MOED). At MOED, he was deemed eligible for services provided through the Job Driven National Emergency Grant (JD NEG). Alan entered into MEP-conducted training – a specialized four week "Manufacturing Boot Camp" – equipping him with skills needed to reengage with the workforce. Designing a proper résumé, preparing for an interview, and managing time and punctuality were capped off with a two week job readiness training conducted in the workplaces of various manufacturers.

Workforce Outcome

Alan successfully graduated the MEP Boot Camp and was promptly hired by a local Baltimore manufacturing company. Alan started with an hourly rate of $16.65 and has seen his pay rate rise to $18.03 over the last eleven months. In his words, "The MEP program not only prepared me with the proper tools in order to become employed, they also lined me up with different businesses that were hiring. I am currently working at a company that offers competitive wages, health-care, advancement, and – most importantly – retirement. Without the MEP program and their helpful staff, I wouldn't be where I am at today."

Alan successfully completed a JD NEG on-the-job training in support of his ongoing training to be a Maintenance Mechanic in fall 2015. As of this writing, he is still successfully employed with the same company and regularly receives high reviews when DLLR grant managers perform employment follow-ups.

BUSINESS SERVICES | Meet Rocky Gap Casino Resort

Rocky Gap Casino Resort partners with Allegany County American Job Center to fill vacancies (Western Maryland).

Workforce Challenge

Challenged with filling a wide variety of jobs, Rocky Gap Casino Resort participated in a large job fair hosted by the Allegany County American Job Center (AJC) in Cumberland, Maryland. The AJC's Business Services Consultant met with the Casino Management team. She toured the facility and encouraged the Casino to hold a specialized event at the Allegany County AJC.

Workforce Solution

A wide variety of jobs ranging from grounds keeping to upper level management were available. Current employment challenges were also considered. Therefore, onsite recruitment was scheduled and invitations were extended to area job seekers and partner organizations.

On the day of the recruitment event, AJC staff assisted job seekers with completing the online job application.

Workforce Outcome

Through the employer survey forms and verbally, Rocky Gap Casino Resort expressed appreciation for the services provided by the AJC. Casino representatives also expressed that this was the best job fair they had ever conducted and that most in attendance were first-time applicants. The Casino was even able to find candidates for hard-to-fill positions.

Five (5) employer representatives interviewed a total of 127 walk-in candidates during the 9AM-12PM recruitment. Rocky Gap Human Resources staff were especially grateful for the assistance provided by the AJC staff to the candidates applying online, which made the process operate much smoother.

Waivers

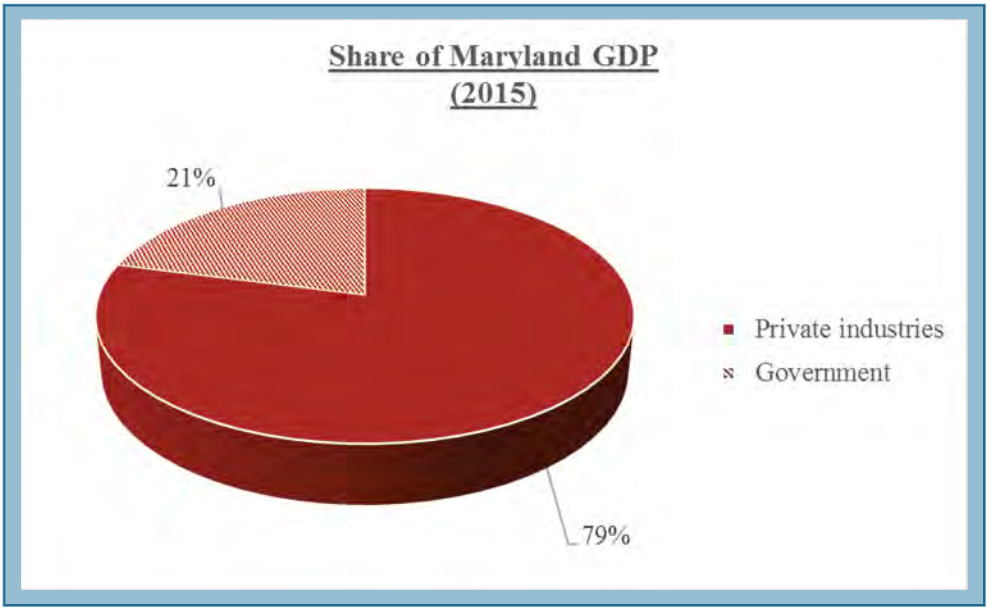
Training and Employment Guidance Letter (TEGL) 01-15, issued by USDOL on or about July 1, 2015, advises that the United States Secretary of Labor's waiver authority under the Workforce Investment Act and waivers approved under WIA do not extend to WIOA, which has its own waiver authority. The TEGL further stipulates that USDOL "does not envision a need for States to request waivers before the submission of the first WIOA State Plan in March of 2016." Rather, the Department, through TEGL 01-15, encouraged states to "work with, and test the flexibility of WIOA, particularly during PY 2015, the first year of implementation."

While the TEGL does not deny, outright, a state's ability to apply for a waiver, USDOL advises that a state must "demonstrate that a proposed waiver would lead to a true innovation or improve service delivery beyond the improvements provided for in WIOA." At this time Maryland does not wish to submit a waiver. However, the State reserves its right to request a waiver from USDOL as it fully implements the requirements of WIOA.

Labor Market Analysis

Economic Indicators

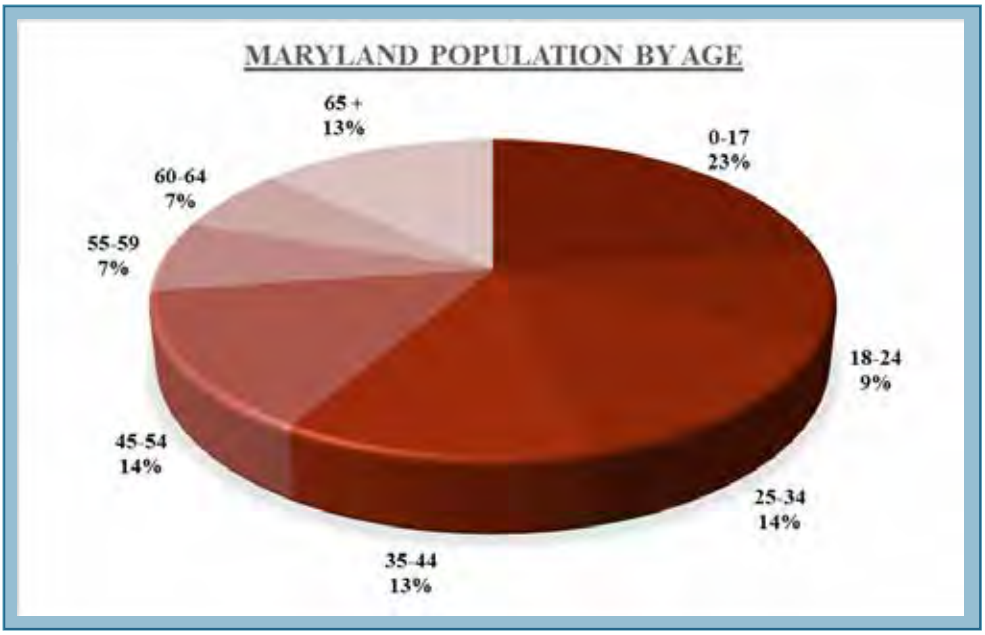
In 2015, the United States' real Gross Domestic Product (GDP) grew at a rate of 3.5 percent (Bureau of Economic Analysis, 2016). National GDP was most influenced by Real Estate and Rental and Leasing (13.2 percent of 2015 National GDP), Government (12.9 percent), and Manufacturing (12.1 percent) industries (Bureau of Economic Analysis, 2016). From 2014 to 2015, Maryland's GDP grew at a rate of 3.88 percent to a total 2015 output of $363.8 billion (Bureau of Economic Analysis, 2016). The largest contributing sectors to the total Maryland GDP were Government at 21 percent; Real Estate and Rental and Leasing at 16.5 percent; Professional, Scientific, and Technical Services at 9.6 percent; and Health Care and Social Assistance at 7.5 percent of Maryland GDP. By percentage change from 2014 GDP, Transportation and Warehousing is the fastest growing industry sector with a GDP growth of 6.4 percent; Arts, Entertainment, Recreation, Accommodation, and Food Services with a GDP growth of 6.4 percent; and Retail Trade with a GDP growth of 5.6 percent.



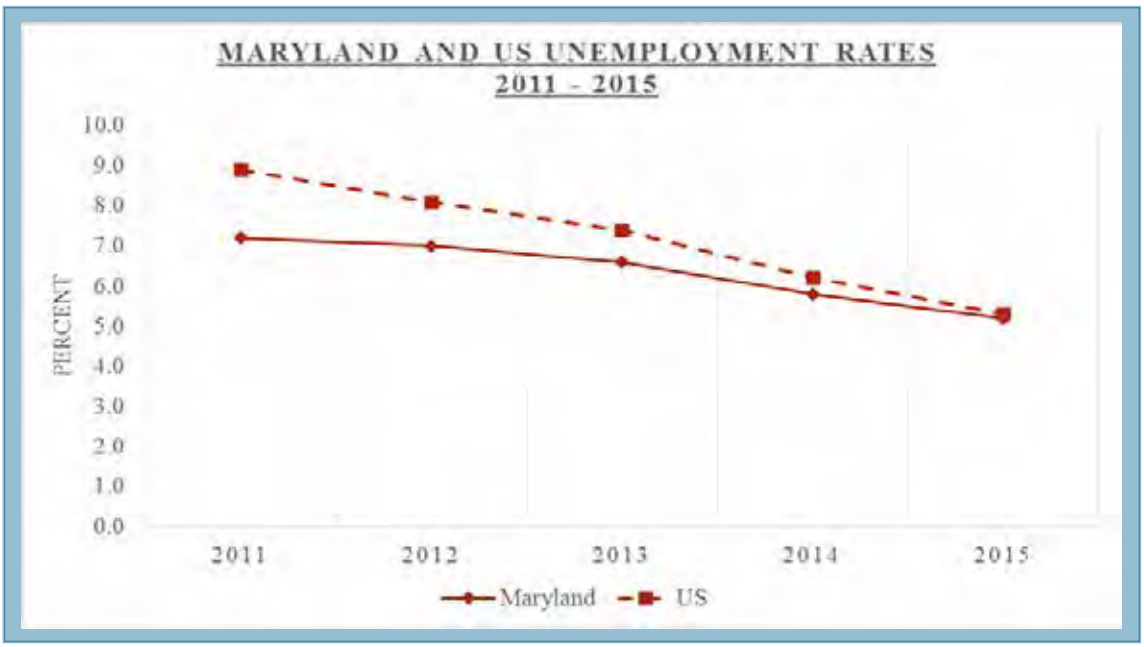
While Government is certainly a major contributor to Maryland GDP, an overwhelming majority of production in the State comes from private industry. Nationally, Government makes up 12.9 percent of GDP. Other Maryland industries with larger than the national share of GDP include Real Estate and Rental and Leasing; Professional, Scientific, and Technical Services; Construction; and Health Care and Social Assistance. While there are industries with higher than the national concentrations, Maryland's private sector is not overly concentrated in one area, providing a diversified economy and labor market.

Population and Labor Force

In PY 2014 (July 1, 2014 – June 30, 2015), Maryland's population grew by 31,055 people (Maryland Department of Planning, 2015).



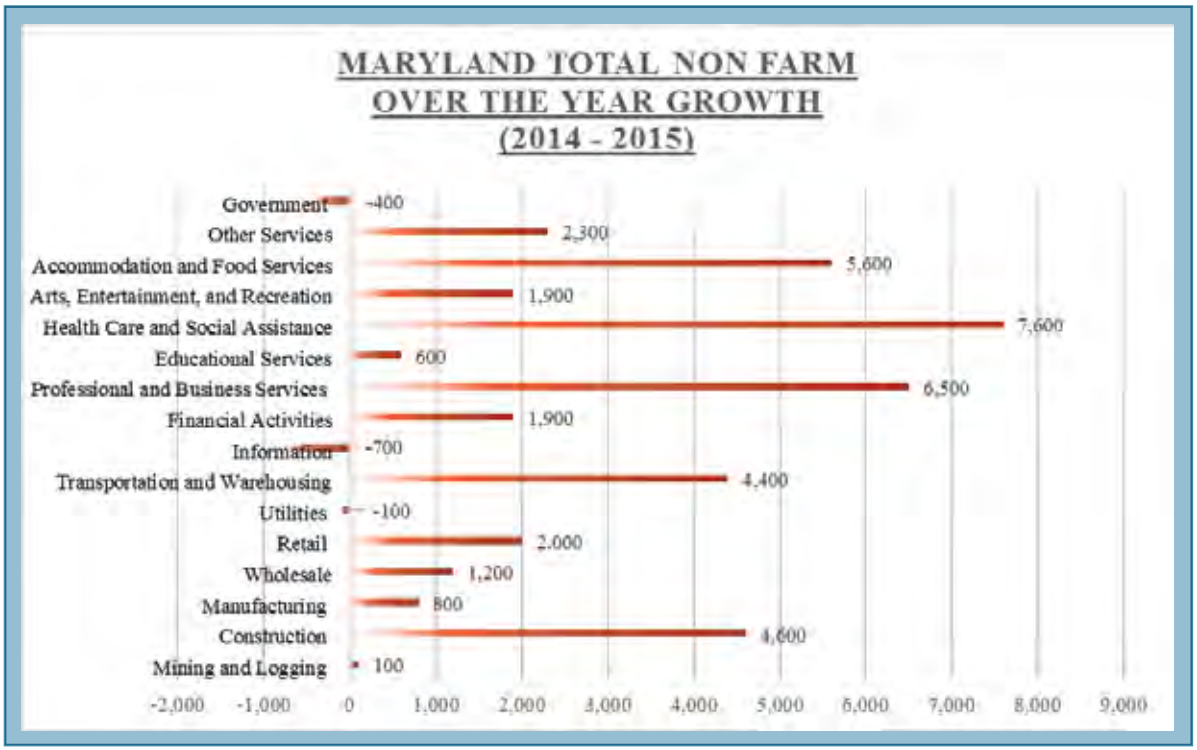
Twenty-three percent of Maryland's population in 2015 was younger than 18 years of age (US Census Bureau, 2016). Despite a large percentage of the population being under the age of 18, over half of the population were 35 years or older. Maryland's prime working age population (ages 25 – 54) made up 41 percent of the entire population.



The unemployment rate in Maryland has tracked lower than the United States unemployment rate over the past five years.[1] Since 2011, the unemployment rates for Maryland and nationally have decreased every year. Maryland's 2011 unemployment rate of 7.2 percent was 1.7 percentage points lower than the national unemployment rate. However, by 2015, the national unemployment rate has caught up to the Maryland unemployment rate, with rates of 5.2 percent for Maryland and 5.3 percent.

[1] *Not seasonallly adjusted annual average.*

All counties in Maryland experienced a decrease in the annual average unemployment rate from 2014 to 2015. Counties with the lowest 2015 annual average unemployment rate were Howard (3.9 percent), Montgomery (4.0 percent), and Carroll (4.3 percent). Somerset, Kent, and Dorchester counties had the highest over-the-year unemployment rate change in the State with decreases in the unemployment rate of 1.1 percentage points, 1.0 percentage point, and 1.0 percentage point respectively (BLS LAUS, 2016).



Total Nonfarm Employment and Growth Industries

In 2015, annual average Total Nonfarm employment in Maryland was 2,659,300[2], an increase of 38,400 jobs (1.47 percent growth) over the 2014 annual average (BLS CES, 2016). Four of the five largest growing sectors in Maryland from 2014 to 2015 were Service providing industries: Health Care and Social Assistance, Professional and Business Services, Accommodation and Food Services, and Transportation and Warehousing. Industries experiencing over-the-year losses were Information, Government, and Utilities.

Growth industries are defined as industries with a positive over-the-year growth rate and a Location Quotient above one. Location Quotient (LQ) measures the concentration of employment in an industry in a specific area compared to a larger area[3]. In Maryland, 25 growth industries were at the subsector (three digit NAICS[4]) level using 2015 annual averages for private ownership.

The Professional and Technical Services subsector was the largest in the group with a 2015 annual average private employment of 28,453. The LQ for this subsector was 1.51, and the over-the-year (OTY) growth was 1 percent (BLS QCEW, 2016).

