

Impact of

MARYLAND

WORKFORCE INNOVATION

& Opportunity Act

TITLE I

Under the recent WIOA legislation, Maryland Workforce Association members utilize Title I funding to deliver workforce services to:

**ADULTS  
WHO HAVE  
BARRIERS TO  
EMPLOYMENT**

**DISLOCATED  
WORKERS  
WHO LOST THEIR JOB  
THROUGH NO FAULT  
OF THEIR OWN**

**YOUTH  
AGES 14 TO 24**

These services are provided through the American Job Center Network. Case-managed participants develop a career path, may go through training to receive industry recognized credentials, and obtain unsubsidized employment.

The WIOA legislation puts a special emphasis on a demand-driven approach to providing services which make the system responsive to business demand for skilled employees and ensures economic growth. WIOA also encourages alignment and coordination of services provided by many agencies at the local level, which increases efficiency.

In Maryland, Title I funding is used by

## **12 Workforce Boards**

to serve individuals who need assistance identifying career options and gaining employment.

The workforce boards also implement innovative strategies to grow a pipeline of skilled workers to meet businesses needs.

Within a recent 12-month period, the workforce boards

**served over  
8,200 adults**  
and youth participants using

WIOA Title I funding. While many of these participants continued receiving services,

**over 1,500 individuals<sup>1</sup>**  
completed the Title I program and obtained a job.

This is a conservative number since it does not include those who found a job shortly after they commenced the program and are therefore outside of the reporting period for this analysis.

EMSI is an input-output economic model<sup>2</sup> that allowed us to estimate an economic impact on the State caused by newly obtained jobs by previously unemployed individuals. The model was populated by data on the industry affiliations of these jobs.

The model also calculated that as a result of these employments,

**an additional  
900 jobs**

were indirectly created in Maryland due to a multiplier effect.

<sup>1</sup> The data comes from the Maryland Department of Labor, Licensing and Regulation through matching wage records received from the Unemployment Insurance.

<sup>2</sup> EMSI - <http://www.economicmodeling.com/>

# \$41 Million

The level of funding received by the State to implement Title I programs



# 2,500 Jobs

Created directly or indirectly



\*In reality, the impact is higher since about 200 jobs were not included in this model due to lack of industry information.

## Economic Impact of the Program 3X Exceeded its Costs



**\$41 Million**



**\$133 Million**

*However, nothing shows the real picture of the impact that WIOA Title I programs that have better than real-life stories. Out of the thousands of individuals and businesses affected by the program, we selected just a few **success stories:***

## Hunter

### LOWER SHORE

Hunter was looking for something that he had a true passion for and would allow him to become more self-sufficient. He felt welding was his calling. After being denied chances to move up in his maintenance position, Hunter decided it was time to stop putting his welding career on hold and apply for a welding class held at ARCON Training Center.

Hunter successfully completed the Basic Arc/Flux-Cored Welding course and was hired temporarily through Quality Staffing as a welder for Delaware Elevator. Hunter's long term goal was to work for a successful company who would not only treat him well as an employee, but also offer good benefits for him and his wife. He felt as though Delaware Elevator is that employer.

Hunter proved himself to be such a strong welder that Delaware Elevator hired him as a permanent full time employee a few months later. To date Hunter has almost doubled what he was making when he first started the welding class.

## UPPER SHORE

**Dana** initially attended Chesapeake College through the Upper Shore Workforce office to obtain her Certified Nursing Assistant license. She completed the class successfully and obtained employment immediately as a nursing assistant. Because of her initial training, which led to a “foot in the door” to the medical field, she was able to also obtain her Geriatric Nursing Assistant, Medication Technician, and Phlebotomy certifications. However, due to back and spinal complications she was unable to fulfill the duties that the position required.

Dana turned again to the Upper Shore workforce office to see if she could receive more help in her career ladder in the medical field. Dana then entered training in the Clinical Medical Assistant courses at Chesapeake College. She excelled in the class and walked across the stage as a CMA graduate in December during the Allied Health Graduation at Chesapeake College.

Dana is now a full time employee of Anne Arundel Family Medical Office in Centreville, Maryland.

**“I am a single mother and grandmother and despite my many hardships that I face on a daily basis, I am determined to succeed. I am still qualified and motivated to work in the health field.”**

## SOUTHERN MARYLAND

**Dat Jerk Caribbean Grill Restaurant** is a new small minority owned restaurant in Charles County having a challenge filling two immediate full-time positions. The area conducted a customized recruitment and they invited 12 prescreened candidates. One of the owners, Angela Fray, stated that **“candidates were of better quality than those they received from their Indeed listing”**.

The business hired two applicants who are still employed.

## WESTERN MARYLAND

The Western Maryland Consortium's On-The-Job Training (OJT) Program has benefitted many of the area businesses through providing reimbursement of new employees' wages while they are in training as well as vetted individuals who are ready to work and become a part of their team. Some of the businesses who participated in the program provided their feedback.

**Funk Electrical:** "They had already spoken with the applicants and put you in touch with people that they feel would be a goodmatch for what you are looking for and also they contribute to the first couple months of wages while you train the employee."

"Yes, if I have an opportunity and I believe they may have a candidate match, they will be the first call."

## ANNE ARUNDEL COUNTY

**Najima** had an Environmental Science degree and 10 years of IT/ Database Management experience but she was unable to find employment because she lacked current certifications in the industry. Najima connected with Anne Arundel Workforce Development Corporation's Maryland Tech Connection initiative looking for help getting back into her career. After completing the Career Restart Bootcamp Najima met with a Career Navigation Specialist and the IT Talent Consultant to develop a career plan. She was enrolled in and successfully completed an Amazon Web Services Certified Solutions Architect training. With a revised career search strategy and an updated industry certification Najima was able to secure a positions with the Maryland Department of Environment as a Natural Resource Planner II.

# Success Stories

## SUSQUEHANNA

**Mr. Sills** lost his CDL license due to medications to take for his health issues. His résumé was poor and was not showing his relevant skills. He enrolled into Entry-Level Manufacturing training offered through the Susquehanna Workforce Network. He completed his training successfully and received a certification. With assistance, he applied for a position with Frito Lay's and was selected for a Production Operator position making \$16.97/hour— full time job with benefits. He shared that he was **“being considered for rapid progression into a Maintenance Mechanic position due to his recently acquired skills through the Entry-Level Manufacturing training funded through the EARN grant”** Later, Mr. Sills reported that he had been promoted and is now making \$20.87/hr.

## BALTIMORE COUNTY

**Michelle** was laid off from her Senior Operations Analyst position at a major healthcare organization in late October and came to the Hunt Valley AJC the next month. According to the customer, her primary need was to build on her credentials in order to increase her earning potential. She completed Project Management Professional (PMP) training in 2012, but was unsuccessful in passing the exam. She wanted to revisit the PMP credential which has a lot of impact in her field. We applied for and received approval for prevocational MS Project and occupational Project Management training at UMBC. Michelle continued job searching and was offered a position which she describes as her

**“ideal job.”** While she was targeting positions paying as high as \$115,000, this job offer included a salary of \$125,000 plus bonus. In her last position she made \$104, 000. Michelle also worked with the employer to ensure that she will be able to complete the PMP training in May, 2018.

## FREDERICK COUNTY

**Country Meadows**, a Senior Living community reached out to Frederick County Workforce Services for assistance in identifying qualified candidates for the company's open positions. Country Meadows took advantage of several recruiting solutions offered by Frederick County Workforce Services, including participation in formal job fairs and onsite recruitment events as well as panel presentations and information sessions designed to generate interest in the field among prospective candidates.

As a direct result of the partnership with Frederick County Workforce Services, Country Meadows has hired multiple candidates. According to Country Meadows Employment Specialist, one of these candidates was so impressive during the interview that the company hired him for a full-time position even though there weren't any openings for his desired position at the time!

## MID-MARYLAND

**Brandon** came to the Mid-Maryland Business/Employment Resource Center/AJC Youth Works program in need of some career direction in his life. He was unsure of what he wanted to do, but knew that college was not for him. He had been working at a local restaurant since high school graduation, nearly 2 years before. He became interested in apprenticeships after meeting only a few times with the youth counselor. Brandon ended up completing a resume and cover letter one afternoon with the youth program worker and submitted it to a plumbing and heating company. He was to schedule an interview the following day, and was hired the very next day as an apprentice with Apple, Plumbing and Heating Company! Brandon was very excited to start a career and said he was extremely grateful for all the motivation and resources that the youth program provided.

After having gone through career exploration and job readiness training activities at the Carroll County Business and Employment Resource Center, Brandon was very excited to start a new career as an apprentice with Apple, Plumbing and Heating Company and said he

**“ was extremely grateful for all the motivation and resources that the youth program provided.”**

# Success Stories

## BALTIMORE CITY

**Angel** always wanted to be a nurse but due to her rough past the path was not as easy. After joining the Woodstock Job Corps program Angel started her path towards her dream career. She earned her high school diploma, became certified in Office Administration, and she went through training to become a childcare provider.