Funds, Trusts, and Other Financial Vehicles was the most concentrated subsector among Maryland's growth industries with a location quotient of 2.49. This industry subsector also showed strong growth at 11.4 percent over-the-year growth. This fast growth rate, however, is partially attributable to the overall size of the subsector; the 2015 annual average private employment was 322 (BLS QCEW, 2016).

[2] *Not seasonally adjusted.*
[3] *For more information on Location Quotient, please visit http://www.bls.gov/help/def/lq.htm*
[4] *North American Industry Classification System*

The fastest growing subsector in the growth category was Warehousing and Storage, a subsector that grew at a rate of 26.4 percent over-the-year. With a 2015 annual average private employment level of 16,122, Warehousing and Storage was representative also of one of the larger subsectors in the growth category. The LQ indicates this industry subsector is just slightly concentrated in Maryland at 1.05 (BLS QCEW, 2016).

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WIA Financial Statement

Expenditures by Funding Stream

The expenditures for each funding stream include PY 2015 WIOA funds and Carry-In funds from the prior year. The expenditures are as follows:

- Local Adult $10,449,688
- Local Dislocated Workers $11,810,406
- Local Youth $10,073,775
- Rapid Response $ 2,710,806
- Statewide Activities $ 3,117,338

Cost per Participant

The cost per participant is calculated for each funding stream by dividing the local expenditures by the number of participants for the program year. The resulting number is the cost per participant for the program year. Using this method, the cost per participant by funding stream for the program year is estimated as follows:

- Adults $2,820 (not including self-service participants)
- Dislocated Workers $4,170
- Youth $5,050

Cost of Workforce Development Activities

PROGRAM YEAR 2015 WIA FINANCIAL STATEMENT

The following PY 2015 WIA financial information was derived from the DWDAL Financial Status Reports from July 1, 2015 - June 30, 2016:

WIA Funding Source	Total Funds Available 7/1/2015	Funds Expended 7/1/2015 to 6/30/2016	Unliquidated Obligation 6/30/2016	Unobligated Balance 6/30/2016	Obligation Rate 6/30/2016
Adult	12,883,969	10,449,688	749,175	1,685,106	87%
Dislocated Worker	17,623,264	11,810,406	594,388	5,218,470	70%
Youth	13,900,666	10,073,775	947,965	2,878,926	79%
Rapid Response	4,326,554	2,710,806	43,097	1,572,651	64%
Statewide 10%	5,735,505	3,117,338	68	2,618,099	54%
Total Formula Funds	**54,469,958**	**38,162,013**	**2,334,693**	**13,973,252**	**74%**

Local funds include local administration. Available Funds include funds carried over from prior fiscal year.

The breakout by funding stream at the local level: Charts provided by OWIP

The available WIA funds for PY 2015 were $54,469,958, as shown in the table on the previous page. Of this total, $47,524,225 was distributed to Local Workforce Development Areas by formula.

At the end of the fiscal year, 74 percent of all available funds were obligated. The remaining funds were carried forward into the current fiscal year.

Table N - Cost of Program Activities PY 15 07/01/15 to 06/30/16

Program Activity (WIA Formula Funds)			Total Federal Spending
Local Adults			**$10,449,688**
Local Dislocated Workers			**$11,810,406**
Local Youth			**$10,073,775**
Rapid Response (up to 25%) 134 (a) (2) (A)			**$2,710,806**
Statewide Required Activities (up to 15%) 134 (a) (2) (B)			**$3,052,858**
Statewide Allowable Activities 134 (a) (3)		**Capacity Building**	**$61,680**
		Incumbent Worker Training	**$2,800**
Total of All Federal Spending Listed Above			**$38,162,013**

Economic and Fiscal Contribution PY 2014

Workforce Development Services

The Maryland Department of Labor, Licensing and Regulation (DLLR) retained the Jacob France Institute (JFI) of the Merrick School of Business at the University of Baltimore to analyze the economic and fiscal contribution of DLLR's workforce development services.

Key Findings

The Maryland economy is continuing to recover from the Great Recession and experiencing strengthening employment growth:

- Maryland employment regained pre-recession levels in the second quarter of 2014;
- In the first quarter of 2016, total employment of 2,691,000[1] in Maryland was 2.9% above pre-recession levels; Maryland has emerged from the Great Recession and is continuing to experience employment growth;
- Maryland continues to experience strong and, in fact, accelerating growth in overall employment, with year over year changes of 41,233 jobs in the third quarter of 2015, 43,000 jobs in the fourth quarter, and 48,900 jobs in the first quarter of 2016;
- In terms of annual employment growth, between 2014 and 2015 the Health care and social assistance, Accommodation and Food Services, Transportation and Warehousing, and Construction sectors all reported strong annual employment growth.

As the Maryland economy continues to recover and grow, and the unemployment rate has fallen to 4.2% and is approaching pre-recession levels:

- The number of unemployed persons in Maryland peaked at 250,159 in February 2010; and
- At the end of 2015, 146,610 unemployed persons lived in Maryland. By May 2016, this number had declined to 130,685.

Despite the strengthening employment situation and declining unemployment rate, the workforce development services provided by the DLLR remain important to efforts to reduce and ameliorate the continuing impacts of unemployment and support ongoing employment and economic growth:

- While the unemployment rate continues to fall, the number of unemployed persons is well above pre-recession levels, indicating continued need for the services provided by DLLR;
- In PY 2014, a total of 62,676 previously unemployed persons entered employment after receiving assistance or services from DLLR.

[1] *Quarterly averages, derived from US Department of Labor, Bureau of Labor Statistics, Total Non-farm employment, seasonally adjusted.*

The workforce development services provided by DLLR make an important economic and fiscal contribution[2] to the State of Maryland:

- The average annual salary for the previously unemployed persons analyzed by the JFI who entered employment in PY 2014 after receiving services from DLLR is approximately $23,536;
- The 2,843 previously unemployed persons placed in or entering employment after receiving WIA services:
  - had estimated annual incomes of $79.2 million;
  - generated $94.5 million in economic activity in Maryland and support an additional 647 jobs in the State with an associated $32.6 million in labor income; and
  - generated an estimated $3.2 million in State tax revenues.
- The 52,822 previously unemployed persons within the analysis, placed in or entering employment after receiving Wagner-Peyser Act services:
  - had estimated annual incomes of $1.2 billion;
  - generated $1.5 billion in induced economic activity in Maryland and support an additional 10,175 jobs in the State with an associated $513.4 million in labor income; and
  - generated an estimated $50.3 million in State tax revenue.

1. Introduction

The Maryland Department of Labor, Licensing and Regulation (DLLR) directs the State of Maryland's workforce programs and is charged with ensuring that employers have the skilled workforce they need to be competitive as well as helping Marylanders access employment and training resources and services. This report analyzes the economic contribution of DLLR's workforce development programs in terms of the increased earnings of persons finding work after obtaining workforce development services from DLLR under the Wagner-Peyser and Workforce Investment Act (WIA) programs. Two separate analyses of data for State Program Year 2014 were conducted:

1. An analysis of the 3,202 previously unemployed persons that DLLR provided assistance to through the WIA program; and
2. An analysis of the 59,474 previously unemployed persons that DLLR provided assistance to through the Wagner- Peyser program.

Some performance measure of the Division of Workforce Development and Adult Learning are as follows:

- The WIA Adult Program helps thousands of adult workers receive workforce preparation assistance. It provides quality employment and training services to help eligible adults find and qualify for meaningful employment and to help businesses find the skilled workers they need to compete and succeed in business— In Program Year (PY) 2014, the Adult Program served 1,129 individuals;
- The WIA Dislocated Worker Program assists recently laid-off workers by enhancing their occupational skills. The Program also aims to increase the employment and retention of dislocated workers by increasing their work readiness, educational attainment, and occupational skills and by connecting them to jobs in demand. In PY 2014, it served 1,930 individuals;

[2] *Note that this report analyzes the earnings of persons receiving DLLR workforce development services without adjusting for the potential that these jobs could have potentially been filled by other Maryland residents or what the earnings of these persons would have been if they had found alternative employment. Thus, this analysis is not a traditional economic impact analysis, which looks at the net new and incremental impacts of an activity, but rather an analysis of the linkages between the incomes of the persons receiving services and the larger Maryland economy.*

- The WIA Youth Program provides employment and education services to eligible low-income Youth, ages 14 to 21 who face barriers to employment. Service strategies, developed by Maryland's local workforce development boards, prepare youth for employment and/or post-secondary education through strong linkages between academic and occupational learning. The program serves youth with disabilities, those with basic literacy skills deficiencies, school dropouts, pregnant or parenting youth, and homeless as well as others who may require additional assistance to complete an educational program or enter employment. In PY 2014, it served 603 youths; and

- The Wagner-Peyser program provides labor exchange services to employers and jobseekers statewide. The goal of labor exchange services is to help jobseekers obtain meaningful employment opportunities and to assist employers in obtaining skilled and productive employees. Services for jobseekers include job placement, résumé preparation, testing, job-seeking skills workshops, computer-based job matching, and labor market information. In PY 2014, it served 59,474 individuals.

In Program Year 2014, of the previously unemployed persons who entered employment after receiving at least some level of assistance or services from the DLLR, the following number of persons were served by each of the Workforce Development programs (See Table 1):

- A total of 3,202 previously unemployed persons assisted under the Workforce Investment Act (WIA) were placed in or entered employment;
- A total of 59,474 previously unemployed persons assisted by DLLR's core Wagner-Peyser Act funded programs entered or were placed in employment in Program Year 2014; and
- For both programs, adults receiving services had 6-month average earnings of between $15,000 and $21,000 and Youth receiving services had 6-month average earnings of $6,744.

Table 1: Maryland Department of Licensing and Regulation Wagner-Peyser Act and Workforce Investment Act (WIA) Program Entered Employment, Placements and Earnings, Program Year 2014

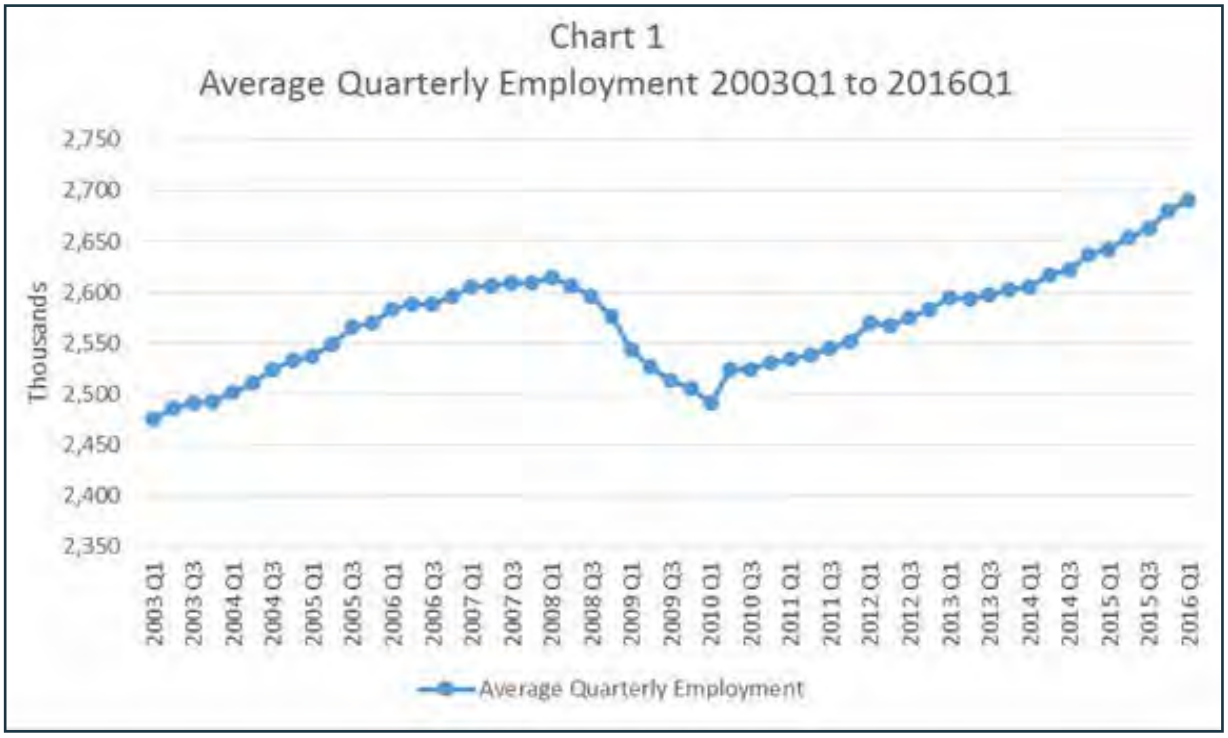
Program	Entered Employment	6 Month Average Salary
WIA[1]	3,202	n.a.
Adult	1,129	$17,289
Dislocated Worker	1,930	$21,204
Youth	603	$6,744
Wagner Peyser[1]	**59,474**	**$15,062**
Veterans and Eligible Persons	4,316	$19,290
Disability	3,028	$14,873
Older Workers 55+	8,129	$17,538
Eligible Claimants (Not Including Exhaustee)	21,793	$15,059
Dislocated Workers	21,152	$18,232
High School Graduate or GED at Program Participation	33,001	$11,613

(1) Subtotals below do not sum to total because program participants/job seekers can be in multiple classifications.

Source: DLLR

2. Maryland Economic and Workforce Trends

Maryland has experienced a slow and steady recovery from the "Great Recession." As presented in Chart 1, Maryland's average quarterly total non-farm employment fell to a low of 2,490,433 jobs in the first quarter of 2010, which represents the trough of the Great Recession. The economic recovery in Maryland was slow, but quarterly State employment recovered to pre-recession level by the second quarter of 2014. Maryland has experienced strong and stable employment growth since year-end 2014.[3]



While Maryland was significantly impacted by the Great Recession, as presented in Chart 2, Maryland's unemployment rate (not seasonally adjusted) has generally been lower than the national rate, both in the period leading up to the previous recession and in the ongoing economic recovery. Maryland's not seasonally adjusted unemployment rate peaked in February of 2010 at 8.3 percent, below the national rate of 10.4 percent; and has since fallen to a post-recession low of 4.2 percent, slightly below the national rate of 4.5 percent. An important trend is evident in Chart 2. Over the past several business cycles, Maryland has generally experienced a far lower rate of unemployment than the nation. However, in this recovery, that gap has narrowed and the Maryland unemployment rate has sometimes exceeded the national rate. This is likely due to the structure of the Maryland economy. In the past, Maryland's traditional reliance on federal spending and employment has insulated it somewhat from broader economic trends, but with recent slowdowns in federal employment and spending,
the State's reliance on federal spending is suppressing its economic performance.

With expected slow growth in federal spending, economic and employment growth in Maryland will depend in large part on the ability of the State to diversify its economy and support private sector growth.

[3] *All data used to describe the Maryland economy are U.S. Bureau of Labor Statistics unemployment and employment QCEW data downloaded and analyzed by the JFI.*

Maryland continues to benefit from the ongoing national economic recovery. As presented in Chart 3, the State continues to experience strong and, in fact, accelerating growth in overall employment, with year over year changes of 41,233 jobs in the third quarter of 2015, 43,000 jobs in the fourth quarter, and 48,900 jobs in the first quarter of 2016. Growth by key sector is presented in Chart 4, with the Health care and social assistance, Accommodation and food services, Transportation and warehousing, and Construction sectors all reporting strong annual employment growth between 2014 and 2015. Despite improving employment, the number of unemployed persons and the resulting need for the workforce development services provided by DLLR remains high. As presented in Chart 5, the number of unemployed persons in Maryland totaled 130,685 as of May 2016. Despite an improving employment outlook, the number of unemployed persons, people who represent the main client base of DLLR, remain at levels well above historical levels.

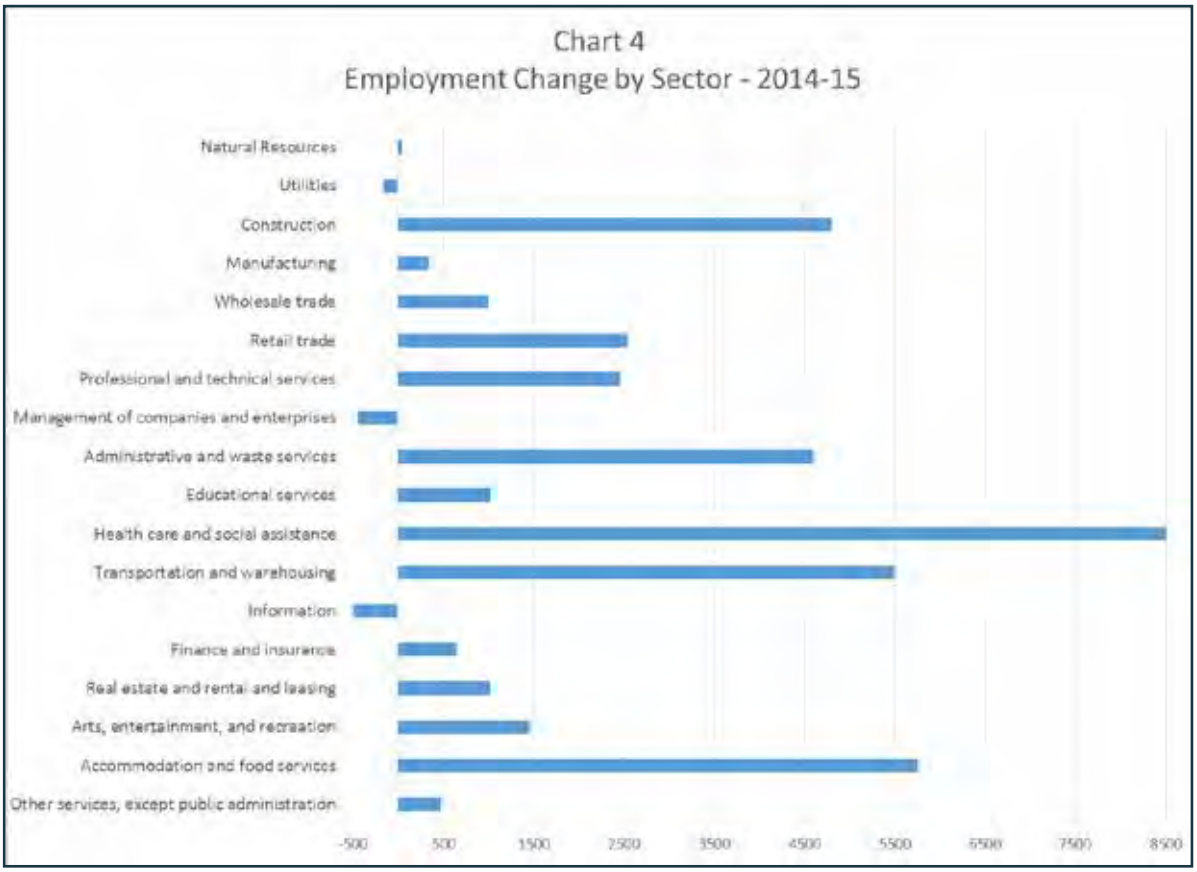


Chart 4
Employment Change by Sector - 2014-15
Natural Resources
Utilities
Construction
Manufacturing
Wholesale trade
Retail trade
Professional and technical services
Management of companies and enterprises
Administrative and waste services
Educational services
Health care and social assistance
Transportation and warehousing
Information
Finance and insurance
Real estate and rental and leasing
Arts, entertainment, and recreation
Accommodation and food services
Other services, except public administration
-500
500
1500
2500
3500
4500
5500
6500
7500
8500

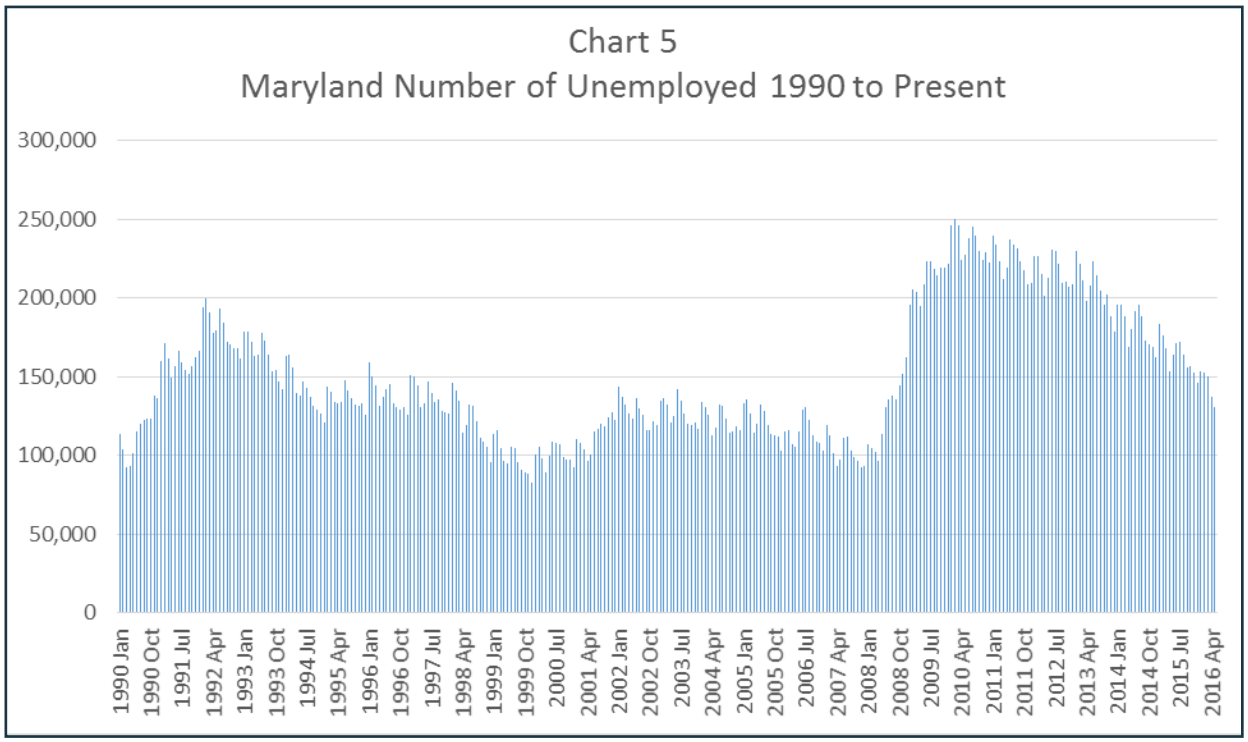


Chart 5
Maryland Number of Unemployed 1990 to Present
300,000
250,000
200,000
150,000
100,000
50,000
0
1990 Jan
1990 Oct
1991 Jul
1992 Apr
1993 Jan
1993 Oct
1994 Jul
1995 Apr
1996 Jan
1996 Oct
1997 Jul
1998 Apr
1999 Jan
1999 Oct
2000 Jul
2001 Apr
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2005 Oct
2006 Jul
2007 Apr
2008 Jan
2008 Oct
2009 Jul
2010 Apr
2011 Jan
2011 Oct
2012 Jul
2013 Apr
2014 Jan
2014 Oct
2015 Jul
2016 Apr

3. Economic Contribution of DLLR Workforce Programs

DLLR commissioned the Jacob France Institute (JFI) at the University of Baltimore to analyze the economic and fiscal contribution of its workforce development programs. The analysis utilized data provided to JFI for outcomes under the core programs provided at Maryland's American Job Centers during the PY 2014.

This study used the standard regional economics modeling method of input/output (I/O) analysis to quantify the indirect and induced (multiplier) impacts of DLLR workforce development programs in terms of the earnings of persons placed in employment after receiving DLLR services. This analysis uses an IMPLAN[4] Maryland economic I/O model that quantifies the interrelationships between economic sectors. I/O data show the flow of commodities to industries from producers and institutional consumers for any given state, region or county. The data also show consumption activities by workers, owners of capital, and imports from outside the state or region. These trade flows built into the model permit estimating the impacts of one sector on all other sectors with which it interacts. In other words, I/O analysis models the flow of funds that originate from the direct expenditures associated with the earnings of persons entering employment[5] after receiving DLLR workforce development services and the ongoing ripple (multiplier) effect of these earnings. I/O analysis is widely considered the "gold standard" for measurement of economic impacts and is the generally accepted methodology for measuring the economic impact associated with projects, companies, or of entire industries.

The IMPLAN model allows for the estimation of three key economic measures used in this analysis:

Employment – The total number of full and part time jobs in all industries;
Labor Income – All forms of employment income, including both employee compensation (wages and benefits) and self-employment earnings; and
Output – The total value of production or sales in all industries.

Economic impact analyses begin with quantifying the direct effect of an activity. In the case of this analysis, the direct effect being modeled is the earnings of persons placed in or entering employment after receiving DLLR workforce development services. As described above, the JFI obtained data on the number of previously unemployed persons who were placed or entered into measured employment and their associated average annual earnings for Program Year 2014 from DLLR. For this analysis, the contribution of DLLR's WIA and Wagner-Peyser Act workforce development programs is considered to be the earnings of the previously unemployed persons receiving services under both programs. These earnings impact the Maryland economy as they are spent on purchases of goods, services, housing and other activities. The data used in this analysis differ from the DLLR data presented in Table 1 above because of differences in the methodologies used by DLLR and the JFI to measure and track employment and earnings.

As presented in Table 2 below, there is a total of $1.2 billion in earnings associated with the 55,665 previously unemployed persons included in this analysis, placed in or entering employment after receiving services from DLLR's WIA and Wagner-Peyser Act funded programs. The 2,843 previously unemployed persons placed in or entering employment after receiving WIA services had an estimated annual income of $79.2 million, and the 52,822 previously unemployed persons placed in or entering employment after receiving WIA services had an estimated annual income of over $1.2 billion.

[4] *IMpact analysis for PLANning - for a description of the model – see www.IMPLAN.com.*

[5] *It is important to note that this report analyzes the earnings of persons receiving DLLR workforce development services without adjusting for the potential that these jobs could have potentially been filled by other Maryland residents or what the earnings of these persons would have been if they had found alternative employment. Thus, this analysis is not a traditional economic impact analysis, which looks at the net new and incremental impacts of an activity, but rather an analysis of the linkages between the incomes of the persons receiving services and the larger Maryland economy.*

Table 2: Increase in Incomes Attributable to DLLR Wagner-Peyser Act and WIA Program Entered Employment and Placements, Program Year 2014

Program	Entered Employment	Average Annual Salary	Estimated Pre-Tax Earnings
WIA	2,843	$27,862	$79,211,125
Adult	1,011	$27,399	$27,700,315
Dislocated Worker	1,704	$35,370	$60,270,271
Youth	537	$9,433	$5,065,591
Wagner Peyser (and selected subgroups)	**52,822**	**$23,293**	**$1,230,357,803**
Veterans and Eligible Persons	3,631	$29,525	$107,207,020
Disability	2,644	$20,764	$54,900,556
(1) WIA Totals do not sum – total is for the unduplicated count of program participants			

Source: DLLR data analyzed by the JFI

The earnings of the previously unemployed persons receiving services from WIA and Wagner-Peyser Act funded programs is one measure of DLLR's contribution to Maryland. Simply counting these earnings as the economic contribution of the program, however, undercounts the actual contribution of the program. These earnings also support other economic activity in the State as the incomes of these previously unemployed persons are spent and become income for businesses and other individuals in the State. This additional spending can be measured through the use of the IMPLAN economic I/O model, which estimates the "multiplier" effects of the additional rounds of spending associated with an activity.

The results of the IMPLAN economic contribution analysis are presented in Table 3. As presented in this table:

- The $79.2 million in post placement earnings for the 2,843 previously unemployed persons placed in or entering employment after receiving WIA services generates $94.5 million in economic activity in Maryland, supports 647 jobs earning $32.6 million in labor income, and generates $5.9 million in estimated combined State and local tax revenues;
- The $1.2 billion in post placement earnings for the 52,822 previously unemployed persons placed in or entering employment after receiving Wagner-Peyser services generates $1.5 billion in economic activity in Maryland, supports 10,175 jobs earning $513.4 million in labor income, and generates $92.2 million in estimated combined State and local tax revenues; and
- In order to assess the impact of DLLR Wagner Peyser services on selected core target populations, separate wage record matching and impact analyses were conducted for the Veterans and Eligible Persons and Disability populations. These analyses found that:
  - The $107.2 million in post placement earnings for the 3,631 previously unemployed Veterans and Eligible Persons placed in or entering employment after receiving Wagner-Peyser services generates $127.9 million in economic activity in Maryland, supports 875 jobs earning $44.1 million in labor income, and generates $7.9 million in estimated combined State and local tax revenues; and
  - The $54.9 million in post placement earnings for the 2,644 previously unemployed disabled persons placed in or entering employment after receiving Wagner-Peyser services generates $66.5 million in economic activity in Maryland, supports 454 jobs earning $22.9 million in labor income, and generates $4.1 million in estimated combined State and local tax revenues.

Table 3: Estimated Economic Contribution of DLLR Wagner-Peyser and WIA Program Placements and Earnings Program, Year 2014

Program	Impact
WIA Program	
Direct Impact - Earnings of WIA Program Entered Employment	**$79,211,125**
Economic Contribution	
Economic Output	$94,502,771
Employment	647
Labor Income	$32,613,560
Combined State and Local Tax Revenues	$5,870,102
State Tax Revenues	$3,197,707
Local Tax Revenues	$2,672,395
Wagner Peyser	
Direct Impact - Earnings of WIA Program Entered Employment	**$1,230,357,803**
Economic Contribution	
Economic Output	$1,489,876,967
Employment	10,175
Labor Income	$513,375,999
Combined State and Local Tax Revenues	$92,242,402
State Tax Revenues	$50,267,648
Local Tax Revenues	$41,974,754

Source: JFI and IMPLAN

It is important to note that the total economic contributions derived from the increase in spending of persons placed in or entering employment after receiving DLLR Wagner-Peyser or WIA services is only a small increment above the actual increase in incomes. This is because an increase in an individual's income impacts the economy through the local spending associated with this income. Increases in incomes are reduced by the amount of state and federal taxes and individual savings; thus, only a portion of any increase in income is actually spent in the form of consumption expenditures. Furthermore, a large portion of actual in-state consumption expenditures are spent on items that are imported from outside Maryland. Thus, the overall state-level contribution of increases in income appear to be small in relation to the actual increase in incomes.

4. Benefit-Cost Ratio Analysis

The budget for the WIA and Wagner-Peyser workforce programs analyzed is presented in Table 4. DLLR total spending for WIA and Wagner-Peyser workforce programs totals $47.3 million, consisting of $36.3 million for WIA programs and $11.0 million for Wagner-Peyser programs.

Table 4: Budget for DLLR Wagner-Peyser and WIA Programs Program Year 2014

Program	Budget
Total for DLLR Workforce Programs Analyzed	$47,333,380
WIA Program	$36,302,108
Wagner Peyser	$11,031,272

Source: DLLR

The most conservative way to look at the benefit-cost ratio of DLLR's WIA and Wagner-Peyser workforce programs is to analyze the State tax revenues generated in comparison to the costs incurred. This type of comparison, however, is complicated by the fact that the majority of these funds come from the federal government, rather than state appropriations. As presented in Table 5, using this benefit-cost measure, DLLR's WIA and Wagner-Peyser programs return $1.13 in estimated state tax revenues[6] per $1 spent. A broader measure of the benefit-cost ratio of DLLR's WIA and Wagner-Peyser workforce programs is to analyze the economic output or activity generated by these programs compared to the cost of the programs. This analysis is complicated by the relatively low levels of expenditures per person in comparison to the post-employment earnings, making this measure quite distorted. This is especially true of the Wagner-Peyser program, where only limited direct assistance is provided to each jobseeker. For the more intensive WIA program, where persons receive more substantial training and placement assistance, the program generates $2.60 in Maryland economic activity for each $1 budgeted via WIA.

Table 5: Return on Investment for DLLR Wagner-Peyser and WIA Programs Program Year 2014

Program	Budget	Estimated State Tax Revenue	State Tax Revenue per $1 Budgeted
Total for DLLR Workforce Programs Analyzed	$47,333,380	$53,465,355	$1.13
WIA Program	$36,302,108	$3,197,707	$0.09
Wagner Peyser	$11,031,272	$50,267,648	$4.56

Source: DLLR and the JFI

5. DLLR Wagner-Peyser Act and WIA Program Entered Employment and Placements, By Sector

The workforce development services provided by DLLR are also important because the Department is charged with ensuring employers have the skilled workforce they need to be competitive. DLLR pursues this mission by working with the business and employer community to identify key industries and occupations vital to Maryland's economic future. Another key contribution of the DLLR's WIA and Wagner-Peyser workforce programs is the role of each in facilitating the hiring of the individuals served through its Wagner-Peyser and WIA programs by the core industries deemed to be vital for Maryland's economic future. Employment by sector for 41,661 of the 62,676 persons entering or placed in employment by DLLR's WIA and Wagner-Peyser workforce programs is presented in Table 6.[7] The largest number of placements/persons entering employment is in the Administrative and Waste Services sector, with 17 percent. This sector includes the Employment Services industry, which includes placement and temporary help services.