Angel knew she still wanted to become a nurse so she pursued her CNA/GNA certification funded through the Mayor's Office of Employment Development. Angel successfully completed the training and received her certifications.

The typical career path for a CNA/GNA would be to work at a nursing home or an assisted living facility. Angel was determined to get a job in a hospital. She applied to and was turned down for a list of hospital positions for various reasons. Finally Mercy Hospital called Angel for an interview and she secured a position. After a six-month probationary period, Angel will be able to apply for a Tech Positions at Mercy. This will give her additional training, a \$2.00/per hour wage increase and full-time benefits. In the meantime, Angel is taking pre-nursing courses at Baltimore City Community College

**“Going through the things I went through made me the woman I am today [and] gave me the push to become a better person.”**

## PRINCE GEORGE'S COUNTY

Three job fairs were held in different locations for **Tanger Outlets** around Prince George's County. Sixty retailers representing 900 new jobs and 7,000 job seekers participated in the event. As a result, over 250 contingency job offers were made on the spot.



# AmericanJobCenter<sup>®</sup>

## LOCATIONS

### Anne Arundel County

BWI Thurgood Marshall  
Airport  
Lower Level - Door 8  
BWI Airport, MD 21240

Fort Meade  
Building 4432  
Fort Meade, MD 20755

Linthicum Heights  
613 Global Way  
Linthicum Heights, MD  
21090

### Baltimore City

Eastside  
3001 East Madison  
Street  
Baltimore, MD 21205

Northwest  
2401 Liberty Heights  
Avenue  
Mondawmin Mall -  
Suite 302  
Baltimore, MD 21215

### Baltimore County

Eastpoint  
7930 Eastern Avenue  
Baltimore, MD 21224

Hunt Valley  
11101 McCormick Road,  
Suite 102  
Hunt Valley, MD 21031

Randallstown  
3637 Offutt Road  
Randallstown, MD  
21113

### Frederick County

Frederick  
200 Monroe Avenue  
Frederick, MD 21701

### Lower Shore

Salisbury  
31901 Tri-County Way  
Salisbury, MD 21804

### Mid-Maryland

Columbia  
7161 Columbia Gateway  
Drive, Suite D  
Columbia, MD 21046

Westminster  
224 N. Center Street  
Westminster, MD 21157

### Montgomery

Germantown  
12900 Middlebrook  
Road  
1st Floor  
Germantown, MD  
20874

Wheaton  
11002 Veirs Mill Road  
First Floor  
Wheaton, MD 20902

Silver Spring  
3300 Briggs Chaney  
Road  
Silver Spring, MD  
20904

### Prince George's County

Largo  
1801 McCormick Drive  
Suite 120  
Largo, MD 20774

### Southern Maryland

Lexington Park  
21795-F N. Shangri-La  
Drive  
Lexington Park, MD  
20653

Prince Frederick  
200 Duke Street  
Prince Frederick, MD  
20678

Waldorf  
175 Post Office Road  
Waldorf, MD 20602

Waldorf - Youth &  
Young Adults  
102 Paul Mellon Court,  
Suite 104  
Waldorf, MD 20602

### Susquehanna

Bel Air  
2 South Bond Street,  
Suite 204  
Bel Air, MD 21014

Elkton  
1275 West Pulaski  
Highway  
Elkton, MD 21921

Havre de Grace  
2021-D Pulaski  
Highway  
Havre de Grace, MD  
21078

### Upper Shore

Cambridge  
627 Race Street  
Cambridge, MD 21613

Centreville  
125 Comet Dr.  
Centreville, MD 21617

Chestertown  
115 Lynchburg Street  
Chestertown, MD  
21620

Denton  
300 Market Street  
Denton, MD 21629

Easton  
300 Bay Street  
Easton, MD 21601

### Western Maryland

Cumberland  
138 Baltimore Street,  
Suite 102  
Cumberland, MD 21502

Hagerstown  
33 W. Washington St.,  
4th Floor  
Hagerstown, MD 21740

Oakland  
14 North 8th Street  
Oakland, MD 21550

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# MARYLAND WORKFORCE ASSOCIATION

The Maryland Workforce Association is made up of the Local Workforce Directors in Maryland. The association collaborates with the Maryland Department of Labor, and other state workforce partners to foster regional and statewide collaboration and share best practices

[www.mdworkforceassociation.org](http://www.mdworkforceassociation.org)