[6] *The IMPLAN model used estimates total combined State and Local revenues from a variety of major revenue sources, including income, property and sales taxes and other revenues. The JFI distributed these IMPLAN estimated combined state and local revenues into the separate state and local revenue estimates presented in Table 2 and the State tax estimates used in Table 3 based on the distribution of state versus local revenues derived by each major revenue source from the U.S. Bureau of the Census State and Local Government Finances Summary: 2013 report*

The retail sector accounted for 16 percent of employment, followed by Health and Social Services (13%) and accommodations and food service (10%).

The Maryland Governor's Workforce Investment Board (GWIB) has promoted a demand-driven cluster-based, approach for workforce development system. GWIB has identified 13 industries, presented in Table 7 below, for Maryland's workforce development system to target. Based on an analysis by the JFI, 59 percent of Wagner-Peyser and WIA programs exiters found employment in one of these 13 targeted sectors.

Table 6: DLLR Wagner-Peyser and WIA Program Entered Employment and Placements By Sector Program Year 2014

	Wagner Peyser		WIA	
Sector	#	%	#	%
Total[1]	39,578	100%	2,083	100%
Agriculture, Forestry, Fishing and Hunting	887	2%	supp	0%
Mining, Quarrying, and Oil and Gas Extraction	25	0%	supp	0%
Utilities	47	0%	5	0%
Construction	2,471	6%	108	5%
Manufacturing	1,712	4%	107	5%
Wholesale Trade	1,309	3%	58	3%
Retail Trade	6,171	16%	296	14%
Transportation and Warehousing	1,613	4%	100	5%
Information	422	1%	24	1%
Finance and Insurance	983	2%	71	3%
Real Estate and Rental and Leasing	717	2%	25	1%
Professional, Scientific, and Technical Services	2,967	7%	171	8%
Management of Companies and Enterprises	213	1%	16	1%
Administrative and Support and Waste Management and Remediation Services	6,824	17%	257	12%
Educational Services	1,577	4%	101	5%
Health Care and Social Assistance	4,946	12%	387	19%
Arts, Entertainment, and Recreation	594	2%	18	1%
Accommodation and Food Services	3,864	10%	155	7%
Other Services (except Public Administration)	1,024	3%	50	2%
Public Administration	1,212	3%	134	6%

(1) Does not sum to total because not all records have NAICs data available.

Table 7: Target Industries of the State of Maryland

Aerospace	Healthcare Information Technology
Bioscience	Hospitality and Tourism
Construction	Information Technology
Education	Manufacturing
Energy	Retail
Finance and Insurance	Transportation and Warehousing
Healthcare	

Source: DLLR and the JFI

[7] *The JFI was able to identify employment by industry for 41,666 of the 62,676 persons entering or placed in employment. Data on employment by sector (North American Industry Classification System (NAICS) code) was not available for all individuals as some found employment out of state and industry data was not available for all persons placed in or entering employment. Data for NAICS codes with fewer than 5 employee entrants are suppressed.*

Maryland's Workforce Investment Act Performance PY2015

NOTE: *The Workforce Innovation and Opportunity Act (WIOA) was signed into law on July 22, 2014, and went into effect July 1, 2015. WIOA supersedes the Workforce Investment Act of 1998 (WIA) and amends the Adult Education and Family Literacy Act, the Wagner Peyser Act, and the Rehabilitation Act of 1973. As this Performance section pertains to data under the previous Act, WIA, rather than WIOA will be referenced.*

The Workforce Investment Act provides employment, job training, and education services to eligible adults, dislocated workers, and youth. The WIA Program increases the employment, employment retention, and earnings of adults, dislocated workers, and young workers (ages 14-21). Through the WIA Program, participants receive job search and placement assistance, access to labor market information, comprehensive skills assessments, counseling and career planning, and basic skills and occupational training.

Common Measures

The State of Maryland requested, and was granted, continuation of the waiver to allow the State to replace the 17 WIA Title I performance measures (15 core and 2 customer satisfaction) with the common measures as outlined and clarified in TEGL 17-05. With the approval, Maryland is allowed to continue to report outcomes solely under the twelve common measures for all required federal reports (WIA and Wagner-Peyser (WP)) for the current program year and beyond. This allows Maryland to continue to report the common measures for programs under the Workforce Investment Act, the Wagner-Peyser Act, the Jobs for Veterans Act, and Trade Adjustment Assistance (TAA) programs. These common measures as outlined in the TEGL are Entered Employment, Employment Retention, Average Earnings, Youth Placement in Employment or Education, Youth Attainment of a Degree or Certificate, and Youth Literacy and Numeracy Gains.

Maryland strives to simplify and streamline the performance accountability system for all stakeholders and focus on workforce development. This focus results in job attainment, retention, and reduced time and energy spent managing performance outcomes. This waiver supports Maryland's initiative to expand, attract, and retain workers to meet the current and emerging needs of businesses. Maryland has moved from individual program measures to integrated services and utilizes the simplified reporting of only Common Measures as the method of accomplishing the integration.

With approval of the waiver, the State is not required to, and has not negotiated performance level for, the following WIA core measures: WIA Adult and Dislocated Worker Employment and Credential Rates, participant and employer customer satisfaction, older youth measures, and younger youth measures.

WIA Negotiated Performance Targets and Results

In PY 2015, the State exceeded all negotiated outcomes relating to Wagner Peyser entered employment, Wagner Peyer and Dislocated Worker employment retention, and average earnings for Adults, Dislocated Workers, and Wagner Peyser. Maryland met, within the 80%-100% threshold negotiated outcomes relating to entered employment rate for Adults and Dislocated Workers and the employment retention rate for Adults. Maryland exceeded all Youth negotiated outcomes, as reflected below. The State exceeded nine (9) of its twelve (12) negotiated performance targets.

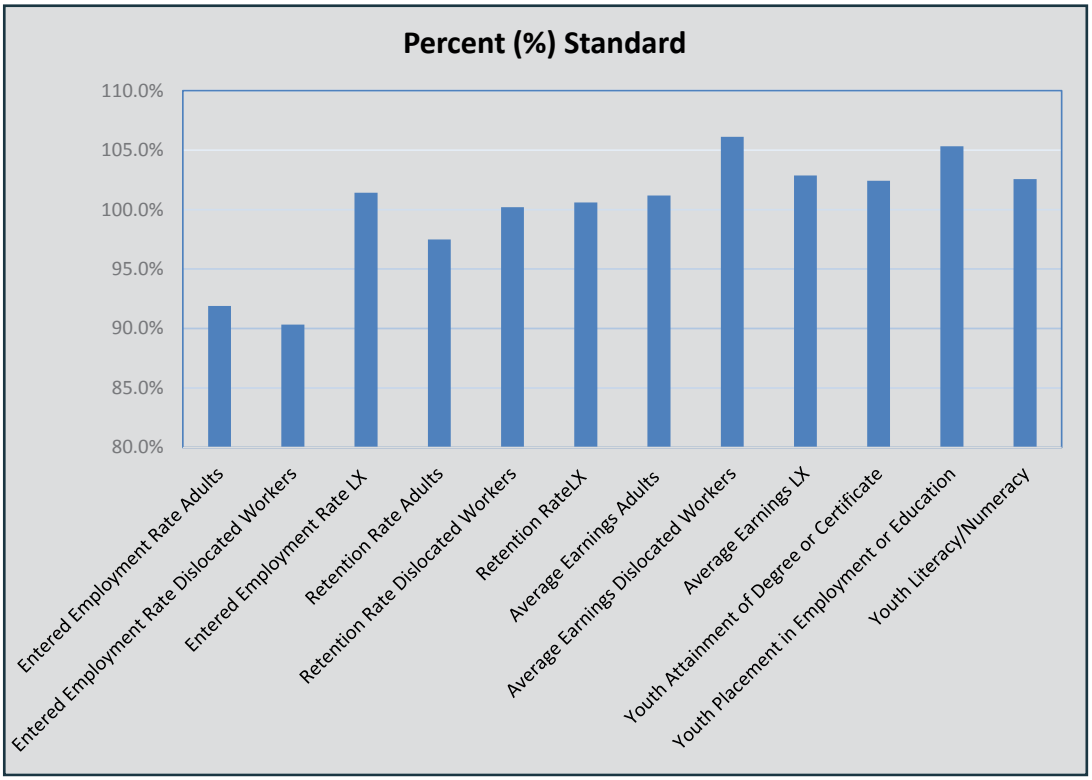
WIA/WIOA Assurance Statement

The State of Maryland assures the U.S. Department of Labor that all required elements of this PY 2015 Annual Report have been reported accurately and uniformly to permit state-by-state comparisons across WIA/WIOA programs. The State assures DOL that the WIA/WIOA Annual Report complies with the Act and federal regulations.

Summary of Maryland's - WIA Title I Performance

Performance Measure		Standard	State Perform.	% Standard
Entered Employment Rate	Adults	82%	75.4%	91.9%
	Dislocated Workers	87%	78.6%	90.3%
	Labor Exchange	55%	55.8%	101.4%
Retention Rate	Adults	89%	86.8%	97.5%
	Dislocated Workers	91%	91.2%	100.2%
	Labor Exchange	81%	81.5%	100.6%
Average Earnings	Adults	$16,500	$16,694	101.2%
	Dislocated Workers	$19,500	$20,693	106.1%
	Labor Exchange	$15,000	$15,429	102.9%
Youth Attainment of Degree or Certificate		76%	77.8%	102.4%
Youth Placement in Employment or Education		73%	76.9%	105.3%
Youth Literacy/Numeracy		70%	71.8%	102.6%

Performance Key	
	= Exceed Standard (Performed at or above 100% of standard)
	= Meeting Standard (at least 80% of standard)
	= Failing Standard (Performed below 80% of standard)

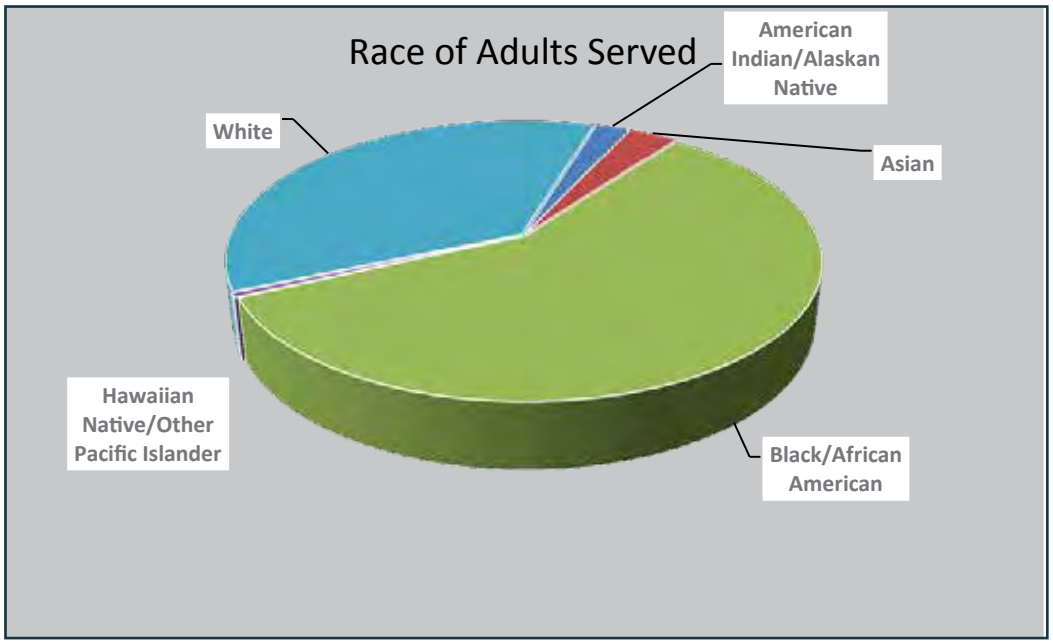


WIA Adult Program Highlights

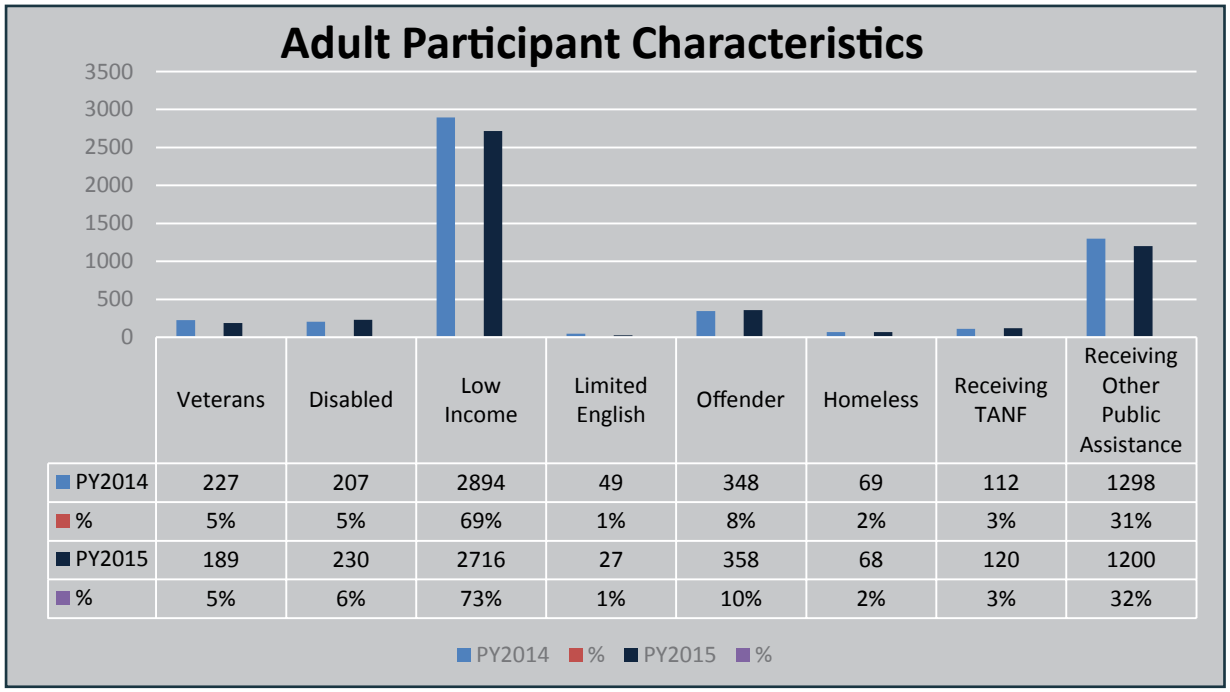
The WIA Adult Program helps thousands of adult workers receive workforce preparation assistance. Local workforce investment programs help employers find skilled workers and assist workers to obtain employment and training activities. The Adult Program serves the broadest range of individuals, including Unemployment Insurance claimants, people with disabilities, public assistance recipients, veterans, and migrant seasonal farm workers.

Analysis

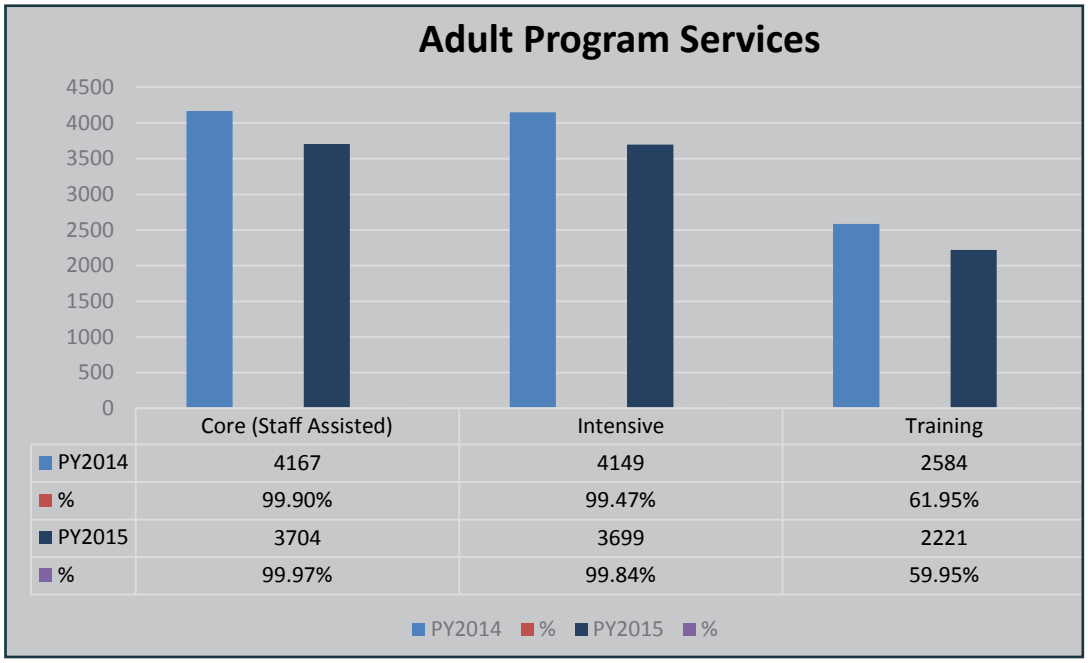
- The number of adults enrolled in the WIA Adult Program decreased from 4,171 in PY 2014 to 3,705 in PY 2015.
- Of the 3,705, 52.7percent are African-Americans, followed by White at 33 percent.



- Of the 3,705 participants served, 73.3 percent were low income, and 74.1 percent were not employed.
- The number of participants receiving training services in PY 2015 was 2,221; overall, 60 percent of Adults served received/are receiving training.
- 1,437 adults who were unemployed at participation obtained employment the quarter after exit.
- The Adult Program met the Entered Employment Rate and Employment Retention Rate, and exceeded the Six-Month Average Earnings goal for PY 2015.
- The performance measures that were below the negotiated goal were the Entered Employment Rate at 75.4 percent and Employment Retention Rate at 86.8 percent.
- The Employment Retention Rate for PY 2015 was 86.8 percent, which reflects a decrease of 4 percentage points when compared to PY 2014.
- At $ 16,694, the Six-Month Average Earnings for PY 2015 was 101.2 percent of standard when compared to the negotiated goal of $16,500.



	Veterans	Disabled	Low Income	Limited English	Offender	Homeless	Receiving TANF	Receiving Other Public Assistance
PY2014	227	207	2894	49	348	69	112	1298
%	5%	5%	69%	1%	8%	2%	3%	31%
PY2015	189	230	2716	27	358	68	120	1200
%	5%	6%	73%	1%	10%	2%	3%	32%



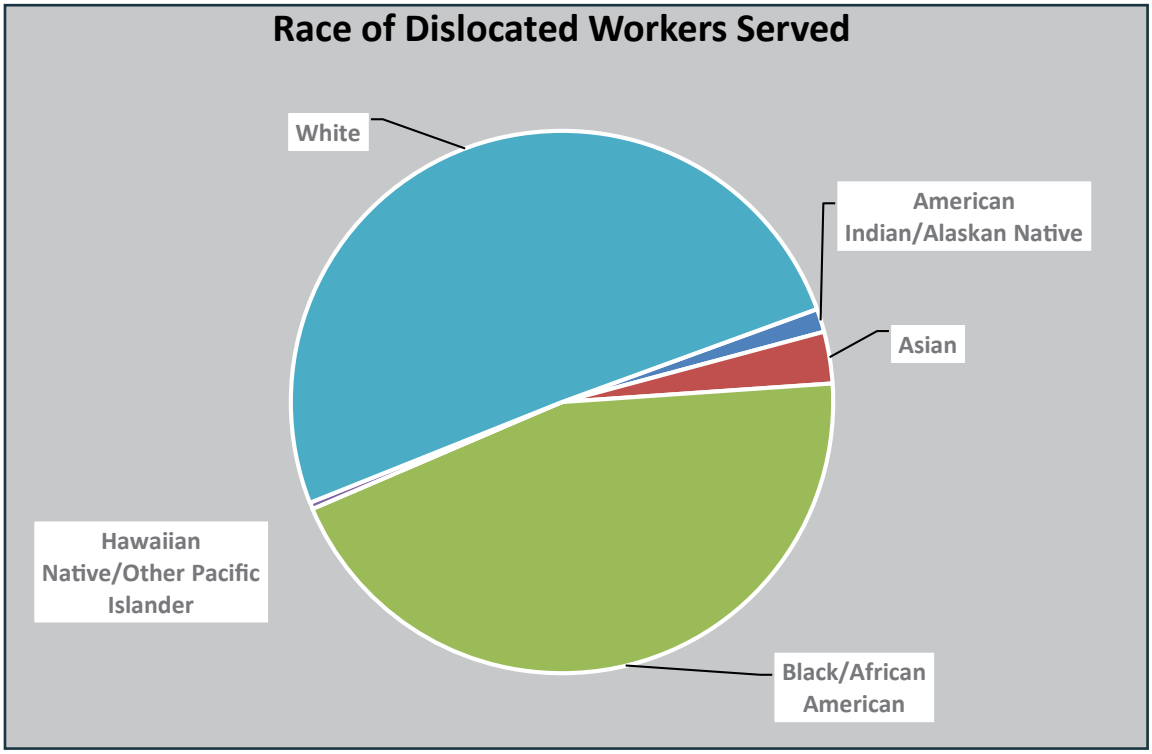
	Core (Staff Assisted)	Intensive	Training
PY2014	4167	4149	2584
%	99.90%	99.47%	61.95%
PY2015	3704	3699	2221
%	99.97%	99.84%	59.95%

WIA Dislocated Worker Program Highlights

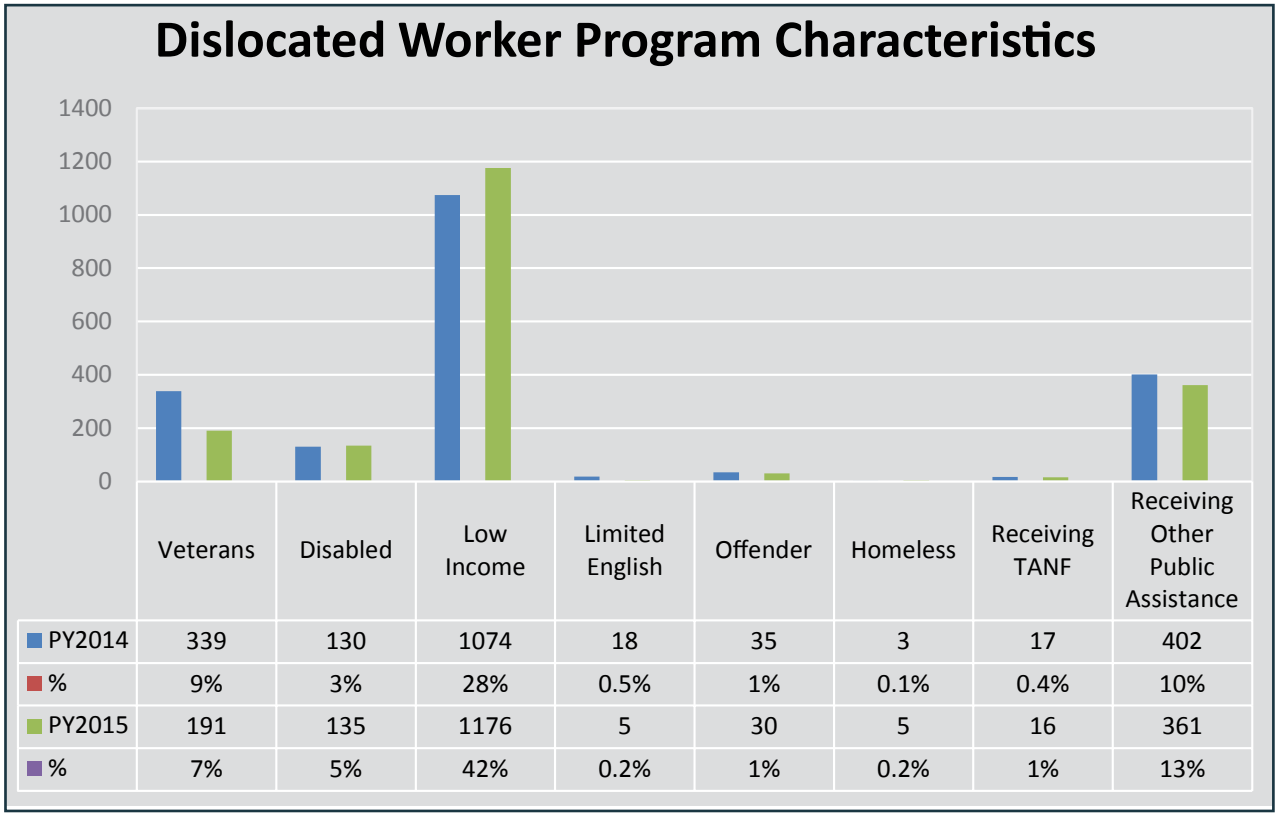
The intent of the WIA Dislocated Worker Program is to quickly re-employ laid-off workers and increase their earnings by enhancing their occupational skills. This program aims to increase the employment and retention of dislocated workers by increasing their work readiness, educational attainment, and occupational skills and by connecting them to jobs in demand.

Analysis

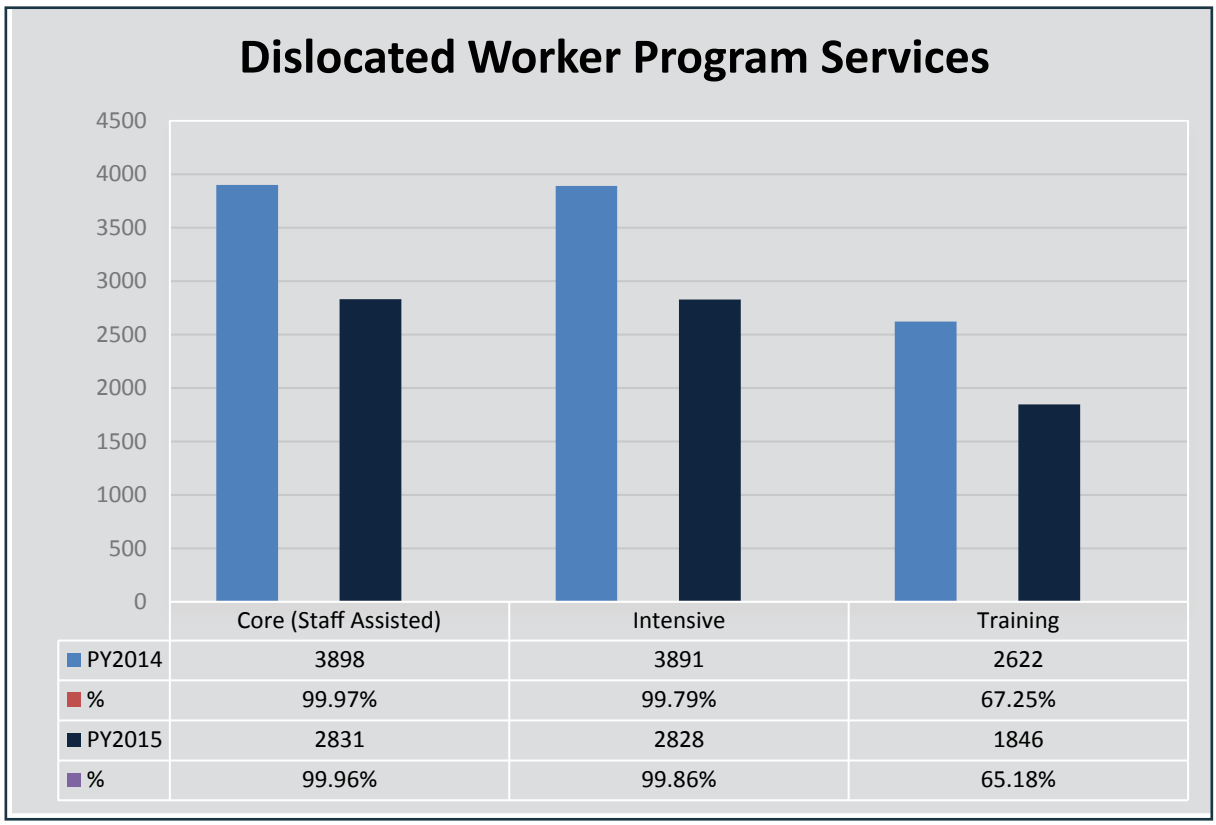
- The number of dislocated workers enrolled in the WIA Dislocated Worker Program decreased from 3,899 in PY 2014 to 2,832 in PY 2015.
- Of the 2,832 participants served, 57.1 percent were females; 45.2 percent participants were White followed by 39.9 percent African-American. 61.6 percent of participants served were over the age of 44, with 35.2 percent between the ages of 45-54.



- Of the 2,832 participants served, 1,846 received/are receiving training; overall, 65.2 percent received /are receiving training.
- 1,718 Dislocated Workers who were unemployed at participation obtained employment the quarter after exit.
- The Dislocated Worker Program met or exceeded all of its three performance goals for PY 2015.
- The performance measures that were below the negotiated goal were the Entered Employment Rate at 78.6 percent.
- The Employment Retention Rate for PY 2015 was 91.2 percent— a decrease of 1 percent from PY 2014.
- At $20,693, the Six-Month Average Earnings measure was 106.1 percent of standard achieved above the negotiated goal of $19,500.



	Veterans	Disabled	Low Income	Limited English	Offender	Homeless	Receiving TANF	Receiving Other Public Assistance
PY2014	339	130	1074	18	35	3	17	402
%	9%	3%	28%	0.5%	1%	0.1%	0.4%	10%
PY2015	191	135	1176	5	30	5	16	361
%	7%	5%	42%	0.2%	1%	0.2%	1%	13%

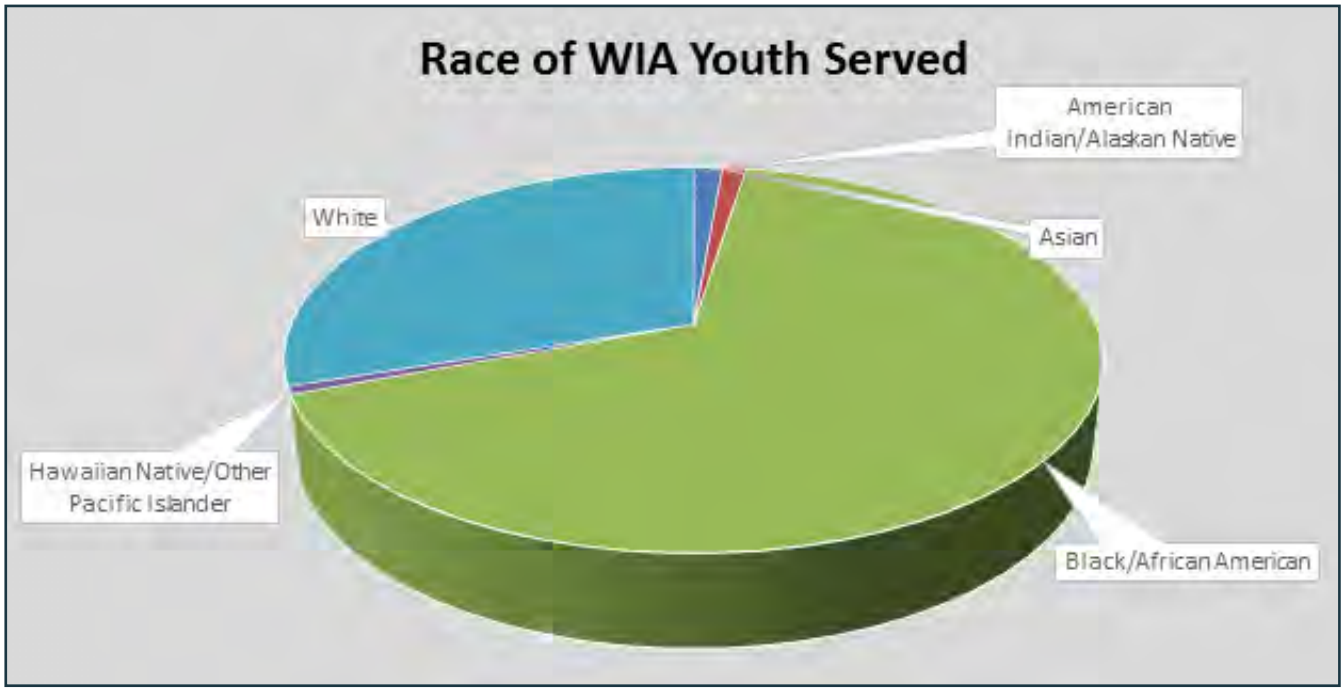


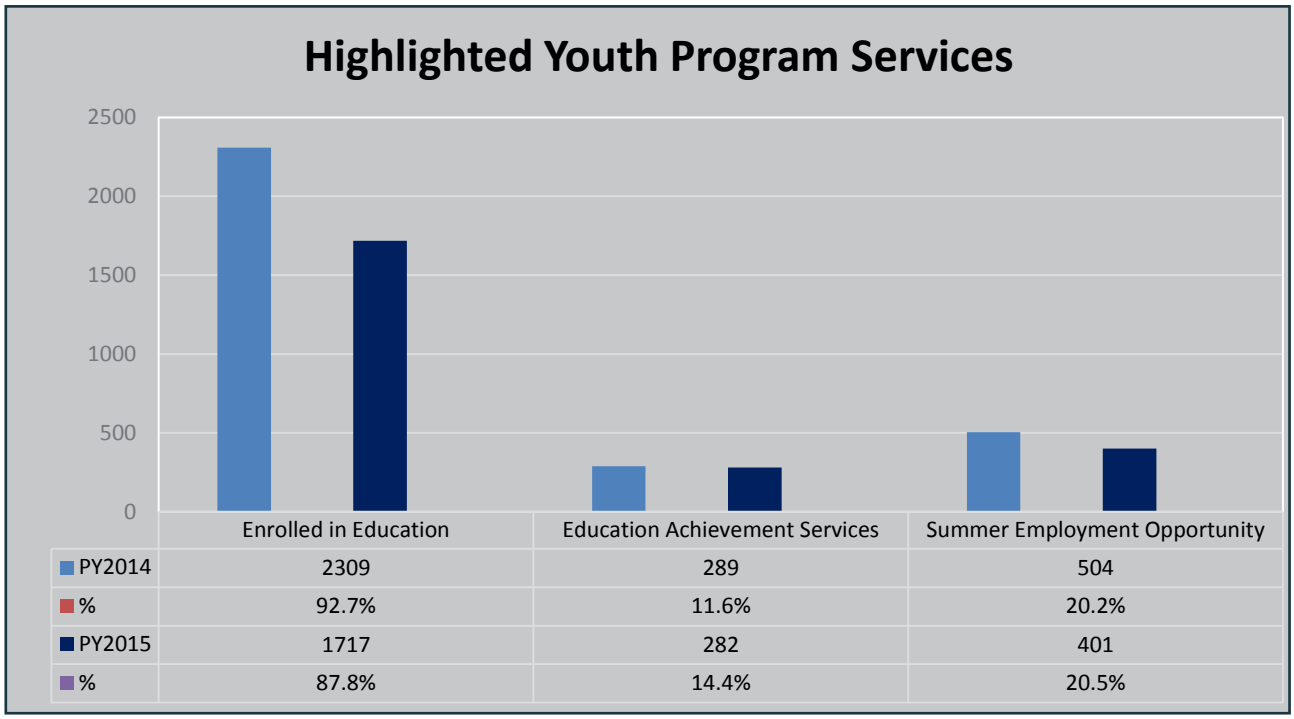
WIA Youth Program Highlights

The WIA Youth Program provides employment and educational services to eligible low-income Youth, ages 14 to 21, who face barriers to employment. Service strategies, developed by Maryland's Local Workforce Development Boards, prepare youth for employment and/or post-secondary education through strong linkages between academic and occupational learning. The program serves youth with disabilities, basic literacy skills deficient, school dropouts, pregnant or parenting, and homeless as well as others who may require additional assistance to complete an educational program or enter employment.

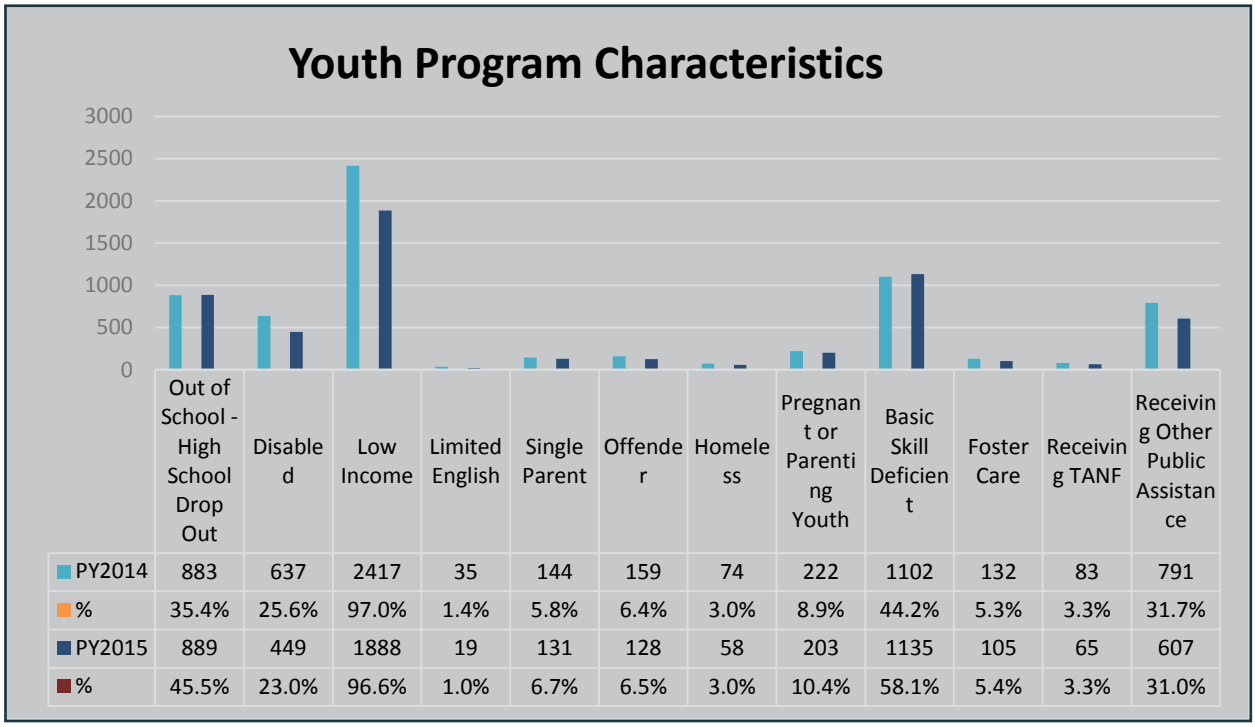
Analysis

- During PY 2015, 1,955 youth were served in the year-round Youth Program. Roughly the same percentage of males (50.4 percent) and females (49.6 percent) were served, with males being 0.9 percentage points higher. 58 percent of the youth served were African-American youth, followed by 26.1 percent White.
- Of the 1,955 participants served, 96.6 percent were low income, 23.0 percent had a disability, 31.0 percent were receiving other public assistance, and 59.7 percent were receiving additional assistance.
- Of the 1,955 participants served, 87.8 percent are enrolled in Education, 100 percent are receiving employment services, and 37.7 percent are receiving Leadership Development.
- The Youth Program exceeded all performance goals for PY 2015.
- The program achieved a 76.9 percent result for the Placement in Employment or Education Measure.
- On the Attainment of a Degree or Certificate measure, the State achieved a result of 77.8 percent, which is 1.8 percentage points higher than the negotiated goal.
- For the Literacy/Numeracy measure, Maryland achieved a result of 71.8 percent, which is well above the negotiated goal of 70 percent.





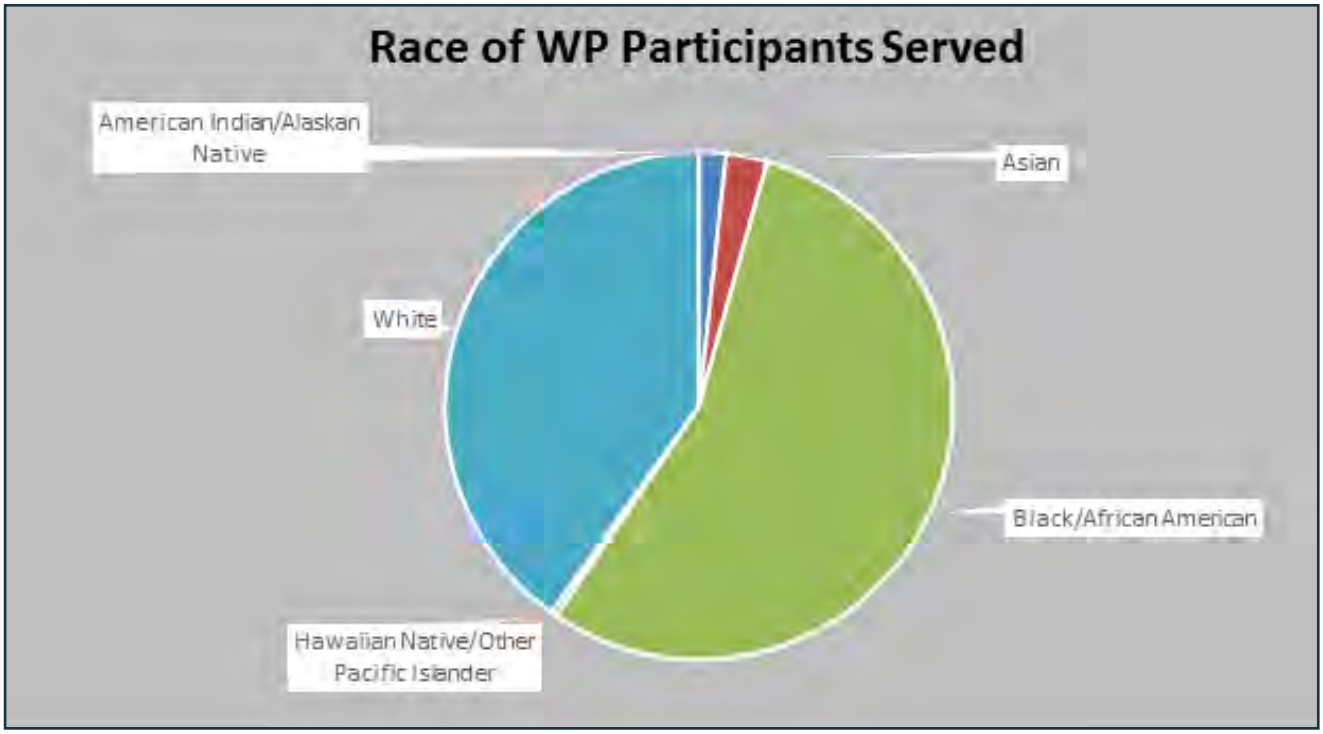
	Enrolled in Education	Education Achievement Services	Summer Employment Opportunity
PY2014	2309	289	504
%	92.7%	11.6%	20.2%
PY2015	1717	282	401
%	87.8%	14.4%	20.5%



	Out of School - High School Drop Out	Disabled	Low Income	Limited English	Single Parent	Offender	Homeless	Pregnant or Parenting Youth	Basic Skill Deficient	Foster Care	Receiving TANF	Receiving Other Public Assistance
PY2014	883	637	2417	35	144	159	74	222	1102	132	83	791
%	35.4%	25.6%	97.0%	1.4%	5.8%	6.4%	3.0%	8.9%	44.2%	5.3%	3.3%	31.7%
PY2015	889	449	1888	19	131	128	58	203	1135	105	65	607
%	45.5%	23.0%	96.6%	1.0%	6.7%	6.5%	3.0%	10.4%	58.1%	5.4%	3.3%	31.0%

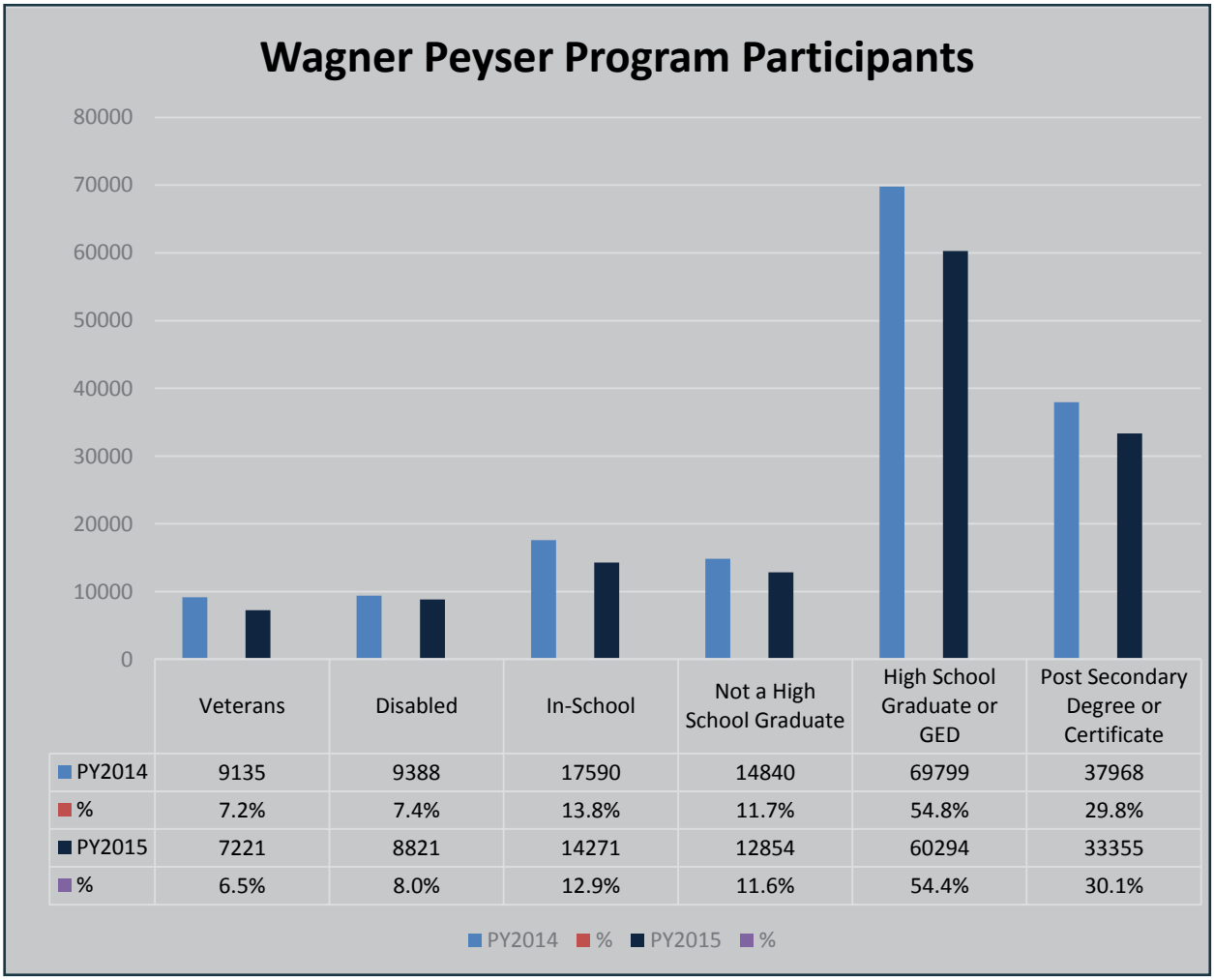
Wagner Peyser (WP) Program Highlights

The WP Program helps thousands of adult workers receive employment services. These programs help employers find skilled workers and assist workers in obtaining training and employment. WP serves the fullest range of individuals, including Unemployment Insurance claimants, people with disabilities, public assistance recipients, veterans, and migrant seasonal farm workers.

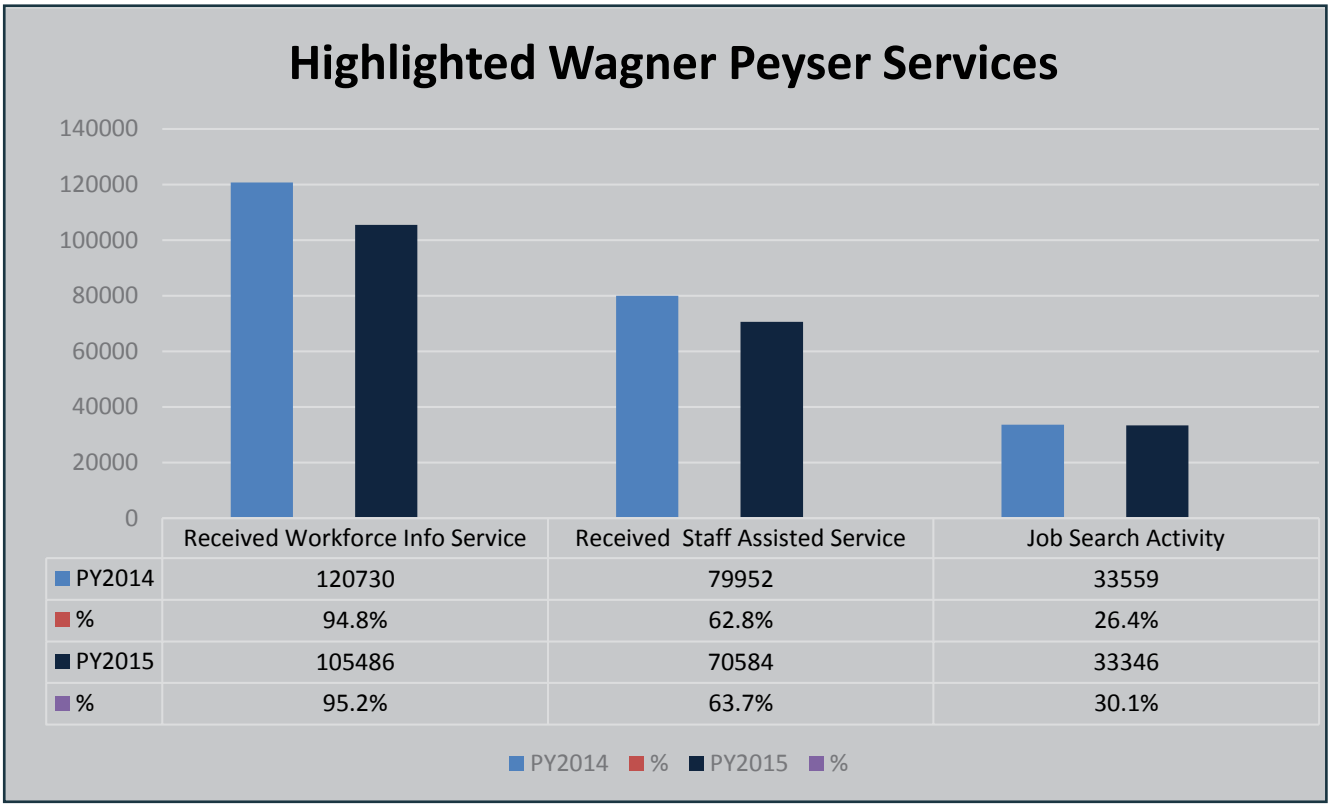


Analysis

- During PY 2015, 110,854 participants were served. Of the participants served, roughly the same percentage of males (40.7 percent) and females (46.0 percent), with females being 5.3 percentage points higher. 49.1 percent of the total participants served were African-American, followed by 35.7 percent white.
- Wagner Peyser exceeded all measures for PY 2015.
- The Entered Employment Rate for PY 2015 was 55.8 percent, 101.4 percent of standard achieved above the negotiated goal of 55 percent.
- The Employment Retention Rate for PY 2015 was 81.5 percent, 100.6 percent of standard achieved above the negotiated goal of 81 percent.
- At $15,429, the Six-Month Average Earnings measure was 102.9 percent of standard achieved above the negotiated goal of $15,000.



	Veterans	Disabled	In-School	Not a High School Graduate	High School Graduate or GED	Post Secondary Degree or Certificate
PY2014	9135	9388	17590	14840	69799	37968
%	7.2%	7.4%	13.8%	11.7%	54.8%	29.8%
PY2015	7221	8821	14271	12854	60294	33355
%	6.5%	8.0%	12.9%	11.6%	54.4%	30.1%



	Received Workforce Info Service	Received Staff Assisted Service	Job Search Activity
PY2014	120730	79952	33559
%	94.8%	62.8%	26.4%
PY2015	105486	70584	33346
%	95.2%	63.7%	30.1%

ETA Form 9091

OMB Approval No.: 1205-0420
Expires: 9/15/2016

WIA Annual Report (ETA Form 9091)
Date Submitted: September 13, 2016
WIA Title IB
Annual Report Form (ETA 9091)

I. Narrative Section

A. A discussion of the cost of workforce investment activities relative to the effect of the activities on the performance of participants.

B. A description of State evaluations of workforce investment activities, including:
1. The questions the evaluation will/did address;
2. A description of the evaluation's methodology; and
3. Information about the timing of feedback and deliverables

II. Table Section

Table B - Adult Program Results

Reported Information	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	82.0%	75.4%	1437
			1907
Employment Retention Rate	89.0%	86.8%	1,535
			1,769
Average Earnings	$16,500	$16,694	23,305,288
			1,396

Table C - Outcomes for Adult Special Populations

Reported Information	Public Assistance Recipients Receiving Intensive or Training Services		Veterans		Individuals With Disabilities		Older Individuals	
Entered Employment Rate	75.6%	455	74.4%	87	52.1%	50	66.4%	207
		602		117		96		312
Employment Retention Rate	86.7%	404	85.5%	71	93.1%	54	86.3%	170
		466		83		58		197
Average Earnings	$13,254	4,850,970	$20,023	1,381,565	$15,247	716,608	$18,099	2,769,137
		366		69		47		153

Table D - Outcome Information by Service Level for the Adult Program

Reported Information	Individuals Who Only Received Core Services		Individuals Who Only Received Core and Intensive Services		Individuals Who Received Training Services	
Entered Employment Rate	100%	4	71.3%	561	78.1%	869
		4		787		1,113
Employment Retention Rate	72.7%	8	85.1%	485	87.7%	1,038
		11		570		1,184
Average Earnings	$9,229	73,836	$16,378	7,321,167	$16,940	15,872,546
		8		447		937

Table E - Dislocated Worker Program Results

Reported Information	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	87.0%	78.6%	1,718
			2,186
Employment Retention Rate	91.0%	91.2%	1,789
			1,962
Average Earnings	$19,500	$20,693	33,378,180
			1,613

Table F - Outcomes for Dislocated Worker Special Populations

Reported Information	Veterans		Individuals With Disabilities		Older Individuals		Displaced Homemakers	
Entered Employment Rate	65.8%	127	66.3%	55	66.6%	411	50.0%	4
		193		83		617		8
Employment Retention Rate	89.4%	161	84.5%	49	89.6%	395	50.0%	3
		180		58		441		6
Average Earnings	$24,451	3,520,876	$30,107	1,264,492	$20,388	6,952,211	$11,963	35,890
		144		42		341		3

Table G- Outcome Information by Service Level for the Dislocated Worker Program

Reported Information	Individuals Who Only Received Core Services		Individuals Who Only Received Core and Intensive Services		Individuals Who Received Training Services	
Entered Employment Rate	100%	2	77.4%	528	79.1%	1,188
		2		682		1,502
Employment Retention Rate	85.7%	6	90.5%	496	91.5%	1,287
		7		548		1,407
Average Earnings	$25,395	152,368	$20,531	9,157,046	$20,731	24,068,766
		6		446		1,161

Table H.1 - Youth (14 - 21) Program Results

Reported Information	Negotiated Performance Level	Actual Performance Level	
Placement in Employment or Education	73.0%	76.9%	712
			926
Attainment of Degree or Certificate	76.0%	77.8%	741
			952
Literacy or Numeracy Gains	70.0%	71.8%	336
			468

Table H.1.A - Outcomes for Youth Special Populations

Reported Information	Public Assistance Recipients		Veterans		Individuals with Disabilities		Out-of-School Youth	
Placement in Employment or Education Rate	76.7%	221	0%	0	70.7%	162	76.6%	337
		288		0		229		440
Attainment of Degree or Certificate Rate	77.4%	222	0%	0	80.3%	192	66.0%	275
		287		0		239		417
Literacy Numeracy Gains	68.8%	110	0%	0	67.7%	65	71.8%	336
		160		0		96		468

Table L - Other Reported Information

Reported Information	12 Month Employment Retention Rate		12 Month Earning Increase (Adults and Older Youth) or 12 Months Earning Replacement (Dislocated Workers)		Placements for Participants in Non-traditional Employment		Wages At Entry Into Employment For Those Individuals Who Entered Unsubsidized Employment		Entry Into Unsubsidized Employment Related to the Training Received of Those Who Completed Training Services	
Adults	85.0%	1,396	$4,587	6,797,778	4.3%	62	$7,413	9,762,501	45.2%	393
		1,643		1,482		1,437		1,317		869
Dislocated Workers	88.2%	1,779	88	35,829,695	6.1%	105	$9,745	15,338,937	44.6%	530
		2,018		40,888,181		1,718		1,574		1,188

Table M - Participation Levels

Reported Information	Total Participants Served	Total Exiters
Total Adult Customers	104,647	98,690
Total Adult (self-service only)	98,966	94,906
WIA Adult	102,671	97,349
WIA Dislocated Worker	2,832	1,915
Total Youth (14-21)	1,955	1,068
Out-of-School Youth	1,266	590
In-School Youth	689	478

Table N Cost of Program Activities

Program Activity			Total Federal Spending
Local Adults			**$10,449,688**
Local Dislocated Workers			**$11,810,406**
Local Youth			**$10,073,775**
Rapid Response (up to 25%) WIA Section 134(a)(2)(B)			**$2,710,806**
Statewide Required Activities (up to 15%)WIA Section 134(a)(2)(B)			**$3,052,858**
Statewide Allowable Activities WIA Section 134(a)(3)		Capacity Building	**$61,680**
		Incumbent Worker Training	**$2,800**
Total of All Federal Funding Listed Above			**$38,162,013**

Table O - Local Performance

Local Area Name Anne Arundel County	Total Participants Served	Adults		6,873
		Dislocated Workers		220
		Youth (14 - 21)		56
ETA Assigned # 24055	Total Exiters	Adults		6,901
		Dislocated Workers		100
		Youth (14 - 21)		32
Reported Information		**Negotiated Performance Level**		**Actual Performance Level**
Entered Employment Rates	Adults	82.0%		76.3%
	Dislocated Workers	87.0%		75.6%
Retention Rates	Adults	89.0%		93.7%
	Dislocated Workers	91.0%		92.9%
Average Earnings	Adults	$20,879		$18,120
	Dislocated Workers	$23,941		$22,328
Placement in Employment or Education	Youth (14-21)	73.0%		70.4%
Attainment of Degree or Certificate	Youth (14-21)	76.0%		76.9%
Literacy or Numeracy Gains	Youth (14-21)	70.0%		66.7%
Description of Other State Indicators of Performance (WIA Section 136(d)(1)		NA		
Overall Status of Local Performance		**Not Met**	**Met**	**Exceeded**
			X	

Table O - Local Performance

Local Area Name Baltimore City	Total Participants Served	Adults		14,615
		Dislocated Workers		223
		Youth (14 - 21)		188
ETA Assigned # 24060	Total Exiters	Adults		13,661
		Dislocated Workers		168
		Youth (14 - 21)		173
Reported Information		**Negotiated Performance Level**		**Actual Performance Level**
Entered Employment Rates	Adults	82.0%		67.1%
	Dislocated Workers	87.0%		71.7%
Retention Rates	Adults	89.0%		75.1%
	Dislocated Workers	91.0%		80.8%
Average Earnings	Adults	$12,051		$11,863
	Dislocated Workers	$13,821		$15,700
Placement in Employment or Education	Youth (14-21)	73.0%		66.0%
Attainment of Degree or Certificate	Youth (14-21)	76.0%		84.1%
Literacy or Numeracy Gains	Youth (14-21)	70.0%		100.0%
Description of Other State Indicators of Performance (WIA Section 136(d)(1)		NA		
Overall Status of Local Performance		**Not Met**	**Met**	**Exceeded**
			X	

Table O - Local Performance

Local Area Name Baltimore County	Total Participants Served	Adults		14,892
		Dislocated Workers		352
		Youth (14 - 21)		371
ETA Assigned # 24010	Total Exiters	Adults		14,194
		Dislocated Workers		314
		Youth (14 - 21)		165
Reported Information		**Negotiated Performance Level**		**Actual Performance Level**
Entered Employment Rates	Adults	82.0%		85.2%
	Dislocated Workers	87.0%		75.3%
Retention Rates	Adults	89.0%		92.6%
	Dislocated Workers	91.0%		93.6%
Average Earnings	Adults	$21,977		$22,586
	Dislocated Workers	$19,525		$21,295
Placement in Employment or Education	Youth (14-21)	73.0%		63.4%
Attainment of Degree or Certificate	Youth (14-21)	76.0%		65.9%
Literacy or Numeracy Gains	Youth (14-21)	70.0%		71.3%
Description of Other State Indicators of Performance (WIA Section 136(d)(1)		NA		
Overall Status of Local Performance		**Not Met**	**Met**	**Exceeded**
			X	

Table O - Local Performance

Local Area Name Frederick County	Total Participants Served	Adults		4,310
		Dislocated Workers		314
		Youth (14 - 21)		65
ETA Assigned # 24015	Total Exiters	Adults		3,928
		Dislocated Workers		228
		Youth (14 - 21)		38
Reported Information		**Negotiated Performance Level**		**Actual Performance Level**
Entered Employment Rates	Adults	82.0%		68.7%
	Dislocated Workers	87.0%		74.4%
Retention Rates	Adults	89.0%		83.8%
	Dislocated Workers	91.0%		88.3%
Average Earnings	Adults	$19,589		$17,693
	Dislocated Workers	$21,286		$20,572
Placement in Employment or Education	Youth (14-21)	73.0%		78.4%
Attainment of Degree or Certificate	Youth (14-21)	76.0%		62.3%
Literacy or Numeracy Gains	Youth (14-21)	70.0%		83.3%
Description of Other State Indicators of Performance (WIA Section 136(d)(1)		NA		
Overall Status of Local Performance		**Not Met**	**Met**	**Exceeded**
			X	

Table O - Local Performance

Local Area Name Lower Shore Consortium	Total Participants Served	Adults		6,188
		Dislocated Workers		13
		Youth (14 - 21)		67
ETA Assigned # 24035	Total Exiters	Adults		5,625
		Dislocated Workers		17
		Youth (14 - 21)		46
Reported Information		**Negotiated Performance Level**		**Actual Performance Level**
Entered Employment Rates	Adults	82.0%		80.0%
	Dislocated Workers	87.0%		83.3%
Retention Rates	Adults	89.0%		88.6%
	Dislocated Workers	91.0%		82.6%
Average Earnings	Adults	$10,022		$10,317
	Dislocated Workers	$15,479		$12,937
Placement in Employment or Education	Youth (14-21)	73.0%		72.1%
Attainment of Degree or Certificate	Youth (14-21)	76.0%		79.4%
Literacy or Numeracy Gains	Youth (14-21)	70.0%		57.1%
Description of Other State Indicators of Performance (WIA Section 136(d)(1)		NA		
Overall Status of Local Performance		**Not Met**	**Met**	**Exceeded**
			X	

Table O - Local Performance

Local Area Name Mid-Maryland Consortium	Total Participants Served	Adults		5,123
		Dislocated Workers		427
		Youth (14 - 21)		103
ETA Assigned # 24065	Total Exiters	Adults		4,857
		Dislocated Workers		300
		Youth (14 - 21)		51
Reported Information		**Negotiated Performance Level**		**Actual Performance Level**
Entered Employment Rates	Adults	82.0%		75.2%
	Dislocated Workers	87.0%		85.7%
Retention Rates	Adults	89.0%		87.2%
	Dislocated Workers	91.0%		92.8%
Average Earnings	Adults	$17,732		$14,463
	Dislocated Workers	$21,749		$23,145
Placement in Employment or Education	Youth (14-21)	73.0%		65.4%
Attainment of Degree or Certificate	Youth (14-21)	76.0%		60.9%
Literacy or Numeracy Gains	Youth (14-21)	70.0%		72.7%
Description of Other State Indicators of Performance (WIA Section 136(d)(1)		NA		
Overall Status of Local Performance		**Not Met**	**Met**	**Exceeded**
			X	

Table O - Local Performance

Local Area Name Montgomery County	Total Participants Served	Adults	8,025	
		Dislocated Workers	344	
		Youth (14 - 21)	281	
ETA Assigned # 24020	Total Exiters	Adults	7,691	
		Dislocated Workers	219	
		Youth (14 - 21)	145	
Reported Information		**Negotiated Performance Level**	**Actual Performance Level**	
Entered Employment Rates	Adults	82.0%	71.5%	
	Dislocated Workers	87.0%	78.5%	
Retention Rates	Adults	89.0%	98.0%	
	Dislocated Workers	91.0%	97.5%	
Average Earnings	Adults	$18,328	$18,615	
	Dislocated Workers	$21,288	$21,161	
Placement in Employment or Education	Youth (14-21)	73.0%	89.2%	
Attainment of Degree or Certificate	Youth (14-21)	76.0%	80.8%	
Literacy or Numeracy Gains	Youth (14-21)	70.0%	57.1%	
Description of Other State Indicators of Performance (WIA Section 136(d)(1)		NA		
Overall Status of Local Performance		**Not Met**	**Met**	**Exceeded**
				X

Table O - Local Performance

Local Area Name Prince George's County	Total Participants Served	Adults	14,272	
		Dislocated Workers	285	
		Youth (14 - 21)	136	
ETA Assigned # 24025	Total Exiters	Adults	13,858	
		Dislocated Workers	151	
		Youth (14 - 21)	77	
Reported Information		**Negotiated Performance Level**	**Actual Performance Level**	
Entered Employment Rates	Adults	82.0%	80.4%	
	Dislocated Workers	87.0%	73.8%	
Retention Rates	Adults	89.0%	76.2%	
	Dislocated Workers	91.0%	88.6%	
Average Earnings	Adults	$16,651	$17,372	
	Dislocated Workers	$25,785	$23,952	
Placement in Employment or Education	Youth (14-21)	73.0%	87.8%	
Attainment of Degree or Certificate	Youth (14-21)	76.0%	81.3%	
Literacy or Numeracy Gains	Youth (14-21)	70.0%	86.4%	
Description of Other State Indicators of Performance (WIA Section 136(d)(1)		NA		
Overall Status of Local Performance		**Not Met**	**Met**	**Exceeded**
				X

Table O - Local Performance

Local Area Name Southern Maryland Consortium	Total Participants Served	Adults	7,886
		Dislocated Workers	98
		Youth (14 - 21)	67
ETA Assigned # 24050	Total Exiters	Adults	7,676
		Dislocated Workers	58
		Youth (14 - 21)	16
Reported Information		**Negotiated Performance Level**	**Actual Performance Level**
Entered Employment Rates	Adults	82.0%	79.6%
	Dislocated Workers	87.0%	71.4%
Retention Rates	Adults	89.0%	92.6%
	Dislocated Workers	91.0%	94.3%
Average Earnings	Adults	$12,259	$14,879
	Dislocated Workers	$17,916	$16,965
Placement in Employment or Education	Youth (14-21)	73.0%	60.0%
Attainment of Degree or Certificate	Youth (14-21)	76.0%	76.9%
Literacy or Numeracy Gains	Youth (14-21)	70.0%	59.1%
Description of Other State Indicators of Performance (WIA Section 136(d)(1)		NA	
Overall Status of Local Performance		**Not Met**	**Met**	**Exceeded**
			X	

Table O - Local Performance

Local Area Name Susquehanna Region Consortium	Total Participants Served	Adults	6,260
		Dislocated Workers	295
		Youth (14 - 21)	248
ETA Assigned # 24045	Total Exiters	Adults	5,802
		Dislocated Workers	151
		Youth (14 - 21)	137
Reported Information		**Negotiated Performance Level**	**Actual Performance Level**
Entered Employment Rates	Adults	82.0%	77.2%
	Dislocated Workers	87.0%	78.9%
Retention Rates	Adults	89.0%	86.6%
	Dislocated Workers	91.0%	86.9%
Average Earnings	Adults	$17,382	$18,537
	Dislocated Workers	$18,064	$19,789
Placement in Employment or Education	Youth (14-21)	73.0%	100.0%
Attainment of Degree or Certificate	Youth (14-21)	76.0%	74.7%
Literacy or Numeracy Gains	Youth (14-21)	70.0%	78.4%
Description of Other State Indicators of Performance (WIA Section 136(d)(1)		NA	
Overall Status of Local Performance		**Not Met**	**Met**	**Exceeded**
				X

Table O - Local Performance

Local Area Name Upper Shore Consortium	Total Participants Served	Adults	4,461
		Dislocated Workers	97
		Youth (14 - 21)	146
ETA Assigned # 24040	Total Exiters	Adults	3,908
		Dislocated Workers	78
		Youth (14 - 21)	56
Reported Information		**Negotiated Performance Level**	**Actual Performance Level**
Entered Employment Rates	Adults	82.0%	88.4%
	Dislocated Workers	87.0%	89.8%
Retention Rates	Adults	89.0%	95.1%
	Dislocated Workers	91.0%	87.6%
Average Earnings	Adults	$10,026	$10,457
	Dislocated Workers	$12,320	$13,620
Placement in Employment or Education	Youth (14-21)	73.0%	82.1%
Attainment of Degree or Certificate	Youth (14-21)	76.0%	85.4%
Literacy or Numeracy Gains	Youth (14-21)	70.0%	76.9%
Description of Other State Indicators of Performance (WIA Section 136(d)(1)		NA	

Overall Status of Local Performance	Not Met	Met	Exceeded
			X

Table O - Local Performance

Local Area Name Western Maryland Consortium	Total Participants Served	Adults	8,077
		Dislocated Workers	164
		Youth (14 - 21)	226
ETA Assigned # 24030	Total Exiters	Adults	7,637
		Dislocated Workers	131
		Youth (14 - 21)	131
Reported Information		**Negotiated Performance Level**	**Actual Performance Level**
Entered Employment Rates	Adults	82.0%	93.0%
	Dislocated Workers	87.0%	87.6%
Retention Rates	Adults	89.0%	90.8%
	Dislocated Workers	91.0%	90.9%
Average Earnings	Adults	$14,782	$14,880
	Dislocated Workers	$15,631	$17,037
Placement in Employment or Education	Youth (14-21)	73.0%	76.2%
Attainment of Degree or Certificate	Youth (14-21)	76.0%	82.3%
Literacy or Numeracy Gains	Youth (14-21)	70.0%	80.0%
Description of Other State Indicators of Performance (WIA Section 136(d)(1)		NA	

Overall Status of Local Performance	Not Met	Met	Exceeded
			X

Table P – Veteran Priority of Service

	Total	Percent Served
Covered Entrants Who Reached the End of the Entry Period	5,665	
Covered Entrants Who Received a Service During the Entry Period	5,665	100.0
Covered Entrants Who Received a Staff-Assisted Service During the Entry Period	153	2.7

Table Q – Veterans' Outcomes by Special Populations

Reported Information	Post 9/11 Era Veterans		Post 9/11 Era Veterans who Received at Least Intensive Services		TAP Workshop Veterans	
Entered Employment Rate	82.8%	53	82.8%	53	72.7%	8
		64		64		11
Employment Retention Rate	87.5%	42	87.5%	42	100.0%	10
		48		48		10
Average Earnings	$29,151	1,195,193	$29,151	1,195,193	$31,832	318,324
		41		41		10

Statewide Evaluation Activities

Workforce Customer Satisfaction

The United States Department of Labor (USDOL) requires that states conduct customer satisfaction surveys to both jobseekers and business customers. A centrally-conducted survey was administered via an email solicitation with a link to an online survey delivered through Survey Monkey.

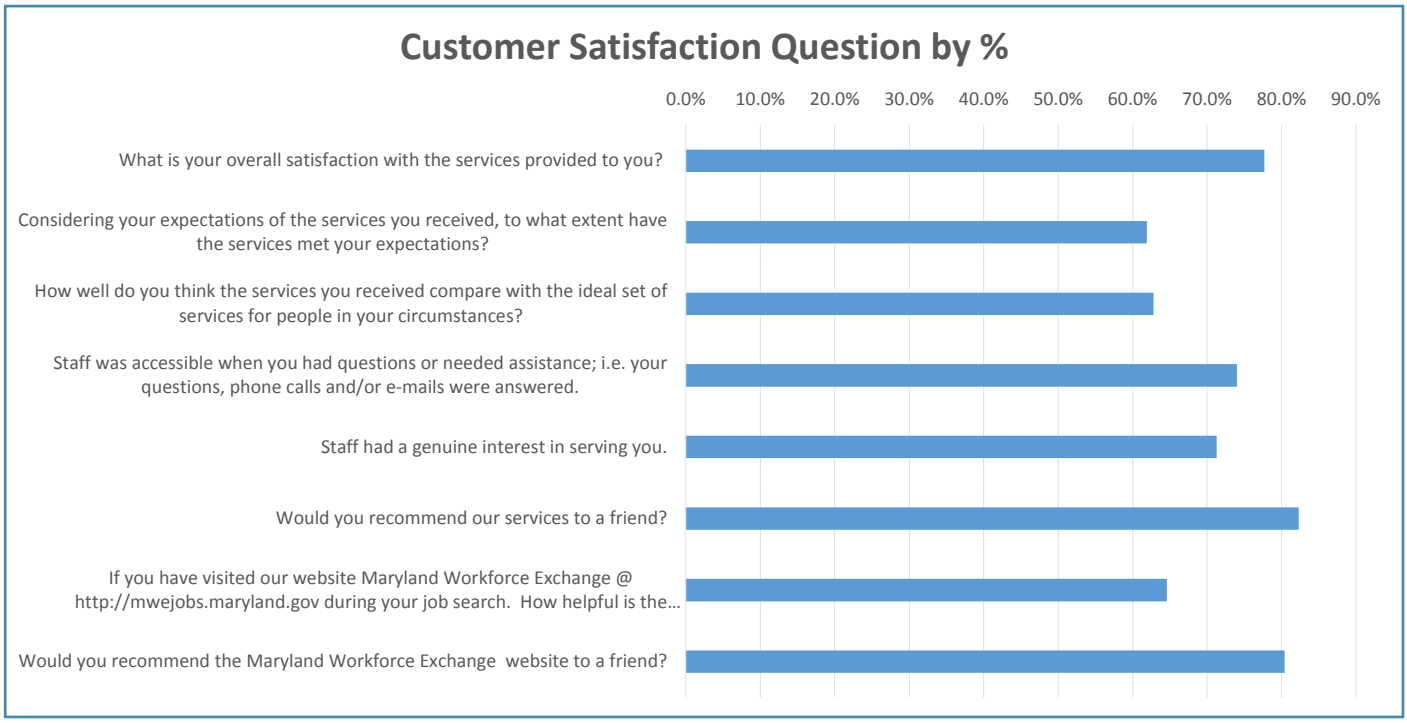
Regarding jobseeker customer service, 3,597 surveys were distributed and 234 responses were received, which is a 7 percent response rate. The Customer Satisfaction survey consisted of 10 questions. These questions referenced the level of satisfaction with services: whether (1) the customer's satisfaction was met and (2) services received were close to the ideal set of services the customer would expect. If the customer accessed the Maryland Workforce Exchange Virtual One Stop (MWE-VOS), questions were included regarding whether (1) the system was helpful and (2) he or she would recommend the system to a friend.

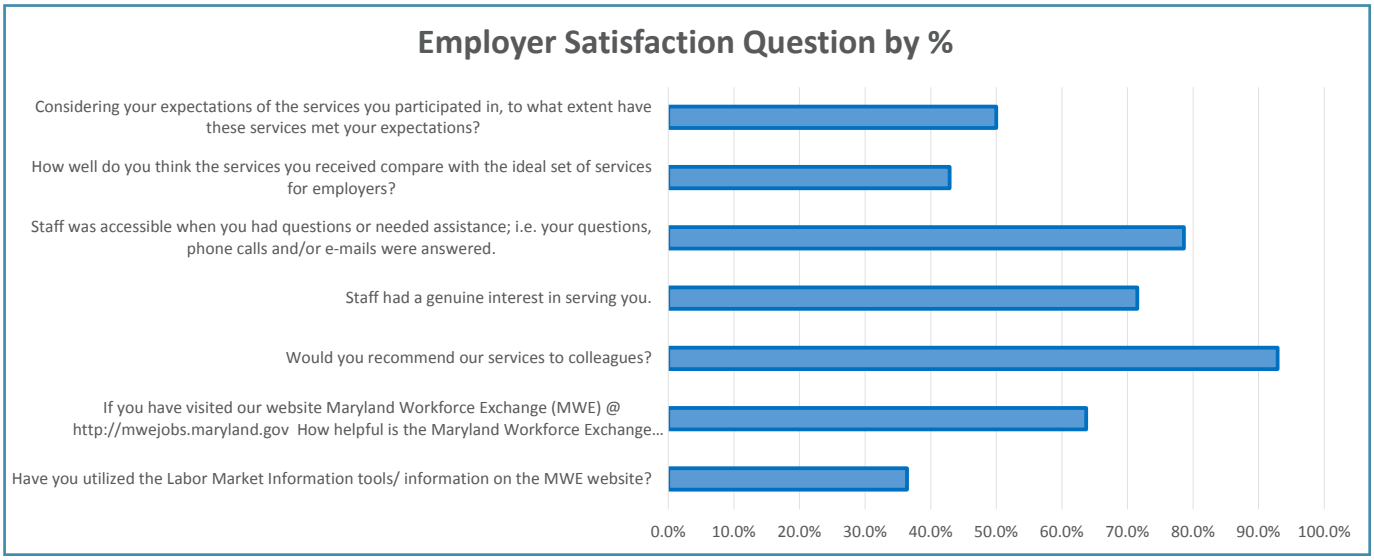
Referencing business customers, 382 employers who were receiving staff assisted services were contacted and 14 employers responded, which is a 4 percent response rate. The employer survey consisted of 10 questions, covering such topics as (1) how the employers learned about business services available through American Job Centers (AJCs), (2) how satisfied they were overall, (3) whether staff were available for them and showed a genuine interest in them and their needs, and (4) whether they would recommend AJC business services to others.

Overall, 77.7 percent of the jobseeking customers were somewhat or very satisfied with the services they received. Over 61.9 percent of customers felt the services they received met or exceeded their expectations. Almost 62.8 percent felt the services they received were ideal for individuals in their circumstances. 74 percent felt staff was accessible and reachable, and 71.3 percent of customers trusted that AJC staff were truly interested in serving them. 82.3 percent would recommend the services. Of those who visited the MWE-VOS, 64.6 percent found the site helpful or very helpful. Of those who visited the MWE-VOS, 80.4 percent would recommend it to a friend. Overall, a majority of customers who utilized services provided through the AJCs and MWE-VOS found them useful and helpful in supporting their needs.

Regarding business services customers, 50 percent indicated the services they received met and exceeded their expectations. Approximately 42.9 percent felt the services they received were ideal for employers in their circumstances. A majority – 35.7 percent – of the employers surveyed were introduced to the AJCs through the MWE-VOS. Over 78 percent thought staff were accessible and reachable, and 71.5 percent of employers trusted staff had sincere interest in serving them. 92.9percent of employers would recommend AJC business services to colleagues. Of the employers who used the MWE-VOS, 63.7percent found the site helpful or very helpful.

These survey results illustrate several points and allow the Division of Workforce Development and Adult Learning (DWDAL) to determine whether and where any issues exist. For example, some areas may require growth and improvement: little less than half of the employers surveyed felt the services they received were ideal, and only half of the employers serviced found the services they received met or exceeded their expectations. On the other hand, customers commented on the invaluable services Maryland is providing through the AJCs and the MWE-VOS. Once all areas are fully examined and issues are uncovered, DWDAL can work toward resolutions which can eventually be implemented. What stands out in these surveys results, though, is that DWDAL staff, the system in general, and the services provided are beneficial and valuable assets to customers and businesses alike.


Customer Satisfaction Question by %
0.0%
10.0%
20.0%
30.0%
40.0%
50.0%
60.0%
70.0%
80.0%
90.0%
What is your overall satisfaction with the services provided to you?
Considering your expectations of the services you received, to what extent have the services met your expectations?
How well do you think the services you received compare with the ideal set of services for people in your circumstances?
Staff was accessible when you had questions or needed assistance; i.e. your questions, phone calls and/or e-mails were answered.
Staff had a genuine interest in serving you.
Would you recommend our services to a friend?
If you have visited our website Maryland Workforce Exchange @ http://mwejobs.maryland.gov during your job search. How helpful is the...
Would you recommend the Maryland Workforce Exchange website to a friend?


Employer Satisfaction Question by %
Considering your expectations of the services you participated in, to what extent have these services met your expectations?
How well do you think the services you received compare with the ideal set of services for employers?
Staff was accessible when you had questions or needed assistance; i.e. your questions, phone calls and/or e-mails were answered.
Staff had a genuine interest in serving you.
Would you recommend our services to colleagues?
If you have visited our website Maryland Workforce Exchange (MWE) @ http://mwejobs.maryland.gov How helpful is the Maryland Workforce Exchange...
Have you utilized the Labor Market Information tools/ information on the MWE website?
0.0%
10.0%
20.0%
30.0%
40.0%
50.0%
60.0%
70.0%
80.0%
90.0%
100.0%